

Multi-Year Access Plan 2017-2021



THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST

Contents

I.	Statement from County of Dufferin Warden	4
II.	Background	5
	Purpose of the MY Access Plan.....	5
	Definitions.....	6
	Accessibility Advisory Committee.....	8
	Composition of Access Dufferin.....	10
	Terms of reference for Access Dufferin	10
	Term of the Chair and Vice Chair	10
	Staff Resources	11
	Staff Liaison.....	11
	Quorum.....	11
	Access Dufferin’s Purpose.....	11
	Duties and Functions of Access Dufferin	12
	Parties to this plan	12
	Public Input and Feedback.....	13
III.	Accomplishments to Date.....	13
	2011 Accomplishments.....	13
	2012 Accomplishments.....	14
	2013 Accomplishments.....	14
	2014 Accomplishments.....	14
	2015 Accomplishments.....	15
	2016 Accomplishments.....	15
IV.	Goals.....	17
	Goals for 2017.....	17
	National Access Awareness Week	18
	54 Lawrence Avenue.....	18
	Goals for 2018.....	18
	National Access Awareness Week	19
	54 Lawrence Avenue.....	19
	Goals for 2019.....	19
	National Access Awareness Week	20
	Goals for 2020.....	20

MY ACCESS PLAN 2017-2021

National Access Awareness Week 21

Goals for 2021..... 21

National Access Awareness Week 21

V. **Annex A – Township of Melancthon Multi-Year
Accessibility Plan 23**

Goals for 2017..... 23

Goals for 2018..... 23

Goals for 2019..... 24

Goals for 2020..... 24

Goals for 2021..... 24

VI. **Annex B – Township of Mulmur Multi-Year
Accessibility Plan 25**

Goals for 2017..... 25

Goals for 2018..... 25

Goals for 2019..... 26

Goals for 2020..... 26

Goals for 2021..... 26

VII. **Annex C – Town of Grand Valley Multi-Year
Accessibility Plan 27**

Goals for 2017..... 27

Goals for 2018..... 27

Goals for 2019..... 28

Goals for 2020..... 28

Goals for 2021..... 28

VIII. **Annex D – Township of Amaranth Multi-Year
Accessibility Plan 29**

..... 29

Goals for 2017..... 29

Goals for 2018..... 29

Goals for 2019..... 30

Goals for 2020..... 30

Goals for 2021..... 30

IX. **Annex E – Township of East Garafraxa Multi-Year
Accessibility Plan 31**

Goals for 2017..... 31

Goals for 2018..... 31

MY ACCESS PLAN 2017-2021

Goals for 2019..... 32

Goals for 2020..... 32

Goals for 2021..... 32

X. **Annex F – Town of Mono Multi-Year
Accessibility Plan 33**

Goals for 2017 33

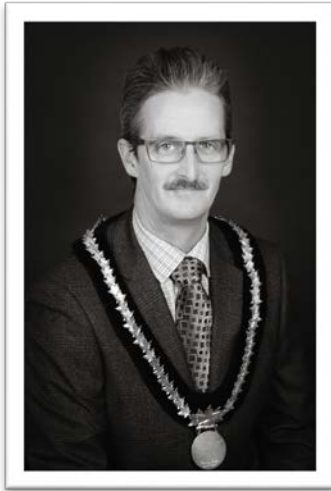
Goals for 2018 33

Goals for 2019 34

Goals for 2020 34

Goals for 2021 34

Statement from County of Dufferin Warden



On behalf of the members of Dufferin County Council it is my pleasure to present this Multi-Year Accessibility Plan to the residents of and visitors to Dufferin County. This plan outlines the County's commitment to reducing or removing barriers for people with disabilities throughout our corporation. Working alongside our member municipalities we are looking forward to the day when everybody, regardless of ability, is able to fully access every service, restaurant, attraction, shop and event in our community.

The County of Dufferin has come a long way since the Accessibility for Ontarians with Disabilities Act was introduced, we have overcome many obstacles and barriers. Today Dufferin County is considerably more accessible than it was just a few short years ago and we will do our best to continue on this path.

I would like to thank all of the current, former and future members of Access Dufferin for their efforts to ensure Dufferin County is a truly accessible place to live, work and play.

A handwritten signature in black ink, appearing to read 'Darren White'.

Darren White
Warden

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 all 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

MY ACCESS PLAN 2017-2021

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

Definitions

We have endeavored to use plain language wherever possible throughout this document and in all matters of accessibility definitions we respect the supremacy of the ***Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11***. There are two definitions provided within the **AODA** that we want to ensure are understood by everyone however and they are as follows:

Disability

P1(2) “disability” means,

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or reliance on a service dog or other animal or on a wheelchair or other remedial appliance or device,

Barrier

P1 (2) “barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice;

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

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

MY ACCESS PLAN 2017-2021

(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).

MY ACCESS PLAN 2017-2021

Access Dufferin Vision Statement

To make the County of Dufferin a 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 Access Dufferin shall include citizen members, a majority of whom will have a disability. The 2014-2018 Access Dufferin committee members are:

- Anne Jordan – Past Chair 2016
- Anthony Kilmartin
- Frank Hunt Jr.
- Mike Gravelle
- Peggy Bond – Chair 2017
- Trevor Lewis
- Walter Benotto – Past Chair 2015

Terms of reference for Access Dufferin

The Terms of Reference for Access Dufferin 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.

MY ACCESS PLAN 2017-2021

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 barrier free community for all persons;
- Identifying, documenting and advising on relevant issues and concerns within the corporate structure;
- assess Acts/by-laws, regulations, policies, programs, practices and services to determine their effect on accessibility for people with disabilities;
- 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;
- Identify the policies, programs, practices and services that the County 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.
- 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.
- Make the accessibility plan available to the public by posting on the web

[THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST](#)

MY ACCESS PLAN 2017-2021

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 Town of Grand Valley, the Townships of Melancthon and Mulmur have adopted this multi-year accessibility plan, commonly referred to as **MY Access Plan**. Specific goals for each member municipality are attached to this plan as annexes.

[THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST](#)

MY ACCESS PLAN 2017-2021

Any member municipality that has not yet become a party of this plan may choose to do so at the discretion of their municipal councils.

Public Input and Feedback

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 municipality to benefit the public. At any time members of the public are welcome to provide feedback, comments and suggestions about this plan or any accessibility related matter by any or all of the following;

- Any service counter at a County of Dufferin office (Courthouse, W&M Edelbrock Centre, Dufferin Oaks, OEYC – Shelburne, OEYC – Grand Valley, OEYC – Orangeville)
- Any service counter operated by a member municipality (Municipal Office, Community Centre, Library, etc.)
- Online by visiting www.dufferincounty.ca and selecting the “feedback” option
- In person at an Access Dufferin meeting or to any elected official of a Dufferin County municipality

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

MY ACCESS PLAN 2017-2021

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

[THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST](#)

MY ACCESS PLAN 2017-2021

- ✓ 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

2016 Accomplishments

- ✓ Train all Access Dufferin 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
- ✓ At meetings of the Access Dufferin Committee, review concerns and achievements generated by the community about access.
- ✓ Develop a website location that receives comments about access.
- ✓ As a committee, learn about the legislation and regulations that govern access.
- ✓ Increase knowledge of the role of Access Dufferin among municipal staff members.

[THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST](#)

MY ACCESS PLAN 2017-2021

- ✓ Host an Accessibility Compliance workshop for member municipalities to ensure a complete understanding of requirements.

Goals

Goals for 2017

Accessible Public Spaces

- Develop an Accessible Public Spaces self-audit
- Develop a policy regarding preventative and emergency maintenance of the accessible parts of their public spaces, such as frequency of inspecting sidewalks for cracks
- Refine 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
- Review and revise County of Dufferin accessibility policies and procedures as necessary
- Investigate and report to Council on public suggestions to remove barriers

Grants and Funding

- Research and promote grants that assist municipalities in fulfilling the needs of the accessibility community
- Promote grants that provide assistance to those who may require help in residential, commercial or industrial retrofits.

Emergency Services

- Develop a vulnerable residents registry for people who may require additional assistance during a municipal emergency

Communicate

- Broadcast the availability of feedback systems to the public
- Broaden scope of awareness in all areas of accessibility planning to include developmental and neurological disabilities
- Meet or speak with leaders in other communities, researching successes and planning for growth of future accessible needs
- 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

MY ACCESS PLAN 2017-2021

National Access Awareness Week

- Develop a NAAW theme focused on developmental and neurological disabilities
- Host a NAAW learning symposium focused on developmental and neurological disabilities
- Incorporate the needs of developmental and neurological disabilities in customer service standards
- Improve access to recreational opportunities for persons with physical and neurological disabilities.
- Develop and implement expanded awareness training for staff on neurological disabilities.

54 Lawrence Avenue

- Review plans and drawing for new County owned housing development to ensure accessibility needs have been included;
- Advise County Council, senior management, designers, architects and/or contractors on matters of accessibility when required;

Goals for 2018

Accessible Public Spaces

- Investigate and report to Council on public suggestions to remove barriers

Grants and Funding

- Research and promote grants that assist municipalities in fulfilling the needs of the accessibility community
- Promote grants that provide assistance to those who may require help in residential, commercial or industrial retrofits.
- Review and revise County of Dufferin accessibility policies and procedures as necessary

Emergency Services

- Assist/guide emergency services bodies in training and programming with consideration towards physical, developmental and neurological disabilities.

Communicate

- Broaden scope of awareness in all areas of accessibility
- Broadcast the availability of feedback systems to the public

[THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST](#)

MY ACCESS PLAN 2017-2021

- Meet or speak with leaders in other communities, researching successes and planning for growth of future accessible needs
- Use #AccessDufferin and/or #MYAccessPlan wherever possible in social media to foster interactive participation with the public
- 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.

National Access Awareness Week

- Develop a NAAW theme focused on hearing disabilities
- Ensure the needs of people with hearing disabilities are reflected in customer service standards
- Improve access to recreational opportunities for persons with hearing disabilities
- Develop and implement expanded awareness training for staff on hearing disabilities.

54 Lawrence Avenue

- Advise County Council, senior management, designers, architects and/or contractors on matters of accessibility when required;
- Conduct a pre-occupancy inspection of each unit and common space to ensure accessibility features have been incorporated.

Goals for 2019

Accessible Public Spaces

- Investigate and report to Council on public suggestions to remove barriers

Grants and Funding

- Research and promote grants that assist municipalities in fulfilling the needs of the accessibility community
- Promote grants that provide assistance to those who may require help in residential, commercial or industrial retrofits.
- Review and revise County of Dufferin accessibility policies and procedures as necessary

Communicate

- Broaden scope of awareness in all areas of accessibility

[THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST](#)

MY ACCESS PLAN 2017-2021

- Broadcast the availability of feedback systems to the public
- Meet or speak with leaders in other communities, researching successes and planning for growth of future accessible needs
- Use #AccessDufferin and/or #MYAccessPlan wherever possible in social media to foster interactive participation with the public
- 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.

National Access Awareness Week

- Develop a NAAW theme focused on physical disabilities
- Ensure the needs of people with physical disabilities are reflected in customer service standards
- Improve access to recreational opportunities for persons with physical disabilities
- Develop and implement expanded awareness training for staff on physical disabilities.

Goals for 2020

Accessible Public Spaces

- Investigate and report to Council on public suggestions to remove barriers

Grants and Funding

- Research and promote grants that assist municipalities in fulfilling the needs of the accessibility community
- Promote grants that provide assistance to those who may require help in residential, commercial or industrial retrofits.
- Review and revise County of Dufferin accessibility policies and procedures as necessary

Communicate

- Broaden scope of awareness in all areas of accessibility
- Broadcast the availability of feedback systems to the public
- Meet or speak with leaders in other communities, researching successes and planning for growth of future accessible needs
- Use #AccessDufferin and/or #MYAccessPlan wherever possible in social media to foster interactive participation with the public

MY ACCESS PLAN 2017-2021

- 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.

National Access Awareness Week

- Develop a NAAW theme focused on visual disabilities
- Ensure the needs of people with visual disabilities are reflected in customer service standards
- Improve access to recreational opportunities for persons with visual disabilities
- Develop and implement expanded awareness training for staff on visual disabilities.

Goals for 2021

Accessible Public Spaces

- Investigate and report to Council on public suggestions to remove barriers

Grants and Funding

- Research and promote grants that assist municipalities in fulfilling the needs of the accessibility community
- Promote grants that provide assistance to those who may require help in residential, commercial or industrial retrofits.
- Review and revise County of Dufferin accessibility policies and procedures as necessary

Communicate

- Broaden scope of awareness in all areas of accessibility
- Broadcast the availability of feedback systems to the public
- Meet or speak with leaders in other communities, researching successes and planning for growth of future accessible needs
- Use #AccessDufferin and/or #MYAccessPlan wherever possible in social media to foster interactive participation with the public
- 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.

National Access Awareness Week

- Develop a NAAW theme focused on mental health disabilities

MY ACCESS PLAN 2017-2021

- Ensure the needs of people with mental health disabilities are reflected in customer service standards
- Improve access to recreational opportunities for persons with mental health disabilities
- Develop and implement expanded awareness training for staff on mental health disabilities.

Annex A – Township of Melancthon Multi-Year Accessibility Plan

The Township of Melancthon is committed to reducing and removing barriers for people with disabilities who live, work and play in our community. Through adherence to legislation, meaningful public engagement, well thought out policies, thorough planning and sheer determination the Township of Melancthon will continue to be a great place to raise a family, operate a business and enjoy life to the fullest.

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
- Investigate and report to Council on public suggestions to remove barriers
- Assist in the development of a vulnerable residents registry for people who may require additional assistance during a municipal emergency
- Improve access to recreational opportunities for persons with physical, developmental and neurological disabilities.
- Consult with public about the need for and design of outdoor public spaces, specifically parks and play areas.
- Actively participate in National Access Awareness Week initiatives in partnership with Access Dufferin
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2018

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives in partnership with Access Dufferin
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

MY ACCESS PLAN 2017-2021

Goals for 2019

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2020

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2021

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Annex B – Township of Mulmur Multi-Year Accessibility Plan

The Council of the Corporation of the Township of Mulmur is committed to:

- 1) The continual improvement of access to all municipally owned facilities, premises, and services for all those with disabilities.**
- 2) The provision of quality services to all members of the community with disabilities.**

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
- Investigate and report to Council on public suggestions to remove barriers
- Assist in the development of a vulnerable residents registry for people who may require additional assistance during a municipal emergency
- Improve access to recreational opportunities for persons with physical, developmental, and neurological disabilities.
- Consult with public about the need for and design of outdoor public spaces, specifically parks and play areas.
- Actively participate in National Access Awareness Week initiatives in partnership with Access Dufferin
- Review and revise municipal accessibility policies and procedures as necessary
- Install electronically controlled accessible doors at the North Dufferin Community Centre

Goals for 2018

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives in partnership with Access Dufferin
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST

MY ACCESS PLAN 2017-2021

Goals for 2019

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2020

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2021

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Annex C – Town of Grand Valley Multi-Year Accessibility Plan

The Town of Grand Valley is committed to reducing and removing barriers and providing accessible services to all people regardless of ability by adhering to legislation and striving to be a leading accessible community.

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
- Investigate and report to Council on public suggestions to remove barriers
- Assist in the development of a vulnerable residents registry for people who may require additional assistance during a municipal emergency
- Improve access to recreational opportunities for persons with physical, developmental and neurological disabilities.
- Consult with public about the need for and design of outdoor public spaces, specifically parks and play areas.
- Actively participate in National Access Awareness Week initiatives in partnership with Access Dufferin
- Review and revise municipal accessibility policies and procedures as necessary
- Replace accessible doors and hardware at Town Hall to improve accessibility

Goals for 2018

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives in partnership with Access Dufferin
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

MY ACCESS PLAN 2017-2021

Goals for 2019

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2020

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2021

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Annex D – Township of Amaranth Multi-Year Accessibility Plan

The Township of Amaranth is committed to removing barriers and providing accessible services to all people regardless of ability in accordance with all applicable legislation.

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
- Investigate and report to Council on public suggestions to remove barriers
- Assist in the development of a vulnerable residents registry for people who may require additional assistance during a municipal emergency
- Improve access to recreational opportunities for persons with physical, developmental and neurological disabilities.
- Consult with public about the need for and design of outdoor public spaces, specifically parks and play areas.
- Actively participate in National Access Awareness Week initiatives in partnership with Access Dufferin
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2018

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives in partnership with Access Dufferin
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

MY ACCESS PLAN 2017-2021

Goals for 2019

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2020

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2021

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Annex E – Township of East Garafraxa Multi-Year Accessibility Plan

The Township of East Garafraxa is committed to removing barriers and providing accessible services to all people regardless of ability in accordance with all applicable

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
- Investigate and report to Council on public suggestions to remove barriers
- Assist in the development of a vulnerable residents registry for people who may require additional assistance during a municipal emergency
- Improve access to recreational opportunities for persons with physical, developmental and neurological disabilities.
- Consult with public about the need for and design of outdoor public spaces, specifically parks and play areas.
- Actively participate in National Access Awareness Week initiatives in partnership with Access Dufferin
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2018

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives in partnership with Access Dufferin
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

MY ACCESS PLAN 2017-2021

Goals for 2019

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2020

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2021

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Annex F – Town of Mono Multi-Year Accessibility Plan

The Town of Mono is committed to removing barriers and providing accessible services to all people regardless of ability in accordance with provincial legislation and through the continued improvement to municipal facilities for those with disabilities.

Goals for 2017

- Develop a policy regarding preventative and emergency maintenance of the accessible parts of our public spaces, such as frequency of inspections of sidewalks for cracks and elevators.
- 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, developmental and neurological disabilities.
- Actively participate in National Access Awareness Week initiatives in partnership with Access Dufferin
- Revise parking line painting and signage for accessible spaces at administration building
- Finalize design drawings for accessible facilities at Mono Centre Community Centre
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2018

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Continue to review all municipal buildings and spaces for accessibility improvements
- Consult with public about the need for and design of outdoor public spaces, specifically parks and play areas.
- Assist in the development of a vulnerable residents registry for people who may require additional assistance during a municipal emergency
- Actively participate in National Access Awareness Week initiatives in partnership with Access Dufferin
- Investigate and report to Council on public suggestions to remove barriers
- Continue to seek out Provincial and Federal funding opportunities to provide renovations at Mono Centre Community Centre to provide accessible facilities

MY ACCESS PLAN 2017-2021

- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2019

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Continue to seek out Provincial and Federal funding opportunities to provide renovations at Mono Centre Community Centre to provide accessible facilities
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2020

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary

Goals for 2021

- Comply with all legislated requirements of the AODA and other pertinent legislation
- Actively participate in National Access Awareness Week initiatives
- Investigate and report to Council on public suggestions to remove barriers
- Review and revise municipal accessibility policies and procedures as necessary