



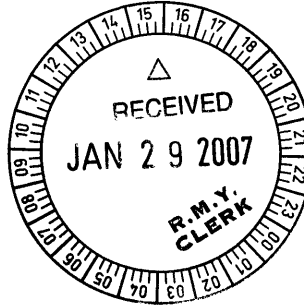
TOWN OF
WHITCHURCH-STOUFFVILLE
"COUNTRY CLOSE TO THE CITY"

37 SANDIFORD DRIVE, 4TH FLOOR
STOUFFVILLE, ONTARIO L4A 7X5

MAIN SWITCHBOARD (905) 640-1900
(905) 895-2423
AUTOMATED LINES (905) 640-1910
(905) 895-5299
FAX (905) 642-1941

January 24, 2007

The Regional Clerk's Office
The Regional Municipality of York
17250 Yonge Street
Newmarket, Ontario
L3Y 6Z1



REGION OF YORK
CLERK'S OFFICE

FILE No. *p14*

Attn: Regional Clerk

Re: 2007 Town of Whitchurch-Stouffville Accessibility Plan

→ J. Simmons

Dear Sir/Madam:

Please find enclosed, a copy of the Town of Whitchurch-Stouffville 2007 Accessibility Plan recently passed by Town Council in January of this year. We would appreciate you passing this document along to the Region of York Accessibility Advisory Committee for their records.

Thank you kindly in advance of your help.

Kindest regards,

Cindy Elder
Administrative Clerk
Leisure Services Dept.



**TOWN OF
WHITCHURCH-STOUFFVILLE
2007 ACCESSIBILITY PLAN**

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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 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 four (4) annual Accessibility Plans and has now prepared the 2007 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 2007 Accessibility Plan is to outline measures that the Town of Whitchurch-Stouffville will take during 2007 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 2006 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 25,000 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
- Clerks
- Development Services
- Public Works
- Leisure Services
- Library
- Museum
- 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

Tom Graham	Leisure Services	905-640-1910, ext. 289 tom.graham@townofws.com
Heather Andrews	Accessibility Advisory Committee	905-640-3185 heather.andrews@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 2006

In 2006, 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 has made a concerted effort to orientate persons with disabilities

DEVELOPMENT SERVICES

Barrier Identified	Barrier Type	Disability Type	How the Barrier was addressed
Compliance of existing Zoning and Site Plan Control By-Laws with new accessibility requirements and initiatives	Informational / Physical		Consultant was retained – update of By-law is ongoing
Timely Approval of Building permits due to incomplete information submitted at time of application	Technological / Communicational		Introduced a comprehensive checklist of requirements/ information that could be supplied with each application for a building permit to ensure completeness of submission
Building Permit Checklist - Checklist is to be tailored to address accessibility needs	Technological/ Communicational		Ongoing – Example checklist was obtained and will be incorporated into Building Permit process

FIRE DEPARTMENT

Barrier Identified	Barrier Type	Disability Type	How the Barrier was addressed
Traditional Hires	Attitudinal	Review hiring strategies for 'non-suppression' positions	Considering alternative roles and qualifications for volunteers in support functions (public education, incident command support, etc.) that would have less demanding physical requirements. (On-going)
High Visibility of Outdoor Signage	Architectural/Physical		New sign with lighting designed for Station 52. A Request for Proposal (RFP) was released in the late fall of 2006 with an anticipated installation date of early 2007

HUMAN RESOURCES

Barrier Identified	Barrier Type	Disability Type	How the Barrier was addressed
Staff Training	Communication/ Attitudinal		Conducted three corporate 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
Vandorf Hall is not wheelchair accessible	Physical / Architectural		Completed a Facility Concept Plan to ensure Vandorf Hall is fully accessible during renovations in 2007
Town Offices Public Washrooms	Physical / Architectural		Introduced washroom accessories to ensure compliance for disabled use
Town Offices Service Counters	Physical/ Architectural		Provided appropriate counter heights at each Department location
Town Offices - Signage	Visual /Communicational		New signage program to accommodate visual impaired
Train Station	Visual/ Communicational		Installed signage to automated door
Parks	Physical/ Architectural		Continued to introduce and enhance existing trails throughout Town-owned parks and open spaces to facilitate those with accessibility requirements
Lemonville Community Centre not fully wheelchair accessible	Physical/ Architectural		Installed signs designating accessible parking spaces. Completed facility construction/renovations to render it fully accessible

MUSEUM

Barrier Identified	Barrier Type	Disability Type	How the Barrier was addressed
Public Washrooms in the Museum buildings are not barrier-free	Architectural/ Physical	Physical	On April 4, 2006, Council received the Facilities Concept Plan as developed by ERA Architects Inc. for a new Visitor Centre at the Museum and approved its inclusion on the Museum's Five Year Capital Forecast as a 2009 project. The Visitor Centre includes new, barrier-free public washrooms in a central location.
Enhancing the systemic application and integration of accessibility planning and sensitivity into museological functions	Various	Various	The Museum Curator participated in the Ontario Historical Society's "Enabling Change" project by reviewing drafts of an "Accessibility Tool Kit" compiled for historical societies and museums, and attended/ presented at the Making Ontario's Heritage Accessible for People with Disabilities held in partnership with York Region Tourism and the York Durham Association of Museums and Archives on March 6, 2006.

PUBLIC WORKS

Barrier Identified	Barrier Type	Disability Type	How the Barrier was addressed
Spot Interlocking Repair to Main Street (Business Improvement Area) North Side	Physical	Item is ongoing to 2006 (partially complete)	Several sections repaired
Audible count-down pedestrian signal	Physical	Install new equipment for visual and hearing impaired	Signal installed at Main St. & Park Dr, Main St. & Weldon Rd.

TREASURY

Barrier Identified	Barrier Type	Disability Type	How the Barrier was addressed
Cashier Counter inaccessible to persons in a wheelchair-general public	Architectural	Wheelchair accessibility	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 2007

CLERK'S DEPARTMENT

Barrier	Type of Barrier	Strategy for Removal	Timing
General Environment	Attitudinal/Visual	Through a conscious effort, the Clerk's Department Staff will make a concerted effort to accommodate persons with disabilities	On-going

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	2007
Timely Approval of Building permits due to incomplete information submitted at time of application	Technological/ Communicational	Make previously completed checklist available on the Town's web page	2007
Building Permit Checklist - Checklist is to be tailored to address accessibility needs. East Gwillimbury matrix to be reviewed and incorporated if able or when applicable.	Technological/ Communicational	Example checklist to be incorporated into Building Permit process	2007
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 ongoing.	2007

FIRE

Barrier	Type of Barrier	Strategy for Removal	Timing
Main Street Fire Station Accessibility	Architectural/Physical	New building scheduled for 2007 will incorporate accessibility requirements	2007 – 2008 subject to budget
Station 52	Architectural/Physical	New sign with lighting installed at Station 52.	Early 2007

HUMAN RESOURCES

Barrier	Type of Barrier	Strategy for Removal	Timing
Staff Training	Communication/ Attitudinal	1-2 corporate training sessions on Sensitivity to Persons with Disabilities for new Town hires and Town volunteers	Spring, 2007

LEISURE SERVICES

Barrier	Type of Barrier	Strategy for Removal	Timing
Old Town Offices at 19 Civic Avenue not wheelchair accessible	Physical/ Architectural	Incorporate barrier-free access in proposed facility renovations	2007 - 2008
Vandorf Hall is not wheelchair accessible	Physical/ Architectural	Incorporate barrier-free access in proposed facility renovations	2007
Town Offices Washrooms	Communicational/ Architectural	Install strobe lights in washrooms to modify fire alarm system for the deaf and deafened.	2007
Program Accessibility Integration Delivery	Policy/Practice	Continue expansion of program delivery involving individuals with special needs	2007
Leisure Centre	Physical/ Architectural	Handicapped parking signs should be changed to <i>Accessible</i> parking	2007

Leisure Centre	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	2007-2008
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
Council Chambers	Communicational/ Architectural	Investigate/implement equipping the Council Chambers with hearing and visual aids	2007

LIBRARY

Barrier	Type of Barrier	Strategy for Removal	Timing
Computer Keyboards	Physical	New keyboards will be black with white type.	2007 and ongoing as keyboards are replaced.
Computer Keyboard	Physical	A low-vision keyboard will be provided on one adult Internet terminal.	2007
Services for Hearing Impaired	Visual/Communicational	One staff will be trained in American Sign Language	2007

MUSEUM

Barrier	Type of Barrier	Strategy for Removal	Timing
Brown House entry to main floor is not barrier-free accessible	Architectural/ Physical	A plan and budget will be developed for incorporation within the Five Year Forecast to provide barrier-free access to the main floor of the Brown House investigating and evaluating alternative approaches to best respect the heritage architecture of the building.	2007
Washrooms are not barrier-free	Architectural/Physical	The existing washrooms will be assessed within the context of the proposed plans for a Visitor Centre in order to develop a plan and budget for inclusion in the Five Year Forecast to upgrade at least one washroom to barrier-free standards in order to provide accessible washroom facilities to the public prior to construction of the Visitor Centre and barrier-free staff washrooms into the future.	2007

PUBLIC WORKS

Barrier	Type of Barrier	Strategy for Removal	Timing
Spot Interlocking Repair to Main Street (Business Improvement Area) North Side	Physical	Item is ongoing to 2007 (partially complete)	2007

Audible count-down pedestrian signal	Physical	Install new equipment for visual and hearing impaired at Main and Market Street; Main and Mill Street; Main and Winona.	2007
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TREASURY

Barrier	Type of Barrier	Strategy for Removal	Timing
Cashier Counter with glass makes communication extremely difficult.	Architectural	Glass to be partially removed.	Late 2006 or Early 2007

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