



TOWN OF
WHITCHURCH-STOUFFVILLE

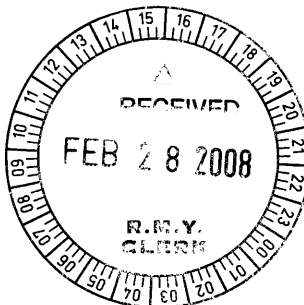
**REGION OF YORK
CLERK'S OFFICE**

FILE No. -

P14

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February 25th, 2008

The Regional Municipality of York
Mr. Denis Kelly, Regional Clerk
17250 Yonge Street, Box 147
Newmarket, Ontario
L3Y 6Z1

Dear Mr. Kelly:

**RE: TOWN OF WHITCHURCH-STOUFFVILLE - 2008 ACCESSIBILITY PLAN
(C10-LS & C11)**

Please be advised that the above-noted matter was placed before Council at its meeting held on February 19th, 2008.

It was the decision of the Council, at that time, to pass the following resolution:

- 1) THAT Council approve the Town of Whitchurch-Stouffville 2008 Accessibility Plan.
- 2) AND FURTHER THAT the Town of Whitchurch-Stouffville 2008 Accessibility Plan be circulated to the Region of York Accessibility Advisory Committee; the Town of Whitchurch-Stouffville Accessibility Advisory Committee; the Accessibility Working Group; and posted on the Town Website for public information.

Yours truly,

Mrs. Michele Kennedy, B.A., C.M.O.
Town Clerk

Attachment: Copy of 2008 Accessibility Plan

MK/sw



**TOWN OF
WHITCHURCH-STOUFFVILLE
2008 ACCESSIBILITY PLAN**

Town Council Approved February 19, 2008

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1. EXECUTIVE SUMMARY

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025, by developing, implementing and enforcing accessibility standards. The Act would also provide for the involvement of people with disabilities, representatives of sectors of the economy and the Government of Ontario in the development of accessibility standards.

In 2007, three accessibility standards were developed by the Ministry of Community and Social Services in the areas of communications and information, the built environment, and employment. In addition, an accessibility standard in transportation was posted for public review in June, 2007.

In 2001, when the ODA was enacted all municipalities were mandated to prepare annual accessibility plans. To this end, the Town of Whitchurch-Stouffville has prepared five (5) annual Accessibility Plans and has now prepared the 2008 Annual Accessibility Plan. This Accessibility Plan continues to provide for people with disabilities and their full participation in the life of the province through the identification, removal and prevention of barriers within Town facilities and services.

2. AIM

The aim of the 2008 Accessibility Plan is to outline measures that the Town of Whitchurch-Stouffville will take during 2008 to identify, remove and prevent barriers to all citizens in accessing Town of Whitchurch-Stouffville facilities and services.

3. OBJECTIVES

- To describe the process by which the Town of Whitchurch-Stouffville will identify, remove and prevent barriers to people with disabilities.
- To review 2007 efforts to remove and prevent barriers to people with disabilities.
- To identify the facilities, policies, programs, practices, and services that the Town of Whitchurch-Stouffville will review in the coming year to identify barriers to people with disabilities.
- To describe the measures the Town of Whitchurch-Stouffville will take in the coming year to identify, remove and prevent barriers to people with disabilities.

- To outline the process of how the Town of Whitchurch-Stouffville will make this Accessibility Plan available to the public.

4. DESCRIPTION OF THE TOWN OF WHITCHURCH-STOUFFVILLE

The Town of Whitchurch-Stouffville was created in 1971 with the formation of the Region of York. At that time, the Village of Stouffville was incorporated into the Town of Whitchurch-Stouffville, including the surrounding hamlets of Bethesda, Bloomington, Ballantrae, Ringwood, Vandorf, Gormley, Cedar Valley, Musselman's Lake and Lemonville.

The current population of the Town is 28,000 and is projected to increase to approximately 37,000 by 2011 and to 50,000 by 2021. A majority of the population growth will be concentrated in the existing urban area of Stouffville.

The Town is responsible for the delivery of municipal services provided by the following departments:

- | | |
|------------------------|--------------------|
| • Treasury | • Leisure Services |
| • Clerks | • Library |
| • Development Services | • Museum |
| • Public Works | • Fire |

5. COMMITMENT TO ACCESSIBILITY PLANNING

The Ontarians with Disabilities Act, 2001 (ODA) required Council to:

- Establish an Accessibility Advisory Committee
- Adopt an Annual Accessibility Plan based on the recommendation of the Accessibility Advisory Committee
- Ensure implementation of the Plan by staff on an annual basis
- Develop and approve Terms of Reference that clearly outlines the duties of the Accessibility Advisory Committee. In addition, the Accessibility Advisory Committee has been appointed and is functioning and meeting on a regular basis.

The Council of the Town of Whitchurch-Stouffville is committed to:

- The continual improvement of access to municipal facilities, programs and services for those with disabilities
- The provision of quality services to all members of the community with disabilities.

On an annual basis, the Accessibility Working Group has been authorized to prepare an Accessibility Plan that will enable the Town of Whitchurch-Stouffville to meet these commitments.

The recommended initiatives of the Annual Accessibility Plan will be considered, evaluated, and approved within the context of Town Capital and Operating Budget Approval.

6. THE ACCESSIBILITY WORKING GROUP

MEMBERS OF THE ACCESSIBILITY WORKING GROUP

NAME	DEPARTMENT	CONTACT INFORMATION
Chris Powers	Fire	905-640-9595 chris.powers@townofws.com
Carolyn Nordheimer	Library	905-642-7323, ext. 223 cnordheimerjames@whitchurch-library.on.ca
Ruth Armstrong	Treasury	905-640-1910, ext. 238 ruth.armstrong@townofws.com
Susan Winn	Clerks	905-640-1910, ext. 0 susan.winn@townofws.com
Dorie Billich	Museum	905-727-8954 1-888-290-0337 dorie.billich@townofws.com
Dianne Carnrite	Public Works	905-640-1910, ext. 261 dianne.carnrite@townofws.com
Jack Boonstra	Development Services	905-640-1910, ext. 250 jack.boonstra@townofws.com
Cindy Elder	Leisure Services	905-640-1910, ext.293 cindy.elder@townofws.com

Rob Raycroft	Leisure Services	905-640-1910, ext. 290 rob.raycroft@townofws.com
Gary Sumner	Human Resources	905-640-1910, ext. 267 gary.sumner@townofws.com
Heather Andrews	Accessibility Advisory Committee	905-640-3185 heatherandrews@rogers.com

7. ROLES AND RESPONSIBILITIES

Together, many groups and individuals will provide careful input and review into the continual development of the Annual Accessibility Plan. Each individual plays an important role in assisting the Town in fulfilling its legislated mandate to identify, remove and prevent barriers to persons with a disability.

The following is a brief description of the roles of individuals and groups involved in this process.

Town Departments

- develop their own section of the Annual Accessibility Plan
- ensure that commitments outlined in their section are implemented
- review their section on an annual basis and continue to address the removal of barriers as they are identified

Accessibility Advisory Committee

- provide feedback to Council regarding the Annual Accessibility Plan including the implementation and effectiveness of the Plan to ensure that its objectives are met
- advise Council on the accessibility of buildings that the Town owns or operates
- advise Council on issues of concern to persons with disabilities and assist with strategies for their elimination

Council

- select and appoint members to the Accessibility Advisory Committee
- provide direction to the Accessibility Advisory Committee and Town staff on the implementation and review of the Annual Accessibility Plan

- as part of the Town Capital and Operating Budget process, annually review and adopt the Accessibility Plan as presented by the Accessibility Working Group

Accessibility Working Group Co-ordinator

- liaise with members of the Accessibility Working Group to consolidate department submissions in the creation of the Annual Accessibility Plan

Accessibility Working Group Members

- contribute to the development and consolidation of the Town Plan through consultation with department staff on recent department initiatives to remove and prevent barriers to the disabled and to identify barriers to be addressed in the forthcoming year and beyond
- list by-laws, policies, services, programs and practices to be reviewed by the Town in the forthcoming year
- determine a department strategy for barrier removal on an annual basis
- ensure that department measures for the removal of barriers are incorporated into the Town's annual budgetary process
- maintain communication with the Region, other municipalities and stakeholders to share information on accessibility planning initiatives

8. BARRIER REMOVALS COMPLETED IN 2007

In 2007, the Town of Whitchurch-Stouffville implemented a number of initiatives to make Town facilities, programs and services more accessible. These achievements are listed below by Department:

CLERK'S DEPARTMENT

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Receptionist's Orientation of those with Disabilities	Attitudinal		Through a conscious effort, the Town Receptionist provided orientation to persons with disabilities

DEVELOPMENT SERVICES

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Interrupted Access Network of Sidewalks between New and Existing Roads	Physical	Physical	Co-ordinated with subdivision developers and site plan applicants to complete sidewalk networks
Compliance of Existing Zoning and Site Plan Control By-Laws with New Accessibility Requirements and Initiatives	Informational/ Physical	Physical	Consultant was retained/Update of By-law is on-going
Timely Approval of Building Permits due to Incomplete Information Submitted at Time of Application	Technological/ Communicational	Physical/ Sensory	Made previously completed checklist available on the Town's Web Page
Building Permit Checklist - Checklist is to be Tailored to Address Accessibility Needs. Matrix to be Reviewed and Incorporated if able or When Applicable	Technological/ Communicational		Example checklist was incorporated into Building Permit process

FIRE DEPARTMENT

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Main Street Fire Station Accessibility	Architectural/ Physical	Physical	Incorporated accessibility requirements into architectural design of New Fire Station
Station 52	Architectural/ Physical	Physical/ Sensory	Installed new sign with lighting at Station 52

HUMAN RESOURCES

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Staff Training	Communicational/ Attitudinal		Conducted corporate sensitivity training sessions to develop a staff understanding and sensitivity to persons with disabilities

LEISURE SERVICES

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Old Town Offices at 19 Civic Avenue Not Wheelchair Accessible	Physical/ Architectural	Physical	Incorporated accessibility into architectural design
Council Chambers	Communicational/ Architectural	Physical/ Sensory	Equipped the Council Chambers with hearing and visual aids
Program Accessibility Integration Delivery	Policy/Practice		Continued the expansion of program delivery involving individuals with special needs by: • Internet Registration (partial implementation) • Inclusion training for part-time staff • Promoted/ encouraged the public to contact Leisure Services Staff who act as inclusion recreation resources for those with special needs in finding the best recreational programming fit • Expansion of the adapted aquatics program to enable increased participation • Special accommodations to allow special needs school groups to participate at the pool • Use of photos of individuals with special needs in promotional materials to promote positive awareness

Park Trail Accessibility	Physical/ Architectural	Physical	Continued to introduce and enhance existing trails throughout Town-owned parks and open spaces to facilitate those with accessibility requirements
Arena Washroom Accessibility	Physical/ Architectural	Physical	Converted two washrooms in the Multi-purpose room to accessibility standard
Arena Entrance Doors	Physical/ Architectural	Physical	Installed accessible, power-assisted sliding doors at main entrance (north side)

LIBRARY

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Computer Keyboards	Physical	Physical	8 computer keyboards were replaced with ones that are black with white letters
Communication	Physical	Physical/ Sensory	1 staff member trained in American Sign Language
Programming Enhancement	Communicational		Story-time programs include stories addressing children with disabilities
Paws to Read Program Initiative	Communicational		Children with social issues read stories to dogs

MUSEUM

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Brown House Entry to Main Floor is Not Barrier-free Accessible	Architectural/ Physical	Physical	An interim budget allocation is included in the Museum's Five-Year Forecast for 2012. Further investigation/design will be undertaken once the Visitor Centre construction is completed.

Washrooms are Not Barrier-free	Architectural/ Physical	Physical	It was determined not to be feasible to renovate existing washrooms in the heritage buildings. Barrier-free washrooms will be provided with the construction of the Visitor Centre scheduled for 2010/11.
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PUBLIC WORKS

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Uneven Interlocking on Main Street (Business Improvement Area)	Physical	Physical	Completed spot interlocking repairs
Uneven Sidewalks	Physical	Physical	Completed the repair of several sections of sidewalk throughout downtown Stouffville

TREASURY

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Cashier Counter Inaccessible to Persons in a Wheelchair (General Public)	Architectural	Physical	A section of the front door next to the main counter was lowered to provide a window for wheelchair accessibility

9. NEXT STEP: IDENTIFYING BARRIERS

Barrier Identification

The Accessibility Working Group utilized the following approach to identifying barriers:

- researched previously identified barriers
- brain stormed / solicited staff contributions in all service areas of known and suspected barriers

In the Barrier Identification Process, the Accessibility Working Group focussed on the following areas to determine which barriers it will work to remove or prevent each year.

- Physical Facilities
- Site Planning
- Service and Program Delivery to Staff
- Service and Program Delivery to the Public
- Procurement Policies and Practices
- Interviewing, Hiring, Promotion, and Other Human Resources Policies and Practices
- Technologies
- Information and Communication Infrastructures
- Customer Service for People with Disabilities

9.1 BARRIER IDENTIFICATION IN 2008

CLERK'S DEPARTMENT

Barrier	Type of Barrier	Strategy for Removal	Timing
General Environment	Attitudinal/Visual	Clerk's Department Staff to assist the Town Receptionist by offering front-line assistance to persons with disabilities	2008
Visual Accessibility of Town's Website and Key Publications for Persons with Reduced Vision	Visual / Communicational	Review organization, content and usability of the Town's website, key publications and other key information produced by the Town against guidelines set by the CNIB and where appropriate, amend to improve access for persons with reduced vision	2008 and Ongoing

Council and other Public Meeting Participation for Persons with Disabilities	Communicational Policy/ Practice	Promotion of availability of assistive listening devices for Council and other public meetings to enhance participation for persons with reduced hearing ability Proposed by-law includes requirement that Town committees adequately address participation needs of persons with disabilities, including the requirement that meetings be held in physically accessible venues	2008 and ongoing
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DEVELOPMENT SERVICES

Barrier	Type of Barrier	Strategy for Removal	Timing
Interrupted Access Network of Sidewalks between New and Existing Roads	Physical	Co-ordinate with subdivision developers and site plan applicants to complete sidewalk networks	2008
Providing Federal and Provincial Regulations Affecting Building Permit Applications	Technological/ Communicational	Incorporate BizPal (provided by Service Ontario) into Town Web page to provide building permit applicants with "one stop" shopping for provincial, federal and municipal regulations associated with building permit applications	2008
Improving Accessibility Recognition in Site Plan Applications	Technological/ Communicational	Include Accessibility Committee document "Four Easy Steps" in all Site Plan Control applications	2008
Planning/By-law Information in Connection with Specific Properties is in Various Locations and Time Consuming to Access	Informational/ Physical/ Technological/ Communicational	Institute enhanced Property Management System to integrate all sources of information into a single software package	2008

Compliance of Existing Zoning and Site Plan Control By-Laws with New Accessibility Requirements and Initiatives	Informational/ Physical	Consultant has been retained. Update of By-law is on-going	2008
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FIRE

Barrier	Type of Barrier	Strategy for Removal	Timing
Main Street Fire Station Accessibility	Architectural/ Physical	New building design/construction scheduled for 2008/2009 will incorporate accessibility requirements	2008-2009
Emergency Preparedness	Policy/Practice	Workshop on Emergency Preparedness - for people with disabilities	March, 2008

HUMAN RESOURCES

Barrier	Type of Barrier	Strategy for Removal	Timing
Staff Training	Communication/ Attitudinal	Corporate sensitivity training refresher session to foster a staff understanding and sensitivity to persons with disabilities	2008
Staff Customer Service and Employment Standards	Communication/ Attitudinal	Incorporate Ministry of Community and Social Services regulatory standards on customer service and employment	2008

LEISURE SERVICES

Barrier	Type of Barrier	Strategy for Removal	Timing
Old Town Offices at 19 Civic Avenue Not Wheelchair Accessible	Physical/ Architectural	Facility Construction will incorporate barrier-free access standards	2008

Rupert Park Improvement Project	Physical/ Architectural	Enhance park accessibility through pathways to active facilities; install accessible picnic tables	2008
Program Accessibility Integration Delivery	Policy/Practice	Continue expansion of program delivery involving individuals with special needs by: • Internet Registration (partial implementation) • Update Camp Staff training to include Crisis Prevention and Intervention (CPI) and other awareness training • Whistle radio show involvement on positive stories and inclusion opportunities for those with special needs to promote positive awareness and educate the public	2008
Leisure Centre Accessibility Parking	Physical/ Architectural	Review accessible parking location and install additional curb cut to improve accessibility, further enabling a car/van to drop someone off right by the front entrance	2008
Parks	Physical/ Architectural	Continue to introduce and enhance existing trails throughout Town-owned parks and open spaces to facilitate those with accessibility requirements	On-going
Town Office Washrooms	Communicational/ Architectural	Strobe lights to be installed in the washrooms to modify fire alarm system for the deaf and deafened	2008

LIBRARY

Barrier	Type of Barrier	Strategy for Removal	Timing
Computer Keyboards	Physical	5 computer keyboards to be replaced with ones that are black with white letters	2008
Communication	Physical	1 staff member to take advanced training in American Sign Language	2008
Re-design of Library Website	Physical/ Sensory	Re-design of Library Website to feature large print and black background with white lettering features	2008
Partnership with Leisure Services Dept. (Programming)	Policy/ Communicational	Further existing partnership with Leisure Services Programming Staff at the Leisure Centre through offering shared Aquatic and Library programs to children with disabilities	2008
Relocation of Audio Books	Physical	The relocation of audio books to lower shelves to be investigated	2008

MUSEUM

Barrier	Type of Barrier	Strategy for Removal	Timing
Bogart Town Schoolhouse Front Door is Too Heavy for Some to Open	Architectural/ Physical	An automatic door opener will be installed	2008
Access to the Temporary Exhibition Gallery and Washrooms is Not Barrier-free	Architectural/ Physical	Construction of the new Visitor Centre will provide barrier-free access to all public washrooms, programming areas, exhibitions galleries, and circulation areas within the Visitor Centre Complex	Development of a final design will be undertaken in 2008/9 with construction anticipated in 2010/11

PUBLIC WORKS

Barrier	Type of Barrier	Strategy for Removal	Timing
Spot Interlocking Repair to Main Street (Business Improvement Area)	Physical	Continue with repairs to interlocking brick in Downtown Stouffville	2008
Audible Count-down Pedestrian Signal	Physical	Install new equipment for visual and hearing impaired at Main Street/Market St/Mill St.	2008
No Sidewalk	Physical	New sidewalk installation on Main Street between Eastern Gate and Harding Gate	2008

TREASURY

Barrier	Type of Barrier	Strategy for Removal	Timing
Cashier Counter's Glass Counter was Removed in 2007 to Enhance Communication for People with Disabilities; However, a Security Problem has now been Identified	Architectural	Introduce a security feature to this counter which still allows wheelchair access	2008

10. REVIEW AND MONITORING PROCESS

The Working Group will meet twice annually to review the progress of barrier removal initiatives and to update the Accessibility Plan relative to Departmental operations and annual budget deliberations.

11. COMMUNICATION OF THE PLAN

Copies of this plan are available at the Municipal Offices and on the Town of Whitchurch-Stouffville's Website.

12. GLOSSARY OF KEY TERMS AND DEFINITIONS

Barrier

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 (obstacle).

Barrier Identification Process

Any process or methodology used to determine what barriers exist, where barriers exist and other information. Examples of a barrier identification process may include surveys, audits or customer feedback.

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 physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a development disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (handicap)

Types of Disability and Functional Limitations

A person's disability may make it physically or cognitively hard to perform everyday tasks. Listed below are different kinds of disabilities and the effects of these limitations on an individual's ability to perform everyday tasks.

1. Physical

Physical disabilities include minor difficulties moving or co-ordinating a part of the body, muscle weakness, tremors and in extreme cases, paralysis in one or more parts of the body. Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendinitis.

Physical disabilities affect an individual's ability to

- Perform manual tasks, such as hold a pen, grip and turn a key, type on a keyboard, click a mouse button, and twist a doorknob
- Control the speed of one's movements
- Co-ordinate one's movements
- Move rapidly
- Experience balance and orientation
- Move one's arms or legs fully, e.g., climb stairs
- Move around independently, e.g., walk any distance, easily get into or out of a car, stand for an extended period
- Reach, pull, push or manipulate objects
- Have strength or endurance

2. Sensory

Hearing

Hearing loss includes problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness. A person who is deaf, deafened or hard-of-hearing may be unable to use a public telephone, understand speech in noisy environments, or pronounce words clearly enough to be understood by strangers.

Speech

Speech disability is a partial or total loss of the ability to speak. Typical voice disorders include problems with

- Pronunciation
- Pitch and loudness
- Hoarseness or breathiness
- Stuttering or slurring

Vision

Vision disabilities range from slightly reduced visual acuity to total blindness.

A person with reduced visual acuity may have trouble reading street signs, recognizing faces, or judging distances. They might find it difficult to manoeuvre, especially in an unfamiliar place. He or she may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night, or require bright lights to read. Most people who are legally blind have some vision.

Deaf-blind

Deaf-blindness is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living. Deaf-blind disabilities interfere with communication, learning, orientation and mobility.

Smell

Smell disability is the inability to sense, or a hypersensitivity to, odours and smells.

A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

Taste

Taste disability limits the ability to experience the four primary taste sensations: sweetness, bitterness, saltiness and sourness. A person with a taste disability may be unable to identify ingredients in food, spoiled food, or noxious substances.

Touch

Touch disability alters the ability to sense surfaces and their texture or quality, including temperature, vibration and pressure. Touching sensations may be heightened, limited, absent (numbness), or may cause pain or burning. A person with a touch disability may be unable to detect (or be insensitive to) heat, cold or changing temperatures. Alternatively, a person with a touch disability may be hypersensitive to sounds, physical vibrations, or heated surfaces or air.

3. Cognitive

Intellectual

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (e.g., Downs Syndrome), exposure to environmental toxins (as in Fetal Alcohol Syndrome), brain trauma and psychiatric conditions.

A person with an intellectual disability may have difficulty with

- Language: understanding and using spoken or written information
- Concepts: understanding cause and effect
- Perception: taking in and responding to sensory information
- Memory: retrieving and recognizing information from short or long-term memory
- Recognizing problems, problem solving and reasoning

Mental Health

There are three main kinds of mental health disabilities:

- Anxiety: a state of heightened nervousness or fear related to stress
- Mood: sadness or depression
- Behavioural: being disorganized; making false statements or inappropriate comments; telling distorted or exaggerated stories

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behaviour; be perceived as being pushy or abrupt; start laughing or get angry for no apparent reason.

Learning

Learning disabilities are disorders that affect verbal and non-verbal information acquisition, retention, understanding, processing, organization and use. People with learning disabilities have average or above-average intelligence, but take in information, retain it, and express knowledge in different ways. Learning disabilities affect reading comprehension and speed; spelling; the mechanics of writing; manual dexterity; math computation; problem solving; processing speed; the ability to organize space and manage time; and orientation and wayfinding.

4. Other

Disabilities result from other conditions, accidents, illnesses and diseases, including ALS (Lou Gehrig disease), asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke, and joint replacement.

5. Barrier Types

An example of each of the different kinds of barriers is shown below:

BARRIER TYPE	EXAMPLE
Physical	A door knob that cannot be operated by a person with limited upper-body mobility and strength
Architectural	A hallway or door that is too narrow for a wheelchair or scooter
Informational	Typefaces that are too small to be read by a person with low-vision
Communicational	A professor who talks loudly when addressing a deaf student
Attitudinal	A receptionist who ignores a customer in a wheelchair
Technological	A paper tray on a laser printer that requires two strong hands to open
Policy/Practice	A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly

6. Where to look for Barriers?

Where to look for barriers for people with disabilities:

The Built Environment

• Exterior to a building	• Cubicles
• Interior of a building	• Washrooms
• Parking areas	• Cafeterias

• Drop-off zones	• Elevators
• Hallways	• Escalators
• Floors	• Stairs
• Carpets	• Stairwell
• Lobbies	• Closets
• Reception areas	• Storage closets
• Offices	• Lighting

Physical

• Furniture	• Windows
• Work stations	• Planters
• Chairs	• Bathroom hardware
• Doors	• Locks
• Door knobs	• Security systems

Information

• Books	• Forms
• Printed information / Brochures	• Manuals
• Web-based resources	• Fax transmissions
• Signage	• Equipment labels
• Bulletin boards	• Computer screens

Policies and Practices

• Procurement and purchasing	• Promotion
• Job Postings	• By-laws
• Hiring	• Regulations
• Interviewing	• Rules
• Testing	• Protocols
• Meetings	• Safety and evacuation

Technological

• Computers	• Fax machine
• Operating systems	• Telephones
• Standard software	• TTY's
• Proprietary software	• Photocopiers
• Web sites	• Appliances
• Keyboards	• Control panels

• Mice	• Switches
• Printers	•

Recreational Facilities

• Playgrounds	• Picnic areas.
• Gymnasiums	• Tracks (indoors and outdoors)
• Swimming pools	• Playing fields
• Change rooms	• Climbing bars
• Theatres	• Gymnasium equipment
• Auditoria - audience	• Toys
• Auditoria - stage	• Library

Communication

• Training	• Public announcements
• Receptionists	• Security staff

Tools

• Hand tools, manual	• Machinery
• Hand tools, electrical	• Carts and dollies

Service Delivery

• In person	• By e-mail
• By telephone	• Via the Web
• By mail	

Transportation

• Buses	• Water craft (e.g., ferries)
• Trains	• Cars
• Aircraft	• Van

Taken from: A Guide to Annual Accessibility Planning Page