



ACCESS DUFFERIN COMMITTEE AGENDA

Monday, June 13, 2016 1:00 p.m.
55 Zina Street, Orangeville – Sutton Room

Declarations of Pecuniary Interest by Members

1. ACCESS DUFFERIN – June 13, 2016 – ITEM #1
Review of Minutes – June 13, 2016

Review of the minutes of the May 2, 2016 meeting, for information only.

PRESENTATIONS

2. ACCESS DUFFERIN – June 13, 2016 – ITEM #2
Island Lake Trail Accessibility

A presentation from the Credit Valley Conservation on the accessibility of the Island Lake Trail.

3. ACCESS DUFFERIN – June 13, 2016 – ITEM #3
Design of Public Spaces Standard

A presentation from the Accessibility Coordinator to provide the Committee training on the Design of Public Spaces standard.

DISCUSSION

4. ACCESS DUFFERIN – June 13, 2016 – ITEM #4
Multi-Year Accessibility Plan

The Committee will be drafting the Multi-Year Accessibility Plan. (Copy of goal suggestions from Anne Jordan and Peggy Bond)

Next Meeting

TBA
55 Zina Street, Orangeville – Sutton Room



ACCESS DUFFERIN COMMITTEE MINUTES

Monday, May 2, 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: Anne Jordan, Chair
Peggy Bond
Mike Gravelle
Frank Hunt Jr
Anthony Kilmartin
Trevor Lewis

Members Absent: Walter Benotto (prior notice)
Ann Camm
Richard Carrera

Staff Present: Steve Murphy, CEMC/Accessibility Coordinator
Michelle Dunne, Deputy Clerk

Chair, Anne Jordan called the meeting to order at 1.00 p.m.

Declarations of Pecuniary Interest by Members – None

Chair, Anne Jordan provided an update from the last meeting to the members that were not in attendance.

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

The Committee reviewed of the minutes of the March 14, 2016 meeting, for information only.

Moved by Mike Gravelle seconded by Anthony Kilmartin

THAT the minutes of the Accessibility Advisory Committee meeting held on March 14, 2016 be received.

-Carried-

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

The Committee reviewed the responses received from the Dufferin County website assessment. This Committee identified some issues with the regular font not being bolded, which would make it easier to read, the contrast not working on the main search bar and users are not able to navigate the site without the use of a mouse. These items will be brought forward to the Communications team.

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

Steve Murphy provided the Committee with an overview of the Accessibility for Ontarians with Disabilities Act and the requirements required by municipalities. The Committee discussed the Multi-Year Accessibility Plan, and set the following goals:

- Public Education in municipalities with <10,000 population.
 - Did you know's on website
 - Articles for local media
- Communications
 - Social Media
- Survey municipal needs
- Social housing assessments
- Advice letters/offers of assistance/Kudos Access Awareness Week program
- Access Dufferin Awards
- Promote Ontario Renovates and other grants (research others)
- County Forest accessibility
- Create Outdoor Accessible Space audit/showcase

The Committee directed staff to draft a Multi-Year Accessibility Plan for the Committee to review at the next meeting.

4. **OTHER BUSINESS**

The Committee will be hosting an Accessibility Compliance Workshop on Tuesday, October 25, 2016. The workshop will be open to all local municipalities within Dufferin County and they will receive templates of policies as well as building an understanding of the legislative requirements.

5. ADJOURNMENT

There being no further business, the meeting adjourned at 2:55 pm.

Next Meeting: Monday, June 13, 2016
 55 Zina Street, Orangeville – Sutton Room

Respectfully submitted

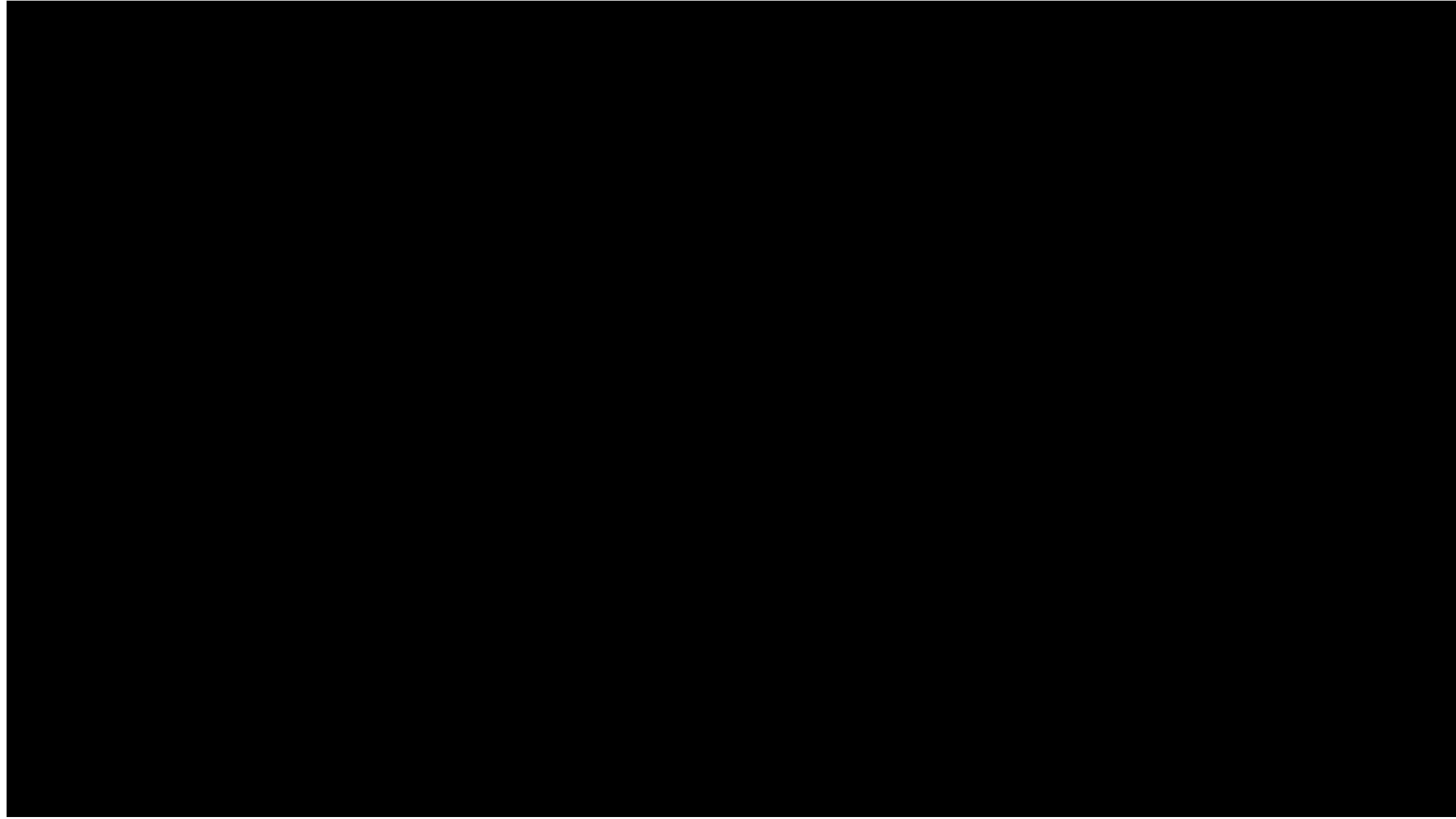
Anne Jordan, Chair
Access Dufferin

Access Dufferin



**Design of Public Spaces
Standards (DPSS)**

Access Dufferin



Agenda

- About the Standard
- How the Standard relates to other requirements of the Integrated Accessibility Standard (IAS)
- Who must comply
- Compliance timelines
- Recreation Trails and Beach Access Routes
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces
- Exterior paths of travel
- Accessible Parking
 - Off Street Parking
 - On Street Parking
- Obtaining Services
- Maintenance Planning

About the Standard

Accessible public spaces make it easier for people with disabilities to move through and use the environment.

The scope of the Standard

The standard requires organizations to incorporate accessibility when:

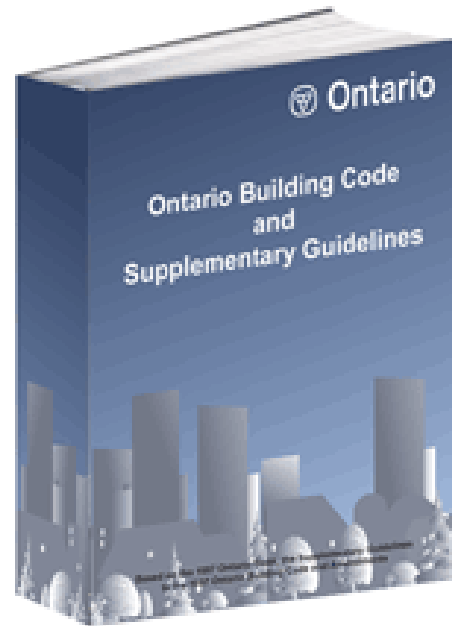
- Building new public spaces, or
- Making *planned significant alterations* to existing public spaces.

Requirements

Organizations are **not** required to retrofit public spaces to meet the requirements. This means that organizations are not required to alter their public spaces if they have no plans to do so.

Ontario Building Code

Accessibility for elements related to buildings, for example, building entrances, washrooms and barrier-free paths of travel, are **not** addressed in this standard. They are addressed through Ontario's Building Code.





Relation to other IASR Requirements

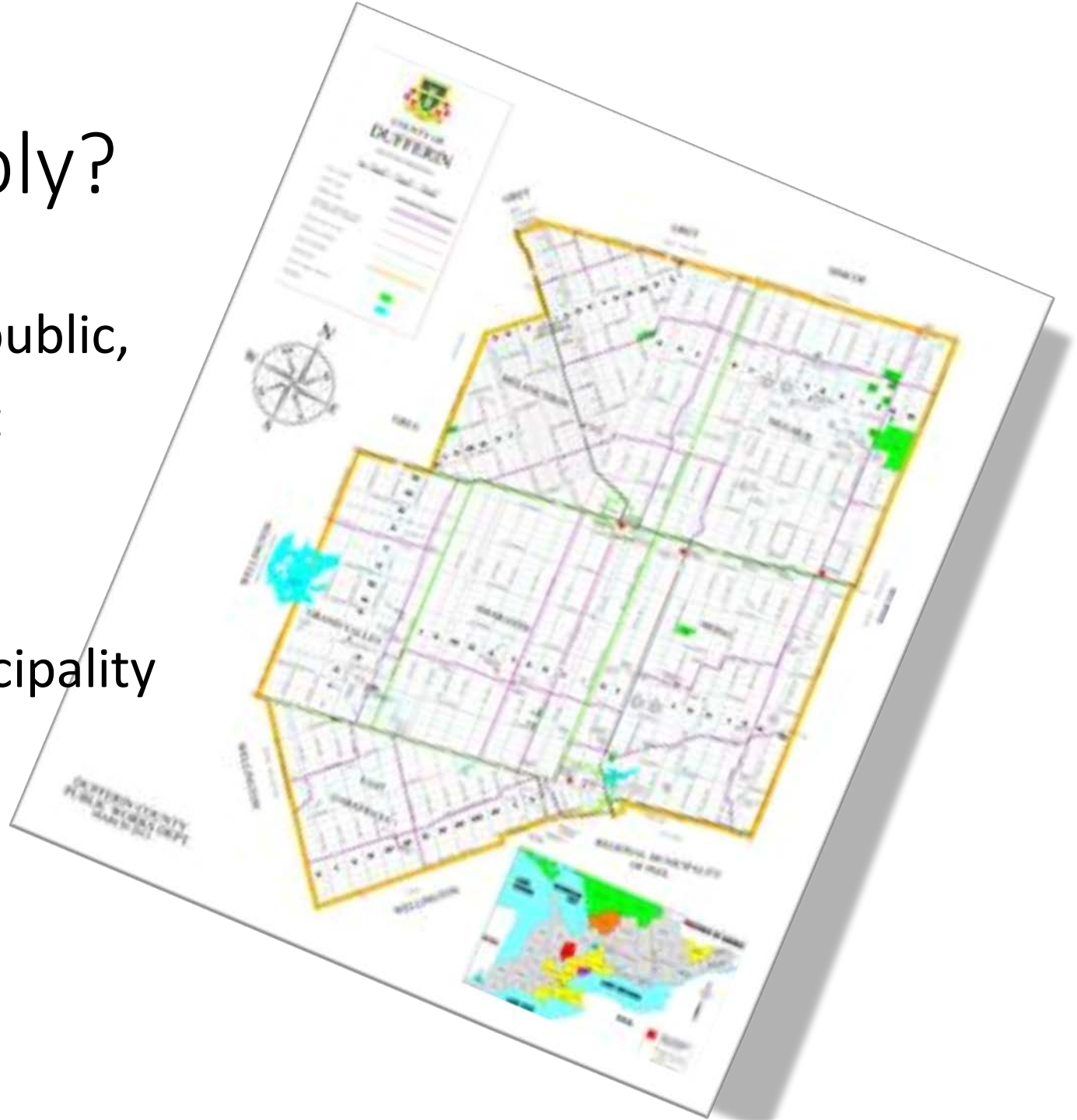
The General Requirements section of the regulation includes requirements that may be relevant to the Design of Public Spaces Standard.

- *Multi-year accessibility plans must outlines how requirements under the regulation (including the DPSS) will be met.*
- *Designated public sector organizations are required, except where not practicable to do so, to "incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities",*

Who must comply?

The standard applies to public, private and not-for-profit organizations in Ontario.

This includes every municipality in Dufferin County.



Compliance Timelines

Your organization must meet all its requirements starting on a certain date, based on its type and size.

Large and small designated public sector organizations





Existing Contracts

Contracts to build a new or alter an existing public space entered into on or before December 31, 2012 do not have to meet the requirements of the standard.

Recreational Trails and Beach Access Routes

Accessible recreational trails and beach access routes allow everyone to enjoy the natural spaces in our communities, including people with disabilities.

Recreational Trails

Recreational trails are public pedestrian trails intended for recreational and leisure purposes, such as walking through a park or enjoying nature.

It does not include wilderness trails, back country trails and portage routes, or trails only meant for cross-country skiing, mountain biking, or driving motorized recreational vehicles, such as snowmobiles and all-terrain vehicles.





Beach Access Routes

Beach access routes help people get to a public beach area. They are often constructed pathways, allowing people to access a beach from a parking lot, trail, or picnic area.

They include both permanent and temporary routes (e.g. routes which may be removed for the winter months).



Requirements for Trails and Access Routes

The requirements for recreational trails and beach access routes apply to **all** organizations.

When building new recreational trails, or making planned significant alterations to existing ones, organizations must consult with the public and people with disabilities to help determine particular trail features that affect the intended experience of the trail.



Technical Requirements

When building new or making planned significant alterations to existing recreational trails and beach access routes, your organization must follow certain technical requirements, including:

- Minimum width and height clearance measurements
- Surface characteristics
- Trail heads must have signage containing information about the physical characteristics of the trail
- When media is used to provide information about the trail it must contain the same information as the trail head signage.



Outdoor Public Use Eating Areas

When building new or making planned significant alterations to existing outdoor public eating areas, organizations must make sure:

- At least 20 per cent of **new** tables added, and no fewer than one of the new tables, are accessible to people using mobility aids, such as wheelchairs,
- The ground surface leading to and under the accessible tables is level, firm, and stable to accommodate mobility aids, and
- Enough clear space around the accessible tables is provided so people using a mobility aid can approach the tables.



Outdoor Play Spaces

Accessible outdoor play spaces can provide play opportunities for all children and their caregivers regardless of their abilities.

- The requirements apply to outdoor play spaces containing:
- Play equipment, such as swings, and/or
- Play features such as logs, rocks, sand or water



All organizations **except *small organizations*** must meet the following requirements when building new or making planned significant alterations to existing outdoor play spaces.

Exterior Paths of Travel

Exterior paths of travel are sidewalks and walkways that help us get to our intended destination, that's why accessibility considerations are important.

The standard includes certain technical requirements when organizations (except small organizations) build new or make planned significant alterations to existing exterior paths of travel.



Exterior Paths of Travel

Sidewalks or walkways

- Requirements for minimum width to support the passage of mobility aids, minimum height clearance to remove barriers for people with vision loss, and maximum steepness of slopes

Ramps

- Requirements for minimum width, maximum steepness of slopes, size of landings, and handrails

Stairs that connect to an exterior path of travel

- Requirements for step size, high tonal contrast markings for edge of steps, and tactile walking surface indicators at the top of each flight to indicate change of level for people with vision loss



Exterior Paths of Travel

Pedestrian curb ramps (curb cuts)

- Requirements to align with direction of travel, minimum width and maximum steepness of slope for people with mobility aids, and tactile walking surface indicators at the bottom of curb ramps to warn people with vision loss that they are approaching a roadway

Pedestrian signals

- Requirements identify essential features for people with vision loss and those who are deaf-blind, such as a locator tone for a signal box that is distinct from a walk indicator tone, tactile arrows that align with direction of crossing, and both audible and *vibro-tactile walk indicators*

Exterior Paths of Travel

Rest Areas

- Requirements to consult with the public and people with disabilities on the placement and design of rest areas when building new or making planned significant alterations to an existing sidewalk or walkway; municipalities must also consult with their accessibility advisory committee, if one has been established

Accessible Parking

This section of the standard includes requirements for both public off-street and on-street accessible parking spaces when building new or making planned significant alterations to existing parking spaces.





Off Street Parking

- Off-street parking includes open and covered lots for short term parking by the public, such as a hair salon's customer parking lot or an underground parking garage at a shopping centre.
- People may or may not need to pay to use off-street parking facilities.



Off Street Parking

Off-street parking facilities must include two types of accessible parking spaces when two or more accessible spaces are required:

- a wider space with signage that identifies the space as “van accessible”, and
- a standard-width space

Off-street parking facilities must include a minimum number of each type of accessible parking space, depending on the total number of parking spaces, as outlined in the standard.



On Street Parking

- On-street parking can be located on a public highway, street, avenue, parkway, bridge or similar type of road.
- Public sector organizations, such as municipalities, hospitals, universities and colleges, may own and maintain on-street parking spaces. On-street parking may provide direct access to shops, offices and other facilities.
- People may or may not need to pay to use on-street parking.



On Street Parking

When building new or making planned significant alterations to existing on-street parking spaces, designated public sector organizations must consult with the public and people with disabilities on the following:

- Need for accessible on-street parking spaces
- Location of accessible on-street parking spaces, and
- Design of accessible on-street parking spaces

Municipalities must also consult with their accessibility advisory committee, if one has been established.

Obtaining Services

The standard includes requirements for making service counters, fixed queuing guides and waiting areas accessible to people with disabilities.

These elements can be located both inside and outside of buildings and are not covered by Ontario's Building Code.

Requirements of this section apply to **all** organizations.



Service Counters

When building new or replacing existing service counters, at least one service counter must be made accessible to people who use mobility aids, such as wheelchairs. You can make the counter accessible by making sure it:

- Is useable by someone sitting in a mobility aid, and
- Has enough clear space in front for a person using a mobility aid to approach the counter.
- If your organization has one queuing line for several service counters each service counter must be accessible.
- If your organization offers different types of service counters, each with its own queuing line, you must make sure at least one of each type of service counter is accessible.
- Where there are multiple queuing lines and service counters you must clearly identify all your accessible service counters with signage.



Fixed Queuing Guides

Fixed queuing guides are permanent or built-in fixtures that require people to line up and follow a set path. When installing new fixed queuing guides, you must make sure:

- The queuing area is wide enough for people using mobility aids, such as wheelchairs, and mobility assistive devices, such as canes, crutches and walkers, to move through the line, including when the line changes direction.
- People who are blind or have low vision can find the queuing guides with a cane.

Waiting Areas

When building new or making planned significant alterations to your organization's existing waiting areas that have seating fixed to the floor, you must make sure that at least three per cent of the new seating space is accessible

Accessible seating means a space in the waiting area where someone using a mobility aid, such as a wheelchair, can wait to receive service in the same area as other customers or patrons.

Maintenance Planning

Organizations must make sure that their multi-year accessibility plans include the following:

- Procedures for preventative and emergency maintenance of the accessible parts of their public spaces, such as frequency of inspecting sidewalks for cracks
- Procedures for handling temporary disruptions when an accessible part of their public spaces is not useable, such as putting up a sign explaining the disruption and outlining an alternative.



Multi-Year
Access Plan
2016-2021

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Statement from County Council

Insert statement from WARDEN here

Statement from Access Dufferin Chair

Insert statement form

Executive Summary

Insert Executive summary here

Background

Purpose of the MY Access 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 or MY Access 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.

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
- Integrated Accessibility Standard (Transportation, Communication and Employment)
- Accessible Public Spaces

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. In 2016 the County of Dufferin's AAC adopted the name ***Access Dufferin*** for themselves.

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).

Access Dufferin Vision Statement

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

Access Dufferin 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.

Composition of Access Dufferin

The composition of the AAC shall include citizen members, a majority of whom will have a disability.

Terms of reference for Access Dufferin

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

Term of the 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.

Staff Resources

Committee Secretariat will be provided by County Staff.

Staff Liaison

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.

Quorum

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

Access Dufferin's Purpose

The purpose 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.

Duties and Functions of Access Dufferin

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 as needed.

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.

Parties to this plan

All municipalities are required under the Integrated Accessibility Standard to develop and maintain a Multi-Year Accessibility Plan. To this end the County of Dufferin, the Towns of Grand Valley, Shelburne and Mono along with the Townships of Amaranth, East Garafraxa, Melancthon and Mulmur have created this multi-year accessibility plan, commonly referred to as MY Access Plan.

Public Input

Dufferin County's MY Access Plan is your access plan. This means that the goals, objectives and strategies detailed in this plan came from public input. Whether through suggestions, comments, observations or input from the volunteers of the Access Dufferin advisory committee the MY Access Plan is a true public document. It was created by the public, for the public.

Integration with the County's Strategic Plan

Although the guidance for this plan is rooted in legislation the format has been established by the County of Dufferin's Strategic Plan and the guiding principles. The following principles guide the decision-making process and help determine the most appropriate actions.

We manage change - We believe in proactively addressing changes in community needs; meeting regulatory requirements; and responding to shifts in environmental, economic and demographic conditions.

We Deliver Quality Service - We believe in consistently delivering high quality, cost-effective programs and services that reflect the needs of the community and partners.

We Communicate - We believe in engaging in regular, timely, accurate and clearly articulated conversations in a multitude of ways.

We Make Good Decisions - We believe in fostering an environment of collaboration that contributes to informed and thoughtful decisions that are reflective of the needs of those affected.

The County's Strategic Priorities

The County of Dufferin has also set four strategic priorities to support the vision and mission. The four priority areas are all interconnected and success in each area will be required to ensure

the Corporation of the County of Dufferin is a leader in providing innovative, high-quality programs and services that contribute to a vibrant and connected community.

Economic Vitality – Foster a sustainable, vibrant and inclusive community.

Communication and Connections – Engage in timely, two-way communication to create meaningful connections.

Good Governance – Lead open, transparent and responsible decision making.

Service Excellence – Deliver innovative services considerate of community needs.

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Accomplishments to Date

2011 Accomplishments

- ✓ Ensured compliance with accessible website and content regulations
- ✓ Established accessible transportation policy
- ✓ Ensured compliance with regulations regarding accessible taxi services
- ✓ Ensured publicly available emergency information like evacuation plans or brochures were available in an accessible format
- ✓ Ensure compliance with requirement for individualized workplace emergency response information to employees who have disabilities.
- ✓ Toured municipally owned facilities to advise on barrier reduction

2012 Accomplishments

- ✓ 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.
- ✓ Consulted with Accessibility Advisory Committee members on bus stops, shelters and on-demand accessible taxicabs.
- ✓ 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.
- ✓ Ensure Accessible Customer Service training for staff is available through HR Department.
- ✓ Review site plans for the Edelbrock Centre and provide advice to the Chief Building Official

2013 Accomplishments

- ✓ Develop and deliver a training program for staff on the Integrated Accessibility Standards
- ✓ Review and revise the existing Feedback Process
- ✓ Assist Human Resources Department to achieve accessible employment practices as required by legislation
- ✓ Reviewed and revised multi-year accessibility plan
- ✓ Posted the multi-year accessibility plan on the County website in an accessible format

2014 Accomplishments

- ✓ Review and, if necessary, revise the existing Alternate Format procedure
- ✓ Reviewed and revised multi-year accessibility plan
- ✓ Reviewed requirement to incorporate accessibility design, criteria and features when purchasing new goods, services or facilities.
- ✓ Ensured interactive electronic terminals that people use to job search at the W&M Edelbrock Centre are accessible
- ✓ Ensured new website content is accessible

2015 Accomplishments

- ✓ Ensured a procedure was developed to train all employees and volunteers on the accessibility requirements that apply to their job duties and organization.
- ✓ Ensured that surveys, comment cards and other formats used to gather feedback are accessible
- ✓ Ensured that hiring, retention and career development opportunities were accessible
- ✓ Ensured a documented process for developing individual accommodation plans and return to work plans were in place
- ✓ Ensured that the municipality will work with any person requesting public information is accommodated as soon as possible

Goals

From the County's Strategic Plan – ECONOMIC VITALITY

- 1.1 Foster a regional approach to economic Development
 - 1.1.2 Work with partners to develop sustainable economic development plan/strategy
- 1.3 Promote conservation and environmental sustainability
 - 1.3.3 Develop multi-use trail plan and policies
- 1.4 Support initiatives that improve social determinants of health
 - 1.4.1 Investigate and review opportunities to collaborate with local agencies for rural transportation services

Goals for 2016

- Train all AccessDufferin committee members on the requirements of the Accessible Public Space standard.
- Through the development of a compliance checklist advise and assist municipalities on the accessibility of new or redeveloped public spaces including:
 - recreational trails and beach access routes
 - outdoor public use eating areas
 - outdoor play spaces
 - public outdoor paths of travel
 - on and off street parking areas
 - service counters
 - fixed waiting lines
 - waiting areas with fixed seating
- Advise County Forest staff on accessibility requirements and best practices

Goals for 2017

- Apply the checklist to Dufferin's outdoor public spaces

From the County's Strategic Plan – COMMUNICATIONS AND CONNECTIONS

2.1 Connect with residents

- 2.1.1 Develop a public communications strategy reviewing current and new media sources

2.4 Promote internal communications

- 2.4.1 Promote an inclusive workplace

Goals for 2016

- Raise awareness of Access Dufferin in the wider community
- At meetings of the Access Dufferin Committee, review concerns and achievements generated by the community about access.
- Develop a 'low tech system of comment cards that could be distributed by health and social work professionals to clients
- Develop a website location that receives comments about access. The location will be accessible and easy to find.
- Issue letters and emails to address concerns or offer congratulations. Tone – persistent, respectful and helpful
- Develop a template for each type of letter and assign responsibility for drafting responses
- Prepare articles for publication that feature resources for the public. These might include learning about "Ontario renovates" grants, "how to" guides for interacting with people with disabilities. Prepare local media for receiving and publishing articles
- Expand the social media presence of Access Dufferin through greater use of the County's Facebook and Twitter profiles
- Use #AccessDufferin and/or #MYAccessPlan wherever possible in social media to foster interactive participation with the public
- Celebrate achievements accessibility by developing an awards program.
- Set up a system to receive nominations of exemplary accessibility practices
- Promote grants that provide assistance to those who may require help in residential, commercial or industrial retrofits.

Goals for 2017

- Broadcast the availability of feedback systems to the public
- Establish Access Dufferin Awards to be presented during Awareness Week

From the County's Strategic Plan – GOOD GOVERNANCE

3.1 Promote rural/urban cohesiveness

- 3.1.2 Identify areas of County wide and common interests

3.2 Increase transparency

- 3.2.1 Provide more open routine disclosure and information for residents

3.3 Improve policies, practices and procedures

- 3.3.1 Ensure compliance with ministerial standards and requirements
- 3.3.2 Review and update current policies and procedures

Goals for 2016

- As a committee, learn about the legislation and regulations that govern access.
- Increase knowledge of the role of Access Dufferin among municipal staff members.

Goals for 2017

From the County's Strategic Plan – SERVICE EXCELLENCE

4.1 Close the infrastructure gap

- 4.1.1 Develop and long term infrastructure plan

4.2 Improve seniors and social services

- 4.2.2 Ensure inclusive support services that promote safe and healthy living are available to Dufferin residents
- 4.2.3 Engage with community partners to address service provision and access

4.3 Enhance value for money

- 4.3.5 Investigate opportunities to partner and share resources/services

4.4 Promote organizational excellence and innovation and celebrate success

- 4.4.1 Utilize cross-functional work teams to collaborate and deliver innovative service
- 4.4.2 Develop Customer Service Standards for the corporation
- 4.4.3 Leverage existing and new technologies
- 4.4.4 Develop a recruitment and succession plan
- 4.4.6 Commit to ongoing performance development and staff training, including increasing the understanding of what other departments do

Goals for 2016

- Conduct a thorough survey of the outstanding barriers to accessibility and plans to reduce the impact of such barriers in all municipalities partner to this plan.
- Host an Accessibility Compliance workshop for member municipalities to ensure a complete understanding of requirements.

Goals for 2017

- Tour and provide advice to social housing providers with Dufferin County on an invitation basis.
- Develop a policy regarding preventative and emergency maintenance of the accessible parts of their public spaces, such as frequency of inspecting sidewalks for cracks
- Develop procedures for handling temporary disruptions when an accessible part of their public spaces is not useable, such as putting up a sign explaining the disruption and outlining an alternative

DRAFT

Suggested format for the initial Multi-year plan items -
Peggy and Anne

Goals:

1. Raise awareness of Access Dufferin in the wider community

- 1a). At meetings of the Access Dufferin Committee, review concerns and achievements generated by the community about access. 2016
Develop a 'low tech system of comment cards that could be distributed by health and social work professionals to clients 2016
Develop a website location that receives comments about access. The location will be accessible and easy to find. 2016
Broadcast the availability of feedback systems to the public 2017
- 1b) Issue letters and emails to address concerns or offer congratulations. Tone – persistent, respectful and helpful
Develop a template for each type of letter and assign responsibility for drafting responses 2016 on
- 1c) Prepare articles for publication that feature resources for the public. These might include learning about “Ontario renovates” grants, “how to” guides for interacting with people with disabilities. Prepare local media for receiving and publishing articles 2016
- 1d) Celebrating achievements in improving access in Dufferin County.
Set up a system to receive nominations of exemplary practices for increasing access 2016
Establish Access Dufferin Awards to be presented during Awareness Week 2017

2. As a committee, learn about the legislation and regulations that govern access.

- 2a) Study the Outdoor Accessible Spaces requirement and generate a check list for i) what qualifies as an accessible outdoor space
ii) what are the characteristics that such a space must have 2016
- 2b) Apply the checklist to Dufferin’s outdoor public spaces - 2017 on

3. Emergency Response Dispatchers

- 3a) research the current listing service for people with disabilities and special access needs – its date of listing, process for updating and comprehensiveness of list 2016
- 3b) research on-line alternatives to the list that would better serve the dispatchers 2017
- 3c) recommend a process for updating the emergency response data base to be more effective when responding to people with special needs 2017-18
- 3d) alert the public to the service and put in place a process for updates and additions. 2018-19