



## **ACCESS DUFFERIN COMMITTEE AGENDA**

**Monday, October 3, 2016 1:00 p.m.**  
**55 Zina Street, Orangeville – Sutton Room**

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Declarations of Pecuniary Interest by Members

1. ACCESS DUFFERIN – October 3, 2016 – ITEM #1  
Review of Minutes

Review of the minutes of the September 12, 2016 meeting, for information only.

### **PRESENTATIONS**

2. ACCESS DUFFERIN – October 3, 2016 – ITEM #2  
Credit Valley Conservation (CVC) Consultation Feedback

Anne Jordan to discuss Access Dufferin's response to Credit Valley Conservation inquiries.

3. ACCESS DUFFERIN – October 3, 2016 – ITEM #3  
Access Dufferin Champion program

Anne Jordan to discuss the need for a program that recognizes businesses, institutions and services that have taken steps to reduce barriers to access.

4. ACCESS DUFFERIN – October 3, 2016 – ITEM #4  
Accessible Parking Spaces

Follow up discussion on a letter and information to be sent to each municipality regarding accessible parking.

5. ACCESS DUFFERIN – October 3, 2016 – ITEM #5  
Joint Meeting Coordinating Committee

Discussion about and appointment of members to work with other accessibility advisory committees to host a joint meeting.

6. ACCESS DUFFERIN – October 3, 2016 – ITEM #6  
Working Group Session - Access Dufferin Contact Form

Peggy Bond to facilitate the development and design of the Access Dufferin Contact Form.

## **DISCUSSION**

### **7. ACCESS DUFFERIN – October 3, 2016 – ITEM #7** **Working Group Session - Multi-Year Access Plan**

Steve Murphy to facilitate the development and design of the Multi-Year Accessibility Plan.

### **Next Meeting**

TBA  
55 Zina Street, Orangeville – Sutton Room



## **ACCESS DUFFERIN COMMITTEE MINUTES**

**Monday, September 12, 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  
Anthony Kilmartin  
Trevor Lewis  
Walter Benotto

Members Absent: Richard Carrera  
Frank Hunt Jr

Staff Present: Steve Murphy, Accessibility Coordinator  
Michelle Dunne, Deputy Clerk  
Anuneet Dhindsa, Corporate Services Co-op Student

Chair, Anne Jordan called the meeting to order at 1:00pm

Declarations of Pecuniary Interest by Members – None.

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.

**Moved by Anne Jordan, Seconded by Anthony Kilmartin**

**THAT the minutes of the Access Dufferin Committee meeting held on June 13, 2016 meeting be received.**

**-Carried-**

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

Ms. Kelly McDowell and Ms. Kat Anderson addressed the Committee on Autistic Spectrum Disorder (ASD). They asked if the Committee could help to increase awareness of non-visible disabilities, specifically autism in children, amongst the community. Ms. McDowell and Ms. Anderson noted there is a minimum of 800 children in the region that are affected by autism in some varying degree.

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

A concern was raised by a resident on lack of enforcement on the misuse of accessible parking spaces. The Committee discussed creating a social media campaign to remind citizens of courteous parking as well as raising awareness that not everyone is a violator.

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

Mr. Steve Murphy provided an update on the County's new Text with 911 capabilities for persons who have hearing or speech disabilities. The County of Dufferin in partnership with Bell Canada and Northern 911 has implemented a "Text 911" emergency services feature. Cell phone carriers will have an option of text messaging emergency services once the customer has registered. This initiative is to ensure the equal access to emergency services of those with disabilities.

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

The Committee discussed and reviewed the goals for the Multi-Year Accessibility Plan.

Review of 2016 Goals:

- Train all Access Dufferin Committee Members on the public space standard has begun through the considerations of modifying the trails
- Begin a checklist of accessibility needs, task will be undertaken by Peggy and Steve
- Dufferin County will further clarify what counts as accessibility and how to create a multi-use space for a variety of needs in regards to the trail project at the Vicki Barron Lakeside Trail
- Committee began drafting accessible features to add to the trail such as:
  - o 911 button
  - o Benches
  - o Brail markings
  - o Kilometer markings
  - o Rail trails
- Possibility of creating a website that will allow citizens to find a trail that is right for them

Ideas for 2017 (around Access Awareness Week)

- Connecting with residents and public communications strategy through:
  - o Raise awareness of Access Dufferin in the wider community
  - o Review concerns and achievement from the community

- Low tech system of comment cards that can be dispersed through social workers
- Possibility of creating an end of year reward program (made available through provincial programs)
- Put together a list of agencies that have grants and rewards, create social media awareness about their availability
- Continue to have guest speakers present to Access Dufferin to attain further education and awareness of community issues

## **6. ADJOURNMENT**

There being no further business, the meeting adjourned at 2:29 pm.

**Next Meeting**      October 3, 2016 at 1:00pm  
55 Zina Street, Orangeville – Sutton Room

Respectfully submitted

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Anne Jordan, Chair  
Access Dufferin

August 30, 2016

Credit Valley Conservation  
**Summary of Consultation Feedback**

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CVC has requested feedback from Access Dufferin and Access Orangeville regarding the accessibility of the Vicki Barron Lakeside Trail at Island Lake Conservation Area, as per the consultation requirement for recreational trails under the AODA Design of Public Spaces Standard. Portions of the Vicki Barron Lakeside Trail were constructed after January 1<sup>st</sup>, 2013, and as such the trail must meet certain technical requirements and CVC is required to consult with an Accessibility Advisory Committee and comply with trailhead signage requirements.

Under the Design of Public Spaces Standard for recreational trails, CVC's consultation obligations require:

*"80.8 (1) Obligated organizations shall consult on the following before they construct new or redevelop existing recreation trails:*

- 1. The slope of the trail.*
- 2. The need for, and location of, ramps on the trail.*
- 3. The need for, location and design of,*
  - I. rest areas,*
  - II. passing areas,*
  - III. viewing areas,*
  - IV. amenities on the trail, and*
  - V. any other pertinent feature. O. Reg. 413/12, s. 6."*

CVC is interested in receiving any input related to making the Vicki Barron Lakeside Trail accessible to users of all abilities. The following table represents a summary of all comments CVC has received to date from Access Dufferin and Access Orangeville. This includes comments received through meetings and the Island Lake Conservation Area site visit on August 25, 2016, as well as any written comments received through email.

Consultation Type	Topic	Comment
Meeting with Access Dufferin (June 13, 2016)	Emergency	Emergency call centres on trail ( <i>*Please clarify – would you like to see this added, advertised...)</i>
		911 button or panic button ( <i>*Please clarify – would you like to see this added? What is an appropriate location(s)?</i> )
	Parking	Provide information on where to park to access trail ( <i>*Please clarify – through signage and/or website?</i> ) Hockley Rd. and Hurontario St. North parking lots to have accessible parking spots
	Signage	Distance signage to have braille, provide reference point
		Have tactile signage to facilitate all levels of literacy skills - include push button on signage
		Consider color coding options. Posts to have different colours ( <i>*Please expand</i> )
Vicki Barron Lakeside Trail Site Visit with Access Orangeville and Access Dufferin (August 25, 2016)	Health and safety	Trim branches coming onto trail
		Fix bolts/rebar sticking out at corners of Murphy's Hill pavilion
		Inform visitors of any poisonous plants along the trail such as poison ivy
		Add 'No trespassing' signs adjacent to quarry pit
	Rest areas	Rest areas at steeper slopes - in addition to having a level space for wheelchairs to rest, include seating to allow for people of all abilities to rest
		Have at least one accessible picnic table at pavilions – should have room for wheelchair to fit comfortably at table
		Consider providing washrooms at formalized rest areas such as pavilions
		Once Murphy's Hill is re-routed, place pavilion with accessible seating along re-routed portion of trail
	Signage	Inform visitors of distance to rest areas and pavilions along the trail. This can include having small "distance to" signs along the trail
		Formalized rest areas to include a map and indicate where washrooms are located
		Provide information regarding trail difficulty on maps
General comments	Rather than re-grading whole trail, should provide different slope options to people seeking a range of terrain experiences. Re-routes for steep areas may be better option to allow people to choose different kinds of experiences.	
	Interest expressed in having tractor rides more often to allow people of a range of abilities to experience different areas of the trail - An example was to have themed interpretive tractor tours for topics such as tree identification in the fall, wildlife identification, and bird watching.	
Written comments received through email	Trail surface	If possible, pave the steep hills that are in the area at the back part of the lake where the bridges are – there is a steep hill with benches and pergola. When going up and down that hill there are areas that wash out and it always has loose gravel.
		Coming in from Home Hardware, and when walking towards entrance of Island Lake, there is an "S" bend that washes out, which would also benefit from paving.
		The thresholds from trailway to bridges (i.e. small wooden bridge near main gate) there is usually a 1 ½" difference in the threshold from the trail to the bridge. ( <i>*Please clarify the term "threshold" – does this refer to the gap between the surface of the trail and the bridges/boardwalks?</i> )

### Next steps

At this point, CVC is soliciting any further comments or clarification related to the accessibility of the Vicki Barron Lakeside Trail; these can be in writing through email and/or verbally by phone. Please send any comments to:

**Olivia Bakowski, Junior Conservation Lands Planner**

Credit Valley Conservation, Corporate Assets Department

1255 Old Derry Road, Mississauga, Ontario, L5N 6R4

obakowski@creditvalleyca.ca

905-670-1615 x 509

These comments will be considered in developing an implementation plan to upgrade portions of the Vicki Barron Lakeside Trail and applied where feasible. In addition, CVC will be seeking feedback on signage design options once a signage plan has been formalized in 2017.

CVC will circulate updates, as they are relevant, to Access Dufferin and Access Orangeville for information sharing. If at any time committee members would like to receive further information, CVC staff can arrange to attend a meeting with the committees.



Draft letter to CVC  
From Access Dufferin Committee

Response to queries on the Summary Consultation Feedback sheet.  
Re: Vicki Barron Lakeside Trail

We thank you for the summary sheet and we will respond to the queries which were marked in blue.

First we acknowledge that CVC is seeking consultation under the requirement of O. Reg. 413/12 s. 6 para 80.8(1), and that this specifies the consideration of slopes, ramps, passing areas, viewing areas, and amenities and other 'pertinent features of the trail'.

First we note that these terms of reference contain assumptions about accessibility as largely a challenge for individuals with limited mobility and not the wider spectrum of disabilities that come under our committee's mandate. Our feedback, therefore was premised on more than mobility challenges, but considered the Vicki Barron trail in light of the needs of users who may have communicational, sensory, intellectual and mental disabilities as well as mobility challenges.

With this in mind, please note that the intent of our committee was to suggest that accessibility might assist a variety of users to access parts of the trail that would meet with their individual, and sometimes very different, needs.

Topics from our meeting of June 13 2016:

**Emergency.** Emergency call centres. Rather than attempt to change the trail, we suggest that users be given a guide to the trail that would allow them to select portions of it that meet their needs. To that end, emergency call buttons at marked points would be one alternative to trying to construct a trail that meets all the needs of every person with a disability. We noted in our meeting of September 12 2016, however, that most people with a disability that may require fast emergency intervention are likely to carry an alarm or cell phone for this purpose. So if the trail was wi-fi accessible, this would address the problem. We note that some parts of the trail are outside cell phone contact.

**Information on where to park.** Accessible parking spots already exist or have the potential to exist at several locations on the trail. These should be signed appropriately and marked on guides and/or the website for people seeking to use them. While the parking is on gravel, there could still be a Accessible Parking Sign installed.

**Signage** – consider colour coding. The committee had in mind that, like winter ski trails, different routes could be colour coded to indicate their topography; as mainly flat, some gradients, steep etc. The responsibility is then placed on the user to identify an accessible section, depending on his or her needs, whether physical, communicational, sensory or other, whether walking or using a motorized chair.

**Trail surface** – While maintenance is an ongoing issue for CVC we notes that there are a few spots where there is a sharp change in gradient resulting in a step, perhaps as a result of erosion, or a difference in construction between wooden and gravel sections.

Hoping this is helpful to your deliberations.

Sincerely,  
Access Dufferin Committee

Draft letter –  
to Gail Campbell, Chair of Access Orangeville Advisory Committee  
to Walter Benotto, Shelburne Accessibility Advisory Committee

Dear –

The Advisory Committee for the County of Dufferin, Access Dufferin, would like to invite you to send representatives to a planning group to plan a shared meeting of local Accessibility Committees.

We have in mind a half day meeting that would focus on the disabilities that are less visible, with the goal of developing one or more joint initiatives to raise awareness of the scope and variation of disability in our area. We think that by aligning our initiatives in raising awareness and pooling our efforts we could have a substantial impact in our community.

We propose that two members be designated from each committee to plan the event. The County would provide space for such a meeting.

If you are in agreement, please let us know who will represent you and we will set up the planning meeting.

Many thanks

Anne Jordan  
Chair, Access Dufferin



Multi-Year  
Access Plan  
2016-2021

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# Statement from County Council

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Insert statement from WARDEN here

## Statement from Access Dufferin Chair

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Insert statement form

## Executive Summary

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Insert Executive summary here

## Background

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### **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.

## **Inclusivity**

It is the intention of Access Dufferin to be inclusive of people who might otherwise be excluded or marginalized. MY Access Plan does not recognize any one type of disability as being more severe than another or less worthy of our efforts to be inclusive to those with physical disabilities and/or neurological disorders.

### **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.

# Accomplishments to Date

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## 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

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## 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.
- Improve access to recreational opportunities for persons with physical and neurological disabilities.
- Develop and implement expanded awareness training for staff on neurological disabilities.

## 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



**The Township of Melancthon is committed to removing barriers and providing accessible services to all people regardless of ability.....**

STATEMENT OF COMMITMENT GOES HERE

### **Goals for 2017**

- 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
- Broadcast the availability of feedback systems to the public
- Improve access to recreational opportunities for persons with physical and neurological disabilities.
- 

### **Goals for 2018**

### **Goals for 2019**

### **Goals for 2020**

### **Goals for 2021**



**The Township of Amaranth is committed to removing barriers and providing accessible services to all people regardless of ability.....**

STATEMENT OF COMMITMENT GOES HERE

### **Goals for 2017**

- 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
- Broadcast the availability of feedback systems to the public
- Improve access to recreational opportunities for persons with physical and neurological disabilities.
- 

### **Goals for 2018**

### **Goals for 2019**

### **Goals for 2020**

### **Goals for 2021**



**The Township of East Garafraxa is committed to removing barriers and providing accessible services to all people regardless of ability.....**

STATEMENT OF COMMITMENT GOES HERE

### **Goals for 2017**

- 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
- Broadcast the availability of feedback systems to the public
- Improve access to recreational opportunities for persons with physical and neurological disabilities.
- 

### **Goals for 2018**

### **Goals for 2019**

### **Goals for 2020**

### **Goals for 2021**



**The Township of Mulmur is committed to removing barriers and providing accessible services to all people regardless of ability.....**

STATEMENT OF COMMITMENT GOES HERE

### **Goals for 2017**

- 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
- Broadcast the availability of feedback systems to the public
- Improve access to recreational opportunities for persons with physical and neurological disabilities.

### **Goals for 2018**

### **Goals for 2019**

### **Goals for 2020**

### **Goals for 2021**



**The Town of Grand Valley is committed to removing barriers and providing accessible services to all people regardless of ability.....**

STATEMENT OF COMMITMENT GOES HERE

### **Goals for 2017**

- 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
- Broadcast the availability of feedback systems to the public
- Improve access to recreational opportunities for persons with physical and neurological disabilities.
- 

### **Goals for 2018**

### **Goals for 2019**

### **Goals for 2020**

### **Goals for 2021**





**The Town of Mono is committed to removing barriers and providing accessible services to all people regardless of ability.....**

STATEMENT OF COMMITMENT GOES HERE

### **Goals for 2017**

- 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
- Broadcast the availability of feedback systems to the public
- Improve access to recreational opportunities for persons with physical and neurological disabilities.
- 

### **Goals for 2018**

### **Goals for 2019**

### **Goals for 2020**

### **Goals for 2021**