

To:	Chair Burley and Members of the Grey County Accessibility Advisory Committee
Committee Date:	July 24, 2018
Subject / Report No:	CAOR-AAC-14-18
Title:	Multi-Year Accessibility Plan
Prepared by:	Rob Hatten, Communications Manager
Reviewed by:	Kim Wingrove
Lower Tier(s) Affected:	All municipalities
Status:	Resolution adopted by Committee as presented per Resolution AAC03-18; Endorsed by Committee of the Whole on August 9, 2018 as per Resolution CW201-18; Endorsed by County Council on September 13, 2018 as per Resolution CC88-18.

Recommendation

1. That report CAOR-AAC-14-18 be received and that the draft Multi-Year Accessibility Plan: 2018-2022 be endorsed; and
2. That staff begin to implement the recommendations contained within the strategy.

Executive Summary

Grey County is required to have a multi-year accessibility plan under the *Accessibility for Ontarians with Disabilities Act (AODA)*. The County's first plan expired at the end of 2017. The new multi-year plan will guide Grey County beyond compliance and ensure accessibility is an integral part of Grey County's programs and services. This plan outlines what has been achieved during the first five-year accessibility plan and outlines steps the County can take to maintain compliance, meet changing regulations, and improve accessibility of services.

Background and Discussion

Grey County's first Multi-Year Accessibility Plan: 2013-2017 helped identify and remove barriers in our services and comply with the incoming standards of the AODA. More specifically, it helped us implement requirements of the *Integrated Accessibility Standards Regulation* that came into effect from 2012-2016.

With the final standard now in place, the new Multi-Year Accessibility Plan highlights our accomplishments to date against each standard and sets goals for improving our practices and enhancing the accessibility of our services. These goals have been developed with consultation from the

Accessibility Advisory Committee and align with the County's Strategic Plan goal of providing excellence in governance and service.

Some of the goals to highlight include:

- Accessibility refresher training for staff and ongoing professional development
- Addressing physical barriers in the workplace and our public spaces
- Purchasing an assisted listening system for Council Chambers
- Exploring opportunities for Grey County to play a larger role in making accessible transportation more available and affordable
- Creating a map of accessible municipal buildings and their features across Grey County
- Developing a small annual budget for accessibility projects
- Providing more support from the County for local municipalities, such as a joint accessibility advisory committee

The Multi-Year Accessibility Plan should be considered a living document that is updated as required throughout the five-year plan period.

Legal and Legislated Requirements

[Accessibility for Ontarians with Disabilities Act, 2005](#)

- [Integrated Accessibility Standards Regulation](#)

[Ontarians with Disabilities Act, 2001](#)

Financial and Resource Implications

The plan itself has no financial impacts. Implementation of the plan goals will have some financial impacts that will be determined annually with the setting of the budget.

Relevant Consultation

Internal: Accessibility Advisory Committee, Senior Management Team

External: Local municipal representatives on the Accessibility Advisory Committee

Appendices and Attachments

[Draft – Multi-Year Accessibility Plan: 2018-2022](#)

Multi-Year Accessibility Plan: 2018-2022
Inclusive Programs, Services and Spaces for All

Adopted by Grey County Council on XXXX, 2018.

DRAFT

This plan was created by Grey County staff in consultation with the Grey County Accessibility Advisory Committee. The Plan is available in alternate formats upon request such as print, electronic, plain text and verbal. Other formats may be considered on a case-by-case basis. Additionally, communication supports are also available upon request.

This multi-year plan is available online at www.Grey.ca/accessibility.

For more information about Grey County's Accessibility initiatives, please contact Rob Hatten, Communications Manager, at rob.hatten@grey.ca, call 519-372-0219 ext.1235, or in person at:

Grey County Administration Building
595 9th Avenue East
Owen Sound, ON N4K 3E3

DRAFT

Contents

- Grey County’s Commitment to Accessibility**..... 4
- A Background on Accessibility at Grey County 4
 - The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)..... 4
 - Consultation..... 4
 - Implementation 4
 - Structure 5
 - What is a disability? 5
 - Barriers..... 5
 - Grey County Accessibility Advisory Committee..... 6
- Our Progress on the AODA Regulations..... 7
 - General Requirements..... 7
 - Integrated Accessibility Standards Regulation (IASR)..... 9
 - Accessible Customer Service Standard..... 9
 - Information and Communications Standard..... 9
 - Employment Standard..... 9
 - Transportation Standard 10
 - The Built Environment (Design of Public Spaces)..... 10
 - Other Accessibility Projects and Goals: 2018-2022 11
- Ongoing Review of this Plan..... 11
- Appendix A: Preventative and Emergency Maintenance of Accessible Elements in Public Spaces 12

Grey County's Commitment to Accessibility

Grey County is committed to providing programming and services that consider the diverse needs and abilities of the people we serve. This Multi-Year Accessibility Plan will guide Grey County as we strive to provide services that go beyond compliance and improve the experiences of the public, staff and anyone who interacts with Grey County.

A Background on Accessibility at Grey County

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

The AODA sets a roadmap for an accessible Ontario by 2025. This is to be achieved through mandatory standards that public, private and not-for-profit organizations need to meet. Grey County needs to meet the deadlines and requirements of the large public sector organization description under the act.

AODA Standards include:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces

In addition to the requirements under the Design of Public Spaces Standard, Grey County must follow the Ontario Building Code (OBC). The OBC was recently updated to improve barrier-free design and to ensure indoor spaces of buildings are accessible.

Consultation

Under the AODA, Grey County is sometimes required to consult with individuals, persons with disabilities and a municipal Accessibility Advisory Committee (AAC). Grey County is committed to working with these persons and its AAC to ensure legislation is met.

Implementation

Accessibility is an important element of providing excellence in government service and aligns with the third goal of Grey County's Corporate Strategic Plan (2017-2019). Providing accessible and inclusive programs and services is part of Grey County's culture for customer service. Grey County supports the Province's goals of making Ontario accessible by 2025 and will work within its means to meet all requirements of accessibility legislation and to eliminate barriers in our services and workplaces. These include barriers that are: physical, attitudinal, systemic, communication, and technological.

Structure

The Accessibility Coordinator refers to Grey County's staff lead for accessibility. This position oversees compliance reporting as well as the AAC; however, all staff and departments have a role to play in the implementation of this plan and in ensuring the programs, services and materials Grey County offers meet accessibility legislation.

The AAC reports to Grey County's Committee of the Whole. The AAC provides an advisory role and final decisions are the responsibility of Grey County Council.

What is a disability?

Under the AODA, a "disability" is defined as:

- any degree of physical disability, infirmity, malformation or disfigurement;
- a condition of mental impairment or a developmental disability;
- a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder;
- or, an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety & Insurance Act, 1997*.

This broad definition includes disabilities of different sensitivity, visible as well as non-visible disabilities, and disabilities which may be temporary or have effects that come and go over time.

Barriers

This multi-year plan will help Grey County strategize ways to identify, address and prevent barriers that limit persons with a disability from fully participating in our programs and services.

Barriers are obstacles that prevent someone with a disability from doing a day-to-day activity that many people take for granted. The traditional definition of a barrier has been expanded beyond physical obstructions. There are several other categories of barriers to consider. These include:

Physical Barrier: Buildings, public spaces or features that restrict or impede physical access. Example: a doorway that is too narrow to accommodate a person in a motorized scooter.

Communication Barrier: An obstacle that prevents the transfer, processing or interpreting of information. Example: a print brochure with text too small to read, or a document written in a way that is too complicated to understand.

Attitudinal Barrier: Prejudgments and assumptions that directly or indirectly discriminate against persons with disabilities. Example: assuming all visually impaired persons can read Braille or treating a support person as if they are your client.

Technological Barrier: When technology cannot or is not modified to support various assistive devices and/or software. Example: a website that doesn't provide for increased text sizes.

Systemic Barrier: Policies, practices and procedures that do not consider accessibility. Example: requiring a valid driver's licence for a position prevents a person with visual impairment from applying for the job.

Grey County Accessibility Advisory Committee

The Grey County Accessibility Advisory Committee advises Grey County Council and County staff members, as well as participating member municipalities, on ways to identify, prevent and remove barriers for persons with disabilities in County services, programs and spaces. The committee meets approximately four times per year plus additional meetings and consultation as required.

The Terms of Reference for the AAC can be found at the following link: [AAC Terms of Reference](#)

More information about the Grey County Accessibility Advisory Committee, including current membership, can be found online at www.Grey.ca/Accessibility.

Our Progress on the AODA Regulations

The following pages outline our accomplishments and our commitments over the next five years in meeting the accessibility standards in five key areas: **Customer Service, Information and Communication, Employment, Transportation and Design of Public Spaces.**

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

General Requirements

Procurement: People with disabilities will be treated equitably with respect to the procurement, use and benefit of County services, programs, goods and facilities in a manner that respects their dignity, independence, and integration. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities. Furthermore, the County will ensure that accessibility is integrated into all County initiatives, business practices, boards, committees, departments and divisions. Where it is not practicable to incorporate accessibility criteria and features into the procurement of goods, services or facilities, an explanation will be provided, upon request.

Reporting: Reports will be shared with Grey County Council on the progress and implementation of this multi-year accessibility plan and this information will be posted on www.Grey.ca and will be available in alternate formats upon request. The multi-year accessibility plan will continue to be updated once every five years with other updates made throughout the term as required. Reports will be filed bi-annually with the Accessibility Directorate.

To date, reporting to Council has lapsed. Grey County's accessibility coordinator will create a plan to provide an accessibility report in the final quarter of each year.

Training: All Grey County employees and volunteers receive mandatory accessibility training. Everyone will receive general training on accessibility which will include legislation, requirements (AODA and Integrated Accessibility Standards Regulation, Human Rights Code) and customer service training. Staff will also receive necessary job-specific training to ensure their day-to-day work is accessible. Staff and department heads will have the responsibility of staying up to date with changes within their designated fields (example: a web designer taking WCAG training). The Accessibility Coordinator is available to provide additional support as needed.

All staff receive accessibility training during orientation. Additional job-specific training is provided on a case-by-case basis as necessary. For example, all staff who will create documents for the County will receive accessible document training in conjunction with training on Grey County's document management system.

2018-2022 Goals:

1. Improvements can be made to better identify which staff receive job-specific training and to identify more opportunities for staff development.
2. Consider implementing lunch and learn style refresher training for staff.

Feedback: Grey County is always open to suggestions about ways to improve accessibility of our programs and services. The public is encouraged to share their comments by contacting us online

through the Contact Us web form, in person at any Grey County location, by calling 1-800-567-4739, emailing communications@grey.ca or by mail to:

Grey County
Attention Rob Hatten
595 9th Avenue East
Owen Sound, ON N4K 3E3

Integrated Accessibility Standards Regulation (IASR)

Accessible Customer Service Standard

Our Commitment: To continue providing staff with the training they need to provide high-quality accessible service to people of all abilities who access Grey County programs and services. To design and provide programs and services that consider accessibility and respect the dignity and independence of the people we serve.

Progress: Grey County trains all new employees on accessibility and the Accessible Customer Service Standard as part of mandatory orientation. Public facilities are designed with accessibility in mind and major updates to the Grey County Administration Building have improved accessibility through: more accessible parking, accessible service counters, a proper elevator, wider hallways, a universal washroom and more. **Grey County continues to listen to feedback to find ways to improve the accessibility of our programs and services.**

2018-2022 Goals

1. Provide refresher training to staff about accessible customer service.
2. Seize opportunities to make Grey Roots Museum, and more specifically Moreston Heritage Village, more accessible to the public **and consider a 'Stop Gap' style of ramp system.**
3. Implement an assisted listening solution for the Grey County Council Chambers.

Information and Communications Standard

Our Commitment: Grey County is committed to providing information and communications about our programs and services in an accessible manner to people of all abilities.

Our Progress: Grey County follows accessible document design principles and ensures procured design services are accessible. All public documents are made electronically accessible to the best of our ability. Where necessary, documents can be made available upon request at no expense to the requestor. Grey County's website is designed to the WCAG 2.0. Grey County is also committed to producing information in plain language and has provided opportunities for staff to improve their writing skills.

2018-2022 Goals

1. Arrange opportunities for plain language training for staff on an annual basis.
2. Web development staff continue to stay informed of WCAG regulations and attend training opportunities.
3. **Ensure all digital media, such as videos or podcasts, produced by Grey County are fully accessible.**

Employment Standard

Our Commitment: Grey County is an equal opportunity employer providing inclusive and accessible recruitment and employment practices.

Progress: Grey continues to meet the requirements of the Employment Standard. Accommodation is available at all points in the recruitment process at the request of the applicant. Grey County works with staff with disabilities to develop accommodation plans.

2018-2022

1. Update list of all staff who require assistance exiting the workplace during an emergency to ensure it is accurate. Modify and create plans as required.
2. Develop a review process for new job postings to ensure they are free of systemic barriers.
3. Ensure Human Resources staff remain informed of any updates to the Employment Standard and policies are kept up to date.

Transportation Standard

Our Commitment: In the event Grey County begins providing public transportation services, the County is committed to providing accessible services that meet all provincial legislation.

Progress: Grey County does not currently provide a public transportation program nor does it license taxicabs as regulated under the Transportation Standard. Rural transportation continues to be a popular political and social topic in the community and Grey County has been involved in a pilot transportation program. Grey County works with a lead agency to provide the actual transportation services of this pilot. This lead agency, and any other that could be selected in the future, would provide accessible service and meet all legislation.

1. Ensure Accessibility is considered with the creation of any transportation service by including comments and participation from the Grey County Accessibility Advisory Committee.
2. Consider opportunities for Grey County to play a larger role in making affordable accessible transportation more available in the County.

The Built Environment (Design of Public Spaces)

Our Commitment: Grey County's public properties and facilities are places where the public will ensure all newly created and majorly renovated buildings and outdoor public spaces meet the requirements of the Built Environment standard as well as the Ontario Building Code.

Maintenance of Public Spaces: Grey County will reasonably maintain public spaces and accessible elements of all accessible trails, paths of travel and outdoor eating areas. Grey County does not currently own any playgrounds. See *Appendix A*.

Our Progress: Grey County continues to design public spaces with accessibility in mind and refers designs and drawings to the Accessibility Advisory Committee for input and advice.

2018-2022

1. Improve documentation and continually update maintenance procedures for Grey County facilities in respect to the Design of Public Spaces Standard.
2. Ensure new structures at Moreston Heritage Village are built with accessibility in mind and continue consulting with the AAC about new builds.

3. ~~Improve curbing at the rear entrance of the Grey County Administration Building to make it safer for persons using the accessible parking spaces. (Complete)~~
4. Add an automatic door to the Heritage Room meeting room at the Grey County Administration Building.
5. Consider implementing other accessibility improvements as recommended by the AAC or public.

Other Accessibility Projects and Goals: 2018-2022

The Grey County Accessibility Advisory Committee has identified a number of projects outside of the scope of Provincial legislation that will improve accessibility of our communities. Below are projects that will be considered during the plan period.

1. **Build a map of accessible municipal buildings and their features that includes all nine member municipalities.**

A map showing locations and hours of accessible facilities will help both residents and visitors to the area plan their daily excursion. Access to features like accessible washrooms is critical to people who need them and this information is not always readily available. Grey County will follow the Municipality of Meaford's lead and consult with GIS (Geographical Information System) staff and Tourism staff to create a map of public facilities.

2. **Improve support from the County for local municipalities.**

Grey County will explore opportunities to collaborate with local municipalities to improve accessibility across all municipal services with a more consistent approach to accessibility.

3. **Develop an annual accessibility budget for internal projects.**

Having a small annual budget available to make improvements to programs and services would be beneficial. Unused funds could be added to a reserve for larger projects in the future.

4. **Have the AAC become more involved in community planning and site plan reviews.**

Site plans for developments are typically the responsibility of the local municipality and Grey County's AAC does not have an opportunity comment. The AAC can look at plans from a unique perspective and provide valuable input to make developments more inclusive and welcoming.

Ongoing Review of this Plan

Ongoing review and feedback are important for this plan to stay effective. Grey County 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.

Additionally, this plan will be reviewed by the Accessibility Coordinator annually and annual status reports will be provided to the Grey County Accessibility Advisory Committee and Grey County Council.



Appendix A: Preventative and Emergency Maintenance of Accessible Elements in Public Spaces

Grey County has procedures for preventative and emergency maintenance of accessible elements in its public places. Accessible public space elements maintained by the County include:

- Accessible parking
- Exterior paths of travel (walkways, sidewalks, stairs, ramps etc. that fall outside of the Ontario Building Code)
- Service counters
- Recreational trails and lookouts

Maintenance Procedures

Maintenance managers at each Grey County public facility are responsible for maintaining accessible elements. Preventative maintenance schedules will be developed as required to ensure accessible elements are in good working order and will outline how they will be restored if they become unavailable.

Notices of service interruption will inform the public of any disruption to accessible elements due to planned maintenance or unplanned disruption. When planned, notices will be posted in advance and will provide information about the disruption, its duration and a description of alternate accessible elements that may be available. The notice must be posted in a conspicuous place such as a front entrance as well as on the Grey County website if circumstances require it.

Accessible elements of public spaces and buildings will be inspected on a regular basis. Elements that are found to have defects or need maintenance will be identified and reported to the onsite maintenance manager. The manager will develop a plan to correct the defect. If other staff members discover issues with accessible elements, or receive feedback from the public about issues, they will notify the onsite maintenance manager.

If an accessible element requires emergency maintenance or repairs, it will be taken out of service. Necessary repairs will be assessed and addressed based on priority.