

Organization category **Designated Public Sector** | Number of employees range **50+**

Filing organization legal name **the Corporation of the County of Grey**

Filing organization business number (BN9) **106979388**

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

I certify that all the information is accurate and I have the authority to bind the organization *

Certification date (yyyy-mm-dd) *

Certifier information

Last name *		First name *	
Morrison		Heather	
Position title *	Position title other *	Business phone number *	Extension <input type="checkbox"/> Check here if TTY
Other	Clerk	519-372-0219	1376
Email *	Alternate phone number		Fax number
heather.morrison@grey.ca			519-376-8998

Primary contact for the organization(s)

☐ Check if the primary contact is same as the certifier

Last name *

Nunno

First name *

Kathie

Position title *

Other

Position title other *

Accessibility Coordinator

Business phone number *

519-372-0219

Extension

1223

☐ Check here if TTY

Email *

kathie.nunno@grey.ca

Alternate phone number

Extension

Fax number

519-376-8998

D. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Municipal Accessibility Advisory Committees

1. Is your organization a municipality with a population of 10,000 or more? *

☒ Yes

☐ No

(If Yes, you will be required to answer additional questions.)

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O.](#)

[Learn more about your requirements for question 1](#)

[2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#)

1.a. Has your organization established an accessibility advisory committee as outlined in section 29 of the AODA? *

☒ Yes

☐ No

(If Yes, you will be required to answer additional questions.)

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O.](#)

[Learn more about your requirements for question 1.a](#)

[2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#)

Comments for question 1.a Grey County established an accessibility advisory committee in June 2003.

2. Are the majority of the members of the committee persons with disabilities? *

☒ Yes

☐ No

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O.](#)

[Learn more about your requirements for question 2](#)

[2005, c. 11, s. 29 \(3\): Municipal Accessibility Advisory Committees](#)

Comments for question 2 The terms of reference for the Grey County Joint Accessibility Advisory Committee requires the majority of the up to seven voting members must be persons with disabilities, as defined under the AODA.

3. Has the committee provided advice to council about site plans and drawings (as described in S.41 of the *Planning Act*) as well as advice on the requirements and implementation of accessibility standards? *

☒ Yes

☐ No

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O.](#)

[Learn more about your requirements for question 3](#)

[2005, c. 11, s. 29 \(4\): Municipal Accessibility Advisory Committees](#)

Comments for question 3 The AAC provides review and comment on newly developed or redeveloped public spaces, municipal offices, community centres, recreation centres, and other sports facilities. These are submitted by Grey County and by the local participating municipalities.

Foundational requirements

4. Does your organization have written accessibility policies that include a statement of commitment? *

☒ Yes

☐ No

[Read O.Reg. 191/11 s. 3: Establishment of accessibility policies](#)

[Learn more about your requirements for question 4](#)

Comments for question 4 Grey County's corporate policy 5-1 Accessible Customer Service Policy includes a statement of commitment. The multi-year accessibility plan also contains a statement of commitment.

5. Does your organization have a document or documents of your accessibility policies publicly available and, on request, provide them in an accessible format? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 3 \(3\): Establishment of accessibility policies](#)

[Learn more about your requirements for question 5](#)

Comments for question 5 The policies are on grey.ca/accessibility-information. All documents are available in accessible format and this is noted on grey.ca.

6. Has your organization established, implemented, maintained and posted a multi-year accessibility plan on your organization's website? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 4: Accessibility plans](#)

[Learn more about your requirements for question 6](#)

Comments for question 6 This is also on grey.ca/accessibility-information

7. Has your organization completed a review of its progress implementing the strategy outlined in its accessibility plan and documented the results in an annual status report posted on the organization's website? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 4 \(1\), 4\(3\): Accessibility plans](#)

[Learn more about your requirements for question 7](#)

Comments for question 7 The last update was January 2021

8. Did your organization consult with people with disabilities when establishing, reviewing and updating its multi-year accessibility plan? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 4 \(2\): Accessibility plans](#)

[Learn more about your requirements for question 8](#)

Comments for question 8 Report CCR-JAAC-02-21 was presented to the AAC on January 21, 2021. Agenda packages are posted on grey.ca. It was reviewed, discussed and supported by the AAC and then endorsed by Grey County Council on February 25, 2021.

9. Does your organization provide the appropriate training on the Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to persons with disabilities? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 7: Training](#)

[Learn more about your requirements for question 9](#)

Comments for question 9 In addition to the accessible customer service training that all employees and volunteers receive, in 2020, departments reviewed their staff job descriptions and determined position-specific training for the remaining IASR.

10. Were all persons that require training trained as soon as practicable? Under Section 7(1) of the Integrated Accessibility Standards Regulation, the following persons require training: (a) all persons who are an employee of, or a volunteer with, the organization; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 7 \(3\): Training](#)

[Learn more about your requirements for question 10](#)

Comments for question 10 The COVID-19 pandemic did cause some delays; however, training was rapidly transitioned from in-person to online. Grey County did not receive any requests for alternate format for accessibility training.

11. Does your organization provide training in respect of any changes to your accessibility policies on an ongoing basis? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 7 \(4\): Training](#)

[Learn more about your requirements for question 11](#)

Comments for question 11 None was needed in 2021 as there were no changes made to the policies.

12. Does your organization keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 7 \(5\): Training](#)

[Learn more about your requirements for question 12](#)

Comments for question 12 Training on the LMS online platform produces reports which are sent to the Accessibility Coordinator when requested. In-Person orientation sessions are maintained by the HR department and are available to the Accessibility Coordinator when requested.

13. Does your organization ensure that its public feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy? ☒ Yes ☐ No
Note: "public" can include customers, clients, third parties, or businesses. *

[Read O. Reg. 191/11 s. 11: Feedback](#)

[Learn more about your requirements for question 13](#)

Comments for question 13 The feedback form is posted on grey.ca/accessibility-information. There is a message at the offering documents in alternate format upon request. Feedback is encouraged. Feedback is also encouraged in County owned long-term care homes and the GTR.

Information and communications

14. As of January 1, 2021, do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)? Please indicate in the comment box provided the complete names and addresses of your publicly available web content, including websites, social media pages, and apps * ☐ Yes ☒ No

[Read O. Reg. 191/11 s. 14 \(4\): Accessible websites and web content](#)

[Learn more about your requirements for question 14](#)

Publicly available web content and comments for question 14

- grey.ca
- greyroots.com
- madeingrey.ca
- visitgrey.ca
- bgdisc.ca
- cco.grey.ca
- payments.greyroots.com
- <https://twitter.com/GreyCounty>
- <https://www.facebook.com/CountyOfGrey/>
- <https://www.instagram.com/visitgrey/>
- https://www.youtube.com/channel/UCw_WmatPnvP6MqyUBICAYpw
- <https://grey.maps.arcgis.com/home/index.html>
- <https://www.facebook.com/grey.roots/>
- <https://www.instagram.com/greyroots/>
- <https://twitter.com/greyrootsmuseum?lang=en>
- <https://www.youtube.com/user/greyrootsmuseum/>

Grey County is as compliant as it can possibly be currently. 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.

Employment

15. Does your organization notify successful applicants of its policies for accommodating employees with disabilities during offers of employment? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 24: Notice to successful applicants](#)

[Learn more about your requirements for question 15](#)

Comments for question 15 The availability of accommodations is included in job postings, both online and in print. It is stated in the recruitment and selection policy and is reiterated at employee orientation. New employees receive an Accessible Employment at Grey County letter.

16. Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 28: Documented individual accommodation plans](#)

[Learn more about your requirements for question 16](#)

Comments for question 16 The written process states that an individualized accommodation plan will be created as needed. The plan itself is created in an individualized manner by the disability manager who works with the employee to create a meaningful plan.

Transportation

17. Does your organization provide transportation services? * ☒ Yes ☐ No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 17](#)

- 17.a. Does your organization conduct employee and volunteer accessibility training on the safe use of accessibility equipment and features of your transportation vehicles? * ☐ Yes ☒ No

[Read O. Reg. 191/11 s. 36: Accessibility training](#)

[Learn more about your requirements for question 17.a](#)

Comments for question 17.a This is part of the service provided by the third party contractors.

Design of public spaces

18. Since your organization last reported on its accessibility compliance, has your organization constructed new or redeveloped existing off-street parking facilities that it intends to maintain? * ☐ Yes ☒ No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 18](#)

- 18.a. When constructing new or redeveloping off-street parking facilities that your organization intends to maintain, does it ensure that the off-street parking facilities meet the accessibility requirements as outlined in the Design of Public Spaces standards? * ☐ Yes ☐ No

[Read O. Reg. 80.32-37: Accessible parking](#)

[Learn more about your requirements for question 18.a](#)

Comments for question 18.a

19. Since your organization last reported on accessibility compliance, has your organization constructed new or redeveloped existing outdoor play spaces that it intends to maintain? * ☐ Yes ☒ No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 19](#)

- 19.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers, and if you represent a municipality did your organization consult with the municipal advisory committee where one was established as outlined in s. 80.19 of the Integrated Accessibility Standards Regulation? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s. 80.19: Outdoor play spaces](#)

[Learn more about your requirements for question 19.a](#)

Comments for question 19.a

20. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements required under the Integrated Accessibility Standards Regulations Part IV are not in working order? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 80.44: Maintenance of accessible elements](#)

[Learn more about your requirements for question 20](#)

Comments for question 20 This is included in the Multi-Year Accessibility Plan 2018 - 2022 as Appendix A: Preventative and Emergency Maintenance of Accessible Elements in Public Spaces. Notice templates are

Confirmation questions

21. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Information and Communications Standards** under the Integrated Accessibility Standards Regulation? *
- ☒ Yes ☐ No

[Read O. Reg. 191/11 Part II: Information and communications standards](#)

[Learn more about your requirements for question 21](#)

Comments for
question 21

22. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Employment Standards** under the Integrated Accessibility Standards Regulation? *
- ☒ Yes ☐ No

[Read O. Reg. 191/11 Part III: Employment standards](#)

[Learn more about your requirements for question 22](#)

Comments for
question 22

23. Other than the requirements cited in the above questions, is your organization complying with all other requirements for **Transportation Standards** under the Integrated Accessibility Standards Regulation? *
- ☐ Yes ☒ No

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 23](#)

Comments for
question 23

GTR vehicles don't have cost prohibitive electronic announcements or accessible features. GTR arranges accessible rides with an alternate provider as needed when passengers book their rides. Drivers verbally announce stops. A communications strategy is being developed.

24. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Customer Service Standards** under the Integrated Accessibility Standards Regulation? *
- ☒ Yes ☐ No

[Read O. Reg. 191/11 Part IV.2: Customer service standards](#)

[Learn more about your requirements for question 24](#)

Comments for
question 24

25. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Design of Public Spaces Standards** under the Integrated Accessibility Standards Regulation? *
- ☒ Yes ☐ No

[Read O. Reg. 101/11 Part IV.1: Design of Public Spaces standards](#)

[Learn more about your requirements for question 25](#)

Comments for
question 25

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Clear certification

Clear all questions responses

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Organization category	Designated Public Sector	Number of employees range	50+
Filing organization legal name	the Corporation of the County of Grey		
Filing organization business number (BN9)	106979388		

Fields marked with an asterisk (*) are mandatory.

E. Accessibility compliance report summary

Your response to the questions on your accessibility report indicate that your organization is not in compliance with AODA standards. You have responded 'No' to the question(s) below:

14. As of January 1, 2021, do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)?

17.a Does your organization conduct employee and volunteer accessibility training on the safe use of accessibility equipment and features of your transportation vehicles?

23. Other than the requirements cited in the above questions, is your organization complying with all other requirements for Transportation Standards under the Integrated Accessibility Standards Regulation?

This means that your organization is not in full compliance with the requirements of the AODA. If your compliance status changes, you will need to submit an updated report.

Your organization may be audited to verify compliance.

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