



## United Townships of Head, Clara and Maria 2023 Accessibility Survey

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### **Background Information**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13<sup>th</sup>, 2005. Under this legislation, the Provincial Government developed mandatory accessibility standards that organizations must comply with in order to become more accessible. The provincial goal is to be fully accessible by 2025. The purpose of the AODA is to develop, implement and enforce accessibility standards so that all Ontarian will benefit from accessible programs, services and employment.

This survey collects feedback on five specific types of barriers that could be faced by individuals; for each question, a definition of the barrier is provide.

By participating in this survey, you will assist the Municipality in creating an Accessibility Plan that will include strategies designed to remove barriers that people with disabilities may encounter when they are accessing goods and services from the Municipality. Please review the types of barriers from the list below before responding to the survey questions.

If you require the survey in an alternate format (hard copy, PDF version etc.), please feel free to email [clerk@headclaramaria.ca](mailto:clerk@headclaramaria.ca) or telephone 613-586-2526.

You can also provide your feedback via email, mail, telephone, in person, or by any other method accessible to you.

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### **Attitudinal Barriers**

Attitudinal barriers are often based on stereotypes or assumptions that limit opportunities or offend the dignity of people with disabilities. These may result in people with disabilities being treated differently than people without disabilities An example would be assuming that a person who has a speech impairment cannot understand you.

I am aware of attitudinal barriers at the Municipality:

I have experienced attitudinal barriers at the Municipality:

I have additional comments or suggestions to share regarding attitudinal barriers at the United Townships of Head, Clara and Maria. Please comment below:

### **Architectural and Physical Barriers**

Physical barriers prevent people from accessing your services. Examples would be a meeting room in which spaces between tables are too narrow for a resident in a wheelchair to navigate easily or inaccessible washrooms.



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I am aware of physical or architectural barriers at the United Townships of Head, Clara and Maria:

I have experienced architectural and physical barriers at the United Townships of Head, Clara and Maria:

I have additional comments or suggestions to share regarding architectural and physical barriers at the United Townships of Head, Clara and Maria. Please comment below:

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### **Informational and Communications Barriers**

These barriers arise when a person with a disability cannot easily receive and/or understand information that is available to others. An example would be a providing documents with print that is too small to read.

I am aware of information and/or communications barriers at the United Townships of Head, Clara and Maria:

I have experienced informational and communications barriers at the United Townships of Head, Clara and Maria:

I have additional comments or suggestions to share regarding informational and communications related barriers at the United Townships of Head, Clara and Maria. Please comment below:

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### **Technology Barriers**

These barriers occur when technology or the way it is used does not meet the needs of people with disabilities. An example would be accepting only online job applications.

I am aware of technological barriers to services that impact people with disabilities at the United Townships of Head, Clara and Maria:



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I have experienced technological barriers at the United Townships of Head, Clara and Maria:

I have additional comments or suggestions to share regarding technological related barriers at the United Townships of Head, Clara and Maria. Please comment below:

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### **Systemic Barriers**

These are aspects of policies, practices and procedures that result in people with disabilities being treated differently than others or sometimes excluded altogether. An example would be people with disabilities are excluded from events, or included as an after-thought when planning events.

I am aware of policies that create systemic barriers to full access by people with disabilities to goods and services at the United Townships of Head, Clara and Maria:

I have experienced systemic barriers at the United Townships of Head, Clara and Maria due to policies or procedures:

I have additional comments or suggestions to share regarding systemic barriers at the United Townships of Head, Clara and Maria. Please comment below: