![Grey County logo]

Committee Agenda

Joint Accessibility Advisory Committee
March 29, 2022 – 1:30 PM

Electronic Participation

1. **Call to Order**

2. **Declaration of Interest**

3. **Site Plan Reviews**

   a. Southgate Office Space Review

      [Southgate Municipal Office Remodel Photos](#)

   b. Town of Hanover – Playground Retrofits

4. **Reports**

   a. CCR-JAAC-05-22 Status Report Multi Year Accessibility Plan

      That Report CCR-JAAC-05-22 regarding the status of the Multi-Year Accessibility Plan be endorsed and posted to the Accessibility page of the Grey County website.

5. **Reference Documents** (None)

6. **Other Business**

   a. Markdale Hospital

7. **Next Meeting Dates**

   To Be Determined

8. **Adjournment**

Township of Southgate
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Township of Southgate Municipal Space Remodel – Joint Accessibility Committee

Please find below a description of the images submitted for the new space Municipal Office Space in the Township of Southgate Administrative Office, located at 185667 Grey Road 9, Dundalk ON, N0C 1B0. Renovations of the previous Council Chambers at the Township of Southgate Administrative Office were completed to allow for more space in the Municipal Administrative offices to accommodate all staff members.

Image one shows the counter space in the new administrative office space from inside the staff area. The counter is between the wall and Building and By-law Administrative Assistance desk. The counter height is 42" , the counter length is 78 ½" and the counter width is 27".

Image two shows the counter space in the new administrative office space from inside the staff area facing directly at the counter. The counter has 4 drawers and 4 cupboard spaces directly below the drawers for storage.

Image three shows the counter space from the public access doorway and three cubicles for staff workspaces.

Image four shows the counter space facing directly at the counter from the public access space. Looking into the staff work area, there is a door that leads to the hallway for staff access to the rest of the municipal office area.

Respectfully,

Holly Malynyk
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STAFF REPORT TO GREY COUNTY JOINT ACCESSIBILITY ADVISORY COMMITTEE

FROM   Sherri Walden, Director of Parks, Recreation & Culture
                   Melissa Hilgendorff, Human Resources Manager

DATE   March 29, 2022

SUBJECT   **Town of Hanover Playground Retrofits**

RECOMMENDATION

1. That Report Town of Hanover Playground Retrofits be received; and
2. That the Grey County Joint Accessibility Advisory Committee (GCJAAC) provide input for consideration for the design of the updated playgrounds.

BACKGROUND

The Town of Hanover Parks, Recreation and Culture Advisory Committee completed a review of outdoor Town parks. The committee proposed retrofits of the playgrounds located at Optimist Park and the Kinsmen Ball Park in 2022 and 2023 as a result of the review.

A successful application was made to the Ontario Trillium Foundation (OTF) Community Building Fund to support a retrofit of all equipment at the Optimist Park playground area and most of the equipment at Kinsmen Ball Park.

A Request for Proposal (RFP) including accessibility provisions has been issued with a response due at the beginning of April. Proposals will be required to fulfill the Canadian Children's Playspaces and Equipment; A National Standard of Canada, Canadian Standards Association (CAN/CSA-Z614-14), including Annex H, which speaks to accessibility of playspaces and equipment.

DISCUSSION

The Town of Hanover wishes to consult the GCJAAC as part of this project and in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Feedback will be considered when reviewing responses to the RFP and in designing the play spaces.

In compliance with the AODA, the Town of Hanover will incorporate accessibility features including sensory and active play components into the design, as well as a stable ground surface in and around the play area.

It is anticipated the submitted playground designs will include a variety of equipment but not necessarily items from all categories listed below. Hanover is specifically seeking the GCJAAC's suggestions for possible equipment or other considerations with respect to the following categories:

a)   Sensory play equipment
b)   Ground level play elements
c)   Swing units
d)   Creative play and motion elements
e)   Stationary activity panels
f)   Social interaction or interactive play elements
g)   Active play elements such as slides, balancing, overhead play, and climbing
h)   Other

SITE LAYOUTS

Optimist Park Playground
253 4th Street Crescent

This playground is in a mature neighbourhood with a connecting trail link to a new residential development. The existing precinct size is 404 square metres with a wood fibre surface and is located in the westerly section of the property. The edge of the area is comprised of engineered wood fibre with rolled sod.

An aerial view of the existing park layout is depicted below. It is comprised of four separate play features placed to create a square shape with some green space between the feature and in the middle of the features.

4th Street Crescent

Kinsmen Ball Park Playground
310 17ᵗʰ Avenue
Hanover, ON, N4N

This playground is part of a site that includes three ball diamonds and a covered pavilion with indoor washrooms. The existing precinct size is 632 square metres with a wood fibre surface and is located in the westerly section of the property. The edge of the area is comprised of engineered wood fibre with rolled sod.

An aerial view of the existing park layout is depicted below. The play area is currently set in the southwest corner of the property. It is comprised of four play structures. One small structure is located in the northeast area of the playground. A larger structure is located in the southwest area and the two other structures are near the middle in addition to green space.

The Town of Hanover thanks the GCJAAC for their time, consideration and assistance.

Respectfully submitted,

Sherri Walden
Director of Parks, Recreation and Culture

Concurrence,

Melissa Hilgendorff
HR Manager

Committee Report

To:	Chair Sholtz and Members of the Grey County Joint Accessibility Advisory Committee
Committee Date:	March 29, 2022
Subject / Report No:	CCR-JAAC-05-22
Title:	Multi-Year Accessibility Plan Status Report
Prepared by:	Kathie Nunno, Administrative & Accessibility Coordinator
Reviewed by:	Heather Morrison, Clerk
Lower Tier(s) Affected:	Georgian Bluffs, Grey Highlands, Hanover, Southgate, Blue Mountains, West Grey
Status:	

Recommendation

1. **That Report CCR-JAAC-05-22 regarding the status of the Multi-Year Accessibility Plan be endorsed and posted to the Accessibility page of the Grey County website.**

Executive Summary

The Grey County 2018 – 2022 multi-year accessibility plan is a living document that is reviewed annually and modified as necessary. Legislation requires the plan to be reviewed and updated at least once every five years. The plan is due for review and update this year and an updated draft multi-year plan will be presented for consideration in the fall.

This report provides an annual status update on the plan implementation over the past 18 months. The changes made to service provision and operations during COVID have, in many cases, resulted in improvements to accessibility.

Background and Discussion

General

Reporting

The 2021 Accessibility Compliance Report was submitted on December 2, 2021, and confirmation ACR-82793 was received. The compliance status was noncompliant in two areas: website and conventional transportation.

Grey County is as compliant as it can possibly be currently with website requirements. It isn't possible to verify daily compliance due to the number of documents uploaded to the websites

daily. It is a challenge to remediate PDF documents to make them compliant and a large portion of documents uploaded to Grey County's websites are PDFs converted from accessible Microsoft Word documents.   Grey County continually strives to improve website accessibility and is currently redeveloping the main grey.ca website. Time and resources are invested in having this site completed in 2022 with a heavy focus on being accessible and compliant with WCAG requirements.

The Grey Transit Route ("GTR") vehicles don't have electronic announcements or fully accessible features. Accessible rides are booked with other providers to follow the GTR vehicle as needed. Drivers verbally announce next stops. High-visibility next-stop signs are used on all vehicles. A communications strategy is being developed.

The Ministry for Seniors and Accessibility directs non-compliant organizations to become compliant and then re-submit the report. The website and transit areas of non-compliance are priorities for the updated multi-year accessibility plan.

Procurement

- Bonfire's contract management portal was added which provides online and accessible access to vendors and providers.

- Requests for proposals or tenders require that any public materials comply with accessibility legislation.

- Departments and purchasing staff review projects for accessibility opportunities.

Training

- A job-specific accessibility training chart was created that identifies which accessibility training modules need to be completed by each role in the corporation.

- Training documentation is being maintained. There is opportunity to improve the effectiveness of training records.

- Online training was implemented and uses both in-house training videos and sharable AccessForward free training modules.

Information and Communications Standards

Website

- A comprehensive update to the website is in progress in 2022 that will focus on WCAG compliance.

Information Technology

- TEAMS software was rolled out just prior to COVID. This provided an excellent platform for staff to meet while working offsite.

- Council chambers was modified to run Zoom video-conferencing meetings in both a dedicated and hybrid model.

- Recorded meeting videos are close-captioned using YouTube and available on Grey County's YouTube channel as well as on the County's website.

Employment Standard

- During the pandemic, health and safety staff worked with staff members coming back to the office to assess functional ability and make sure that staff are brought back in a safe manner.

- A remote work policy was created including an ergonomic checklist for staff to assess their home workstation. If any issues arose such as a sore back, staff could book a virtual consult with the health and safety manager.

Transportation Standard

- Upgrades to sidewalks that are attached to Grey County bridges will be presented to the Grey County Joint Accessibility Advisory Committee for review and comment.

Rural Transportation – GTR (Grey Transit Route)

- Google transit provides information for GTR routes. One requirement for providing this information is that GTR allow walk-on travel.

- GTR is a rare provider of booked travel. The early trips were reserved only and now GTR allows for walk-on riders. This makes it easier for those who find it difficult to reserve a trip. It does make it more challenging for the service to make sure that it has enough space for passengers who have reserved seats. It is an evolving process.

- Multi-use tickets are provided to agencies for their sponsored clients.

- GTR phones are staffed by human beings so there is no frustration in navigating an auto-attendant.

- GTR is working on improved connections with other transit service providers such as GOST, Owen Sound Transit and Collingwood/Blue Mountains Transit.

- The purchase of fully accessible vehicles was cost prohibitive at the early stage of offering a rural transit service. Riders call or email to reserve an accessible ride. GTR books accessible trips through a third-party provider as the conventional transportation vehicles are not fully accessible. While this has proved challenging, no wheelchair accessible trips have been refused.

- Plans are underway to acquire a dedicated wheelchair accessible vehicle for GTR.

Design of Public Spaces (the built environment)

- The County continues to incorporate accessible features in renovations and upgrades to facilities. Ontario Building Code requirements are followed, and consideration is given to barrier-free, auditory, and visual design features.

- Grey Roots Museum and Archives consulted with the Grey County Joint Accessibility Advisory Committee (JAAC) to plan a gallery refresh. Considerations include smooth surfaces for walking and wheeled devices, and type fonts and contrast for visual components, lighting, and sound.

- The age-friendly strategy has elements that dovetail with accessibility requirements. The strategy was presented to the JAAC, and staff will work together on the shared

aspects of this initiative.

- Staff presented Grey County's Recreational Trails Master Plan to the JAAC for review and comment and then returned in November 2021 to review trails upgrade considerations with the Committee.

- Trail improvements were made to eight forest properties. These included marking trails (blazing) to support wayfinding, removing brush and debris from trails and parking areas, providing consistent tread width, and marking locations for benches and extra trail signage.

- The online public trails database, Trailforks, was updated.   This platform hosts trail data and provides users with destination planning, trail experience, navigation and safety information.

Customer Service Standard

Long-Term Care

- Facetime technology was used to connect residents with their families.

- Zoom and TEAMS platforms were used for family meetings, resident councils, and staff meetings.

- Clinic Connect is a communication tool that provides options to receive information by telephone, email, or text. The top two contacts for every resident can receive communications and outbreak alerts in the way they want to receive them.

- Residents and visitors used amplifiers at the window visit stations to improve hearing. Window visits had wheelchair accessible ramps and portable shelters to protect visitors from weather.

- An additional push button door opener was added at Lee Manor. These will also be installed at the other two homes.

- Sidewalks were levelled and expanded at Lee Manor to allow people to have more freedom of movement. There are now more walking paths and people can walk almost all the way around the home.

- Indoor visiting stations were created at all three homes that allow for wheelchairs and physical distancing.

- Outdoor visiting stations were set up in accessible areas.

- The Rotary Club built accessible sunshades for all three homes.

- During COVID restrictions, hairdressing, physiotherapy, occupational therapy, massage, and foot care services were provided to the residents in their rooms if required so that services were still accessible to the residents.

- The dining room was rearranged, and plexiglass was installed to make dining service accessible and distanced so residents could come out of their room and still enjoy a meal at a table.

- Programming was revamped and provided in small groups and per wing:
  - Entertainment was arranged in the courtyards so the residents could be at the open windows to listen; some entertainers came in and some used Zoom.

- o Micro Tim Horton's locations were set up inside the homes.

- o Instead of having residents travel to programs, programs came to the homes and travelled through the wings.

- o Virtual museum tours were done through Zoom.

- o Rockwood Terrace set up a mini festival of lights in the auditorium as buses were no longer running to the Festival of Lights display.

- When the doctor couldn't come in, doctor's rounds were done virtually using OTN, a secure platform.

- Education to staff was provided both electronically and on paper.

- Isolation rooms were transformed at each home to make them accessible and include all required safety features

Administration Building

- Enhanced audio-visual equipment has been installed in the Grey County Council Chambers:
  - o Remote meeting participation used the Zoom platform.

  - o Meetings are recorded, close-captioned through Grey County's YouTube channel, and posted to Grey.ca.

  - o Assistive listening devices are available for in-person meetings in the Council Chambers

- Two meeting rooms have been equipped to provide enhanced hybrid meeting capabilities.

Grey Roots Museum & Archives

- With COVID capacity limits, staff implemented an online ticket system to control entry times. Visitors can also book tickets in person and staff provide telephone support to visitors having challenges with online booking.

- When Grey Roots was closed due to regulation, the website was updated, signage was put up, messaging went out on social media and press releases were used for re-opening.

- Sanitation stations were placed throughout the museum at various heights and considered safety of children. There were signs that said hand sanitizer hurts your eyes – get help from parents.

- Some interactive displays were removed as they were difficult to sanitize.

- Due to capacity limits, the theatre was not used during the pandemic.

- There was increased awareness of visitors' auditory experience:

  - o Plexiglass around the visitor services desk made hearing challenging. White noise was reduced by turning off the water fountain in the foyer.

  - o A temporary exhibit had firefighting sound which was turned off to give increased awareness of auditory experiences.

  - o In the Grey County gallery there is a lot of sound in the voices exhibit. A wall with

circular listening tubes was removed and it will be repurposed in the children's gallery. This opened space and made the Grey County gallery more accessible.

- When buildings were restricted, the Moreston Heritage Village was opened for outside walking at no charge in the summer.

- Staff built a fence with a proper gate on the side of the main building so people could access the village without having to go through the main building. This also gave staff easier access.

- Online programming
    - Made by me kits: kids crafts (sewing, painting, various activities) for affordable purchase in a paper bag with instruction and videos that explained how to do the craft.
    - Archives spring and fall lectures series were held online. As a virtual experience, more people could attend from a wider geographic region. The lecture on quilting in the County had 600 views, some attended from as far away as Alberta. Many were attended by seniors.

- One exhibit had a font-size complaint. Staff redid the boards in a larger font. The new exhibit design approach allows for economic and easy changing of exhibit elements.

Housing

- Building closures due to COVID-19 led to operational changes:
    - Applications for housing services were made available online.
    - Many clients found telephone appointments easier to navigate.
    - Staff reached out to clients in different ways: email, phone, text. This change in service provision reduced the need for clients to physically come to the building.
    - Tenant services is reaching out and going to sites with a mobile debit machine so payments can be made on site.

- A budget line was added for accommodation requests to provide better support to tenants and saved tenants from searching for funding options. Staff were able to install additional grab bars or electronic door openers.

- Staff are following accessibility design standard for non-profit builds.

- Scooter rooms have been added to some of the buildings. This provides safe storage and charging for the scooters. Scooters are no longer taking up room in the hallway or in the apartment which makes it safer for mobility for everyone.

- Door operators have been put on some of the units that weren't fully barrier free apartments.

Social Services

- Due to the pandemic and building closures, processes for service delivery had to change:
    - Contact with clients was done by phone, computer, email, text or Zoom.
    - Clients were provided with tools to access services: refurbished computers,

telephones.

- o Services moved to electronic document management, removing the need for paper documents. Information is accessible to both the workers and staff and is easily sent to the client by email if needed.
- o Connect-to-text is a push-out system where staff send notifications to clients. This is used for providing information such as when a T5 will be available or messaging to connect with 211 for food security needs.

- During the closures, the social services staff repurposed the van program to move supplies such as PPE and cleaning supplies to various locations for long-term care and paramedic services, taking supplies to childcare centres, delivering cheques to the few clients who don't have reloadable payment cards, and supported community partners.

- Cameras were installed at satellite offices to provide additional security.

- EarlyON programming moved to online service provision so families could continue to receive support for speech and language, reading circle programs, and other services. This provided an increase of service as there was no need to socially distance and people who lived remotely had better access to services previously only provided in person.

- A virtual pilot program was started to provide mental health support to people by distributing computers and working at arm's length remotely.

- Emergency management processes included a COVID lens:

- o How to set up an evacuation centre.
- o Staff reached out to motels for isolation accommodation.
- o Staff planned to set up an isolation centre at Sydenham campus if needed.
- o Staff looked at what to do if there was a fire in an apartment building and situations of that nature where people would need to be transported and housed while maintaining social distancing.

- Where no other option for transportation was available, changes were made to the social services van to ensure safety and accessibility: barriers were placed between seats, PPE was available, and extra cleaning was done.

- The childcare team worked with the childcare operators and provided extra funds from the province to help them meet the frequent changes and increased demands brought by the pandemic.

Provincial Offences

- COVID led to new provisions where individuals with visual or hearing impairment were unable to use Zoom or didn't have access to a phone or computer, the matter is adjourned to a later date for an in-person court date.

- Individuals can contact the group email to discuss accessibility needs.

- Justices have been accepting hearings where nobody appears in person, and everything is done in writing.

- Over the phone payments are now accepted by credit and debit.

- Electronic signatures are now accepted on trial requests, court paperwork and court documents. This works in conjunction with a Zoom court appearance or if someone is requesting an extension on their fine payment

- Documents can now be commissioned over Zoom.

Economic Development and Tourism

- The Sydenham Campus is being updated to meet all accessibility requirements and includes new entrances, washrooms, additional parking, and installation of long door-opening bars. A boardroom has been set up with small-scale audio-visual equipment similar to the setup in Council Chambers.

- Business Enterprise Centre (BEC) services give clients the option to have virtual sessions which removes transportation and scheduling barriers.

- Virtual training will continue and will be available in a hybrid model when in-person programming returns.

- An ambassador program has been created that allows students and other municipal partners to help residents and visitors better understand outdoor areas and be prepared for the journey or receive suggested alternatives.

- Digital maps on County websites provide stories and itineraries which are also available in alternate format.

- Online forms are now available for Sydenham Campus rentals.

- Launchpad built an accessible picnic table for the Sydenham Campus.

Other Accessibility Projects and Goals

Map of Accessible Municipal Buildings

- This collaborative project has progressed slowly. Grey County IT/GIS staff created a submission form to allow the local municipalities to enter data consistently. This project will continue as a living project that will expand as local municipalities submit information. It is anticipated to be available on local municipal websites in the next planning period.

Accessibility Support for Local Municipalities

- The Administrative and Accessibility Coordinator provides support and information sharing to the member municipalities and shares information and ideas with the two local municipalities who have their own accessibility advisory committee.

    o Provided accessibility program grant information
    o Forwarded information and learning opportunities
    o Assisted with interpretation of accessibility legislation

- The Administrative & Accessibility Coordinator shares information through membership with the Ontario Network of Accessibility Professionals and the South-West Accessibility Group.

Develop an Annual Accessibility Budget for Internal Projects

- Due to COVID-19, consideration of a budget for accessibility has been deferred.

Multi-Year Accessibility Plan Review

- The multi-year accessibility plan was updated in 2021 to include conventional transit with the implementation of the GTR (Grey Transit Route).

- 2022 is the final year of the 2018 – 2022 plan. The plan is being reviewed and updated and will be discussed and considered at a fall Grey County Joint Accessibility Advisory Committee meeting.

Legal and Legislated Requirements

Accessibility legislation falls under the Ontario Disabilities Act, 2001 ("ODA"), Accessibility for Ontarians with Disabilities Act, 2005 ("AODA"), Integrated Accessibility Standards Regulation ("IASR"), the Ontario Building Code ("OBC") and the Ontario Human Rights Code, R.S.O. 1990.

Financial and Resource Implications

There are no additional financial or resource implications currently.

Relevant Consultation

☒ Internal: Human Resources, Transportation, Provincial Offences, Community Services, Communications, Finance, Purchasing, Information Technology, Economic Development, Tourism & Culture, and Long-Term Care

☐ External

Appendices and Attachments

Grey County Multi-Year Accessibility Plan 2018-2022