



## Annual Accessibility Status Report

**2020**

If this information is required in an alternative format, please contact 807-737-2700.

The Municipality of Sioux Lookout has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for 2020 on the progress of measures taken to improve accessibility. The purpose of this report is track our organization's progress and make the public aware of our initiatives.

This report is available online at <https://siouxlookout.ca/en.your-local-government/accessibility.asp>

To request an alternate format of this annual status report, please contact:

Megan Pollard  
Human Resources Manager  
[hr@siouxlookout.ca](mailto:hr@siouxlookout.ca)  
807-737-2700 ext. 2235

The Municipality of Sioux Lookout's accessibility plan is guided by the following commitment statement:

The Municipality of Sioux Lookout is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

The Municipality of Sioux Lookout is committed to:

Ensuring the participation of people with disabilities in the identification and review of barriers;

Considering recommendations from people with disabilities and the public with respect to accessibility of municipal buildings, facilities, operations, and services; and

Meeting the standards of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), thereby removing barriers and creating a municipality where every person who lives or visits can participate fully.

The Municipality of Sioux Lookout continues to show their commitment to creating a barrier free community for residents, businesses, and tourists by developing and implementing policies, procedures, and practices to provide service to persons with disabilities.

Accessibility planning will help ensure that municipal services, policies, procedures, and practices meet the needs of everyone with a disability, including residents, visitors, tourists, and staff.

The Municipality of Sioux Lookout's accessibility accomplishments for 2020 included the following:

### **Customer Service**

Policies and Procedures were reviewed and updated.

Training continued to ensure all staff are aware of the accessibility accommodation requirements under the AODA.

### **Information and Communication**

New documents are created in more accessible formats, including larger font with more optical character recognition in digital formats.

Documents are available in accessible formats upon request.

The municipal website underwent a re-design to conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 level AA.

Feedback mechanisms have been enhanced to provide further opportunities for resident consultation regarding accessibility and other community input.

Feedback is accepted using the following platforms:

- Email, telephone, online via the Sioux Lookout Access Portal, hardcopy, fax, and in-person

### **Employment**

Personnel Policies were reviewed and updated.

Process were created for Return to Work and Individual Accommodation Plans

Applicants were informed about the availability of accessibility accommodations during the recruitment process.

### **Design of Public Spaces**

Zoning by-law addresses all aspects of accessibility in the planning process.

Enlarged street signs in downtown area.

Waterfront construction meets or exceeds accessibility requirements.

### **Availability of the Plan and Status Report**

The Municipality of Sioux Lookout's Multi-year plan and Annual Accessibility Status report can be accessed through the municipal website at: [www.siuoxlookout.ca](http://www.siuoxlookout.ca)

For more information, contact the Clerk's Department:

807-737-2700

Email: [customerservice@siouxlookout.ca](mailto:customerservice@siouxlookout.ca)

The Corporation of the Municipality of Sioux Lookout

25 Fifth Avenue, P.O. Box 158

Sioux Lookout, ON

P8T 1A4