



**ADMINISTRATION REPORT
ADMIN2014-01**

To: Committee of the Whole Council

Date: January 20, 2014

Subject: Annual Update on the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11)

Origin: Administration

RECOMMENDATIONS

1. **THAT** Administration Report ADMIN2014-01 dated January 20, 2014 regarding the Annual Update on the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11), be received.

PURPOSE

This report provides an annual update to Council on the Town's current and planned obligations of the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) under the *Accessibility for Ontarians with Disabilities Act, 2005*, in the form of a Multi-year Accessibility Plan included as Appendix A.

BACKGROUND

The Town continues to comply with the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontarians with Disabilities Act, 2001*

The objective of the *Accessibility for Ontarians with Disabilities Act 2005* (AODA) is to ensure that all Ontarians with disabilities have full and equal access to goods, services, facilities, accommodation, employment, buildings, structures and premises by January 1, 2025.

The AODA will eventually replace the *Ontarians with Disabilities Act, 2001* (ODA). Until such time as the Province repeals the ODA, all public sector organizations, including the Town of East Gwillimbury must continue to comply with both acts simultaneously. This includes the implementation of the annual accessibility plans and a new requirement for multi-year accessibility plans under the Integrated Accessibility Standard Regulation.

Unlike the ODA, the AODA includes enforcement provisions including administrative penalties and the designation of a tribunal to hear appeals.

The following chart summarizes the current status of the five accessibility standards under the AODA.

	AODA Standard	Status	Timeframe for Implementation
1	Accessible Customer Service Standard	<p>This is the first of the five standards to be implemented. The purpose is to make customer service operations or organizations accessible for people with disabilities.</p> <p>The Town implemented the three primary elements of the standard:</p> <ol style="list-style-type: none"> 1) Policies 2) Procedures/Practices 3) Training 	<p>The municipality</p> <ul style="list-style-type: none"> • met compliance by January 1, 2010 • filed the required Accessibility Report with the Province by March 31, 2010 • continues to update policies, procedures and provide training to support the standard
2-4	Integrated Accessibility Standards Regulation (191/11)	<p>The Province combined three accessibility standards into one regulation</p> <ol style="list-style-type: none"> 1) Information and Communications 2) Employment 3) Transportation 	<p>Came into force July 1, 2011 with staggered implementation dates throughout 2011 – 2021</p> <p>(detailed in Appendix A)</p>
5	Accessible Built Environment Standard (ABES)	<p>The purpose of this standard is to prevent and remove barriers in buildings and outdoor spaces for people with disabilities. The standard will only apply to new construction and extensive renovation.</p>	<p>The Ontario Building Code has recently been amended (December 2013) to include enhancements to accessibility in buildings. As of January 1, 2015, new construction and renovations will be subject to updated accessibility requirements.</p>

ANALYSIS

The Town of East Gwillimbury continues to meet the requirements of the Integrated Accessibility Standards Regulation

The Integrated Accessibility Standards Regulation (IASR) came into force on July 1, 2011 with staggered compliance dates to January 1, 2021.

The IASR is divided into five parts (including three standards):

1. General
2. Information and Communications Standards
3. Employment Standards
4. Transportation Standards
5. Compliance

Key Implications for the Town

A staff Accessibility Working Group has been meeting since February 2011 to ensure the legislated requirements are clearly understood, assessed and that the Town continues to meet the requirements associated with the Integrated Accessibility Standard. The Working Group is comprised of staff representatives from each department: Donna Ingram (coordinator), Renee Schumann, Tim Gibson, Michelle Alleyne, Rick Leclair, Sally Davidson, Kevin MacKinnon, Derek Hill, Brad Morrissey, Genevieve Singh and Sharon Adler.

A multi-year plan to identify, remove and prevent barriers to citizens accessing Town of East Gwillimbury facilities and services

The coordinator of the staff group worked with the Town of East Gwillimbury Accessibility Advisory Committee to review the requirements under the Integrated Accessibility Standard Regulation and have created a combined multi-year plan (Appendix A) for the Town. Similar to previous annual plans, the multi-year plan identifies opportunities for people with disabilities to ensure all people have the same opportunity for access to and to benefit from Town goods and services.

The multi-year plan is used to outline measures the Town will take to identify, remove and prevent barriers to all citizens when accessing Town of East Gwillimbury facilities and services. It includes both achievements and future plans.

The multi-year plan is intended to be updated on an annual basis by town staff on the Accessibility Working Group and the Accessibility Advisory Committee. The document identifies barriers, legislative requirements and timing and is organized by department.

The majority of work effort associated with the legislated requirements in 2013 was in the area of developing the multi-year plan, sharing information with staff regarding processes for acquiring accessible goods, making information and communications more accessible through the website and employment supports. The information and communications and employment standards continue to have a workload impact on existing staff resources throughout 2014 to 2015. Where possible, the Town is building on previous completed work associated with implementing the Accessibility for Customer Service Standard. The Town also has staff representation (Donna Ingram) on the York Region Municipal Reference Group which continues to share best practices and solutions.

NEED FOR PUBLIC CONSULTATION

There is no need for public consultation at this time, however, the Town of East Gwillimbury Accessibility Advisory Committee participated in the review of the high level requirements and compliance dates reflected in this report and the creation of the multi-year plan. The Town's policies and multi-year plan are available on the Town's website. Information regarding the future requirements under the legislation will be shared with the Town's Council Appointed Advisory Committees as appropriate.

Existing Customer Service procedures were created to ensure that a public feedback mechanism exists and that our policy and procedures are made publicly available.

FINANCIAL IMPLICATIONS

The Province has not provided funding to support the implementation of the Integrated Accessibility Standards. Implementation of the Integrated Accessibility Standards will continue to utilize existing Town resources and will be included as appropriate in the 2014 and future budget planning processes. Town staff will work with other local municipalities and the Region in seeking other provincial resources to assist with training and implementation of the regulations.

ALIGNMENT TO STRATEGIC PLAN

This report and the recommendations support two strategic pillars. The first is providing programs and services for a safe, accessible and livable community by delivering programs and services that meet the diverse and changing needs of our residents and the second is to continue to enhance a transparent municipal government focused on excellence by integrating the values of Integrity, Fairness, Respect and Inclusiveness into the workplace and community culture.

CONCLUSION

The Town is committed to creating barrier-free services, transportation, information, communications and employment services to ensure the inclusion of people with disabilities. The Town will continue to implement the requirements of the Integrated Accessibility Standards Regulation and the Accessibility Standards for Customer Service as integrated business processes and practices.

Representatives from the following areas were involved in the creation and review of this report: Development Services, Community Infrastructure and Environment, Community Parks, Recreation and Culture, Legal Services, Corporate Services, Emergency Services and Library Services.

Prepared by:

Original signed by

Donna Ingram
Manager, Strategic Initiatives
Office of the CAO

Reviewed and Recommended by:

Original signed by

Tim Gibson
Chief Building Official
Staff Representative of the Accessibility
Advisory Committee

Approved for Submission,

Original signed by

Thomas R. Webster,
Chief Administrative Officer



Town of
East Gwillimbury

Appendix A – ADMIN2014-01

**Town of East Gwillimbury
Multi-year Accessibility
Plan and
Barrier Identification
2013 – 2017**



THIS PUBLICATION WILL BE MADE AVAILABLE IN ALTERNATIVE
FORMATS UPON REQUEST

EXECUTIVE SUMMARY

The Town of East Gwillimbury whole-heartedly supports the intent and purpose of both the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) Act, which is to work towards the prevention, identification and removal of barriers that restrict opportunities for people with disabilities.

Under the *Ontarians with Disabilities Act, 2001* (ODA), all municipalities have an obligation to prepare an annual accessibility plan. Under the guidance of the Town of East Gwillimbury Accessibility Advisory Committee, the Town has completed five (5) annual Accessibility Plans.

In 2012/13, the Town prepared a multi-year plan as a result of additional, new legislated requirements under the *Integrated Accessibility Standard Regulation, 2011*. Similar to the previous annual plans, this multi-year Accessibility Plan outlines the actions that the Town will put in place to improve opportunities for people with disabilities and to ensure all people have the same opportunity for access and to benefit from Town goods and services. The document continues to provide for persons with disabilities through the identification, removal and prevention of barriers associated with Town facilities and services. It includes actions taken during 2011, 2012 and 2013 and plans for the future to remove barriers that have been identified by staff and Accessibility Advisory Committee members and to meet legislated requirements under the *Integrated Accessibility Standards Regulation, 2011*.

The Ontario Government passed the AODA in 2005, to make Ontario accessible by 2025. Accessibility standards in five key areas exist under the AODA:

- Customer Service - Accessibility Standards for Customer Service, *Ontario Regulation 429/07*
- Information and Communications – part of the *Integrated Accessibility Standards Regulations, 2011*
- Employment - part of the *Integrated Accessibility Standards Regulations, 2011*
- Transportation - part of the *Integrated Accessibility Standards Regulations, 2011*
- Built Environment – currently under development by the Province

Under the AODA, the accessibility standards were created as rules for organizations to follow to identify, remove and prevent barriers so people with disabilities have equal opportunities to participate in everyday life. The standards

have been established in stages and developed by provincial committees comprised of people with disabilities, representatives of the private, public and not-for-profit sectors and the Government of Ontario.

Accessibility Standards for Customer Service, Ontario Regulation 429/07 was the first standard to become law and took effect for public sector organizations on January 1, 2010. The Town has complied with this legislation. A copy of the Town's Accessible Customer Service Policy and Accessible Customer Service Guidelines are available on the Town's web-site.

Integrated Accessibility Standards, Ontario Regulation 191/11 came into force on July 1, 2011, with compliance dates phased through to 2021. The Town has complied with requirements effective in 2011, 2012 and 2013. This year the Town has prepared to comply with applicable requirements under the Regulations that are effective January 1, 2014.

AIM

The aim of the Multi-year Accessibility Plan 2013 - 2017 is to outline measures that the Town of East Gwillimbury will take to identify, prevent and remove barriers to all citizens when accessing Town of East Gwillimbury facilities and services.

OBJECTIVES

- To describe the process by which the Town of East Gwillimbury will identify, prevent and remove barriers to people with disabilities
- To review 2011, 2012 and 2013 achievements to prevent and remove barriers to people with disabilities
- To identify the facilities, policies, programs, practices and services that the Town of East Gwillimbury will review in the coming year
- To describe the measures the Town of East Gwillimbury will take in the coming years to identify, prevent and remove barriers to people with disabilities
- To outline the process of how the Town of East Gwillimbury will make this Accessibility Plan available to the public

DESCRIPTION OF THE TOWN OF EAST GWILLIMBURY

The Town of East Gwillimbury was incorporated in 1850. Governor John Graves Simcoe named the area in honor of his wife, whose maiden name was Gwillim. In the late 1700's, Governor Simcoe was looking for the best route north from York (now Toronto) to the British naval posts on Georgian Bay. To assist in his search for the best route, he commissioned the first survey of East Gwillimbury in 1800.

Many of the early settlers were United Empire Loyalists and Quakers who were attracted to the area by grants of land and the ability to practice their faith in

peace. Hamlets sprung up throughout East Gwillimbury due, in part, for a need for shops, churches and schools. Development occurred in five areas - Holland Landing, River Drive Park, Sharon, Queensville and Mount Albert. Early settlement of these areas dates back to the late seventeen hundreds. The historical atmosphere of the Town is enhanced by the many attractive historic buildings still in use today.

The current population of the Town is approximately 24,000 and is projected to increase to approximately 86,500 by 2031. A majority of the population growth will be concentrated in the existing community area of East Gwillimbury, as *indicated in the Town of East Gwillimbury Official Plan, Schedule "A"*

The Town is responsible for the delivery of municipal services provided by the following departments.

- CAO Office
- Corporate Services
- Development Services
- Community Infrastructure and Environment
- Community Parks, Recreation and Culture
- Emergency Services
- Library Services

CONTINUED COMMITMENT TO ACCESSIBILITY PLANNING

The Ontarians with Disabilities Act, 2001 (ODA) required Council to:

- Establish an Accessibility Advisory Committee
- Adopt an Annual Accessibility Plan based on the recommendation of the Accessibility Advisory Committee
- Ensure implementation of the Plan by staff on an annual basis
- Develop and approve Terms of Reference that clearly outlines the duties of the Accessibility Advisory Committee. In addition, the Accessibility Advisory Committee has been appointed, functions and meets on a regular basis.

The Council of the Town of East Gwillimbury is committed to:

- The continual improvement of access to municipal facilities, programs and services for those with disabilities
- The provision of quality services to all members for the community including those with disabilities.

On an annual basis, the Accessibility Working Group, in collaboration with the Town's Accessibility Advisory Committee, prepares an update to the Multi-year

Accessibility Plan, 2013 - 2017, that will enable the Town of East Gwillimbury to meet these commitments.

The recommended initiatives of the Multi-year Accessibility Plan are considered, evaluated and approved within the context of the Town Capital and Operating Budget.

THE TOWN OF EAST GWILLIMBURY ACCESSIBILITY ADVISORY COMMITTEE	
Committee Membership	
Ruthanna Dyer	Accessibility Advisory Committee – Chair
Jean Allen	Committee member
Warren Anketell	Committee member
Katie Bosse	Committee member – Vice Chair
Catherine Rae	Committee member
Julie Kumar	Committee member
Mayor Virginia Hackson	Committee liaison
Tim Gibson	Staff Liaison
Sharon Adler	Staff Support
(Staff) ACCESSIBILITY WORKING GROUP	
Donna Ingram	Manager of Corporate Initiatives Staff Accessibility Working Group Coordinator
Renee Schumann	Director, Human Resources & Organizational Development
Tim Gibson	Director of Building Standards, Chief Building Official – Liaison to the Accessibility Advisory Committee
Michelle Alleyne	Chief Executive Officer, Library
Rick Leclair	Manager of Special Projects
Kevin MacKinnon	Leisure Services & Programs Supervisor
Sally Davidson	Community Events Coordinator
Derek Hill	By-law and Licencing Coordinator
Brad Morrissey	District Fire Chief Mt. Albert Fire Station Fire Prevention Officer
Genevieve Singh	Manager of Communications
Sharon Adler	Administrative Assistant, Building Standards Branch

ROLES AND RESPONSIBILITIES

Together, many groups and individuals will provide input into the continuous review and development of the Town's Accessibility Plans, policies, procedures and practices. Each individual plays an important role in assisting the Town in fulfilling its legislated mandate to identify, remove and prevent barriers to persons with a disability.

The following is a brief description of the roles of individuals and groups involved in this process.

Town Departments

- ensure that commitments outlined in their section are implemented
- identify barriers within their departments on an annual basis and continue to address the removal of barriers
- ensure compliance with applicable legislated requirements under the ODA, AODA, *Accessibility Standards for Customer Service* and the *Integrated Accessibility Standards Regulation, 2011*

Accessibility Advisory Committee

- provide feedback to Council regarding the Annual and/or Multi-year Accessibility Plans including the implementation and effectiveness of the Plan to ensure that its objectives are met
- advise Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports
- advise Council on the accessibility of buildings that the Town owns or operates
- review and comment on site plans and drawings described in section 41 of the Planning Act
- advise Council on barriers of concern to persons with disabilities and assist with strategies for the elimination of such barriers

Council

- select and appoint members to the Accessibility Advisory Committee
- provide direction to the Accessibility Advisory Committee and Town staff on the implementation and review of the Annual and/or Multi-year Accessibility Plans
- as part of the Town Capital and Operating Budget process, annually review and adopt the Multi-year Accessibility Plan(s) as presented by the Accessibility Advisory Committee/Accessibility Working Group

Staff Accessibility Working Group Coordinator

- liaise with members of the Accessibility Working Group to consolidate department submissions in the creation of the Multi-year Accessibility Plan(s), Policies, Procedures and Practices
- provide accessibility related updates, reports, policies and general information to the Accessibility Advisory Committee, Town administration and Council

Staff Accessibility Working Group Members

- contribute to the development and consolidation of the Town Plans through consultation with department staff on recent department initiatives to remove and prevent barriers to persons with a disability and to identify barriers to be addressed in the forthcoming year and beyond
- list by-laws, policies, services, programs and practices to be reviewed by the Town in the forthcoming year
- review, assess and evaluate the business and technical impact of current and planned Provincial legislative requirements such as *the Integrated Accessibility Standards Regulation 2011*
- determine a department strategy for barrier removal on an annual and multi-year basis
- ensure that department measures for the removal of barriers are incorporated into the Town's annual budgetary process
- maintain communication with the Province, Region, other municipalities and stakeholders to share information on accessibility planning initiatives.

Definitions of Table Headers

Barrier Type	Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)
Disability Type	Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive, mental illness or other)
Barrier Identified	Provides a description of the barrier and indicates where the barrier was found.
How the barrier was addressed	Describes the action taken to identify, remove or prevent the barrier.
Strategy for removal	Description of what action(s) will be taken to remove and/or prevent the barrier.
Timing	What date will this be completed? The action may be phased-in over a number of months or years depending on the resources and priorities of each department. The timing also reflects compliance dates for the specific accessibility requirement under the AODA.

**REVIEW OF PREVIOUSLY IDENTIFIED BARRIERS – prior to 2012
December**

DEPARTMENT / Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
CHIEF ADMINISTRATION OFFICE			
Common, Town-wide understanding of the accessibility requirements under the various pieces of legislation – ODA / AODA	informational, policy, practice, attitudinal	various	<p>Accessibility for Customer Service training for all employees, procedures and policies developed and implemented 2009/2010</p> <p>Accessibility Working Group established</p> <p>Ongoing commitment to legislation</p> <p>Strategic Plan 2011 acknowledges commitment to an accessible community</p>
LEGAL SERVICES			
Providing accessible Council agendas and minutes	physical, communicational, technological	visual	Implemented alternative formats (Accessible PDF) for public access summer 2012
CORPORATE SERVICES			
Corporate Services counter	physical	Physical and other	A lowered counter was installed to accommodate wheelchairs and/or provide seating 2010
Unable to access services in person &/or over the phone	visual physical audio cognitive informational communicational	visual physical audio	Addressed with implementation of the Customer Service Standard 2010 – services provided in alternative formats as requested

			Improved accessible website implemented November 2012
Accommodations for staff with disabilities	physical attitudinal policy/practice	visual physical audio sensory cognitive mental illness	Job advertisements identify supports available upon request 2012 Return to work supports available to staff HR Policy 2012
Safety Evacuation Procedure	physical communicational informational policy/practice	physical audio visual sensory cognitive	Emergency procedure, plans or public safety information is in accessible format, available upon request – Jan. 1, 2012 For employees, beginning 2011 and annually thereafter, Town requests staff advise HR if they require assistance or accommodation to evacuate in the case of an emergency
Font size on website not large enough	technological Informational communicational	visual	Accessible new website launched in Nov. 2012 – provides choice for font size and options to display pictures or remove pictures when viewing the site; website now WCAG 2.0 A compliant Alternative formats for publications available upon request since 2010
Accommodate staff and the public for full	Physical		Accessibility Audit completed 2011 and

participation in employment in the democratic process respectively			ensured all facilities met accessibility requirements
Voting methods for Municipal Election	Physical		Town met the Municipal Elections Act accessible voting requirements in 2010 election under Customer Service Standard
Advertisement for Recruitment	Physical Informational Communicational Attitudinal Policy/practice	Physical Cognitive Sensory	Job advertisements identify supports available upon request 2012
FINANCE			
No ability for the visually impaired to know what services the Town offers i.e.: debit/internet payments	Informational Communicational Attitudinal Policy/practice	Visual	Accessible new website launched in Nov. 2012 – provides choice for font size and options to display pictures or remove pictures when viewing the site; website now WCAG 2.0 A compliant Under Customer Service Standard 2010 – services provided using alternatives eg. phone, email, in person
COMMUNITY PROGRAMS AND INFRASTRUCTURE (CPI) (Prior to 2013 Restructure)			
Program brochure/publications	Informational Communicational Attitudinal Policy/practice	Visual	Customer Service Standard 2010, alternative formats are available upon request at no extra charge
Mobility issues within various town facilities i.e. washrooms	Architectural, physical	Physical	Accessibility improvements made in Civic

<p>Seating in Council Chambers</p>			<p>Centre 2010 and Sports Complex 2012 to remove under counter barriers and to install sensed faucets</p> <p>EGAAC conducted audits on Town facilities and made recommendations to Council for improvements – Accessible washroom implemented at HLCC in 2011</p> <p>Customer counter installed on first level Civic Centre is accessible</p> <p>Wheelchair seating changes addressed in Council Chambers in 2008</p>
<p>Signage</p>	<p>Physical informational</p>	<p>Visual physical</p>	<p>External signage improvements made 2010/11 in Civic Centre, at Sports Complex in 2012</p> <p>Internal signage requires improvement in Civic Centre in 2013</p>
<p>Back Entrance too steep – Civic Centre</p>	<p>Architectural physical</p>	<p>Physical</p>	<p>Increased accessible spaces and improved signage at front entrance Civic Centre 2011</p> <p>Back entrance</p>

			meets current building standards
The Accessible parking needs to be closer and have more spaces at Civic Centre and all the facilities	Physical	Physical	Increased accessible spaces and improved signage at front entrance Civic Centre, modified facilities at Sports Complex 2011/12
Elevator needs to have audio for emergency purposes	Audio	Audio	Emergency phone exists in the Civic Centre elevator car – when picked up it automatically dials the Otis emergency Response Centre for emergency assessment.
COMMUNITY PROGRAMS AND INFRASTRUCTURE (CPI) – OPERATIONS & ROADS			
Road/sidewalk work	Physical Informational Policy/practice	Physical Visual Sensory Cognitive Mental illness	Under Customer Service Standard 2010, Notification provided for Temporary Disruptions
Only steps leading into Works trailer (no accessible ramp)	Physical	Physical	
No Access to Works shop, many trip hazards	Physical	Physical	
DEVELOPMENT SERVICES - PLANNING BRANCH			
<u>At the Atrium counter</u> Noise level in Atrium (i.e.: Children, TV) Glare in the Atrium	Audio Visual	Audio Visual	Accessible counter added in 2011 in atrium for planning, building and CPI Tinted roof wrap/panels installed 2011/12
Office space mobility and visual barriers in office area. Staff has noted that the workstations are positioned in a way that	Physical Visual	Physical Visual	New for plan implementation 2013

there are no site-lines. Turning corners often results in near-misses with other employees			
Climate control	Physical	Physical	Installed portable dehumidifiers 2010/11/12
Artificial light spectrum at workstations	Visual	Visual	<i>Seeking more information on the barrier description</i>
Background sound (i.e.: printers, phones, copiers, voices)	Audio	Audio	Office equipment has been moved to a separate secluded area 2010/11
DEVELOPMENT SERVICES - BUILDING BRANCH			
None			
LIBRARY SERVICES			
Website	Technological Informational	Visual	Upgraded website to include scalable font size in 2011
Training	Communicational Attitudinal	Various	All information desk staff received training on using ZoomText on the Accessibility computers in 2010
Access to Information	Informational Communicational	Various	Adopted accessible customer service policy and procedures and practices covering use of service animals, assistive devices, and support persons in 2010
Make public library materials and resources accessible	physical, communicational, technological	Various	Enhanced large print and audio/visual collections 2011/Ongoing. Established accessible computer workstations at both branches with

			<p>applicable hardware and software in 2009.</p> <p>Partnered with CNIB to allow EG library users to borrow CNIB materials in 2012.</p>
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IDENTIFYING BARRIERS 2013 – 2017

Barrier Identification

The Accessibility Working Group utilized the following approach to identifying barriers:

- researched previously identified barriers
- brainstormed/solicited staff contributions in all service areas of known and suspected barriers
- utilized EGACC audit results and recommendations
- reviewed suggestions and comments forwarded by the public to the Committee
- incorporated legislative requirements from the Customer Service Standard and Integrated Accessibility Standards Regulation.

In the Barrier Identification Process, the Accessibility Working Group focused on the following areas to determine which barriers it will work on to remove or prevent each year.

- Physical Facilities
- Site Planning
- Parks and Playgrounds
- Service and Program Delivery to Staff
- Service and Program Delivery to the Public
- Procurement Policies and Practices
- Employment - Interviewing, Hiring, Promotion, and other Human Resources Policies and Practices
- Technologies
- Information and Communication
- Customer Service for People with Disabilities
- Transportation – Taxi Cabs licensed by the Town

Barrier Identified	Barrier Type	Strategy for Removal	Timing
DEPARTMENTS			
CHIEF ADMINISTRATION OFFICE			
Maintain updated policies and procedures associated with the Accessibility Standards	Attitudinal Informational Policy/practice	perform regular annual reviews with the EGAAC and using staff with customer input to make improvements and adjustments	January 1, 2013 / Continuous annual process
Establish and maintain multi-year accessibility plan outlining strategies to prevent and remove barriers	Attitudinal Physical Policy/Practice Sensory	Develop detailed multi-year plan based on legislated requirements, department and advisory committee input; review plan and actions annually at minimum through working group and report back to Council on an annual basis	January 1, 2013 and annual review process
CORPORATE SERVICES			
Consult with municipal accessibility advisory committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community	Physical, attitudinal Policy/practice	Consult with Advisory Committee and outreach to members of the public through the Town's website, newspaper, local postings for input	January /February 2013 / <i>completed</i>
Ensure owners and operators of taxicabs do not charge a higher fare for persons with disabilities nor charge for storage of mobility aids or assistive devices	Attitudinal informational	Owners operators advised	July 1, 2011 / <i>met requirement, to be reviewed on a regular basis</i>
Ensure taxicabs	Attitudinal	Communication of	January 1,

display vehicle registration and identification information on rear bumpers of taxicabs	Informational Policy/practice	expectations distributed to operators/owners 2011	2012 <i>met requirement, to be reviewed on a regular basis</i>
Ensure vehicle registration and identification information is available in an accessible format to passengers with disabilities	Attitudinal Informational Policy/practice	Communication of expectations distributed to operators/owners 2011	January 1, 2012 / <i>met requirement, to be reviewed on a regular basis</i>
Continued training and education regarding Accessibility for Town employees	Attitudinal Policy/practice Informational communicatio nal	Continue to train new staff as hired regarding the Customer Service and other Integrated Accessibility Standards policies, procedures	Continuous through Human Resources as new staff are hired and as part of ongoing Orientation
Training of employees and volunteers on the requirements of the IASR and the Code as appropriate to their duties	Attitudinal Policy/practice Informational communicatio nal	Continue to train new staff and volunteers as recruited regarding the Customer Service and other Integrated Accessibility Standards policies, procedures including the Human Rights Code	January 1, 2014 Continuous Package to be included as part of the new committee member package
Feedback process that is accessible to people with disabilities	Attitudinal Policy/practice Informational communicatio nal	Ensuring all Town surveys, requests for feedback are accessible and provided in alternative formats as a common practice	January 1, 2014 / <i>Implemented as part of Customer Service Standard 2010</i>
Accessible formats and communication supports upon request	Attitudinal Policy/practice Informational communicatio	All Town publications and documents should be made available in alternative formats upon	January 1, 2015 / <i>Implemented as part of</i>

	nal	request as per the Customer Service Standard. Ensure information regarding publications is made available through multiple sources – web, newspaper, meetings and that documents include information about accessible alternative formats	<i>Customer Service Standard 2010 for document as they are created and issued</i>
Establish an accessible recruitment process and provide accessible formats and communication supports for existing and prospective employees	Attitudinal Policy/practice Informational Communicatio nal Physical	Make information regarding positions available in various formats, review positions to determine requirements	January 1, 2014 <i>Met, statement included in recruitment ads</i>
Develop and communicate workplace emergency response information for employees with disabilities	Attitudinal Policy/practice Informational Communicatio nal Physical	At time of hire and annual requests to staff to identify any needs they have associated with emergency notification	January 1, 2012 / <i>met requirement by issuing notice to staff annually, and including in orientation package</i>
Establish a formal employee accommodation process, including documented individualized accommodation plans	Attitudinal Policy/practice Informational Communicatio nal Physical	Hiring managers and Human Resources work together with staff to determine any supports required; annual request to staff for ergonomics assessments	January 1, 2014 <i>Met and offered on ongoing basis</i>
Establish a return to work process for employees absent due to a disability and who require disability related accommodations	Attitudinal Policy/practice Informational Communicatio nal Physical	Incorporated into return to work program	January 1, 2014 <i>met requirement</i>

Ensure accommodation needs are taken into account in performance management, career development and redeployment processes	Attitudinal Policy/practice Informational Communicational Physical		January 1, 2014 <i>met requirement</i>
Accessible new websites and web content on those new sites conforming to established guidelines	Attitudinal Policy/practice Informational Communicational Physical Technical	Continue to enhance and develop accessible historical web content	January 1, 2014 / <i>Met requirement upgraded website is WCAG 2.0 A compliant as of Nov 2012</i>
Web content including Word and PDFs posted will need to be made accessible	Attitudinal Policy/practice Informational Communicational Physical Technical	Continue to assess, enhance and develop accessible historical web content	January 1, 2012 / <i>met requirement and ongoing basis</i>
Incorporating accessibility criteria / features when procuring or acquiring goods, services, facilities and self-service kiosks	Attitudinal, physical, audio Policy/practice Technical Informational	Review and update procurement policy/bylaw and purchasing practices	January 1, 2013 / <i>Met requirement - reviewed bylaw implemented interim procedures for incorporating accessibility criteria</i>
COMMUNITY PARKS RECREATION AND CULTURE and DEVELOPMENT SERVICES			
Adherence to Design of Public Spaces Standards	Physical Access	Includes recreational trails/beach access routes, outdoor public eating areas; outdoor play spaces; outdoor paths of travel; accessible parking; service	To be compliant by January 2016 for new construction or major

		related elements such as service counters; maintenance and restoration of public spaces	changes to existing features
Built Environment	Physical	Standards for the Built Environment focus on removing barriers in public spaces and buildings	Ontario Building Code amendments announced December 2013. New Construction and renovations will be subject to updated accessibility requirements effective January 1, 2015
EMERGENCY SERVICES			
Emergency procedure, plans or public safety information in an accessible format upon request	Visual, physical	Made available on the Town's website with information posted in the Era Town Page, alternative formats available by request	January 1, 2012 / <i>met requirement</i>
LIBRARY SERVICES			
Information and Communication – registration forms and applications	Visual, Informational	Make forms available on website electronically, or other format	January 1, 2015
Marketing and promotion of materials	Visual, Informational	Publicize availability of accessible formats and services <ul style="list-style-type: none"> - Daisy Reader (audio player) purchased - <i>Website part of Capital Plan 2015 to be determined during budget discussions</i> 	January 1, 2013 <i>met target</i>

REVIEW AND MONITORING PROCESS

The Staff Working Group will meet twice annually to review the progress of barrier removal initiatives and to update the Accessibility Plans relative to Department operations and annual budget deliberations.

COMMUNICATION OF THE PLAN

Copies of this plan are available at the Municipal Offices and on the Town of East Gwillimbury website and in alternative formats upon request. Please contact Customer Service at 905-478-4282 or by email at customerservice@eastgwillimbury.ca