



TOWN OF

WHITCHURCH-STOUFFVILLE

"COUNTRY CLOSE TO THE CITY"

**REGION OF YORK
CLERK'S OFFICE**

FILE No. - *p14*

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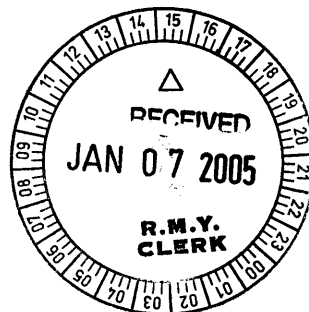
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January 5th, 2005

The Regional Municipality of York
Accessibility Advisory Committee
Regional Councillor Diane Humeniuk, Chair
17250 Yonge Street
Newmarket, Ontario
L3Y 6Z1



Dear Councillor Humeniuk:

**RE: TOWN OF WHITCHURCH-STOUFFVILLE - 2005 ACCESSIBILITY PLAN
(C10-RE & C11)**

Please be advised that the above-noted matter was placed before Council at its meeting held on December 21st, 2004.

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

"THAT Council approve the Town of Whitchurch-Stouffville 2005 Accessibility Plan;

AND FURTHER THAT the Town of Whitchurch-Stouffville 2005 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,

Michele Kennedy for.

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

MK/sw

copy: Whitchurch-Stouffville Accessibility Committee



**TOWN OF
WHITCHURCH-STOUFFVILLE
2005 ACCESSIBILITY PLAN**

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1. EXECUTIVE SUMMARY

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve opportunities for people 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 mandates that all municipalities prepare annual accessibility plans. To this end, the Town of Whitchurch-Stouffville Accessibility Working Group has prepared the 2005 Annual Accessibility Plan. Its aim is to describe 2004 barrier removal initiatives that have been accomplished and outline measures to be taken in 2005 to identify, remove and prevent barriers to people with disabilities.

2. AIM

The aim of the Accessibility Plan is to outline measures that the Town of Whitchurch-Stouffville will take during 2005 to identify, remove and prevent barriers to all citizens in accessing Town of Whitchurch-Stouffville facilities and services. The Accessibility Plan is reviewed on a yearly basis to ensure barriers continue to be identified and addressed in a timely manner.

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 2004 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 23,000 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) requires 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

Council of the Town of Whitchurch-Stouffville has developed and approved 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.

The Treasurer/Administrator authorized the Accessibility Working Group to prepare an Accessibility Plan and to review, on a yearly basis, a 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 - ESTABLISHMENT OF THE ACCESSIBILITY WORKING GROUP

In 2003, the Town of Whitchurch-Stouffville Treasurer/Administrator, Nick Kristoffy, requested that the Department of Leisure Services facilitate the process of developing the Accessibility Plan.

Under the direction of the Director of Leisure Services, Tom Graham, the Accessibility Working Group was formed as a representation of all Town service areas. The Director of Leisure Services appointed Cindy Elder as the Co-ordinator of the Accessibility Working Group.

MEMBERS OF THE ACCESSIBILITY WORKING GROUP

NAME	DEPARTMENT	CONTACT INFORMATION
Tim Beckett	Fire	905-640-9595, tim.beckett@townofws.com
Marilyn Ferguson	Library	905-640-2395, ext. 223, mfergusn@whitchurch.library.on.ca
Janet Ruhl	Treasury	905-640-1910, ext. 241, janet.ruhl@townofws.com
Susan Winn	Clerks	905-640-1910, ext. 0, susan.winn@townofws.com
Dorie Billich	Museum	1-888-290-0337, dorie.billich@townofws.com
Dianne Carnrite	Public Works	905-640-1910, ext. 261,

		dianne.carrnrite@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

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 2004

In 2004, 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:

Clerks Department

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Fire Route/ Disabled Parking Signs	Policy/Practice/ Physical	Physical	<i>By-law 2003-086-TR - Traffic (Fire Routes)</i> Added and upgraded fire route signs, disabled parking signs at municipal facilities and throughout the Municipality.
Dog Licensing and Regulations (Service Dog Exemptions)	Policy/Practice/ Physical	Physical	<i>By-law 2002-179-LI - Licensing and regulating of dogs</i> On-going enforcement of By-law licensing and regulating "service animals" such as guide dogs and other trained service animals used principally to assist persons with a visual, hearing or other impediment or used by By-Law Enforcement personnel. In addition, owners of these service animals are not required to "stoop and scoop". By-Law Enforcement Officers encourage owners of service animals to obtain a dog tag for our records without a fee.

Motorized Wheelchairs in Parks	Policy/Practice/Physical	Physical	By-law 75-87-Parks Amended this By-law to reword the text so as not to restrict, through definition, wheelchairs and similar-type vehicles in Municipal parks. New By-law # 2004-235-RE.
Type Font Size - Council Correspondence	Informational/Technological	Physical/Sensory	Implemented the use of 12 point font size instead of 10/11 on Council correspondence to the public.
Reception Greeting Nameplate	Informational	Physical/Sensory/Cognitive	Introduced a greeting nameplate at Reception to better identify with whom the public is speaking.

Development Services

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Timely approval of building permits due to incomplete information submitted at time of application	Technological/Communicational	Physical/Sensory	Introduced a comprehensive checklist of requirements/ information to be supplied with each application for a building permit to ensure completeness of submission. Town standard engineering details were made available on the Town Website and at the Service Counter.

Fire

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Information on services not readily available	Informational	Physical/Sensory	Implemented the use of 12 point font size instead of 10/11 on all correspondence to the public and staff.
Town Website	Informational/ Technological	Physical/Sensory	Ongoing upgrade of sensory features to the Town Website.
Disabled Parking Signs	Policy/Practice/ Physical	Physical	Added and upgraded disabled parking signs at Fire Headquarters Station
Policy: Dealing with injured workers	Policy/Practice	Physical/ Cognitive	Enhanced return to work program in the Fire Service that permits a worker's early return to work after an injury/illness

Human Resources

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Recruitment notices not posted on Town Website for viewing	Informational	Communicational/ Physical	Posted recruitment and hire notices on the Town Website

Leisure Services

Barrier identified	Barrier type	Disability type	How the barrier was addressed
Stouffville Arena	Physical/ Architectural	Physical	Improved access to Pad A for viewing ice surface. Installed automatic door opener/closure at door leading to Warm Room and accessibility ramp. Wrapped drains under sinks in washrooms Introduced automatic door closures at the Pad A Lobby doors entering Pad B and the doors leading into Pad B Arena.
Old Library Building on Main Street (Care and Share Shoppe and Latcham Gallery) front doors are not wheelchair accessible	Physical/ Architectural	Physical	Installed automatic door openers at front entrance
Town Offices 4 th floor. No seating area to provide a rest for those waiting for the elevator	Physical	Physical	Introduced a chair in close proximity to elevator.
Silver Jubilee	Physical	Physical	Ramp repairs Sidewalk/stair repairs at front entrance.
Train Station	Physical/ Architectural	Physical	Installed automatic door opener on west entrance door.

Museum

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Public washrooms in the Museum buildings are not barrier-free	Architectural	Physical	Began to develop designs and assess the feasibility of renovating the main floor washrooms in the Vandorf Public School and Bogarttown Schoolhouse buildings and incorporate the renovation projects within the 5 Year Capital Forecast budgeting process.
Exterior doors used by the public at the Museum are heavy and awkward to open for people in wheelchairs and/or with limited upper body strength	Architectural	Physical	Investigated into the feasibility of installing automatic door openers
Brown House Second Floor is not accessible for people in wheelchairs or by those who have difficulty with stairs	Architectural	Physical	Created a photo album with textual information concerning the rooms and furnishings on the second floor for people to look through

Public Library

Barrier identified	Barrier type	Disability type	How the barrier was addressed
Circulation Desk is wheelchair inaccessible ie. chair bound	Physical	Physical	Sourced and priced checkout scanner for low counter at \$13,500. Recommended for capital purchase in 2005

Transportation	Physical	Physical	Met with York Region Transit to discuss provision of transportation to facility and introduced community transportation program in the Fall, 2004
Computers/OPACs contain small print	Sensory	Physical	Provided a computer/OPAC with large print software
Movement in magazine lounge	Physical	Physical	Removed table and newspaper stands and placed elsewhere in library
Reading of service brochures difficult due to small print	Sensory	Physical	Implemented large print service brochure program

Public Works

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Spot Interlocking Repair to Main Street (Business Improvement Area) South Side	Physical/Architectural	Physical	Interlocking on the south side of Main Street was reset to remove potential walking hazards due to uneven surfaces
Sidewalk ramping/curb detail	Policy/Practice	Physical/Cognitive	Drafted preliminary policies detailing sidewalk ramping and curb details.

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 2005:

Clerks Department

Barrier	Type of Barrier	Strategy for Removal	Timing
Receptionist's Orientation of Those with Disabilities	Attitudinal	Through a conscious effort, the Town Receptionist will make a concerted effort to orientate persons with disabilities.	2005

Development Services

Barrier	Type of Barrier	Strategy for Removal	Timing
Building Permit Checklist	Technological/ Communicational	Checklist to be tailored to address handicapped/ accessibility needs.	2005
Timely approval of building permits due to incomplete information submitted at time of application	Technological/ Communicational	Introduce a comprehensive checklist of requirements/ information to be supplied with each application for a building permit to ensure completeness of submission.	2005
Fee Schedule for Permits, etc. not generally available unless viewed physically at Service Counter or through inquiry over phone	Informational	Disseminate fees from the Town's Fee By-law specific to development services and mandate to post on Town Website as a supplement to permit information already available.	2005
Compliance of existing Zoning and Site Plan Control By-laws with new accessibility requirements and initiatives.	Informational/ Physical	Consultant has been or will be hired shortly to review general By-law 87-34 and update ratios for provision of handicapped stalls and increasing the widths of stalls or a "tiering" of stalls to account for side lift vehicles.	2005

Fire

Barrier	Type of Barrier	Strategy for Removal	Timing
Traditional hires	Attitudinal	Review hiring strategies for 'non-suppression' positions	Next hiring process
Main Street Fire Station accessibility	Architectural/ Physical	New building scheduled for 2007 will incorporate accessibility requirements	2007
High visibility of outdoor signage	Architectural/ Physical	New sign with lighting ordered for Station 52. New Fire Station will incorporate similar	2005

Human Resources

Barrier	Type of Barrier	Strategy for Removal	Timing
Town staff training in recognizing and being sensitive to persons with disabilities, as well as understanding barriers to accessibility	Communication/ Attitudinal	Session in understanding and being sensitive to persons with disabilities	2005

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	2005
Vandorf Hall not wheelchair accessible	Physical/ Architectural	Complete a Facility Concept Plan to ensure Vandorf Hall is fully accessible	2005
Municipal Parks Design	Policy/Practice/ Architectural	Incorporate accessibility initiatives into Parks Design Standards Manual	2004/2005

Lemonville Community Centre not fully wheelchair accessible	Physical/ Architectural	Install signs designating accessibility parking spaces	2005
		Complete a Facility Concept Plan to ensure Lemonville Community Centre is fully accessible	2004/2005
		Complete construction project to include washroom accessibility	2005
General - Town Facility Barriers as per Accessibility Advisory Committee Audit	Physical	Review Town Facility Barriers Annual Audit performed by the Accessibility Advisory Committee. Determine strategy for removing barriers based upon priority and budget consideration	2004/2005
Signage - Town Offices	Physical/ Informational	Introduce signage to clearly post (large signs) directions to each department location	2005
Programs' Accessibility Integration Delivery	Policy/ Practice	Investigate possible linkage with Community Care regarding program delivery	2005

Museum

Barrier	Type of Barrier	Strategy for Removal	Timing
Public washrooms in the Museum buildings are not barrier-free	Architectural/ Physical	Continue with developing designs and assess the feasibility of renovating the main floor washrooms in the Vandorf Pubic School and Bogarttown Schoolhouse buildings and incorporate the renovation projects within the 5 Year Capital Forecast budgeting process. In the interim, investigate the feasibility of installing adaptors on sink to convert them to hands-free operation	2005 - Design and planning 2007 - Renovations (2005)
Exterior doors used by the public at the Museum are heavy and awkward to open for people in wheelchairs and/or with limited upper body strength	Architectural/ Physical	Incorporate within capital budget forecasting process Install automatic door openers	2005 2009
Brown House entry to main floor is not wheelchair accessible	Architectural/ Physical	Given the historic architectural design of this building, the development of designs for a ramp to a main floor entrance will be investigated after a Facilities Concept Plan has been completed	2006

Public Library

Barrier	Type of Barrier	Strategy for Removal	Timing
Circulation Desk is wheelchair inaccessible ie. chair bound	Physical	Purchase checkout scanner out of capital budget in 2005. Cost: \$13,500	2005
Computers/OPACs unuseable by visually impaired persons	Sensory	Provide a computer/OPAC that 'talks'	2005
Service free of misconceptions about mental illness; acceptance of differences, both cultural and disabilities; understanding of anxiety, mood swings, depression	Policy/Practice/Attitudinal/Informational	Recommend corporate training	2005

Public Works

Barrier	Type of Barrier	Strategy for Removal	Timing
Spot Interlocking Repair to Main Street (Business Improvement Area) North Side	Physical	North side of Main Street will be assessed for potential walking hazards due to uneven surfaces	2005
Audible count-down traffic signals	Policy	The Region has completed their study on audible signals at several major regional traffic intersections. The study will be reviewed in 2005 for determination of Town policy.	2005
Traffic signals - pedestrian crossing times	Physical	Review of pedestrian crossing times	2005

Treasury

Barrier	Type of Barrier	Strategy for Removal	Timing
Cashier Counter inaccessible to persons in a wheelchair - general public	Architectural	A section of the front door next to the main counter to be lowered to provide a window for wheelchair accessibility	2005
Cashier Counter inaccessible to persons in a wheelchair - employees	Architectural	A section of the counter to be lowered to provide wheel chair accessibility	When space available
Upper property files are wheelchair inaccessible and to those with a physical disability	Architectural	Lower Files	When space is available

10. REVIEW AND MONITORING PROCESS

The Working Group will meet quarterly 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 to people with disabilities:

The built environment

- Exterior to a building
- Interior of a building
- Parking areas
- Drop-off zones
- Hallways
- Floors
- Carpets
- Lobbies
- Reception areas
- Offices
- Cubicles
- Washrooms
- Cafeterias
- Elevators
- Escalators
- Stairs
- Stairwells
- Closets
- Storage closets
- Lighting

Physical

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

Information

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

- Brochures

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 | • TTYs |
| • 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
- Receptionists
- Public announcements
- Security staff

Tools

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

Service delivery

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

Transportation

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

Taken from: A Guide to Annual Accessibility Planning