



**Accessibility 2021 Status Report**

<b>Requirement</b>	<b>Steps</b>	<b>Timeline</b>
1. Ensure continued compliance with the Accessible Customer Service policy	(a) Ensure policies, practices and procedures are consistent with principles in the customer service standard (dignity, independence, integration, equality of opportunity) (b) Ensure training is conducted per policy (c) Ensure feedback process is followed (d) Ensure notification is given in the case of temporary disruptions	On-going
2. Conduct compliance audit	(a) Train staff to conduct audit (b) Prepare internal audit schedule (c) Start conducting formal internal audits	(a) First quarter of 2021 (b) Third quarter of 2021
3. Renovation of the Municipal Office and Recreation Complex to include accessibility requirements	(a) All washrooms will meet accessibility standards (b) Entrances to the Municipal Office, Seniors Complex and Recreation Complex will have barrier-free access	Completion expected by September 2022.
4. Downtown Revitalization Project to include accessible parking and sidewalks	(a) New accessible parking will be addressed along with accessible access to downtown sidewalks and businesses	Completion expected by September 2022.