

<b>To:</b>	Chair and members of the Grey County Joint Accessibility Advisory Committee
<b>Committee Date:</b>	January 21, 2021
<b>Subject / Report No:</b>	CCR-JAAC-02-21
<b>Title:</b>	Update to Multi-Year Accessibility Plan 2018 - 2022
<b>Prepared by:</b>	Kathie Nunno, Administrative & Accessibility Coordinator
<b>Reviewed by:</b>	Heather Morrison, Clerk; Stephanie Stewart, Manager of Community Transportation
<b>Lower Tier(s) Affected:</b>	All
<b>Status:</b>	Recommendation adopted by Committee as presented; Endorsed by Committee of the Whole February 11, 2021 per Resolution CW38-21; Endorsed by County Council February 25, 2021 per Resolution CC24-21

## Recommendation

1. That Report CCR-JAAC-02-21 regarding the Update to the Multi-Year Accessibility Plan 2018-2020 be received, and
2. That the Updated Multi-Year Accessibility Plan 2018 – 2022 be endorsed.

## Executive Summary

The Multi-Year Accessibility Plan 2018 – 2022 is a living document.

The proposed update to the plan focuses on Grey County’s new conventional transit service, Grey Transit Route (“GTR”).

## Background and Discussion

The proposed updated multi-year accessibility plan is attached and includes track changes to identify the updates.

### *Grey Transit Route (GTR)*

Grey County and the Township of Southgate received funding from the Provincial government’s Community Transportation Program to create two unique public transit services that will work together to connect communities. Grey Transit Route (GTR) started the new transit service on September 14, 2020. The service was free to ride from September 14 to October 31.

GTR offers four routes in the region; Highway 10 between Owen Sound and Orangeville, Highway 26 between Owen Sound and Town of The Blue Mountains, Highway 6 between Owen Sound and Wiarton and Grey Road 4 between Flesherton and Walkerton. All schedule details can be found at [grey.ca/gtr](http://grey.ca/gtr).

Grey County contracted a local transportation company, Driverseat Owen Sound, to provide ten-passenger vehicles for the GTR service. Driverseat staff have been operating safely throughout the COVID-19 pandemic with safety and sanitizing procedures in place for the protection of staff and customers. For customer convenience, Driverseat vehicles will be equipped to handle electronic fare payment. Driverseat has enlisted the services of Home and Community Support Services (“HCSS”) to provide accessible conventional transit as needed that runs parallel to the existing conventional transit.

Groundwork planning for the project simultaneously addressed legislated accessibility requirements:

<b>Date</b>	<b>Topic</b>	<b>Summary</b>	<b>Content/Discussion Points</b>
9-Jul-19	Stakeholder Meeting	West Grey	Discuss the unique needs of residents and business in the community
10-Jul-19	Stakeholder Meeting	Georgian Bluffs	Discuss the unique needs of residents and business in the community
11-Jul-19	Stakeholder Meeting	Owen Sound	Discuss the unique needs of residents and business in the community
12-Jul-19	Stakeholder Meeting	Meaford	Discuss the unique needs of residents and business in the community
	Stakeholder Meeting	Hanover	Discuss the unique needs of residents and business in the community
	Stakeholder Meeting	Grey Highlands	Discuss the unique needs of residents and business in the community
16-Jul-19	Stakeholder Meeting	Saugeen Mobility	Learn about SMART clientel and gain insight into the needs of specialized transit riders.
	Stakeholder Meeting	Southgate	Discuss the unique needs of residents and business in the community
17-Jul-19	Stakeholder Meeting	Launch Pad	Learn about Launch Pad participants and discuss the afterschool program, and the transportation needs of participants.
18-Jul-19	Stakeholder Meeting	CMHA	Learn about CHMA participants and their unique needs
23-Jul-19	Stakeholder Meeting	Chatsworth	Discuss the unique needs of residents and business
25-Jul-19	Stakeholder Meeting	Launch Pad	Discuss the needs of participants and possible program options.
6-Aug-19	Stakeholder Meeting	Chapmans	Discuss the transportation needs of employees
8-Aug-19	Stakeholder Meeting	Launch Pad	Discuss the needs of participants and possible program options.
12-Aug-19	Stakeholder Meeting	The Blue Mountains	Discuss the unique needs of residents and business in the community
25-Sep-19	Community Presentation	Seniors Summit	Presented the history and future of the transportation project, and the took questions from delegates. This event was advertised

<b>Date</b>	<b>Topic</b>	<b>Summary</b>	<b>Content/Discussion Points</b>
3-Oct-19	Stakeholder Meeting	The Blue Mountains	Discuss the unique needs of residents and business in the community
15-Oct-19	Research Meeting	Town of Collingwood	Learned about success and challenges of Collingwood transit and discussed the GTR
9-Nov-19	Public Outreach	Royal Winter Fair	Educated attendees about future transportation plans in Grey County and received feedback on riders needs.
10-Nov-19	Public Outreach	Royal Winter Fair	Educated attendees about future transportation plans in Grey County and received feedback on riders needs.
15-Nov-19	Community Presentation	OPPI	Presented the history and future of the transportation project, and the took questions from OPPI attendees. This presentation was included in the agenda.
20-Nov-19	Community Presentation	Community Support Committee Municipality of Northern Bruce	Presented the history and future of the transportation project, and the took questions from Committee members. This presentation was included in the agenda.
29-Nov-19	Community Presentation	Bruce County and Grey County Regional Working Group Meeting	Provided an update to the group on the transportation project and received feedback. This presentation was included in the agenda.
2-Dec-19	Community Presentation	Grey County Joint Accessibility Meeting	Presented the transportation plan to the committee members, and learned about potential barriers and solutions. This presentation was included in the public agenda.
9-Dec-19	Community Presentation	Launch Pad Board Meeting	Presented transportation options to Board members, considering the uniqueness of the Launch Pad participants. This presentation was included in the agenda.
16-Dec-19	Community Presentation	AODA - Owen Sound Meeting	Presented the transportation plan to the committee members, and learned about potential barriers and solutions. This presentation was included in the public agenda
19-Feb-20	Community Presentation	Hanover EDC Meeting	Provided an update to the group on the transportation project and received feedback. This presentation was included in the agenda.
4-Aug-20	Community Presentation	South Bruce Peninsula Council Delegation	Presented to Council on the history and future of the GTR. Received questions and feedback from staff and Council. This presentation was included in the public agenda.
25-Aug-20	Community Presentation	Grey County Joint Accessibility Meeting	Presented to the group about bus stop signage and received feedback.
27-Oct-20	Public Outreach	BVO - Seniors Presentation	Presented to the group on the history and future of the GTR. Received questions and feedback from participants regarding their unique needs.
30-Oct-20	Public Outreach	Politically Speaking - Rogers Cable Interview	Presented the history and future of the GTR. This outreach was advertised on the Grey County website and through Rogers Television.

<b>Date</b>	<b>Topic</b>	<b>Summary</b>	<b>Content/Discussion Points</b>
4-Nov-20	Community Presentation	Meaford Accessibility Committee	Provided an update to the group on the transportation project and received feedback. This presentation was included in the public agenda.
9-Nov-20	Community Presentation	Shelburne Council	Presented to Council on the history and future of the GTR. Received questions and feedback from staff and Council. This presentation was included in the public agenda.
17-Nov-20	Community Presentation	West Grey Council	Presented to Council on the history and future of the GTR. Received questions and feedback from staff and Council. This presentation was included in the public agenda.
23-Nov-20	Community Presentation	Orangeville Council	Presented to Council on the history and future of the GTR. Received questions and feedback from staff and Council. This presentation was included in the public agenda.
2-Dec-20	Stakeholder Meeting	YMCA Staff Meeting	Provided staff with an overview of the GTR and discussed proximity of transit stops to potential employment opportunities.
13-Dec-20	GTR Promotions	Promotions in Orangeville, Shelburne, Dundalk, Flesherton & Markdale	Handed out flyers and posters in the community and chatted with members of the public about their unique transportation needs.
14-Dec-20	GTR Promotions	Promotions in Town of Blue Mountains & Meaford	Handed out flyers and posters in the community and chatted with members of the public about their unique transportation needs.
15-Dec-20	Community Presentation	Joint Ec Dev/Planning and Tourism Advisory Committee Meeting	Presented to the group on the history and future of the GTR. Received questions and feedback from participants. This presentation was included in the public agenda.
15-Dec-20	GTR Promotions	Promotions in Owen Sound, Georgian Bluffs, Shallow Lake, Wiarton	Handed out flyers and posters in the community and chatted with members of the public about their unique transportation needs.
18-Dec-20	GTR Promotions	Promotions in Durham, Hanover, Walkerton	Handed out flyers and posters in the community and chatted with members of the public about their unique transportation needs.
7-Jan-21	Public Outreach	BVO - Seniors Presentation	Provided an update to the group on the transportation project and received feedback. This presentation was included in the agenda.

Grey County is working toward meeting all legislated accessibility requirements. At this early stage of the project, meeting all requirements immediately isn't always fiscally responsible. COVID-19 also

added challenges. Staff are working on interim solutions. The compliance status chart in the Accessibility Plan – Conventional Transit Service shows next steps where needed.

## 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

The GTR conventional transit system falls within the CAO’s budget.

## Relevant Consultation

- Internal (Manager of Community Transportation)
- External (list)

## Appendices and Attachments

Draft Multi-Year Accessibility Plan 2018 – 2022 – Updated January 2021



# Accessibility

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

Adopted by Grey County Council on August 9, 2018.

[Updates reviewed April 8, 2019.](#)

[Proposed Update: January 21, 2021](#)

This plan was created by Grey County staff in consultation with the Grey County Joint 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 plan has been updated January 2021. The major change is the addition of conventional transportation.

This multi-year plan is available online at [www.Grey.ca/accessibility-information](http://www.Grey.ca/accessibility-information). For more information about Grey County's Accessibility initiatives, please contact Kathie Nunno, Administrative & Accessibility Coordinator, at [kathie.nunno@grey.ca](mailto:kathie.nunno@grey.ca), call 519-372-0219 ext.1223, or in person at:

Grey County Administration Building  
Clerk's Department  
595 9<sup>th</sup> Avenue East  
Owen Sound, ON N4K 3E3

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# Grey County's Commitment to Accessibility

Grey County is committed to providing ~~programming and~~ accessible and inclusive services ~~that consider the diverse needs and to people of all~~ abilities in a timely manner. ~~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 barriers.

## Structure

The Accessibility Coordinator ~~is 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 Grey County Joint Accessibility Advisory Committee (JAAC) reports to Grey County's Committee of the Whole. Voting and non-voting members work together to share ideas and resources and fulfill the scope of responsibilities defined in the Terms of Reference. The JAAC 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~~ in providing 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:** ~~J~~Prejudgements ~~or~~ 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 ~~the~~ 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 or isn't easy to see on a tablet or cell phone-

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

## Grey County Joint Accessibility Advisory Committee

The Grey County Joint Accessibility Advisory Committee (JAAC) 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 JAAC can be found at the following link: [JAAC Terms of Reference](#)

More information about the Grey County Accessibility Advisory Committee, including current membership, can be found online at <https://www.grey.ca/accessibility-information>

## 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](http://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. Compliance reports ~~will be~~ filed with the Accessibility Directorate as required.

~~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](mailto:communications@grey.ca) or by mail to:

Grey County  
Attention ~~Rob Hatten~~Kathie Nunno  
595 9<sup>th</sup> 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 manor 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.

## 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 JAAC about new builds.
3. Add an automatic door to the Heritage Room meeting room at the Grey County Administration Building.
4. Consider implementing other accessibility improvements as recommended by the JAAC or public.

## 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.~~

**Our Commitment:** In 2020, Grey County began providing conventional public transportation services. The County is committed to providing accessible services that meet all provincial legislation. This will be a work in progress as we balance resources and needs.

**Progress:**

**Conventional Transit System:**

Moving forward with the provincially-supported pilot transportation program, Grey County started a conventional transit system in late 2020.

- ~~Grey County does not currently 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.~~
  - ~~Ensure Accessibility is considered with the creation of any transportation service by including comments and participation from the Grey County Accessibility Advisory Committee.~~
  - ~~Consider opportunities for Grey County to play a larger role in making affordable accessible transportation more available in the County.~~

## Accessibility Plan – Conventional Transit Service

Grey County and the Township of Southgate received funding from the Provincial government’s Community Transportation Program to create two unique public transit services that will work together to connect communities. Grey Transit Route (GTR) started the new transit service on September 14, 2020. The service was free to ride from September 14 to October 31.

GTR offers four routes in the region; Highway 10 between Owen Sound and Orangeville, Highway 26 between Owen Sound and Town of The Blue Mountains, Highway 6 between Owen Sound and Wiarton and Grey Road 4 between Flesherton and Walkerton. All schedule details can be found at [grey.ca/gtr](http://grey.ca/gtr).

Grey County contracted a local transportation company, Driverseat Owen Sound (“Driverseat”), to provide ten-passenger vehicles for the GTR service. Driverseat staff have been operating safely throughout the pandemic with safety and sanitizing procedures in place for the protection of staff and customers. For customer convenience, Driverseat vehicles will be equipped to handle electronic fare payment. Driverseat has enlisted the services of Home and Community Support Services (“HCSS”) to provide accessible conventional transit as needed and runs parallel to the existing conventional transit.

Grey County is working toward meeting all legislated accessibility requirements through a single service provider. At this early stage of the project, providing a single provider service isn’t always fiscally responsible. Driverseat has enlisted the services of Home and Community Support Services (“HCSS”) to provide accessible conventional transit as needed and runs parallel to the existing conventional transit.

## Vehicle/Passenger Compliance for Conventional Transit

Integrated Accessibility Standard Requirement	Status
<p>On request:</p> <ul style="list-style-type: none"> <li>a) Deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability</li> <li>b) Ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities;</li> <li>c) Assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and d) Allow a person with a disability to travel with a medical aid.</li> </ul> <p>Make information on these matters available in accessible format</p>	<ul style="list-style-type: none"> <li>a) lifting ramps, portable bridge plates are not currently available on Driverseat vehicles. Passengers needing these book accessible rides which are provided by HCSS's accessible transit vehicles.</li> <li>b) compliant</li> <li>c) compliant</li> </ul> <p>Accessible format for all material is available upon request.</p>
<p>Ensure that persons with disabilities are able to board or deboard the vehicle at the closest available safe location if the official stop is not accessible and the safe location is along the same transit route.</p>	<p>Compliant (Driverseat)</p>
<p>Vehicle operators promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists</p>	<p>Compliant (Driverseat)</p>
<p>Store mobility aids and mobility assistive devices in the passenger compartments of the vehicles within reach of the person with the disability who uses the aid or device.</p> <p>If safe storage of mobility aids and mobility assistive devices is not possible within the passenger compartment, store them in the baggage compartment of the vehicle on which the person with the disability is travelling.</p> <p>Vehicle operators secure and return mobility aids and mobility assistive devices in a manner that does not affect the safety of other passengers and does not cause damage to the aid or device, where the mobility aid or mobility assistive device is stored.</p>	<p>Storage of mobility aids is limited. Depending on the size and type of device, storage may occur in the vehicle trunk.</p> <p>Compliant (Driverseat)</p>
<p>No fee is charged for mobility aid storage</p>	<p>Compliant</p>
<p>There is clearly marked priority seating for persons with disabilities the priority seating meets these standards:</p> <ul style="list-style-type: none"> <li>a) The priority seating shall be located as close as practicable to the entrance door of the vehicle.</li> </ul>	<p>Priority seating for persons with disabilities is currently pending in the Driverseat vehicles, but every</p>



Integrated Accessibility Standard Requirement	Status
<p>b) The priority seating shall be signed to indicate that passengers, other than persons with disabilities, must vacate the courtesy seating if its use is required by a person with a disability.</p>	<p>seat in the HCSS vehicles is priority seating.</p>
<p>Develop a communications strategy designed to inform the public about the purpose of courtesy seating.</p>	<p>This will be added to Grey.ca/GTR in 2021</p>
<p>Pre-boarding verbal announcements are made about the route, direction, destination or next major stop.</p>	<p>Because the vehicles are not equipped with electronic pre-boarding announcements, as a short-term solution, high visibility next-stop signage and audible verbal announcements are made following each stop.</p>
<p>Each vehicle is equipped with grab bars, handholds, handrails or stanchions that are provided where appropriate at:</p> <ul style="list-style-type: none"> <li>a) Locations where passengers are required to pay fares;</li> <li>b) Each mobility aid securement position;</li> <li>c) Each courtesy seating area intended for use by persons with disabilities; and</li> <li>d) Each side of any entrance or exit used by persons with disabilities.</li> </ul> <p>Grab bars, handholds, handrails or stanchions located at an entrance or exit used by a person with a disability are accessible from ground level and are mounted so that they are inside the vehicle when the doors are closed.</p>	<ul style="list-style-type: none"> <li>a) There are no locations where passengers are required to pay fares.</li> <li>b) Driverseat vehicles do not have mobility aid securement position; HCSS vehicles are compliant</li> <li>c) &amp; d) Driverseat vehicles have handholds typically seen in all vehicles. HCSS vehicles are compliant</li> </ul>
<ul style="list-style-type: none"> <li>a) The location of grab bars, handholds, handrails or stanchions must be distributed, as appropriate to the vehicle’s design, throughout the vehicle to support independent and safe boarding, on- board circulation, seating and standing assistance and deboarding for persons with disabilities.</li> <li>b) Grab bars, handholds, handrails or stanchions must not interfere with the turning and manoeuvring space required for mobility aids to reach the allocated space from the entrance.</li> </ul>	<p>Driverseat vehicles have limited compliance. HCSS vehicles are fully compliant.</p>

Integrated Accessibility Standard Requirement	Status
<p>c) Grab bars, handholds, handrails or stanchions must be high colour- contrasted with their background to assist with visual recognition.</p> <p>d) Every grab bar, handhold, handrail or stanchion must, i) Be sturdy, rounded and free of any sharp or abrasive element, ii) Have an exterior diameter that permits easy grasping by the full range of passengers and sufficient clearance from the surface to which it is attached, iii) Be designed to prevent catching or snagging of clothes or personal items, and iv) Have a slip resistant surface.</p> <p>e) Where grab bars, handholds, handrails or stanchions return to a wall or floor, they must do so in a smooth curve.</p> <p>f) Brackets, clamps, screw heads or other fasteners used on grab bars, handholds, handrails or stanchions must be rounded or flush with the surface and free from burrs or rough edges.</p>	
<p>Vehicle floors produce a minimal glare and are slip resistant; and any carpeted surfaces have a low, firm and level pile or loop and are securely fastened.</p>	<p>Driverseat vehicles have limited compliance. HCSS vehicles are fully compliant.</p>
<p>Each vehicle has two or more allocated mobility aid spaces, with each space being a minimum of, i. 1,220 millimetres by 685 millimetres for vehicles designed to have a seating capacity of 24 passengers or less.</p> <p>Each vehicle is equipped, as appropriate, with securement devices.</p> <p>Spaces on transportation vehicles that are allocated as mobility aid spaces may be used for other passenger purposes, if not required for use by a person with a disability who uses a mobility aid.</p>	<p>Driverseat vehicles have limited compliance. HCSS vehicles are fully compliant.</p>
<p>Each vehicle is equipped with accessible stop-requests and emergency response controls that are located throughout the transportation vehicle, including places within reach of allocated mobility aid spaces and courtesy seating locations.</p> <p>Accessible stop requests and emergency response controls must meet the following standards:</p> <p>a) They must provide auditory and visual indications that the request has been made.</p>	<p>The nature of the GTR service and size of the vehicles make verbal communication sufficient.</p>

Integrated Accessibility Standard Requirement	Status
<ul style="list-style-type: none"> <li>b) They must be mounted no higher than 1,220 millimetres and no lower than 380 millimetres above the floor.</li> <li>c) They must be operable with one hand and must not require tight grasping, pinching or twisting of the wrist.</li> <li>d) They must be high colour- contrasted with the equipment to which the control is mounted.</li> <li>e) They must provide tactile information on emergency response controls.</li> </ul>	
<p>Each vehicle is equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings</p> <p>The light above or beside each passenger access door must:</p> <ul style="list-style-type: none"> <li>a) When the door is open, illuminate the ground surface for a distance of at least 0.9 metres perpendicular to the bottom step tread or lift outer edge; and</li> <li>b) Be shielded to protect the eyes of entering and exiting passengers.</li> </ul> <p>This does not apply if the installation of the lights would impair the structural integrity of the vehicle.</p>	<p>Driverseat vehicles have limited compliance. HCSS vehicles are fully compliant.</p>
<p>Each vehicle is equipped with lifting devices, ramps or portable bridge plates and each of them has:</p> <ul style="list-style-type: none"> <li>a) A colour strip that runs its full width marking the bottom edge and that is high colour- contrasted with its background to assist with visual recognition;</li> <li>b) A slip resistant platform surface; and c) Raised edges of sufficient height to prevent a mobility aid from rolling off the edge of the ramp during the boarding or deboarding of passengers.</li> </ul>	<p>Driverseat vehicles are not compliant. HCSS vehicles are fully compliant.</p>

***Additional Conventional Transit Requirements***

Integrated Accessibility Standard Requirement	Status
<p>Info about vehicle accessibility features, equipment, routes and services is available to the public in accessible format.</p>	<p>This will be available in 2021.</p>

Integrated Accessibility Standard Requirement	Status
How are persons with disabilities accommodated if accessibility equipment is in a state of disrepair. Explain:	Transit providers ensure that vehicles are maintained at all times. There are multiple vehicles available.
<p>Training is provided to employees and volunteers:</p> <ul style="list-style-type: none"> <li>a) the safe use of accessibility equipment and features;</li> <li>b) acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and</li> <li>c) emergency preparedness and response procedures that provide for the safety of persons with disabilities.</li> </ul>	Not applicable for Driverseat. HCSS provides training for their employees. There are no volunteer drivers.
A record of training is maintained.	Not applicable for Driverseat. HCSS is compliant.
Emergency preparedness and response policies that provide for the safety of persons with disabilities are established, implemented and maintained.	Compliant
A record of policies are available in accessible format	Provided upon request.
No additional fare is charged for a support person	Compliant
Higher fares are not charged for persons with disabilities	Compliant
Identify the process for managing, evaluating and taking action on customer feedback	<p>GTR has a feedback form available online. Driverseat is in the process of creating a feedback form that passengers can complete.</p> <p>GTR and Driverseat staff ensures 24 – 48-hour response to all feedback.</p> <p>Action is taken on a case-by-case basis in a timely manner.</p>
Provide an alternative method of transit to a person with disability who is unable to use conventional transit (not required when alternative specialized transit is already available)	Driverseat has contracted with HCSS to provide this.

Integrated Accessibility Standard Requirement	Status
Describe the procedure for dealing with accessibility equipment failures.	Keep client safe, report failure and if required, a replacement vehicle will respond ASAP.

Grey County staff complete the following checklist for accessibility compliance for all third-party providers for GTR.



**Third Party Transit Provider Checklist**  
**Vehicle/Passenger Compliance**

Item	Check
On request: a) Deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability; b) Ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities; c) Assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and d) Allow a person with a disability to travel with a medical aid. Make information on these matters available in accessible format	
Ensure that persons with disabilities can board or deboard the vehicle at the closest available safe location if the official stop is not accessible and the safe location is along the same transit route.	
Vehicle operators promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists	
Store mobility aids and mobility assistive devices in the passenger compartments of the vehicles within reach of the person with the disability who uses the aid or device. If safe storage of mobility aids and mobility assistive devices is not possible within the passenger compartment, store them in the baggage compartment of the vehicle on which the person with the disability is travelling.	

Item	Check
<p>Vehicle operators secure and return mobility aids and mobility assistive devices in a manner that does not affect the safety of other passengers and does not cause damage to the aid or device, where the mobility aid or mobility assistive device is stored.</p>	
<p>No fee is charged for mobility aid storage</p>	
<p>There is clearly marked priority seating for persons with disabilities. The priority seating meets these standards:</p> <ul style="list-style-type: none"> <li>a) The priority seating shall be located as close as practicable to the entrance door of the vehicle.</li> <li>b) The priority seating shall be signed to indicate that passengers, other than persons with disabilities, must vacate the courtesy seating if its use is required by a person with a disability.</li> </ul>	
<p>Develop a communications strategy designed to inform the public about the purpose of courtesy seating.</p>	
<p>Pre-boarding verbal announcements are made about the route, direction, destination or next major stop.</p>	
<p>Each vehicle is equipped with grab bars, handholds, handrails or stanchions that are provided where appropriate at:</p> <ul style="list-style-type: none"> <li>a) Locations where passengers are required to pay fares;</li> <li>b) Each mobility aid securement position;</li> <li>c) Each courtesy seating area intended for use by persons with disabilities; and</li> <li>d) Each side of any entrance or exit used by persons with disabilities.</li> </ul> <p>Grab bars, handholds, handrails or stanchions located at an entrance or exit used by a person with a disability are accessible from ground level and are mounted so that they are inside the vehicle when the doors are closed.</p>	
<ul style="list-style-type: none"> <li>a) The location of grab bars, handholds, handrails or stanchions must be distributed, as appropriate to the vehicle’s design, throughout the vehicle to support independent and safe boarding, on- board circulation, seating and standing assistance and deboarding for persons with disabilities.</li> <li>b) Grab bars, handholds, handrails or stanchions must not interfere with the turning and manoeuvring space required for mobility aids to reach the allocated space from the entrance.</li> </ul>	

Item	Check
<ul style="list-style-type: none"> <li>c) Grab bars, handholds, handrails or stanchions must be high colour- contrasted with their background to assist with visual recognition.</li> <li>d) Every grab bar, handhold, handrail or stanchion must, i) Be sturdy, rounded and free of any sharp or abrasive element, ii) Have an exterior diameter that permits easy grasping by the full range of passengers and sufficient clearance from the surface to which it is attached, iii) Be designed to prevent catching or snagging of clothes or personal items, and iv) Have a slip resistant surface.</li> <li>e) Where grab bars, handholds, handrails or stanchions return to a wall or floor, they must do so in a smooth curve.</li> <li>f) Brackets, clamps, screw heads or other fasteners used on grab bars, handholds, handrails or stanchions must be rounded or flush with the surface and free from burrs or rough edges.</li> </ul>	
<p>Vehicle floors produce a minimal glare and are slip resistant; and any carpeted surfaces have a low, firm and level pile or loop and are securely fastened.</p>	
<p>Each vehicle has two or more allocated mobility aid spaces, with each space being a minimum of, i. 1,220 millimetres by 685 millimetres for vehicles designed to have a seating capacity of 24 passengers or less.</p> <p>Each vehicle is equipped, as appropriate, with securement devices.</p> <p>Spaces on transportation vehicles that are allocated as mobility aid spaces may be used for other passenger purposes, if not required for use by a person with a disability who uses a mobility aid.</p>	
<p>Each vehicle is equipped with accessible stop-requests and emergency response controls that are located throughout the transportation vehicle, including places within reach of allocated mobility aid spaces and courtesy seating locations.</p> <p>Accessible stop requests and emergency response controls must meet the following standards:</p> <ul style="list-style-type: none"> <li>a) They must provide auditory and visual indications that the request has been made.</li> <li>b) They must be mounted no higher than 1,220 millimetres and no lower than 380 millimetres above the floor.</li> <li>c) They must be operable with one hand and must not require tight grasping, pinching or twisting of the wrist.</li> <li>d) They must be high colour- contrasted with the equipment to which the control is mounted.</li> <li>e) They must provide tactile information on emergency response controls.</li> </ul>	
<p>Each vehicle is equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings</p>	

Item	Check
<p>The light above or beside each passenger access door must:</p> <ul style="list-style-type: none"> <li>a) When the door is open, illuminate the ground surface for a distance of at least 0.9 metres perpendicular to the bottom step tread or lift outer edge; and</li> <li>b) Be shielded to protect the eyes of entering and exiting passengers.</li> </ul> <p>This does not apply if the installation of the lights would impair the structural integrity of the vehicle.</p>	
<p>Each vehicle is equipped with lifting devices, ramps or portable bridge plates and each of them has:</p> <ul style="list-style-type: none"> <li>a) A colour strip that runs its full width marking the bottom edge and that is high colour-contrasted with its background to assist with visual recognition;</li> <li>b) A slip resistant platform surface; and c) Raised edges of enough height to prevent a mobility aid from rolling off the edge of the ramp during the boarding or deboarding of passengers.</li> </ul>	

## 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 JAAC 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 JAAC does not have an opportunity comment. The JAAC 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 [presented for consideration](#) ~~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.