



## **ACCESS DUFFERIN COMMITTEE AGENDA**

**Monday, May 2, 2016 1:00 p.m.**  
**55 Zina Street, Orangeville – Sutton Room**

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Declarations of Pecuniary Interest by Members

1. ACCESS DUFFERIN – May 2, 2016 – ITEM #1  
Review of Minutes – March 14, 2016

Review of the minutes of the March 14, 2016 meeting, for information only.

2. ACCESS DUFFERIN – May 2, 2016 – ITEM #2  
Dufferin County Website Assessment

A report from the Accessibility Coordinator to provide a summary of the results for a review of the Dufferin County website on accessibility.

3. ACCESS DUFFERIN – May 2, 2016 – ITEM #3  
Multi-Year Accessibility Plan

Discussion regarding the Multi-Year Accessibility Plan.

4. **OTHER BUSINESS**

**Next Meeting**            Monday June 6, 2016  
55 Zina Street, Orangeville – Sutton Room



## **ACCESS DUFFERIN COMMITTEE MINUTES**

**Monday, March 14, 2016, 1:00 p.m.**

**55 Zina Street, Orangeville – Sutton Room**

The Committee met at 1:00 p.m. in the Sutton Room, 55 Zina Street, Orangeville

Members Present: Peggy Bond  
Richard Carrera (Arrived at 1:04 p.m.)  
Mike Gravelle  
Frank Hunt Jr  
Anne Jordan  
Anthony Kilmartin

Members Absent: Ann Camm  
Walter Benotto – Prior Notice  
Trevor Lewis – Prior Notice

Staff Present: Steve Murphy, CEMC/Accessibility Coordinator  
Michelle Dunne, Deputy Clerk  
Mark Schildroth, Communications Student

Steve Murphy called the meeting to order at 1.00 p.m.

Declarations of Pecuniary Interest by Members – None

1. **ACCESS DUFFERIN – March 14, 2016 – ITEM #1**  
**Appointment of a Chair**

The Terms of Reference for Access Dufferin states the position of Chair shall be elected annually by the Committee at the first meeting of each year.

**Moved by Mike Gravelle, seconded by Anthony Kilmartin**

**THAT Anne Jordan be appointed Chair for 2016.**

**-Carried-**

Anne Jordan thanked the committee for support and welcomed members while briefly noting present matters, the strategic plan for community services and new accessibility guidelines.

2. ACCESS DUFFERIN – March 14, 2016 – ITEM #2  
Review of Minutes – September 14, 2015

The Committee reviewed of the minutes of the September 14, 2015 meeting. Members of the Committee asked staff to provide copies of the minutes once they had been drafted.

Richard Carrera arrived at 1:04 pm.

3. ACCESS DUFFERIN – March 14, 2016 – ITEM #3  
Dufferin County Website Assessment

At the September 14, 2015 meeting, the Committee was asked to review the County website for accessibility and report back with recommendations and feedback. Steve Murphy discussed the website review questionnaire. One person completed it on an iPad and said the button for colour contrast helped, however, the “what are you looking for” part did not improve. Another member noted issues such as colour contrast (white on brown specifically). The discussion was deferred to the next meeting and staff was directed to create an electronic survey to be circulated to committee members.

4. ACCESS DUFFERIN – March 14, 2016 – ITEM #4  
New Accessible Parking Permits

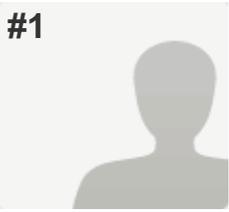
An information presentation was provided to the Committee regarding new security features and ID requirements to help prevent misuse of Accessible Parking permits. Security highlights include a barcode, heavier paper stock, raised surface, serial number to vehicle, copy resistant markings and no longer laminated. Current permits are not being replaced, but new ones issued will be using the new format.

5. ACCESS DUFFERIN – March 14, 2016 – ITEM #5  
Accessibility Requirements

Correspondence from the Accessibility Directorate of Ontario dated February 22, 2016 with respect to accessibility requirements for public sector organizations with more than 50 employees was presented. The committee discussed the built environment standard applying to public spaces, noting the Island Lake trails as an example and that Dufferin County has an opportunity to look at more trails.



#1



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, March 15, 2016 1:57:08 PM  
**Last Modified:** Tuesday, March 15, 2016 2:07:53 PM  
**Time Spent:** 00:10:45  
**IP Address:** 216.171.97.27

PAGE 1: Dufferin County Accessible Website Assessment

|   |  |
|---|--|
| <b>Q1: Which Dufferin County website are you assessing today?</b>   | Main site (www.dufferincounty.ca)  |
| <b>Q2: Do all videos have captions and/or audio description? Some users will rely on captions or audio descriptions to help with videos.</b>  | I did not find any videos on the site  |
| <b>Q3: Is the contrast ratio between text and background at least 4.5:1? Using a tool such as WebAim's colour contrast checker can help in assessing the contrast ratio.</b>  | Yes - the contrast is acceptable   |
| <b>Q4: Can the text be resized to 200% without loss of content or function?</b>   | Yes - I was able to resize content to 200% without difficulty  |
| <b>Q5: Were there any images (pictures) of text? Some users will visit the website using a text-only browser, or might have images turned off in a regular browser. Images of text cause problems, as they are harder for those users to understand.</b>  | Yes - I found images of text,<br>Comments The text in the County logo is an image.                             |
| <b>Q6: Did the site offer several ways to find pages? All users benefit from a website designed with them in mind. They need a variety of ways to navigate to the pages they want to visit. Some users will have difficulty understanding a website, so will benefit even more from clear navigation and different ways to access your pages.</b> | Yes - There were multiple ways to navigate the site ,<br>Other (please specify) Menus, top bar, search feature |
| <b>Q7: Do documents and pages use clear headings and labels? A well-written page is always broken up with clear and descriptive headings. They make it easier for users to scan and find the section they are interested in. Headings also break up large sections of text so that content isn't overwhelming to read.</b>                        | Yes - There are clear headings and labels  |
| <b>Q8: Can the site be navigated by keyboard alone? Users need to find their way around your website in a sequential and meaningful order. If they use a keyboard to navigate your website, they should be able to see which element they are on at any time.</b>   | No - I had to use a mouse to navigate the site   |
| <b>Q9: Does the site tell users when the language on a page changes? If a website has content in a different language to its main language, users should be told about the change.</b>  | I found no content in any language other than English  |

## Accessible Website Assessment

**Q10: Does the site use menus consistently? When you visit a website these days, it's almost second nature to understand where the main menu is and to expect it to be in the same place on every page. Web designers know that having a consistent navigation menu helps users move around websites.**

Yes - The site made good use of menus

**Q11: Does the site use icons and buttons consistently? Using consistent identification across a website helps users move around, interact and do what it is they need to do.**

No - The use of buttons and icons was inconsistent ,  
Comment  
For example "Click here for road conditions" looks different than "For a copy of the Emergency Plan, please click here"

**Q12: Does the site suggest fixes when users make errors? All users make mistakes. When they make mistakes on the website (whether it's their fault or not), they get frustrated. Showing suggestions and hints when users make mistakes on things like forms is recommended.**

I did not make any mistakes that required tips or suggestions

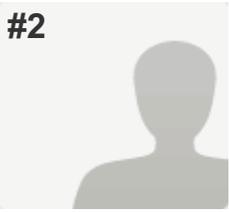
**Q13: Does the site reduce the risk of input errors for sensitive data? All users make mistakes when inputting data (for example, into forms). A site should try to prevent errors occurring, especially when users are committing to legal or financial agreements, or otherwise sharing their personal data.**

I did not attempt to input any sensitive or personal data

**Q14: Do all images on the site contain text or audio descriptions of the image content? When hovering over an image the website should provide a text or audio description of the image.**

No - Images did not have a text or audio description when I hovered over them with the cursor ,  
Comment None of the images provided descriptions.

#2



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, March 15, 2016 4:06:36 PM  
**Last Modified:** Tuesday, March 15, 2016 4:31:02 PM  
**Time Spent:** 00:24:25  
**IP Address:** 99.239.146.98

PAGE 1: Dufferin County Accessible Website Assessment

|   |   |
|---|---|
| <b>Q1: Which Dufferin County website are you assessing today?</b>   | Main site (www.dufferincounty.ca)   |
| <b>Q2: Do all videos have captions and/or audio description? Some users will rely on captions or audio descriptions to help with videos.</b>  | I did not find any videos on the site   |
| <b>Q3: Is the contrast ratio between text and background at least 4.5:1? Using a tool such as WebAim's colour contrast checker can help in assessing the contrast ratio.</b>  | Yes - the contrast is acceptable  |
| <b>Q4: Can the text be resized to 200% without loss of content or function?</b>   | No - I was unable to resize content to 200% without losing content and/or function        |
| <b>Q5: Were there any images (pictures) of text? Some users will visit the website using a text-only browser, or might have images turned off in a regular browser. Images of text cause problems, as they are harder for those users to understand.</b>  | <i>Respondent skipped this question</i>   |
| <b>Q6: Did the site offer several ways to find pages? All users benefit from a website designed with them in mind. They need a variety of ways to navigate to the pages they want to visit. Some users will have difficulty understanding a website, so will benefit even more from clear navigation and different ways to access your pages.</b> | Yes - There were multiple ways to navigate the site                                       |
| <b>Q7: Do documents and pages use clear headings and labels? A well-written page is always broken up with clear and descriptive headings. They make it easier for users to scan and find the section they are interested in. Headings also break up large sections of text so that content isn't overwhelming to read.</b>                        | Yes - There are clear headings and labels   |
| <b>Q8: Can the site be navigated by keyboard alone? Users need to find their way around your website in a sequential and meaningful order. If they use a keyboard to navigate your website, they should be able to see which element they are on at any time.</b>   | No - I had to use a mouse to navigate the site ,<br>Comment On a Mac it would not be easy |
| <b>Q9: Does the site tell users when the language on a page changes? If a website has content in a different language to its main language, users should be told about the change.</b>  | I found no content in any language other than English                                     |

## Accessible Website Assessment

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Yes - The site made good use of menus

**Q11: Does the site use icons and buttons consistently? Using consistent identification across a website helps users move around, interact and do what it is they need to do.**

Yes - I found the use of icons and buttons to be consistent

Comment on maps

**Q12: Does the site suggest fixes when users make errors? All users make mistakes. When they make mistakes on the website (whether it's their fault or not), they get frustrated. Showing suggestions and hints when users make mistakes on things like forms is recommended.**

I did not make any mistakes that required tips or suggestions

**Q13: Does the site reduce the risk of input errors for sensitive data? All users make mistakes when inputting data (for example, into forms). A site should try to prevent errors occurring, especially when users are committing to legal or financial agreements, or otherwise sharing their personal data.**

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Yes - Images did have a text or audio description when I hovered over them with the cursor



**County of Dufferin  
Accessibility Plan  
2012-2016**

# 1 Purpose of this plan

Both the ***Ontario Disability Act (ODA)*** and the ***Accessibility for Ontarians with Disabilities Act (AODA)*** require Ontario government ministries, the broader public sector and other organizations to prepare annual accessibility plans. The intent of these accessibility planning requirements is to improve opportunities for all people, including people with disabilities. The County of Dufferin is committed to working with every sector of society to move towards a community in which no new barriers are created and existing ones are removed.

The purpose of this Multi-Year Accessibility Plan is to describe the measures that the County of Dufferin has taken during the previous year, and the measures that will be taken during the coming years, to identify, remove and prevent barriers to people with disabilities.

The Ontario Disability Act specifies five requirements for the content of all annual accessibility plans:

- Report on the measures the organization has taken to identify, remove and prevent barriers to people with disabilities.
- Describe the measures in place to ensure that the organization assesses its Acts/by-laws, regulations, policies, programs, practices and services to determine their effect on accessibility for people with disabilities.
- List the policies, programs, practices and services that the organization will review in the coming year to identify barriers to people with disabilities.
- Describe the measures the organization intends to take in the coming year to identify, remove and prevent barriers to people with disabilities.
- Make the accessibility plan available to the public by posting on the web.

## 2 Background

There are approximately 1.9 million people in Ontario with a disability. This number will increase as our population ages.

The ODA and AODA are designed so that cities, towns and other municipalities; hospitals; school boards; colleges and universities; public transportation providers, government ministries and agencies; the private sector and people with disabilities can work together to make Ontario an accessible province.

The ODA has several important provisions:

- An introduction to explain the goals of the act;
- Sections that outline the purpose and definitions covered in the act;

- Sections that outline the duties of the government of Ontario, municipalities, other organizations, agencies and others;
- A general part that describes accessibility plans; the roles of the Accessibility Advisory Council of Ontario and the Accessibility Directorate of Ontario; offences; regulations and review of the act;

The AODA sets several standards that all organizations in Ontario are required to comply with. These standards include:

- Accessible Customer Service;
- Transportation;
- Information and Communications;
- Employment, and;
- Built Environment.

Although the original intent of the AODA was to phase in each standard separately over a period of several years three of them (transportation, Information and communications and Employment) were combined into the Integrated Accessibility Standard in 2011.

The Built Environment Standard is the final AODA standard and it does not have a specified release date from the Ministry.

### 3 Accessibility Advisory Committee

The County of Dufferin's Accessibility Advisory Committee (AAC) was created as a "Special Purpose Body" and is required under ***Accessibility for Ontarians with Disabilities Act*** for municipalities with a population of 10,000 or more.

***29. (1) The council of every municipality having a population of not less than 10,000 shall establish an accessibility advisory committee or continue any such committee that was established before the day this section comes into force. 2005, c. 11, s. 29 (1).***

Although municipalities with a population of less than 10,000 are not required to have an Accessibility Advisory Committee the legislation does permit them to create one at the discretion of their elected council.

***(2) The council of every municipality having a population of less than 10,000 may establish an accessibility advisory committee or continue any such committee that was established before the day this section comes into force. 2005, c. 11, s. 29 (2).***

The Accessibility for Ontarians with Disabilities Act does require the Accessibility Advisory Committee to be comprised of members of the public, a majority of whom shall be people with a disability.

***(3) A majority of the members of the committee shall be persons with disabilities. 2005, c. 11, s. 29 (3).***

The act stipulates the broader responsibilities of the Accessibility Advisory Committee to provide advice, review site plans and perform other functions as specified in legislation.

***(4) The committee shall,***

***(a) advise the council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the council may seek its advice under subsection (5);***

***(b) review in a timely manner the site plans and drawings described in section 41 of the Planning Act that the committee selects; and***

***(c) perform all other functions that are specified in the regulations. 2005, c. 11, s. 29 (4).***

The requirements of the municipal council in regard to working with the AAC are also legislated and they include seeking advice from the committee on accessibility matters.

***(5) The council shall seek advice from the committee on the accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises,***

***(a) that the council purchases, constructs or significantly renovates;***

***(b) for which the council enters into a new lease; or***

***(c) that a person provides as municipal capital facilities under an agreement entered into with the council in accordance with section 110 of the Municipal Act, 2001 or section 252 of the City of Toronto Act, 2006. 2005, c. 11, s. 29 (5); 2006, c. 32, Sched. C, s. 1.***

The municipal council is also required to provide site plans to the AAC so that they may be reviewed.

***(6) When the committee selects site plans and drawings described in section 41 of the Planning Act to review, the council shall supply them to the committee in a timely manner for the purpose of the review. 2005, c. 11, s. 29 (6).***

### **3.1 AAC Vision Statement**

To make the County of Dufferin the leading example of a jurisdiction with full accessibility for all people with disabilities.

## **3.2 AAC Mission Statement**

To raise awareness of employees and citizens of the County of Dufferin about the accessibility needs of people with disabilities: communicational, intellectual, sensory, physical and mental health related. To provide support and training to employees to ensure that all citizens enjoy a barrier free County.

## **3.3 Composition of the AAC**

The composition of the AAC shall include citizen members, a majority of whom will have a disability, and one member of County Council.

## **3.4 Terms of Reference for the AAC**

The Terms of Reference for the AAC are detailed in By-Law 2008-15.

### **3.4.1 Term of Chair and Vice Chair**

The positions of Chair and Vice Chair shall be elected annually by the Committee at the first meeting of each year.

### **3.4.2 Staff Resources**

Committee Secretariat will be provided by County Staff.

### **3.4.3 Staff Liaisons**

The Chief Building Official will liaise with the Committee on matters relating to the accessibility to County facilities.

The Community Services Director will liaise with the Committee on matters relating to the social housing component of the *Ontarians with Disabilities Act*.

Other staff members as required.

### **3.4.4 Quorum**

The quorum for all meetings of the AAC shall be a majority of voting members.

### **3.5 Goals and Objectives of the AAC**

The goals of the Accessibility Advisory Committee are to encourage and facilitate accessibility on behalf of all people by:

- Promoting public awareness and sensitivity;
- Encouraging cooperation among all service and interest groups to ensure a better community for all persons;
- Identifying and documenting relevant issues and concerns;
- Improving access to housing, transportation, education, recreation and employment, which are the qualities of a five star community in so far as these activities are within the areas of responsibility of the County of Dufferin;
- Improving communication among all levels of government and service agencies to make recommendations regarding policy and legislation, and;
- Recognizing that the needs of all persons are constantly changing.

### **3.6 Duties and Functions of the AAC**

The Accessibility Advisory Committee assists Council by advising, reviewing and making comment and recommendations of interest to people with disabilities and dealing with community issues relevant to disabled persons within the framework of the goals and objectives.

Some of the items that may be reviewed by the Committee include:

- Providing advice each year about the preparation, implementation and effectiveness of the accessibility plan.
- Commenting on accessibility to County of Dufferin owned or leased facilities.
- Commenting on how the needs of people with disabilities can be better served through the municipality's purchasing of goods and/or services.
- Commenting on any municipal decisions relating to the purchase, construction, renovation or lease of new municipal facilities.
- Monitoring federal and provincial government directives and regulations and advising Council regarding same.
- Conducting research on accessibility issues.
- Recruiting new members.

The Accessibility Advisory Committee acts as an advisory body to Council for the preparation, implementation and effectiveness of its accessibility plan.

Council will seek advice from the committee on the accessibility for persons with disabilities to a building, structure or premises, or a part of a building, structure or premises:

- a) That the Council purchases, constructs or significantly renovates
- b) For which the Council enters into a new lease; or
- c) That a person provides as municipal capital facilities under an agreement entered into with the council in accordance with the Municipal Act.

## 2011 Accomplishments

| Project   | Started | On-Going | Complete |
|---|---------|----------|----------|
| Assist member municipalities in modifying existing taxicab by-laws.                                 |         |          | ✓        |
| Provide the emergency management plan in an accessible format as soon as practicable, upon request. |         |          | ✓        |
| Schedule and deliver Accessible Customer Service training for staff.                                |         |          | ✓        |

## 2012 Targets

| Project  | Not Started | Started | Complete |
|--|-------------|---------|----------|
| Provide individualized workplace emergency response information to employees who have disabilities.  |             |         | ✓        |
| Prepare one or more written documents describing accessibility policies; and make the documents publicly available in an accessible format upon request.                                       |             |         | ✓        |
| Establish, implement, maintain and document a multi-year accessibility plan, outlining the organization's strategy to prevent and remove barriers and meet its requirements under legislation. |             |         | ✓        |
| Post the accessibility plan on the website and provide the plan in an accessible format upon request.  |             |         | ✓        |
| Develop and deliver 'Creating Accessible Documents' train-the-trainer for IMT  |             |         | ✓        |
| Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.  |             |         | ✓        |
| Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.   |             |         | ✓        |

|   |  |  |   |
|---|--|--|---|
| The library board will provide access to, or arrange for the provision of access to, accessible materials where they exist.   |  |  | ✓ |
| Consult with its municipal accessibility advisory committee or the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community. |  |  | ✓ |
| Schedule and deliver Accessible Customer Service training for staff.  |  |  | ✓ |
| Review site plans for the Edelbrock Centre and provide advice to the Chief Building Official  |  |  | ✓ |

## 2013 Targets

| Project  | Not Started | Started | Complete |
|--|-------------|---------|----------|
| Develop and deliver a training program for staff on the Integrated Accessibility Standards |             |         | ✓        |
| Review and, if necessary, revise the existing Feedback Process                             |             |         | ✓        |
| Assist Human Resources Department to achieve accessible employment practices as required   |             |         | ✓        |

## 2014 Targets

| Project  | Not Started | Started | Complete |
|--|-------------|---------|----------|
| Review and, if necessary, revise the existing Alternate Format procedure |             |         | ✓        |

## 2015 Targets

| Project                       | Not Started | Started | Complete |
|-------------------------------|-------------|---------|----------|
| Establish new committee       | ✓           |         |          |
| Review and revise 5 year plan | ✓           |         |          |

# 2016 Targets

| Project | Not Started | Started | Complete |
|---------|-------------|---------|----------|
|         | ✓           |         |          |