

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

Progress Report 2021

Received by the Municipality of Grey Highlands Council on **December 15, 2021**

Accessible formats and communication supports available upon request.

Municipality of Grey Highlands' Commitment to Accessibility

The Municipality of Grey Highlands (Grey Highlands) is committed to providing programming and services that consider the diverse needs and abilities of the people we serve. This 2021 Progress Report is an update on progress of measures taken to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

This Progress Report includes the accessibility initiatives that were completed in 2020 and 2021 to implement the strategies outlined in the Grey Highlands' Multi-Year Accessibility Plan as adopted by Grey Highlands Council on May 1, 2019.

Reporting

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

The 2021 Compliance Report (due for submission no later than December 31, 2021) requires that a Progress Report has been conducted.

Our Progress on the AODA Regulations

The following pages outline the 2020 and 2021 accomplishments in **Customer Service, Information and Communication, Employment, Transportation and Design of Public Spaces**.

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

General Requirements

Procurement:

- Procurement policy includes accessibility requirements.

Training:

- All employees hired in 2020 and 2021 have received comprehensive AODA Training.
- Current employees have completed an AODA refresher course.

Feedback:

- Grey Highlands has not received any feedback.

Integrated Accessibility Standards Regulation (IASR)

Accessible Customer Service Standard

- Updated the front counter and lobby space with Accessible design standards.
- In-office renovations and reconfiguration maintain accessible design components.
- Increased accessible online services.

Information and Communications Standard

- Continuously strive to produce all digital media in a fully accessible format.
- Accessible audio and video streaming system installed in Council Chambers and includes two personal assistive listening devices.
- Incorporated alt tags and descriptions of social media images and/or links to PDF text versions of images.
- Forms and documents on the Grey Highlands website were updated to be fillable accessible PDFs.
- Building Department's online permit system is fully accessible.

Employment Standard

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

Transportation Standard

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

Design of Public Spaces

- Elevator, ramp and barrier free washrooms have been completed at Kimberley Hall installed.
- Renovations at 50 Lorne Street have been completed and are totally barrier free – power entry doors, universal washroom, and barrier free washrooms.
- Traffic lights at Toronto Street South at Victoria Avenue have audible tone and crosswalk.
- Updated sidewalk at Victoria Avenue east of Toronto Street South and Toronto Street South sidewalk (26m)
- Updated sidewalk on Country Road 13 from Centre Road to Creamery Road in Kimberley (200m).
- Updated sidewalk on Grey Road 12 from Cambrai Road to Radford Street (275m).
- Updated sidewalk on Cambrai Road (138m) and Herbert Avenue (185m).
- Continue to provide information on accessible building design for the general public.
- Municipality is offering Community Improvement Plan (CIP) grants for accessible renovations for small businesses and in 2020-21 seven projects with accessibility components were approved.

Ongoing Review of the Multi-Year Accessibility Plan

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

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