

2008 **Accessibility Plan**

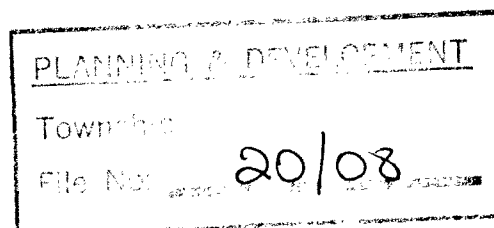
**A Joint Accessibility Plan for the City
of Kitchener, the City of Waterloo,
the Township of Woolwich, the
Township of Wellesley and the
Township of North Dumfries**



PLANNING & DEVELOPMENT
Township
File No: 20/08

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**2008 JOINT ACCESSIBILITY PLAN
OF THE CITIES OF KITCHENER AND WATERLOO AND
THE TOWNSHIPS OF NORTH DUMFRIES, WELLESLEY AND WOOLWICH**

EXECUTIVE SUMMARY

This report was prepared to meet the obligations of the Ontarians with Disabilities Act (ODA, 2001), and the Accessibility for Ontarians with Disabilities Act (AODA, 2005). It is the 2008 Joint Accessibility Plan of the Cities of Kitchener and Waterloo and the Townships of North Dumfries, Wellesley and Woolwich. Throughout the document, it will be referred to as the "Joint Plan".

INTRODUCTION

The Joint Plan describes the actions each of the participating municipalities took in 2007 and the areas to be reviewed, including measures and actions, in 2008. The municipalities are proud to present the Joint Plan and to report on the steps that are being taken to identify, remove and prevent barriers to accessibility in our communities.

BACKGROUND

Ontarians with Disabilities Act of 2001

The Ontarians with Disabilities Act, 2001 (ODA) was passed into law by the Ontario Legislature on December 4, 2001. The purpose of the Act is "to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province". The ODA applies to all municipalities, hospitals, district school boards, colleges, universities, public transportation organizations, the Ontario Government, ministries and agencies.

The ODA requires municipalities to prepare annual accessibility plans and to get advice from an accessibility advisory committee on the contents of the plan. The purpose of the plans is to identify, remove and prevent barriers to accessibility in each municipality's by-laws, policies, practices and services. The accessibility plan must be made available to the public.

Municipalities with populations of 10,000 or fewer persons are required to consult with persons with disabilities on the content of their annual accessibility plans. Municipalities with populations in excess of 10,000 persons are required to establish accessibility advisory committees. As reflected in Waterloo Region, municipalities are permitted to work co-operatively to establish joint accessibility advisory committee. The name of the accessibility advisory committee serving the Cities of Kitchener and Waterloo and the Townships of North Dumfries, Wellesley and Woolwich is the Grand River Accessibility Advisory Committee (GRAAC).

Accessibility for Ontarians with Disabilities Act of 2005 (AODA)

The AODA received Royal Assent in the Ontario Legislature in June 2005. The AODA will focus on improving accessibility in areas such as buildings and spaces, employment, customer service, communications and transportation in the private, government and broader public sector. The AODA intends to:

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- achieve an accessible Ontario on or before January 1, 2025;
- establish and implement mandatory and enforceable accessibility standards to be achieved within five years or less;
- maintain municipal accessibility advisory committees such as GRAAC.

The ODA 2001 will eventually be repealed with all regulations for the AODA are in place.

Staff of the participating municipalities will monitor the progress of the AODA regulations and provide timely updates to GRAAC and other municipal staff.

GRAND RIVER ACCESSIBILITY ADVISORY COMMITTEE

Membership

The Grand River Accessibility Advisory Committee advises the participating Councils on the preparation, implementation and effectiveness of the Joint Plan. The Councils also seek advice from GRAAC on the accessibility of buildings, structures or premises that the municipalities purchase, build, renovate or lease as municipal capital facilities. GRAAC also reviews site plans and drawings for new municipal buildings or developments (Section 41 of the Planning Act) that the Committee selects.

GRAAC and its sub-committees could not operate without the dedicated efforts of the volunteers who sit as voting members. The Cities of Kitchener and Waterloo and Townships of North Dumfries, Wellesley and Woolwich appreciate the time and energy of GRAAC members who, in 2007, included: Taposhi Batabyal, Sharon Ward-Zeller, Chris Douglas, Brad Ullner, Carol Moogk-Soulis, Frank Groenestege, Gail Brunsdon, Ian Ardill, James Hunsberger, Saul Herzog, Sharon Giles, Susan Harkins, Mary Beth Hunter and Gordon Cummer.

Staff CONTACTS

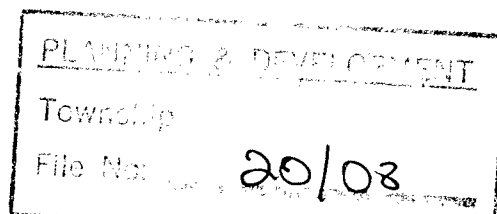
GRAAC operates with the support of staff representatives from each of the participating municipalities. The following staff members support GRAAC and may be contacted for additional information relating to the Joint Plan, the Grand River Accessibility Advisory Committee or the local municipalities:

CITIES OF KITCHENER AND WATERLOO - Kelly Steiss, Inclusion Co-ordinator
200 King Street West, 7th floor, Kitchener, ON N2G 4G7
(519) 741-2226 or kelly.steiss@kitchener.ca

TOWNSHIP OF WOOLWICH - Valrie Hummel, Deputy Clerk
P.O. Box 158, 69 Arthur Street South, Elmira N3B 2Z6
(519) 669-1647, Ext. 239 or vhummel@woolwich.ca

TOWNSHIP OF WELLESLEY
4639 Lobsinger Line, R.R. #1, St. Clements, ON NOB 2M0
(519) 699-4611 or sduke@township.wellesley.on.ca

TOWNSHIP OF NORTH DUMFRIES – Darryl Denny, Chief Building Official
Township of North Dumfries, 117 Greenfield Road, R.R. #4 Cambridge, ON N1R 5S5
(519) 621-0340 or mail@township.northdumfries.on.ca



MUNICIPAL HIGHLIGHTS

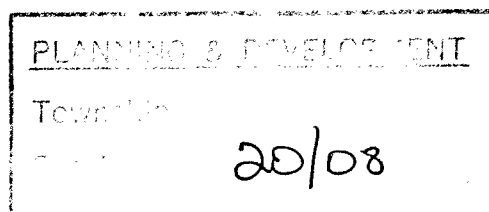
The following chart provides population and highlights of the municipalities participating in the Joint Plan.

Municipality	First Established	Population	Municipal Government
Kitchener	1799 (as Sand Hills)	214,000	Mayor and 6 Councillors
Waterloo	1816 (as Township of Waterloo)	114,700	Mayor and 7 Councillors
Woolwich*	1816	19,570	Mayor and 4 Councillors
Wellesley**	1843	9,635	Mayor and 4 Councillors
North Dumfries***	1863	9,063	Mayor and 4 Councillors

* The Township of Woolwich consists of a variety of small towns and villages including Elmira, St. Jacobs, Conestogo, West Montrose, Breslau, Bloomingdale, Heidelberg, Maryhill, Floradale, and Winterbourne. The municipal offices are located in the downtown core of Elmira.

**The Township of Wellesley consists of a variety of small towns and villages including Wellesley, Linwood, St. Clements, Hawkesville, Heidelberg, Kingwood and Bamberg.

***The Township of North Dumfries consists of a variety of small towns and villages including Ayr, Roseville, Branchton and Clyde.



CITY OF KITCHENER
CITY OF WATERLOO

2007 GOALS AND ACTIONS

2008 INITIATIVES

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CITY OF KITCHENER, CITY OF WATERLOO

2007 GOALS AND ACTIONS

1. **INFORMATION/COMMUNICATION BARRIERS**

(A) **ACCOMMODATIONS FOR PERSONS WHO ARE DEAF, DEAFENED OR HARD OF HEARING IN MUNICIPAL SERVICES**

Goals:

Kitchener

- To carry out a "needs" analysis for American Sign Language (ASL) Interpreters at municipal Public Meetings
- To establish formal practices to accommodate persons who are deaf, deafened or hard of hearing in municipal services.

Waterloo

- To train Committee Administrators and Committee Chairs on how to appropriately conduct a meeting when there is someone who is deaf, deafened or hard of hearing present
- To develop a policy on ASL availability at public meetings
- To identify key public meetings throughout the year and advise Canadian Hearing Society to try and secure ASL interpreters.
- To incorporate ASL information on public communications that ASL Interpreters may be available upon request.

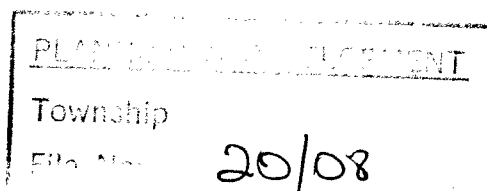
Actions:

Kitchener

- Clerk's Office took on the responsibility to ensure that the portable FM system units are properly maintained and have developed a sign-out system.
- All Committee Administrators for all standing and Advisory Committees were offered training from the Canadian Hearing Society on how the FM system works and appropriate meeting etiquette when an FM system is being used.
- Council members and Chairs of Advisory Committees were offered training from the Canadian Hearing Society on appropriate meeting etiquette when there are individuals who are deaf, deafened or hard of hearing present at a meeting.

Waterloo

- Written instructions were made available and provided to Mayor or Chair and other members of Council when an ASL interpreter is present.
- ASL interpreters will be engaged on request. When possible, agenda items may be deferred to accommodate request and allow time to schedule an ASL interpreter.
- Information on ASL availability to be included on public communications (delegation pamphlet distributed with zoning/development circulations and available in Council Chambers), advertising and on City website by year-end



Cities of Kitchener and Waterloo – 2007 Goals and Actions

Municipal Department Responsible

- City of Kitchener - Legislative Services
- City of Waterloo – Clerks and Corporate Services

(B) CORPORATE COMMUNICATIONS – ALTERNATE FORMATS

Goals:

- To provide municipal information in “alternate formats” to residents with disabilities.
- To explore the option of TextNet for the Corporation. TEXTNET - a telephone service that integrates the telephone network, the local data network and the Internet to provide fully accessible text (TTY) communications for the deaf and hard of hearing. TEXTNET is a communication system for “real time” text chat and text messaging.

Actions:

Kitchener

- Initial meetings have been organized regarding TextNet and how it will allow the Corporation to provide for better customer service to those who are deaf, deafened or hard of hearing.

Waterloo

- The Corporation currently has 16 TextNet locations which were installed in May 2007. This service will allow the City of Waterloo to become more accessible by phone to all customers who use TTY (text telephones) machines due to being deaf, deafened, or hard of hearing.

Municipal Department Responsible

- City of Kitchener - Clerks
- City of Waterloo – Clerks and Corporate Services

2. TECHNOLOGICAL BARRIERS

(A) WEBSITE ACCESSIBILITY

Goals:

- To assess the municipalities’ websites for accessibility to persons with disabilities.

Actions:

Joint:

- Meetings were held to discuss and problem-solve web accessibility issues.
- Presentation to GRAAC regarding compliance with W3C standards and the plans to meet with compliance in the future which may involve a re-design of the site

Kitchener

- New web page creation now involves making sure links are more descriptive (i.e. not just “click here”)
- Widespread use of informative ALT tags on web images, which allow a text description alternative for the replacement of image

Cities of Kitchener and Waterloo – 2007 Goals and Actions

- Minimizing table use for web page layout. Using table for layout purposes interferes with electronic readers' abilities to interpret a web page properly.
- Simpler HTML code is now being used for page display.

Waterloo

- Applied the W3C checklist to identify areas of opportunity to improve accessibility.

Municipal Department Responsible

- City of Kitchener – Information Technology
- City of Waterloo – Information Systems and Waterloo Public Library

3. POLICY/PRACTICE BARRIERS

(A) CONSIDERATION OF ACCESSIBILITY IN GRANTS AND SERVICES TO COMMUNITY GROUPS

Goals:

- To review, as part of the larger project with the Community Investment Strategy process, existing municipal grants and services to community groups in order to incorporate a statement of accessibility with regard to persons with disabilities.

Actions:

Kitchener

- Currently reviewing the Community Investment Strategy. This initiative will fit in with the roll out of this strategy.

Waterloo

- Encouraged other programs to incorporate an "accessibility" statement with respect to their department's issue of grants and services

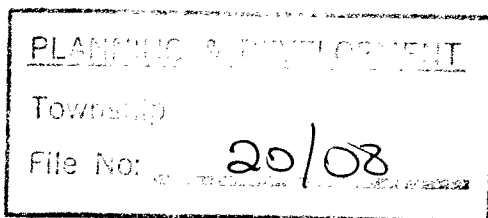
Municipal Department Responsible

- City of Kitchener – Community Services
- City of Waterloo – Recreation and Leisure Services

(B) RECREATION AND ACCESSIBILITY

Goals:

- To work with individuals and community groups and agencies to identify recreation gaps and needs for individuals with a disability so as to plan for recreation services and opportunities in the municipality.



Cities of Kitchener and Waterloo – 2007 Goals and Actions

Actions:

Joint

- Distributed surveys to participants in the summer programs regarding their awareness of municipal services for persons with a disability in municipal recreation programs. Received surveys and coordinated feedback.
- Identified gaps and plans for improvement to include an improved marketing strategy, training for staff regarding disability awareness (which is congruent with the requirements of the Customer Service regulation) and an evaluation component will be added to all services for persons with a disability.

Municipal Department Responsible

- City of Kitchener – Community Services
- City of Waterloo – Community Services

(C) SPECIAL EVENTS

Goals:

- To identify barriers to municipal special events.
- To create a tool kit so as to plan for accessibility at special events

Actions:

Joint

- Staff from Kitchener and Waterloo developed a checklist identifying areas that need to be addressed during special events. This checklist was used at the Uptown Country Music Festival and at Cruisin' on King.

Municipal Department Responsible

- City of Kitchener – Community Services (Special Events)
- City of Waterloo – Special Events

(D) EMPLOYMENT

Goals:

- To identify barriers to employment for persons with disabilities and subsequently review current municipal employment policies and practices.

Actions:

Joint

- Established an Employment Committee – as a Joint Committee of Kitchener, Waterloo, Guelph, Cambridge and the Townships of Woolwich, Wellesley and North Dumfries. Meetings were held with a variety of service providers including the Canadian Hearing Society, CNIB and Conestoga College – Office for Students with a Disability to discuss barriers to employment.

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Cities of Kitchener and Waterloo – 2007 Goals and Actions

Kitchener

- Implemented a standard question when calling applicants to schedule an interview if any accommodations are required.

Municipal Department Responsible

- City of Kitchener – Human Resources
- City of Waterloo – Human Resources

(E) SNOW CLEARANCE

Goals:

To review snow clearance policies and practices in order to improve mobility for residents with disabilities.

Actions:

Joint

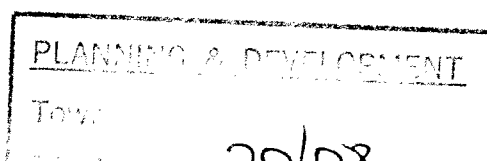
- Continued to include information about clearing snow to help improve access for people with disabilities.
- Able to provide a list of agencies that can assist with snow clearance for those unable to do it themselves.
- Staff participated in discussions with members of the community, including GRAAC members to discuss snow clearance issues as well as options to improve the issue.

Kitchener

- Undertook a process to modify enforcement and snow removal procedures that would reduce the amount of time between the initial notification of a violation and the point at which a sidewalk is cleared.
- Developed a series of fines that can be imposed for non-compliance in addition to the actual removal.

Waterloo

- Waterloo continues to proactively enforce the snow clearing requirements of our by-law through hiring Snow and Ice Inspectors. These Inspectors patrol chronic areas of the city where residents/property owners continually (annually) fail to abide by the requirements of our by-law. One notice is issued that requires property owners to clear their sidewalk within 24 hours. After that time expires, a City Crew attends and clears the sidewalk down to the bare pavement. The property owner is invoiced for the equipment and labour required clearing their sidewalk. Unpaid invoices are added to the municipal taxes for that property.
- City of Waterloo continues to implement recommendations of winter maintenance report as approved by Council. City of Waterloo sidewalk snow clearing priorities are as follows:
 - Sidewalks in front of City property,
 - Access sidewalks to City property and for operator/equipment safety



Cities of Kitchener and Waterloo – 2007 Goals and Actions

- Highway over pass sidewalks
- Sidewalks adjacent back-lotted properties
- Block to Block walkway links
- Current chargeable sidewalks
- Park pathways that are school routes only – all others are posted “No Winter Maintenance”.
- Bus stops for the Region of Waterloo – in Waterloo only.
- City of Waterloo Staff training occurred regarding avoiding snow loading in front of accessible parking stalls in city owned parking lots.
- Where City of Waterloo maintains sidewalks, ensure sidewalk drop curbs are thoroughly cleared. This practice will continue, however our priority will be to get all long runs open first i.e. sidewalks along the main arterial roads such as Weber, Davenport, Northfield, University, Fischer Hallman, Ira Needles, Erb, etc. and then staff will return to widen ramps.

Municipal Department Responsible

- City of Kitchener – Community Services (Operations), Corporate Services (Bylaw Enforcement), Communications
- City of Waterloo – Public Works, Bylaw

(F) DESIGNATED PARKING FOR PERSONS WITH DISABILITIES

Goals:

- To review the Designated Parking for Persons with Disabilities by-laws for accommodation.
- To create an inventory of the compliance with the current by-laws for Designated Parking in municipal lots.
- To follow-up on the recommendations of the Accessibility Audit with respect to parking.

Actions:

Kitchener

- Has completed the inventory of designated parking in municipal lots.
- Undertook a review of municipal lots to ensure that all designated spaces comply with the by-law requirements
- Initiated a review of the City's parking by-law.

Waterloo

- Undergoing a study of municipal lots in regards to accessible parking spaces to determine the quality, quantity and proper placement of accessible parking signage for enforcement purposes

Municipal Department Responsible

- City of Kitchener – Bylaw Enforcement, Development and Technical Services, Community Services (Enterprise – Parking)
- City of Waterloo – Bylaw Enforcement, Public Works Services (Parking)

Cities of Kitchener and Waterloo – 2007 Goals and Actions

(G) ACCESSIBLE DESIGN GUIDELINES

Goals:

- To adopt and put into practice the City of Kitchener Barrier Free Design Guidelines as found in the City of Kitchener Urban Design Standards and Practices

Actions:

Kitchener

- Review of the 1999 guidelines is currently underway.
- Staff from the Site Plan Review Committee participated in a walkabout with members from the Grand River Accessibility Advisory Committee to give a lived experience perspective with respect to the Built Environment

Municipal Department Responsible

- City of Kitchener – Development and Technical Services (Planning)
- City of Waterloo – Development Services and Asset Management

(H) EMERGENCY EVACUATION STRATEGIES

Goals:

- To review emergency planning processes to ensure that evacuation plans for public facilities take into consideration accessibility to persons with disabilities.

Actions:

Joint

- Evacuation plans for all municipal public access buildings in Kitchener and Waterloo have been reviewed. Plan updates include awareness information for evacuation/floor wardens and specific tasks/plans to assist persons with a disability.

Municipal Department Responsible

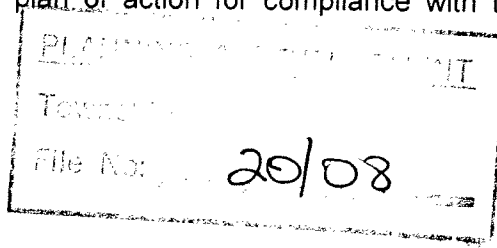
- City of Kitchener – Facilities Management (Community Emergency Management Program Committee – CEMPC)
- City of Waterloo – Fire Department, Facilities Services, Asset Management, Health and Safety

4. ATTITUDINAL BARRIERS

(A) STAFF AWARENESS TRAINING

Goals:

- To review and educate staff regarding their obligations under the Ontarians with Disabilities Act, 2005 and the Customer Service Standard regulations.
- To develop a plan of action for compliance with the Customer Service Standard regulations.



Cities of Kitchener and Waterloo – 2007 Goals and Actions

Actions:

Joint

- Summer camp staff receive Inclusion training as part of their orientation. This training includes barrier awareness, accommodation and working with children with disabilities at summer camp.
- A Steering group has been developed to review the Customer Service regulation and associated impacts for the Corporation.

Municipal Department Responsible

- City of Kitchener – Office of the CAO (Customer Service), Human Resources
- City of Waterloo – Human Resources

5. PHYSICAL/ARCHITECTURAL BARRIERS

(A) IDENTIFICATION OF BARRIERS IN MUNICIPAL FACILITIES

Goals:

- To undertake a comprehensive accessibility audit of municipal facilities in order to identify barriers to persons with disabilities.

Actions:

Joint

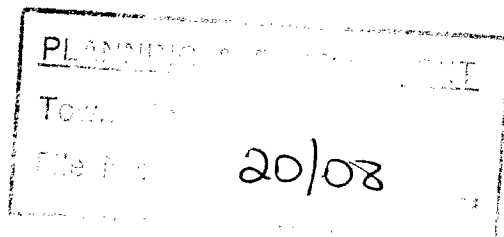
- Accessibility audits were complete and the results have been distributed to staff.
- Staff have reviewed the audit results. The recommendations have been grouped by priority and associated costs have been identified. Budgetary impacts are being reviewed.

Waterloo

- A budget request has been presented to Council for all the recommended measures for 2008-2011.
- Special events purchased bleachers that have ramps and accessibility features. These bleachers will be available at City of Waterloo events.

Municipal Department Responsible

- City of Kitchener – Facilities Management, City of Kitchener Corporate Accessibility Steering Group
- City of Waterloo – Asset Management, Facilities Services



**CITY OF KITCHENER, CITY OF WATERLOO
2008 INITIATIVES**

ACCESSIBILITY INITIATIVE	ACTION	DEPARTMENT RESPONSIBLE	COMPLETION DATE
1. INFORMATION/ COMMUNICATION BARRIERS			
<p>(A) Accommodation for Persons who are Deaf, Deafened or Hard of Hearing in Municipal Services</p>	<p>Kitchener</p> <ul style="list-style-type: none"> Develop a policy for providing ASL Interpreters at Council and Standing Committee meetings Provide signage for the public at the Clerk's desk as well as a notice/communication for staff that assistive listening devices (phonic ears and FM systems) are available as a service for use at their meetings. 	<p>City of Kitchener – Legislative Services</p>	<p>2008</p>
<p>(B) Corporate Communications – Alternate Formats</p> <div data-bbox="844 1774 1331 1995" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p align="center">PLANNING & DEVELOPMENT</p> <p>Township</p> <p>File No. 20/08</p> </div>	<p>Joint</p> <ul style="list-style-type: none"> Work with CHS to develop an education/outreach plan to those who are deaf, deafened or hard of hearing about the accommodations available at the City (i.e. ASL, FM systems) With TextNet (currently in Waterloo and plans are being made for Kitchener), is it possible to develop a communication plan with the deaf community about this service. Is there a way to encourage staff to place the TextNet number on ads, notices and publications? <p>Kitchener</p> <ul style="list-style-type: none"> Continue to work on the implementation of TextNet. <p>Waterloo</p> <ul style="list-style-type: none"> Solicit more information from agencies representing persons with disabilities as to their clients' needs Develop communications strategy for staff and public on 	<p>City of Kitchener – Clerks City of Waterloo – Clerks and Corporate Services</p>	<p>2008</p>

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**CITY OF KITCHENER, CITY OF WATERLOO
2008 INITIATIVES**

ACCESSIBILITY INITIATIVE	ACTION	DEPARTMENT RESPONSIBLE	COMPLETION DATE
	process for requesting materials in alternate formats <ul style="list-style-type: none"> Review and plan for the requirements of the Customer Service regulation with respect to communication and alternate formats for materials. 		
2. TECHNOLOGICAL BARRIERS			
(A) Website Accessibility	Kitchener <ul style="list-style-type: none"> Plans for website overhaul that will make use of HTML code that is more reader friendly New site design will allow for font colour and size changes by the user. 	City of Kitchener – Information Technology	2008
3. POLICY/PRACTICE BARRIERS			
(A) Consideration of Accessibility in Grants & Services to Community Groups	Kitchener <ul style="list-style-type: none"> Continue to incorporate into the Community Investment Strategy. No actions planned 	City of Kitchener – Community Services	2008
(B) Recreation and Accessibility			
(C) Special Events	Joint <ul style="list-style-type: none"> Identify outcomes from the checklist used during the identified special events in 2007. Coordinate initiatives from the checklist in the Special Events manuals. 	City of Kitchener – Community Services (Special Events) City of Waterloo – Special Events	2008
(D) Employment	Joint <ul style="list-style-type: none"> Continue to work with community agencies to identify barriers to employment for persons with a disability. Review policies and practices with respect to recruitment 	City of Kitchener – Human Resources City of Waterloo – Human Resources	2008

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2008 INITIATIVES**

ACCESSIBILITY INITIATIVE	ACTION	DEPARTMENT RESPONSIBLE	COMPLETION DATE
(E) Snow Clearance	Joint and interviewing <ul style="list-style-type: none"> Continue to investigate options to improve snow clearance on sidewalks. 	City of Kitchener – Community Services (Operations), Corporate Services (Bylaw Enforcement), Communications City of Waterloo – Public Works, Bylaw	2008
(F) Designated Parking for Persons with Disabilities	Joint <ul style="list-style-type: none"> To investigate a coordinated parking strategy with the City of Kitchener and the City of Waterloo with regards to accessible parking for person with disabilities Presentation to Council of the results of the Parking By-law review. 	City of Kitchener – Bylaw Enforcement, Development and Technical Services, Community Services (Enterprise – Parking) City of Waterloo – Bylaw Enforcement, Public Works Services (Parking)	2009
(G) Accessible Design Guidelines	Joint <ul style="list-style-type: none"> Update the guidelines and present to Council for approval. 	City of Kitchener – Development and Technical Services (Planning) City of Waterloo – Development Services and Asset Management	2008
(H) Emergency Evacuation Strategies	Kitchener <ul style="list-style-type: none"> At outlying facilities, ensure that evacuation procedures consider persons with disabilities 	City of Kitchener – Community Emergency Management Program Committee (CEMPC)	2008

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**CITY OF KITCHENER, CITY OF WATERLOO
2008 INITIATIVES**

ACCESSIBILITY INITIATIVE	ACTION	DEPARTMENT RESPONSIBLE	COMPLETION DATE
	<ul style="list-style-type: none"> Develop communication cards to facilitate the transfer of information to persons who are deaf, deafened and hard of hearing. Review the feasibility of LED screens at facilities to communicate information about emergencies. 		
4. ATTITUDINAL BARRIERS			
(A) Staff Awareness Training	<p align="center">Joint</p> <ul style="list-style-type: none"> Review requirements under the Customer Service regulation. Identify areas for policy development within the Corporation. 	<p>City of Kitchener – Office of the CAO, Human Resources City of Waterloo – Human Resources, Clerks</p>	2008
5. PHYSICAL/ ARCHITECTURAL BARRIERS			
(A) Identification of Barriers in Facilities	<p align="center">Joint</p> <ul style="list-style-type: none"> Continue to plan for and work with the results of the Accessibility Audit Work with GRAAC to identify priority areas. 	<p>City of Kitchener – Facilities Management, Corporate Accessibility Steering Group City of Waterloo – Asset Management, Facilities Services</p>	

PLANNING DEPARTMENT

Township

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TOWNSHIP OF NORTH DUMFRIES

2007 GOALS AND ACTIONS

2008 INITIATIVES

PLANNING & DEVELOPMENT
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TOWNSHIP OF NORTH DUMFRIES

2007 GOALS AND ACTIONS

1. INFORMATION/COMMUNICATION BARRIERS

(A) ACCOMMODATIONS FOR PERSONS WHO ARE DEAF, DEAFENED OR HARD OF HEARING IN MUNICIPAL SERVICES

Goals:

- To carry out a "needs" analysis for American Sign Language (ASL) Interpreters at municipal Public Meetings
- To establish formal practices to accommodate persons who are deaf, deafened or hard of hearing in municipal services.

Actions:

- Accessibility Audit undertaken to help identify existing assistive listening devices as well as a need for any additional resources

Municipal Department Responsible: Clerks Department

(B) CORPORATE COMMUNICATIONS – ALTERNATE FORMATS

Goals:

- To provide municipal information in "alternate formats" to residents with disabilities.

Actions:

- None to date.

Municipal Department Responsible: Clerks Department

2. TECHNOLOGICAL BARRIERS

(A) WEBSITE ACCESSIBILITY

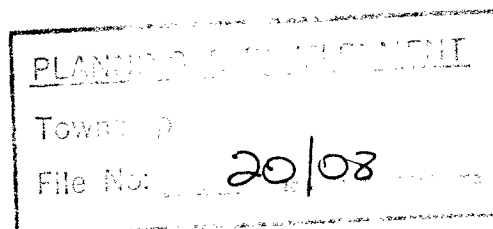
Goals:

- To assess the municipal website for accessibility to persons with disabilities.

Actions:

- None to date.

Municipal Department Responsible: Clerks Department



Township of North Dumfries 2007 Goals and Actions

3. POLICY/PRACTICE BARRIERS

(A) CONSIDERATION OF ACCESSIBILITY IN GRANTS AND SERVICES TO COMMUNITY GROUPS

Goals:

- To review, as part of the larger project with the Community Investment Strategy process, existing municipal grants and services to community groups in order to incorporate a statement of accessibility with regard to persons with disabilities.

Actions:

- None to date.

Municipal Department Responsible: Clerks Department

(B) RECREATION AND ACCESSIBILITY

Goals:

- To work with individuals and community groups and agencies to identify recreation gaps and needs for individuals with a disability so as to plan for recreation services and opportunities in the municipality.

Actions:

- A recreation study was completed to help further identify need for additional recreation facilities.

Municipal Department Responsible: Clerks Department

(C) SPECIAL EVENTS

Goals:

- To identify barriers to municipal special events.
- To create a tool kit so as to plan for accessibility at special events

Actions:

- None to date.

Municipal Department Responsible: Clerks Department

(D) EMPLOYMENT

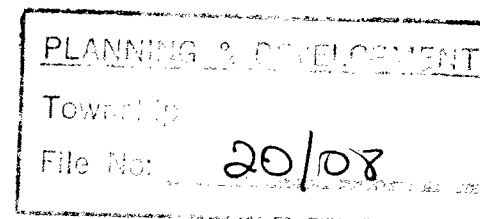
Goals:

- To identify barriers to employment for persons with disabilities and subsequently review current municipal employment policies and practices.

Actions:

- 1 Human Resource Accessibility meeting was attended by municipal staff.

Municipal Department Responsible: Clerks Department



Township of North Dumfries 2007 Goals and Actions

(E) SNOW CLEARANCE

Goals:

- To review snow clearance policies and practices in order to improve mobility for residents with disabilities.

Actions:

- Municipal sidewalks within the village of Ayr continue to have snow removal under a 2005 tendered contract with a private firm.

Municipal Departments Responsible: Clerks Department, Public Works

(F) DESIGNATED PARKING FOR PERSONS WITH DISABILITIES

Goals:

- To review the Designated Parking for Persons with Disabilities by-laws for accommodation.
- To create an inventory of the compliance with the current by-laws for Designated Parking in municipal lots.
- To follow-up on the recommendations of the Accessibility Audit with respect to parking.

Actions:

- The Municipality obtained legal consent to enforce and ticket illegally parked cars.
- A set fine for parking within a designated parking spot was increased to \$300.00

Municipal Department Responsible: By-Law Enforcement

(G) ACCESSIBLE DESIGN GUIDELINES

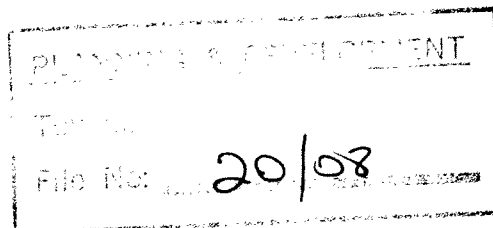
Goals:

- To adopt and put into practice the City of Kitchener Barrier Free Design Guidelines as found in the City of Kitchener Urban Design Standards and Practices

Actions:

- The Township of North Dumfries Site Plan Committee has had site plan applicants state on their plans that all aspects of the AODA would be adhered to, with the plan then being registered on title as such. All site plans were reviewed for all OBC min. requirements.

Municipal Departments Responsible: Planning Dept., Building Dept.



Township of North Dumfries 2007 Goals and Actions

(H) EMERGENCY EVACUATION STRATEGIES

Goals:

- To review emergency planning processes to ensure that evacuation plans for public facilities are accessible to persons with disabilities.

Actions:

- No action taken to date in this regard.

Municipal Departments Responsible: Clerks Department, Fire Department

4. ATTITUDINAL BARRIERS

(A) STAFF AWARENESS TRAINING

Goals:

- To review and educate staff regarding their obligations under the Ontarians with Disabilities Act, 2005, Customer Service Standard regulations.
- To develop a plan of action for compliance with the Customer Service Standard regulations.

Actions:

- No action taken to date in this regard

Municipal Department Responsible: Human Resources

5. PHYSICAL/ARCHITECTURAL BARRIERS

(A) IDENTIFICATION OF BARRIERS IN FACILITIES

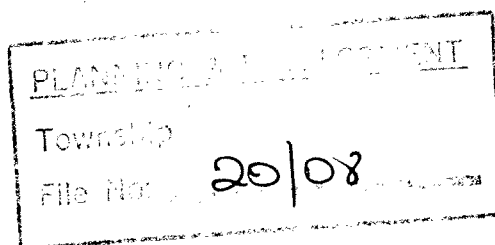
Goals:

- To undertake a comprehensive accessibility audit of municipal facilities in order to identify barriers to persons with disabilities.

Actions:

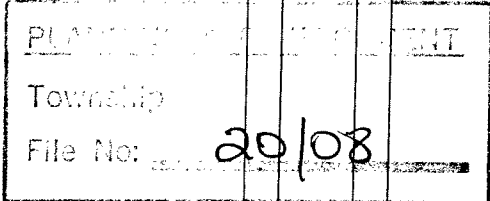
- Accessibility Audit completed for all municipally owned buildings, helping further identify all types of barriers within the identified buildings, and possible action to remedy these conditions.

Municipal Departments Responsible: Building Dept., Clerks Dept.



**TOWNSHIP OF NORTH DUMFRIES
2008 INITIATIVES**

ACCESSIBILITY INITIATIVE	ACTION	DEPARTMENT RESPONSIBLE	COMPLETION DATE
1. INFORMATION/ COMMUNICATION BARRIERS			
(A) Accommodation for Persons who are Deaf, Deafened or Hard of Hearing in Municipal Services	See Item 5		
(B) Corporate Communications – Alternate Formats			
2. TECHNOLOGICAL BARRIERS			
(A) Website Accessibility			
3. POLICY/PRACTICE BARRIERS			
(A) Consideration of Accessibility in Grants & Services to Community Groups			
(B) Recreation and Accessibility	Review and potential implementation of Accessibility Audit recommendations to improve existing facilities.	Recreation	2008 - 2012
(C) Special Events			
(D) Employment			
(E) Snow Clearance	Continued snow removal under the 2006 awarded contract.	Public Works	2009
(F) Designated Parking for Persons with Disabilities	Increased enforcement of designated parking spots within the village of Ayr.	By-Law Enforcement	Ongoing
(G) Accessible Design Guidelines	Continued site plan review and correction for accessibility requirements.	Planning Building	Ongoing



 PLANNING DEPARTMENT
 Township
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TOWNSHIP OF NORTH DUMFRIES
2008 INITIATIVES

(H) Emergency Evacuation Strategies			
4. ATTITUDINAL BARRIERS			
(A) Staff Awareness Training			
5. PHYSICAL/ ARCHITECTURAL BARRIERS			
(A) Identification of Barriers in Facilities	Review of Accessibility Audit for both potential costs and long term budgeting for the remediation and addition of both mandatory and best practice requirements / guidelines. Prioritize and attach guidelines for work to be completed	Clerks Building Treasury	2008

PLANNING & DEVELOPMENT
 Township
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TOWNSHIP OF WELLESLEY

2007 GOALS AND ACTIONS

2008 INITIATIVES

PLANNING
Township
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TOWNSHIP OF WELLESLEY

2007 GOALS AND ACTIONS

1. INFORMATION/COMMUNICATION BARRIERS

(A) ACCOMMODATIONS FOR PERSONS WHO ARE DEAF, DEAFENED OR HARD OF HEARING IN MUNICIPAL SERVICES

Goals:

- To carry out a "needs" analysis for American Sign Language (ASL) Interpreters at municipal Public Meetings
- To establish formal practices to accommodate persons who are deaf, deafened or hard of hearing in municipal services.

Actions:

- Enlarged Council table to bring Councillors closer to public, reducing physical separations between public and Council.

Municipal Department Responsible: Clerks

(B) CORPORATE COMMUNICATIONS – ALTERNATE FORMATS

Goals:

- To provide municipal information in "alternate formats" to residents with disabilities.

Actions:

- Large font hard copy written reports available upon request.
- Installed TTY phone in Municipal office.

Municipal Department Responsible: Clerks

2. TECHNOLOGICAL BARRIERS

(A) WEBSITE ACCESSIBILITY

Goals:

- To assess the municipalities' websites for accessibility to persons with disabilities.

Actions:

- Currently working on installing quick button on Municipal website for large font display.

Municipal Department Responsible: Clerks

PLANNING & DEVELOPMENT
Township
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Township of Wellesley 2007 Goals and Actions

3. POLICY/PRACTICE BARRIERS

(A) CONSIDERATION OF ACCESSIBILITY IN GRANTS AND SERVICES TO COMMUNITY GROUPS

Goals:

- To review, as part of the larger project with the Community Investment Strategy process, existing municipal grants and services to community groups in order to incorporate a statement of accessibility with regard to persons with disabilities.

Actions:

- None to date.

Municipal Department Responsible: Clerks

(B) RECREATION AND ACCESSIBILITY

Goals:

- To work with individuals and community groups and agencies to identify recreation gaps and needs for individuals with a disability so as to plan for recreation services and opportunities in the municipality.

Actions:

- Improved Recreation Guide/Community Services Guide.
- Consultation with Seniors Focus Group/Wellesley Community Health Centre concerning accessibility of information.

Municipal Department Responsible: Recreation and Clerks

(C) SPECIAL EVENTS

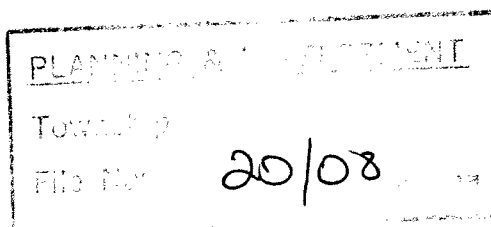
Goals:

- To identify barriers to municipal special events.

Actions:

- Installed temporary ramps, increased number of barrier free parking spots and installed signs for Apple Butter & Cheese Festival.

Municipal Department Responsible: Special Events/Volunteers



Township of Wellesley 2007 Goals and Actions

(D) EMPLOYMENT

Goals:

- To identify barriers to employment for persons with disabilities and subsequently review current municipal employment policies and practices.

Actions:

- Construction plans for Wellesley's new Municipal office addition include accessibility improvements. Construction to commence in 2008.

Municipal Department Responsible: Clerks

(E) SNOW CLEARANCE

Goals:

- To review snow clearance policies and practices in order to improve mobility for residents with disabilities.

Actions:

- Reviewing possibility of Municipality taking over snow removal from sidewalks in core settlement areas – Budget dependant decision for implementation.

Municipal Department Responsible: Public Works

(F) DESIGNATED PARKING FOR PERSONS WITH DISABILITIES

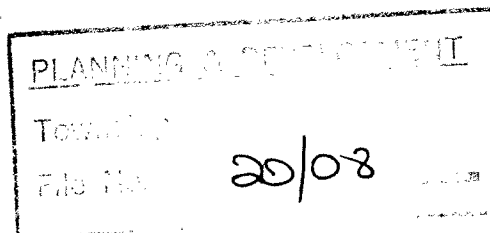
Goals:

- To review the Designated Parking for Persons with Disabilities by-laws for accommodation.
- To create an inventory of the compliance with the current by-laws for Designated Parking in municipal lots.
- To follow-up on the recommendations of the Accessibility Audit with respect to parking.

Actions:

- None to date.

Municipal Department Responsible: Bylaw Enforcement



Township of Wellesley 2007 Goals and Actions

(G) ACCESSIBLE DESIGN GUIDELINES

Goals:

- To adopt and put into practice the City of Kitchener Barrier Free Design Guidelines as found in the City of Kitchener Urban Design Standards and Practices

Actions:

- None to date.

Municipal Department Responsible: Clerks

(H) EMERGENCY EVACUATION STRATEGIES

Goals:

- To review emergency planning processes to ensure that evacuation plans for public facilities are accessible to persons with disabilities.

Actions:

- Under review by Fire Department.

Municipal Department Responsible: Fire Department

4. ATTITUDINAL BARRIERS

(A) STAFF AWARENESS TRAINING

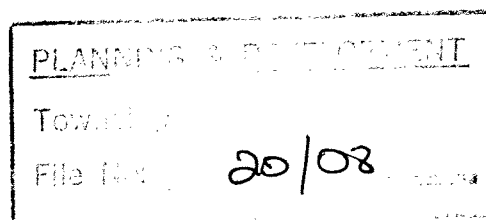
Goals:

- To review and educate staff regarding their obligations under the Ontarians with Disabilities Act, 2005, Customer Service Standard regulations.
- To develop a plan of action for compliance with the Customer Service Standard regulations.

Actions:

- None to date.

Municipal Department Responsible: Recreation and Clerks



Township of Wellesley 2007 Goals and Actions

5. PHYSICAL/ARCHITECTURAL BARRIERS

(A) IDENTIFICATION OF BARRIERS IN MUNICIPAL FACILITIES

Goals:

- To undertake a comprehensive accessibility audit of municipal facilities in order to identify barriers to persons with disabilities.

Actions:

- Audit completed by Consultant of all Municipal owned buildings.

Municipal Department Responsible: Clerks

PLANNING & DEVELOPMENT	
Township:	
File No.:	20/02

**TOWNSHIP OF WELLESLEY
2008 INITIATIVES**

ACCESSIBILITY INITIATIVE	ACTION	DEPARTMENT RESPONSIBLE	COMPLETION DATE
1. INFORMATION/COMMUNICATION BARRIERS			
(A) Accommodation for Persons who are Deaf, Deafened or Hard of Hearing in Municipal Services	To be scheduled in future years.		
(B) Corporate Communications – Alternate Formats	Large font hard copy reports are available upon request.	Clerks	2008
2. TECHNOLOGICAL BARRIERS			
(A) Website Accessibility	Installing quick button on Municipal website for increased font size.	Clerks	2008
3. POLICY/PRACTICE BARRIERS			
(A) Consideration of Accessibility in Grants & Services to Community Groups	To be scheduled in future years.		
(B) Recreation and Accessibility	Working on revisions to Community Service Guide to organize colour code and improve readability and content for disabled persons and seniors.	Recreation	2008
(C) Special Events	To be scheduled in future years.		
(D) Employment	Construction of new Municipal office addition incorporating barrier free standards and retrofit of existing facility included.	Clerks	2008
(E) Snow Clearance	New service for core areas – budget driven decision	Clerks/Public Works	2008
(F) Designated Parking for Persons with Disabilities	Enforce By-Law in new construction.	By-Law	2008

PLANNING & DEVELOPMENT
Township
File No: 20/08

TOWNSHIP OF WELLESLEY
2008 INITIATIVES

ACCESSIBILITY INITIATIVE	ACTION	DEPARTMENT RESPONSIBLE	COMPLETION DATE
(G) Accessible Design Guidelines	To be scheduled in future years.		
(H) Emergency Evacuation Strategies	Under review by Fire Department. Audit results implemented for emergency evacuation where deficiencies were noted.	Fire/Clerks	2008
4. ATTITUDINAL BARRIERS			
(A) Staff Awareness Training	Recreation to investigate training options for Recreation staff. All other staff members deal in some respect directly with GRACC.	Recreation	2008
5. PHYSICAL/ARCHITECTURAL BARRIERS			
(A) Identification of Barriers in Municipal Facilities	New office addition incorporating barrier free standards and remedial work from Audit. Budget driven decision to implement.	Clerks	2008

PLANNING & DEVELOPMENT
 Township
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TOWNSHIP OF WOOLWICH

2007 GOALS AND ACTIONS

2008 INITIATIVES

PLANBOOK OF COMMITTEES
Township
File No: <u>20/08</u>

TOWNSHIP OF WOOLWICH
2007 GOALS AND ACTIONS

1. INFORMATION/COMMUNICATION BARRIERS

(A) ACCOMMODATIONS FOR PERSONS WHO ARE DEAF, DEAFENED OR HARD OF HEARING IN MUNICIPAL SERVICES

Goals:

- To offer American Sign Language (ASL) Interpreters at large public forums of Township-wide interest

Actions:

- A policy of providing ASL Interpreters at large public forums of Township-wide interest was developed in 2006.

Municipal Department Responsible: Council and Information Services

(B) CORPORATE COMMUNICATIONS – ALTERNATE FORMATS

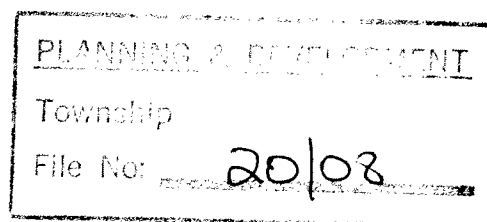
Goals:

- To provide municipal information in “alternate formats” to residents.
- To explore the option of TextNet for the Corporation. TEXTNET is a telephone service that integrates the telephone network, the local data network and the Internet to provide fully accessible text (TTY) communications for the deaf and hard of hearing. TEXTNET is a communication system for “real time” text chat and text messaging.

Actions:

- A policy for providing information in alternate formats was developed in 2006.
- Staff reviewed benefits of purchasing a TTY versus TextNet. Staff consulted with City of Waterloo on cost-sharing opportunities for TextNet. No action will be taken on this item until the move to the new administration office is complete (estimated to be September of 2008). Staff has ensured that the new building can accommodate the equipment.

Municipal Department Responsible: Council and Information Services



Township of Woolwich 2007 Goals and Actions

2. TECHNOLOGICAL BARRIERS

(A) WEBSITE ACCESSIBILITY

Goals:

- To assess the municipal website for accessibility to persons with disabilities.

Actions:

- The Township of Woolwich website became W3C compliant in 2006. Compliancy is tested monthly.

Municipal Department Responsible: Council and Information Services

3. POLICY/PRACTICE BARRIERS

(A) CONSIDERATION OF ACCESSIBILITY IN GRANTS AND SERVICES TO COMMUNITY GROUPS

Goals:

- To review existing municipal grants and services to community groups in order to incorporate a statement of accessibility with regard to persons with disabilities.

Actions: Completed.

Municipal Department Responsible: Council and Information Services

(B) RECREATION AND ACCESSIBILITY

Goals:

- To work with individuals and community groups and agencies to identify recreation gaps and needs for individuals with a disability so as to plan for recreation services and opportunities in the municipality.

Actions:

- Implemented the Personal Attendant for Leisure (PAL) Card in Woolwich Township. Established a reciprocal program with the Cities of Kitchener, Waterloo, Cambridge and Guelph. As of November 27th, five PAL cards had been issued.

Municipal Department Responsible: Recreation/Council and Information Services

(C) SPECIAL EVENTS

Goals:

- To identify barriers to municipal special events.

Actions:

- Woolwich participated in joint meetings to review accessibility of special events. The focus of the meetings was municipally-run special events.

PLANNING DEPARTMENT
Township
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Township of Woolwich 2007 Goals and Actions

- An accessible portable washroom was provided at the Canada Day celebration in Elmira.

Municipal Department Responsible: Council and Information Services

(D) EMPLOYMENT

Goals:

To identify barriers to employment for persons with disabilities and subsequently review current municipal employment policies and practices.

Actions:

- Human Resources staff person participated in training initiatives offered by the Canadian National Institute for the Blind and the Canadian Hearing Society.
- The new Municipal Office will be accessible for employees as well as the public.

Municipal Department Responsible: Human Resources

(E) SNOW CLEARANCE

Goals:

- To continue to review snow clearance policies and practices in order to improve mobility for residents with disabilities.

Actions:

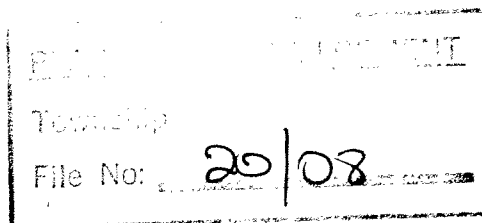
- All sidewalks in Elmira are plowed by a municipal contractor. Woolwich Council approved a sidewalk snowclearing by-law for all other settlements. A community service agency provides a user-pay snow shovelling service to qualifying households.

Municipal Department Responsible: By-law Enforcement, Engineering Division

(F) DESIGNATED PARKING FOR PERSONS WITH DISABILITIES

Goals:

- To review accessible parking design guidelines and follow-up on the recommendations of the Accessibility Audit with respect to parking.
- To incorporate accessible parking spaces into the municipal lots in the core of Elmira and at the Elmira Medical Clinic



Township of Woolwich 2007 Goals and Actions

Actions:

- Planning Staff incorporated accessible design guidelines into the Zoning By-law. The guidelines that were adopted were from the City of Kitchener Barrier Free Design Guidelines.
- Engineering staff looked at creating an accessible parking space outside the Elmira Medical Clinic but the street is too narrow to accommodate parking on both sides and two lanes of traffic.
- No action was taken to incorporate additional accessible parking spaces in the municipal lots, however, better snowclearing practices will ensure they are not used for snow storage in the winter.

Municipal Department Responsible: Engineering and Planning Services

(G) ACCESSIBLE DESIGN GUIDELINES

Goals:

- To adopt and put into practice the City of Kitchener Barrier Free Design Guidelines as found in the City of Kitchener Urban Design Standards and Practices

Actions:

- Planning Services staff distributes the Barrier-Free Design Guidelines as a best practice.

Municipal Department Responsible: Engineering and Planning Services

(H) EMERGENCY EVACUATION STRATEGIES

Goals:

- To review emergency planning processes to ensure that evacuation plans for public facilities are accessible to persons with disabilities.

Actions:

- The Red Cross completed an audit of evacuation sites in the Township of Woolwich in September. The sites audited were Elmira District Secondary School, Woolwich Township (St. Jacobs) Arena, Koinonia Christian Fellowship in Bloomingdale, Breslau Mennonite Church, Breslau Public School and the Elmira Arena/Community Centre. The information was provided to the Fire Chief.

Municipal Department Responsible: Protective Services

PLANNING SERVICES	Woolwich
Township	
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Township of Woolwich 2007 Goals and Actions

4. ATTITUDINAL BARRIERS

(A) STAFF AWARENESS TRAINING

Goals:

- To monitor training opportunities that would increase staff awareness of issues that affect persons with disabilities
- To develop a plan of action for compliance with the Customer Service Standard regulations.

Actions:

- Staff contacted an organization called Get Active Now, based in Kitchener, that has agreed to develop a sensitivity awareness training program commencing in spring of 2008.
- The AODA Customer Service standards were approved in September of 2007 and the Township of Woolwich has until January 1, 2010 to comply. A report was presented to Council on potential impacts of the new legislation. Most changes involve policy development and staff will ensure compliance.

Municipal Department Responsible: Council and Information Services

5. PHYSICAL/ARCHITECTURAL BARRIERS

(A) IDENTIFICATION OF BARRIERS IN MUNICIPAL FACILITIES

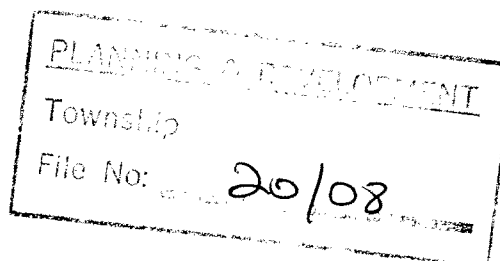
Goals:

- To undertake a comprehensive accessibility audit of municipal facilities in order to identify barriers to persons with disabilities.
- To implement accessible features into new buildings designed in 2007 and future years

Actions:

- The accessibility study was completed by the Herrington Group at the end of 2006 and the results received early in 2007. Recreation and Facilities Services received the audit results and will develop an implementation plan.
- The Grand River Accessibility Advisory Committee's site plan sub-committee reviewed and commented on the site plans for the Maryhill community centre and the Memorial Centre.

Municipal Department Responsible: Recreation and Facilities Services



TOWNSHIP OF WOOLWICH
2008 INITIATIVES

ACCESSIBILITY INITIATIVE	ACTION	DEPARTMENT RESPONSIBLE	COMPLETION DATE
1. INFORMATION/COMMUNICATION BARRIERS			
(A) Accommodation for Persons who are Deaf, Deafened or Hard of Hearing in Municipal Services	Policy for ASL Interpreters at large public forums of Township-wide interest continues	Council and Information Services	Ongoing
(B) Corporate Communications -- Alternate Formats	Information authored by the Township will continue to be available in alternative formats upon request and with adequate notice.	Council and Information Services	Ongoing
2. TECHNOLOGICAL BARRIERS			
(A) Website Accessibility	Monthly monitoring of W3C compliancy will continue.	Council and Information Services	Ongoing
3. POLICY/PRACTICE BARRIERS			
(A) Consideration of Accessibility in Grants & Services to Community Groups	Grants policy now requires groups to include a statement on grant applications about how the organization accommodates accessibility.	Council and Information Services	Ongoing
(B) Recreation and Accessibility	PAL Card program to continue.	Council and Information Services/ Recreation Services	Ongoing
(C) Special Events	Provide an accessible washroom at the Canada Day event	Recreation Services	2008
(D) Employment	New Municipal office will improve accessibility for residents and employees.	Facilities Services	2008-2009
(E) Snow Clearance	Continued response to public commentary. Snowclearing by-law will be reviewed for areas of improvement.	Engineering Services	Ongoing

PLANNING & DEVELOPMENT
Township
File No. 20/08



TOWNSHIP OF WOOLWICH
2008 INITIATIVES

ACCESSIBILITY INITIATIVE	ACTION	DEPARTMENT RESPONSIBLE	COMPLETION DATE
(F) Designated Parking for Persons with Disabilities	Enforce By-Law in new construction. Review municipal lots for adequate spaces. Will review downtown Elmira in terms of need for accessible drop-off spot. Review will include location, width and signage.	By-Law	2008
(G) Accessible Design Guidelines	City of Kitchener Design Standards will continue to be distributed to developers as a best practice. Awaiting City of Kitchener Council adoption of the standards before Woolwich Township Council is asked to adopt them as a formal practice.	Planning Services	Ongoing
(H) Emergency Evacuation Strategies	Under review by Fire Department. Audit results implemented for emergency evacuation where deficiencies were noted.	Fire/Clerks	2008
4. ATTITUDINAL BARRIERS			
(A) Staff Awareness Training	Will investigate training options for Recreation staff including fitness instructors. Will review AODA Customer Service Standard for what needs to be done to comply.	Recreation	2008
5. PHYSICAL/ARCHITECTURAL BARRIERS			
(A) Identification of Barriers in Municipal Facilities	New office addition incorporating barrier free standards and remedial work from Audit. GRAAC will be given the opportunity to review the results of the accessibility audit of existing municipal facilities that was undertaken at the end of 2006/beginning of 2007. Will develop a multi-year work plan and budget for future initiatives.	Clerks/Facilities	2008

PLANNING & DEVELOPMENT
Township
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