



ACCESS DUFFERIN COMMITTEE AGENDA

Monday, September 12, 2016 1:00 p.m.

55 Zina Street, Orangeville – Sutton Room

Declarations of Pecuniary Interest by Members

1. ACCESS DUFFERIN – September 12, 2016 – ITEM #1 Review of Minutes – September 12, 2016

Review of the minutes of the June 13, 2016 meeting, for information only.

PRESENTATIONS

2. ACCESS DUFFERIN – September 12, 2016 – ITEM #2 Autism Awareness Presentation

Ms. Kelly McDowell to provide some insight into autism and other non-visible disabilities.

3. ACCESS DUFFERIN – September 12, 2016 – ITEM #3 Accessible Parking Issues

Explore methods in which Access Dufferin can help reduce abuses of accessible parking spaces.

4. ACCESS DUFFERIN – September 12, 2016 – ITEM #4 Text with 911

Mr. Steve Murphy to provide an update on the County's new Text with 911 capabilities for persons who have hearing or speech disabilities.

DISCUSSION

5. ACCESS DUFFERIN – September 12, 2016 – ITEM #5 Multi-Year Accessibility Plan

The Committee will be drafting the Multi-Year Accessibility Plan.

Next Meeting

TBA
55 Zina Street, Orangeville – Sutton Room

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ACCESS DUFFERIN COMMITTEE MINUTES

Monday, June 13, 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

Mike Gravelle
Frank Hunt Jr
Anthony Kilmartin (until 2:20 p.m.)
Trevor Lewis
Walter Benotto

Members Absent: Peggy Bond
Richard Carrera

Staff Present: Steve Murphy, Accessibility Coordinator
Pam Hillock, Clerk/Director of Corporate Services
Antonio Corkovic, Corporate Services Co-op Student

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

Declarations of Pecuniary Interest by Members – None.

1. ACCESS DUFFERIN – June 13, 2016 – ITEM #1 Review of the Minutes of May 2, 2016

The Committee reviewed the minutes of the May 2, 2016 meeting, for information only.

Moved by Walter Benotto, seconded by Anthony Kilmartin.

THAT the minutes of the Access Dufferin Committee meeting held on May 2, 2016 meeting be received.

2. ACCESS DUFFERIN – June 13, 2016 – ITEM #2
Vicki Barron Lakeside Trail Accessibility

Joana Marquis from the Credit Valley Conservation Authority lead a discussion regarding accessibility on the trails surrounding Island Lake Conservation Authority (Vicki Barron Lakeside Trail).

Committee members stated that the majority of issues regarding accessibility of the trail relate to physical issues, including signage, elevation and surface texture. Members agreed that the committee will take a tour of the trail to assist the conservation authority with accessibility.

The Chair suggested creating a guide of what sections of the trail are most accessible, including: color coding for difficulty levels, and implementing emergency phones or 911 buttons. Another member suggested that the parking lot must also be accessible.

The Committee set their site visit date for July 4th, 2016, at 9:00am. The Committee will first meet at 55 Zina Street and then go to the Vicki Barron Lakeside Trail. Accessible vehicles and transport will be arranged. The regular meeting will convene at 55 Zina Street, Orangeville after the tour.

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

Steve Murphy gave a presentation on the new Design of Public Spaces Standard.

The presentation included information on:

- An overview of the standard;
- Who must comply;
- Compliance timelines;
- Recreation Trails and Beach;
- General Outdoor Spaces;
- Accessible Parking; and
- Maintenance Planning.

One member noted that more effort needs to be made to get private lot owners to add accessible parking. The Chair suggested that the committee can use letters and media strategies to bring light to businesses who provide exceptional service for those with accessibility issues.

Anthony Kilmartin left the meeting at 2:20pm.

Another member suggested that picnic areas should have a certain amount of accessible tables. Members also discussed the idea of organizing an event where manufacturers of various accessibility aides can come and display their products.

Discussion on how Dufferin County's Multi-year Accessibility Plan will meet these standards will be discussed in the next committee meeting on July 4, 2016.

The Chair invited members of the committee for further one-on-one discussions regarding the multi-year plan draft document.

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

Committee discussion on this item was deferred to the next meeting on July 4, 2016.

5. **ADJOURNMENT**

There being no further business, the meeting adjourned at 2:43 p.m.

Next Meeting: Monday July 4, 2016 9:00 a.m.
 55 Zina Street, Orangeville

Respectfully submitted

Anne Jordan, Chair
Access Dufferin

On Jul 27, 2016, at 1:02 PM:

Hello Steven

Thank you for meeting with me briefly today. I think what I wanted to express most today is the need to address not only accessibility for those with physical differences but also those who are differently-abled in a mental capacity. It would be a dream for my daughter and other children like her to experience the things you spoke about regarding your big brothers experience..but I know, at least for your example, we would need 1:1 support. We, as parents, do this for our daughter but this limits her from participating most programs. This often leaves her at home with us, for her own safety, as we can't sign her up for classes with peers and we can't attend all of her classes as well as work.

What I am asking of the Dufferin County accessibility committee is to make considerations, going forward, regarding the accessibility planning for Dufferin to account for the needs of all people. The accessibility committee is about access for all residents, not just those with physical differences. Other communities surrounding Dufferin do make these considerations and, as our county grows, it will only be anticipated that Dufferin follow suit. One example of this is Brampton, where (if we drive an hour each way to attend) our child would get 1:1 support to participate in recreational programs.

I'm not asking for some simple accommodations to make these children's lives easier, I am asking for Dufferin county to include these children in their plan so that they can participate on a the most basic level, equal to that of their peers...to increase their recreational and social opportunities. Social opportunities, which, are proven to increase these children's ability to communicate and function in typical settings. Just as in the case of a typical child, these opportunities aid in the child's future as a functioning member of our society.

I certainly consider Dufferin a wonderful place to live, have our business and raise our family. We stayed here after our daughters diagnosis because of the wonderful supports in place within Dufferin Child and Family Services, however, as my daughter has moved into an age of participating in programs and classes, we are noticing an extreme deficiency and inequality in what she can participate in safely.

Autism touches 1 in 68 children, and while not all of them are severe and not all of them need the same level of support (some don't need any), the children who are more severely affected should be given equal opportunity to safely participate in community driven programming.

I would be happy to speak to the committee and answer questions about autism. If you feel it would be beneficial I can provide examples from other counties, statistics..whatever you think the board may be interested in learning about as I am unaware of their level of awareness on this issue. Also, I would be happy to briefly bring my daughter in at the start of the meeting so she may say hello to everyone, giving me a second to demonstrate some traits of autism. This would be in the understanding that she is a typical example of a lower functioning child on the autism spectrum but that there are children who have more severe and much less severe symptoms.

Take care and I hope you have a better end to your day,

Kelly McDowell



Multi-Year Access Plan

2016-2021

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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/bylaws, 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 Quorum

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.

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

Access Dufferin's Purpose

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

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

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