

To:	Chair Burley and Members of Grey County Joint Accessibility Advisory Committee
Committee Date:	September 5, 2019
Subject / Report No:	CCR-JAAC-16-19
Title:	2019 Accessibility Compliance Report
Prepared by:	Kathie Nunno
Reviewed by:	Heather Morrison
Lower Tier(s) Affected:	
Status:	Recommendation adopted by Committee as presented September 5, 2019; Endorsed by Committee of the Whole as presented September 26, 2019 per Resolution CW184-19; Endorsed by Council October 10, 2019 per Resolution CC80-19;

Recommendation

1. **That Report CCR-JAAC-16-19 be received for information; and**
2. **That the 2019 Accessibility Compliance Report be endorsed and submitted to the Ministry for Seniors and Accessibility.**

Executive Summary

Grey County is required to submit an Accessibility Compliance Report in 2019 to the Ministry for Seniors and Accessibility. The 2019 Accessibility Compliance Report submission includes an updated Accessible Customer Service Policy and Pets and Service Animals in the Workplace Policy. These policies are pending Council's consideration.

Background and Discussion

The proposed updated accessible customer service policy includes a statement of commitment which is a new requirement.

This report and updated policies for accessible customer service and pets and service animals in the workplace are presented for consideration concurrently.

The prior accessibility compliance report was submitted in 2017. At that time, Grey County had one area of non-compliance relating to procedures for preventative and emergency maintenance and notice for temporary disruptions for accessible elements. This area has been addressed in the Grey County Multi-Year Accessibility Plan (2018 – 2022) and there are now processes in place for routine maintenance and scheduled and unexpected service interruptions. Grey County is currently in compliance with all areas of the report.

Legal and Legislated Requirements

The Ontario Ministry for Seniors and Accessibility and requires submission of the 2019 Accessibility Compliance Report.

Grey County is compliant with accessibility legislation in all areas.

Financial and Resource Implications

Financial penalties could result if the accessibility compliance report is not submitted.

Relevant Consultation

- Internal Departments (Communications, Human Resources, Transportation, Housing, Long-Term Care, Information Technology,)
- External (list)

Appendices and Attachments

Attachment to CCR-JAAC-16-19 Compliance Report