

## LEAD Wrap-Up Report – The Township of Uxbridge

On August 29<sup>th</sup> and 31<sup>st</sup>, 2023, a team at The Township of Uxbridge completed the LEAD self-assessment process to identify ways to make the organization more inclusive and accessible.

- 20 team members from various branches of the municipality participated in the self-assessment process. Having people across departments gather together helped bridge communication, bring work out of siloed approaches, and increase interdepartmental understanding.

### LEAD Self-Assessment

The Township of Uxbridge was committed to creating lasting change by increasing internal education and awareness. They were aiming to improve the inclusivity of service delivery and day-to-day operations by centering accessibility considerations. Through the collaborative self-assessment, the team at the Township of Uxbridge identified some specific actions to take to improve accessibility and inclusion, including:

- Conducting accessibility audits of facilities including persons with lived experience of disability to identify strengths and improvement priorities
- Indicating clearly the availability of accommodations and accessibility options
- Recruiting individuals from under-represented groups to guide decision-making through advisory boards and committees, and engaging those committees to inform areas for improvement
- Ensuring emergency notifications including visual signalling alongside auditory alarms

### Improvement Plan Actions Taken

The Township of Uxbridge team has focused on adding consideration for accessibility into regular operations and implementation across departments. They have prioritized communication with the accessibility advisory committee to keep them apprised of actions and seek input. Since beginning the LEAD process, a number of actions from the improvement plan have been implemented to enhance inclusion and accessibility, including:

- Auditing municipal facilities for accessibility and updating infrastructure to enhance usability by community members
- Updating language in job descriptions to be more inclusive



- Adding a step to the new project workflow determining if consultation with accessibility advisory committee is needed
- Integrating closed captioning into meetings and updating augmented listening devices for meetings of the city council
- Working with security company to update alarm system to include visual signaling

### The Township of Uxbridge's approach

The team at The Township of Uxbridge has committed to continuous progress - keeping accessibility at the forefront, acting on changes that can be made quickly and establishing plans for changes that take greater lead-time and resourcing. Across departments, they have been seeking out best practices and adapting their processes, avoiding complacency with current practice. This team has been building momentum by,

- Making the evaluation of accessibility advisory committee involvement a tangible item in their project workflow to keep accessibility top-of-mind for all projects
- Collaborating across departments to share learnings and work through challenges

### Next steps

Moving forward, the Township of Uxbridge is looking to continue building on the success of actions already taken and embed accessibility in future projects from the outset. They will continue to keep accessibility at the forefront of their day-to-day work by leveraging the expertise of their accessibility advisory committee, keeping team members educated and motivated across departments, and documenting progress while celebrating successes.