



## **ACCESS DUFFERIN AGENDA**

**Wednesday, October 18, 2023 at 7:00 p.m.**

**W & M Edelbrock Centre, Edelbrock Room, 30 Centre Street, Orangeville ON**

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### Land Acknowledgement Statement

*We would like to begin by respectfully acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.*

*We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty.*

*These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.*

### Declarations of Pecuniary Interest by Members

- 1. ACCESS DUFFERIN – October 18, 2023 – ITEM #1**  
Office of the CAO Division Review

A presentation on the Office of the CAO Division which includes:

- CAO's Office
- Clerk's Department (including Council)
- Communications
- Emergency Preparedness
- Corporate Services
  - Information Technology
  - Finance
  - Procurement

- 2. ACCESS DUFFERIN – October 18, 2023 – ITEM #2**  
Website Project Overview

A review of the new County website project and the website accessibility plan.

**Next Meeting**

November 15, 2023 at 7:00 p.m.

If you require an accommodation to participate in this meeting, please contact the Clerks Division at [info@dufferincounty.ca](mailto:info@dufferincounty.ca) or 519-941-2816 x2500 in advance.

# Office of the CAO Overview

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# Overview of CAO

- The Chief Administrative Officer (CAO) is responsible for the overall leadership and management of the municipality and ensures programs and services are delivered efficiently and effectively. The CAO also ensures policies and directions of Council are implemented and advises Council on the operation and affairs of the municipality. The CAO is the liaison between Council and staff.
- Departments reporting directly to the CAO:
  - Clerks
  - Communications
  - Emergency Management



**SONYA PRITCHARD, CPA, CMA**  
Chief Administrative Officer

# Key Functions

- Works with Council to set strategic agenda
- Oversees implementation of Council decisions
- Provides leadership and support to staff
- Encourages collaboration and innovation to ensure service value
- Understands and communicates impacts of policy decision from other levels of government
- Develops and updates policy to reflect legislative changes and local needs
- Ensures cross department collaboration and coordination
- Liaises with local municipalities
- Develops and maintains relationships with external stakeholders
- Promotes effective change management



# Clerks Division

- The role of the Clerks Office is to perform the statutory duties assigned by provincial legislation (the Municipal Act and other related Acts and Regulations). The Clerks division's primary services include managing the decision-making process by supporting Council and committee meetings, providing leadership in matters of protocol, making information accessible to the public while protecting privacy and managing the corporate records program, as well as overseeing a broad range of responsibilities related to the function of County Council.



# Key Functions

- Organizes meetings of County Council and its committees to facilitate government decision making
- Prepares agendas for all Council, committee, sub-committee and advisory committee meetings, including scheduling delegations and presentations and preparing by-laws, resolutions, etc.
- Maintains a record of proceedings of all Council, committee, sub-committee and advisory committee meetings and retains records permanently
- Maintains County by-laws and retains original signed by-laws permanently
- Ensures that Council decisions are communicated as required, in a timely manner, and provides notice to affected parties as required by statute
- Processes appeals received under the Planning Act in co-ordination with the Planning Department for submission to the Ontario Municipal Board
- Co-ordinates appointments of citizens and members of Council to committees and special purpose bodies
- Oversees the County's Records Management program, including Corporate Access and Privacy

# Communications

- Through timely, strategic, accessible, and creative communications, the County's Communications division informs, educates, and engages Dufferin County's audiences and builds, protects, and promotes the county's reputation as a great place to live, work and play.





# Key Functions

- Develops and implements strategic communication campaigns to effectively reach internal and external audiences and build a strong, integrated, and positive image for Dufferin County
- Supports County Council program and policy communications
- Communicates with staff across Dufferin County to promote employee engagement, facilitate team pride and inform staff about County news, programs, policies, and priorities
- Develops and maintains relationships with media to influence Dufferin County's reputation and advance the County's priorities
- Execute media products to earn media coverage Develops and implements social media campaigns across County channels including Facebook, Twitter, and Instagram
- Identifies opportunities to increase engagement, reach and followers to effectively and creatively communicate with online audiences
- Oversees Dufferin County's corporate brand identity to ensure County communications materials are cohesive and on-brand

# Emergency Management

- The primary role of the Emergency Preparedness and 911 division is to ensure that the County and each of the member municipalities are prepared to respond to emergencies when they occur. This is accomplished by ensuring strict compliance with the Emergency Management and Civil Protection Act and any related provincial regulations. Additionally, the EM Division ensures that everyone in Dufferin County can access the emergency services when they need them through the 9-1-1 system.



# Key Functions

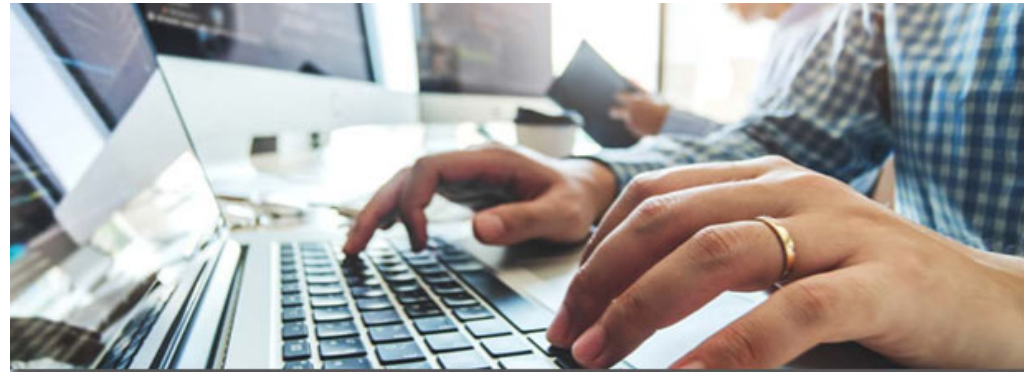
- Administers the Emergency Management Program Committees which assist in the development and implementation of the municipal emergency management program
- Hazard Identification and Risk Assessment (HIRA) Program
- Develop and maintain the Critical Infrastructure Lists
- Coordinates and maintain the Emergency Response Plan
- Liaise with and coordinate efforts of municipal departments, emergency services and identified stakeholders when responding to an imminent or occurring emergency

# Corporate Services Department

- The Corporate Services Department is comprised of three divisions providing a wide range of services to support the initiatives of the corporation and address customer needs.
- The following divisions are a part of the Corporate Services department:
  - Information Technology
  - Finance
  - Procurement

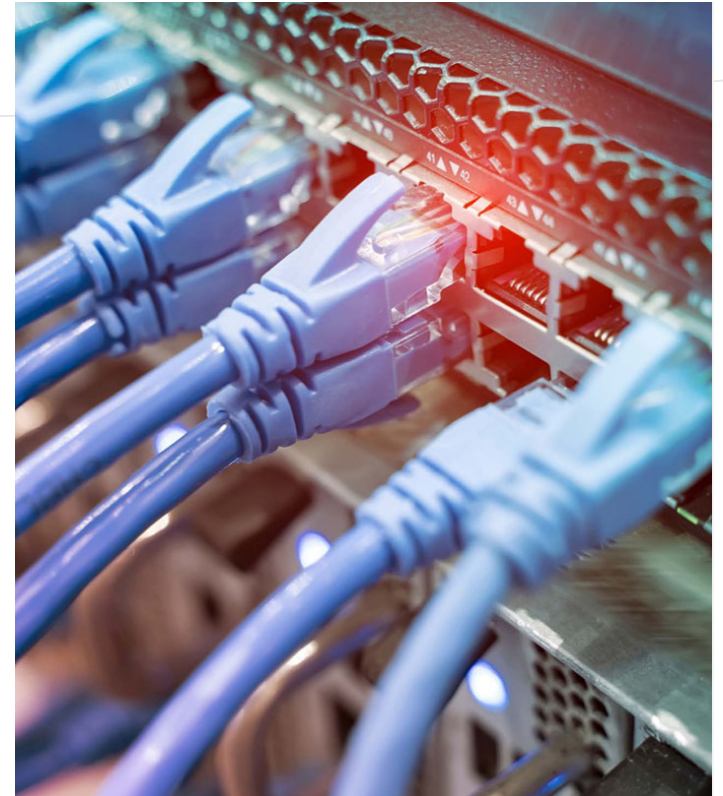
# Information Technology

- The Information Technology division provides technical management, support, advice and guidance to all departments within the organization as well as four local municipalities, two fire boards and one nonprofit agency.



# Key Functions

- Manages Geographic Information Systems
- Manages and secures the County network
- Responsible for the administration of 650 user accounts and manages the lifecycle of 700 devices like computers, smart phones and tablets
- Manages the County voice over IP phone system with 295 IP phones
- Monitors, reports and trains on cybersecurity
- Negotiates and manages IT vendor agreements
- Provides after hours on-call support for critical system continuity





# Finance

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- The Finance Division is responsible for ensuring the long-term financial health of the County by providing financial advice and recommendations to Council and other departments while managing risk and maintaining accountability and transparency. Corporate Finance also oversees the contracts for paramedic services and the Wellington-Dufferin-Guelph Health Unit.

# Key Functions



- Keeps financial records
- Tax policy
- Manages investments
- Insurance & risk management
- Manages assets
- Responsible for budgeting & financial reporting



# Procurement

- The County's Procurement division assists all departments in obtaining goods and services in an open, transparent and fair manner.



# Key Functions

- Ensures that the County adheres to the Procurement By-Law (2017-33) and maintains open, fair & transparent procurement processes, & that the County is perceived to be fair and ethical
- Assists in compiling requests for proposal, tenders & quote documents for all County divisions
- Coordinates, compiles & facilitates the closing of all bid submissions, including evaluations
- Prepares final, formal contracts & agreements
- Provides guidance & training to County staff on proper procurement rules



## Dufferin County AODA Compliance Strategy

### Table of Contents

- Introduction
- Disability Etiquette
- Understanding Demographics
- Working With Accessibility in Mind – the POUR Method
- Accessibility Requirements
- Useful Tools
- Conclusion

### Introduction

With the evolving digital landscape, accessibility has become necessary for websites providing outstanding user experiences. In an effort to fulfill users' needs, new AODA (Accessibility for Ontarians with Disabilities Act) techniques are available to help streamline updates. These new AODA laws and legislations have been created by the Government of Ontario to remove barriers to activities and opportunities for those with disabilities or impairments. To ensure that the Dufferin County website adheres to AODA compliance guidelines, CT has outlined a series of recommendations. Within this document, we will:

- Outline key demographics and technical needs
- Analyze content, design, and web AODA compliance practices
- Identify key tools for ongoing implementation and support

### Disability Etiquette – People-First/Identity-First Language

To understand the needs and policies of AODA compliance, we must first identify the appropriate terminology.

'People-First Language' focuses on a person first, before his or her disability. Not only does this prioritize an individual's feelings, but it describes what they have, rather than who the person is. I.e: Instead of "disabled" they are identified as a "person with a disability."



'Identity-First Language' positions the identifying word first and highlights the person's embrace of their identity. I.e: Instead of "adult with autism" they are identified as an "autistic adult." This is becoming the preferred language amongst disabled communities.

## **Understanding Demographics**

The term "disability" explores a wide range of external or internal conditions that affect individuals daily. To understand the complex needs of AODA compliance, CT has identified a series of disabilities to be considered such as:

### Visual Disabilities

A person with a visual disability suffers from the decreased ability to see at full capacity and with no avail of medication or glasses. Visual disability also applies to individuals who experience degrees of colour blindness. These conditions can be presented at birth, or due to disease, trauma, or other causes. In relation to AODA compliance, these individuals may rely on assistive technologies such as:

- JAWS (Job Access With Speech) – a computer screen reader for Microsoft Windows that allows blind and visually impaired users to read the screen either with a text-to-speech output or by a refreshable Braille display
- NVDA (Nonvisual Desktop Access) – a computer screen reader
- Narrator – basic screen reader included in Windows 7 or higher
- VoiceOver – included in macOS and iOS
- Magnification tools such as ZoomText and Magic

### Hearing Disabilities

A person with a hearing disability is unable to hear at a threshold of 25dB or higher within both ears. Categorized into two groupings, individuals can be diagnosed with hard of hearing or deafness/late-deafened based on their hearing threshold. In relation to AODA compliance, these individuals may rely on assistive technologies such as:

- Hearing aids
- Video Relay Service (VRS)
- Telecommunications Devices for the Deaf (TDD)
- Closed Captioning



### Mobility Disabilities

Mobility impairments range in severity from limitations of stamina to paralysis. Some mobility impairments are caused by conditions present at birth while others are the result of illness or physical injury. In relation to AODA compliance, these individuals may rely on assistive technologies such as:

- Mouth stick
- Head wand
- Single-switch access
- Sip and puff switch
- Oversized trackball mouse
- Adaptive keyboard
- Eye-tracking
- Voice recognition software

### Cognitive Disabilities

Clinical diagnoses of cognitive disabilities include Autism, Down Syndrome, Traumatic Brain Injury (TBI), and even dementia. Less severe cognitive conditions include Attention Deficit Disorder (ADD), Dyslexia (difficulty reading), Dyscalculia (difficulty with math), and learning disabilities in general.

Some of the main categories of functional cognitive disabilities include difficulties with:

- Memory
- Problem-solving
- Attention
- Reading, linguistic, and verbal comprehension
- Math comprehension
- Visual comprehension

In relation to AODA compliance, these individuals may rely on assistive technologies such as:

- Screen magnification to help a user focus on one item at a time
- Support increased text sizes so content is easily editable or customizable



## **Working With Accessibility in Mind – the POUR Method**

Designing for digital products will always begin with a focus on inclusive design – a process by which principles help define responses to issues of accessibility and enable products to be developed to address those needs. These principles are identified through the POUR method:

### Perceivable

This relates to how users with disabilities understand the platform they are accessing through sight, audio, and touch. The platform must meet multiple senses to accommodate users interacting with the platform.

- Ensures a positive user experience through responsive design, colour contrast, captioned and transcribed videos, etc.

### Operable

This relates to the success of the functional systems that are required for navigation with any input devices such as a mouse, keyboard, touch screens, and voice commands.

- Ensures that users have full control of the platform by activating dropdown menus, pausing slideshows, submitting forms, navigating to page landmarks, etc.

### Understandable

This relates to the language, design, and overall functionality used to ensure that the user comprehends the website.

- Ensures that users can understand the web content through clear and concise language, active voice, added instructions before form fields, appropriate text labels, etc.

### Robust

This relates to the standardized markup code that is not dependent on a specific application.

- Ensures users can choose the technology they use to interact with a website, online documents, multimedia, and other information formats.

## **Accessibility Requirements**

At CT, we believe accessibility is more than a best practice defined by a series of laws, and rather, an opportunity to place value on a human-centric approach. In an effort to take a holistic approach to ensure that the Dufferin County's website aligns with AODA compliance, CT has



identified a number of necessary content, design, and web aspects that need to be taken into consideration during the project.

Design Guidelines	Details
Ensuring adequate font sizes for easy readability	All body content should be written at a minimum of 16px across all device sizes (mobile, tablet, desktop)
Ensuring proper colour contrast for maximum viewability	Refer to colour codes and variations. For Level AA, colour contrast must be 4.5 to 1
Leveraging logical and user-friendly heading structure	Use heading styles in their correct order to create a cohesive page structure
Ensuring content hierarchy compliments the visual process	Content placement and functionality should be predictable
Leveraging additional design aspects to avoid relying on colour alone	Use a secondary indicator besides colour to indicate things such as links such as underlining, bold, or italicizing
Designing link focus indicators	Ensure keyboard users can visually identify a focused link by using the standard dotted line or other non-colour designators

Content Guidelines	Details
Monitor line length to avoid run-on sentences or content stuffing	Sentences should be between 45 to 75 characters long
Ensure minimal use of capitals within content	All capitals can be difficult to read and can be read incorrectly by screen readers



Provide descriptive text for hyperlinks	Avoid generic terms such as "click here," and indicate if a link opens in a new window/tab
Providing short text alternatives (alt image tags) for images	Alt image tags are detailed descriptions of an image and should be no longer than 125 characters
Providing longer descriptions for complex images	This includes charts and graphs which should include readable data insights and trend details

Development Guidelines	Details
Featuring a "Skip to Main Content" link	This is a link for keyboard users to skip the navigation and should be at the top of the page. It can be hidden, but should be visible when it receives a keyboard application
Providing mechanisms to help users to find and navigate content	Titles, headers, and description labels allow users to bypass blocks of content that are unrelated to their needs
Providing text alternatives for all non-text content	Decorative borders or spaces do not add content or information to a page. In order to avoid screen readers from announcing file names in its place, a null (empty) alt text tag should be provided in the form of (alt="")
Indicating column and row headers for all data tables	Defining column and row headers provides semantic understanding to the table structure. It's also recommended to provide a concise summary of the purpose of the table.



Reviewing the need and appropriate use of animation, video, and audio	If used, provide a play/pause button while avoiding flashing or strobing content: this may cause seizures
Ensure closed captioning is implemented on all videos - excluding pre-recorded/long form videos	Closed captioning ensure that users who suffer from hearing-impairments are able to fully experience videos shared across all platforms
Include text or audio descriptions of animations	This will offer informative content through MacCaption
Allowing users to control their time limits per interaction	This applies to content that requires an authenticated session – users should be able to continue without any loss of data
Designing accessible form controls	Ensure that form labels and descriptions are in a logical and intuitive order that can be read and accessed by keyboard alone
Assisting users with mistakes made and how to correct them	If an error has occurred, it's identified and described to the user in text and does not rely solely on colour

### Useful Tools for Accessibility Compliance

In addition to an extensive collection of manual testing techniques, inclusive of keyboard and screenreading testing, CT has identified a number of useful automated testing tools to aid in the review process to ensure maximum compliance. These include:

WAVE – <https://wave.webaim.org/extension/>

- Free Chrome and Firefox extension that evaluates web content for accessibility issues directly within each browser



Siteimprove – <https://www.siteimprove.com/>

- A website accessibility checker that quickly scans your website for on-page and technical accessibility issues using the Web Content Accessibility Guidelines (WCAG) international standard

Lighthouse – <https://chrome.google.com/webstore>

- A free open-source automated testing tool that provides key insights surrounding accessibility, performance, and SEO

### **Conclusion**

CT is dedicated to ensuring that the Dufferin County's website will adhere to the necessary guidelines. In addressing requirements and elements identified throughout this document, the Dufferin County website will be compliant with all rules moving forward.