

## The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

### Progress Report 2019

Received by the Municipality of Grey Highlands Council on December 4, 2019

Accessible formats and communications supports available upon request.

# Municipality of Grey Highlands' Commitment to Accessibility

The Municipality of Grey Highlands (Grey Highlands) is committed to providing programming and services that consider the diverse needs and abilities of the people we serve. This 2019 Progress Report is the annual update on progress of measures taken to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

This Progress Report includes the accessibility initiatives that were completed in 2018 and 2019 to implement the strategies outlined in the Grey Highlands' Multi-Year Accessibility Plan as adopted by Grey Highlands Council on May 1, 2019.

## Reporting

The Multi-Year Accessibility Plan 2018-2022 requires that periodic updates to the plan be shared with Grey Highlands' Council and the Joint Accessibility Advisory Committee.

The 2019 Compliance Report (due for submission no later than December 31, 2019) requires that a Progress Report has been conducted.

## Our Progress on the AODA Regulations

The following pages outline the 2018 and 2019 accomplishments in **Customer Service, Information and Communication, Employment, Transportation and Design of Public Spaces**.

There are also general requirements that apply across all the accessibility standards.

## General Requirements

### **Procurement:**

- Purchase of ergonomically efficient vehicles and graders.
- Adjustable workstations provided in vehicles.
- Stand-up desks were purchased for office staff.

### **Training:**

- All employees hired in 2019 have received comprehensive AODA Training.
- Current employees participated in an AODA refresher course.

## Feedback:

- Grey Highlands has not received any feedback.

# Integrated Accessibility Standards Regulation (IASR)

## Accessible Customer Service Standard

- Sidewalk/Road design standards have been changed to include tactile strips at intersections.
- Improved the public area at Markdale and Osprey Diversion & Waste Sites.
- Hired a Customer Service Coordinator full-time.

## Information and Communications Standard

- Received Web writing training on how to create accessible documents and web content.
- Continuously strive to produce all digital media in a fully accessible format.
- A fully accessible audio system will be installed in Council Chambers and will include two personal assistive listening devices.
- Most forms and documents on the Grey Highlands website were updated to be fillable accessible PDFs.
- Building Department's online acquisition of a permit system is fully accessible and will have fillable forms.

## Employment Standard

- Human Resources continues to create individual emergency response plans for employees who have permanent or temporary accessibility needs.
- Each job posting contains, "The Municipality of Grey Highlands is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document can be made available in other accessible formats as soon as practicable and upon request."
- All offers of employment contain, "The Municipality has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or a medical need, please contact human resources at so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment."
- Human Resources reviews all job postings to ensure they are free of systemic barriers.

- Human Resources is a municipal member of the County Joint Accessibility Advisory Committee (JAAC).

## Transportation Standard

- Grey Highlands does not currently provide a public transportation program, nor does it license taxicabs as regulated under the Transportation Standard.

## Design of Public Spaces

- Council awarded the tender for Kimberley Hall for accessible upgrades to include, but not limited to installing a ramp, elevator and barrier free washrooms.
- Downtown Markdale Streetscape Plan will be full accessible.
- Trails Master Plan has accessible trail design and wayfinding components built into design parameters.
- Proposed renovations at 11 Toronto Street to be totally barrier free – power entry doors, universal washroom and barrier free washrooms.
- Municipal office – customer service counter will be redesigned to the fully accessible.
- There are plans to install fully accessible pavilions at two library locations.
- Continue to provide information on accessible building design for the general public.
- Municipality is offering Community Improvement Plan (CIP) grants for accessible renovations for small businesses.
- Relocated the AED units so that they are accessible in all arenas.
- Relocated soap dispensers and toilet paper products in all recreation centers to be fully accessible.
- Repaired ramp at Maxwell Community Hall to meet accessible standards.
- Replaced Exit Signs with illuminated Exit Signs to better serve persons with low vision.
- Installed audible and vision alarms for refrigeration plants – all recreation centers.
- Installed accessible ramp at Feversham park.
- Three parks received wheelchair accessible wood chips.
- Relocated flood room door at Flesherton arena to prevent customers and employees from crossing an ice dam on a slope.
- Upgraded the slopes in concrete floors at Markdale arena to provide access.

# Ongoing Review of the Multi-Year Accessibility Plan

Ongoing review and feedback are important for this plan to stay effective. Grey Highlands will continue to collect feedback and implement changes that will enhance the accessibility of its services. Members of the public are encouraged to make comments on this plan and accessibility matters in general.

The Accessibility Coordinator will continue to review the Multi-Year Accessibility Plan annually and prepare annual Progress Reports for review by the Grey County Joint Accessibility Advisory Committee and Grey Highlands' Council.