



Council in Committee Report
May 3, 2011

**TOWN OF WHITCHURCH-STOUFFVILLE - 2011 ACCESSIBILITY PLAN
(A09)**

Report prepared by: Manager, Human Resources and Strategic Initiatives

RECOMMENDATION:

The CAO concurs with the recommendation.

The Manager of Human Resources and Strategic Initiatives recommends:

- 1) **THAT Council approve the Town of Whitchurch-Stouffville 2011 Accessibility Plan;**
- 2) **AND THAT the Town of Whitchurch-Stouffville 2011 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.**

1. PURPOSE:

The purpose of this report is to describe barrier removal initiatives accomplished in 2010, and to outline measures to be taken in 2011 to identify, remove and prevent barriers to all citizens in accessing Town of Whitchurch-Stouffville facilities and services. The 2011 Town of Whitchurch-Stouffville Accessibility Plan is enclosed as Attachment 1 to this report.

2. EXECUTIVE SUMMARY:

Under the *Ontarians with Disabilities Act, 2001* (ODA), all municipalities have an obligation to prepare an annual accessibility plan. The Town of Whitchurch-Stouffville whole-heartedly supports the spirit of the Act, which is to work towards the prevention, identification and removal of barriers that restrict opportunities for people with disabilities. The 2011 Corporate Accessibility Plan ensures ongoing compliance with Provincial Legislation and builds upon previous annual plans designed to reduce and eliminate a variety of barriers for individuals with disabilities.

3. BACKGROUND:

The Ontarians with Disabilities Act, 2001 (ODA) was proclaimed on September 30, 2002. Its intent 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. The Town of Whitchurch-Stouffville has completed Accessibility Plans since 2003.

In May 2005, the Province of Ontario passed Bill 118, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The purpose of the latest Act is to provide clearer and more enforceable accessibility standards concerning goods, services, accommodation, facilities, buildings and employment. Improvements are being implemented in stages, moving towards an accessible Ontario by 2025. Ontario is the first jurisdiction in Canada to develop province-wide, enforceable accessibility standards.

Ontario Regulation 429/07, the Accessibility Standard for Customer Service, was the first regulation to come into force and took effect for public sector organizations on January 1, 2010. The Town has complied with this legislation. A copy of the Town's Accessible Customer Service Policy and Accessible Customer Service Guidelines are available on the Town's web-site.

In 2011, the Town will monitor the provincial government's progress in developing two proposed standards, the Integrated Accessibility Regulation (integrating three accessibility standards: Information and Communication; Employment; Transportation), and the Built Environment Accessibility Regulation. Regarding the former, it is anticipated that the government will issue a final Integrated Accessibility Regulation by July, 2011. Regarding the latter, the government's intended policy direction has not been announced - an update will likely be communicated in the fall.

4. ANALYSIS & OPTIONS:

In 2010, the Town implemented a number of initiatives to make Town facilities, programs and services more accessible including:

- Ensured new staff, volunteers and contractors have received training in the Accessibility Standards for Customer Service
- Monitored progress of additional AODA standards (Information and Communication; Employment; Transportation; Built Environment)
- Implemented accessibility plans relating to the Municipal election, e.g., accessibility training of persons working at polling stations; review of voting locations from an accessibility standpoint; provision of alternative voting methods
- Continued the expansion of recreational service and program initiatives relating to persons with disabilities
- Continued to expand accessible elements in Town facilities and parks

- Ensured accessible elements installed in the new Operations Centre; incorporated accessible elements into plans for the new Town Hall

The 2011 Accessibility Plan contains a number of initiatives to improve accessibility including:

- Continue to ensure new staff, volunteers and contractors receive training in the Accessibility Standards for Customer Service
- Monitor progress of the proposed AODA Integrated Accessibility standard (Information and Communication; Employment; Transportation) and the Built Environment standard
- Continue the expansion of recreational service and program initiatives relating to persons with disabilities
- Complete the fully accessible Museum/Visitor Centre/Community Centre project
- Implement new Town Hall and Centralized Customer Service Centre accessibility provisions
- Promote business accessibility and Ontario Building Code barrier free design in the review of site plan agreement proposals and building permit applications
- Promote standardized Arial 12 font in Town correspondence
- Implement the web-site portal feature of the Direct IT Service Request Manager System, providing the public with greater opportunities for accessing and commenting on Town services

A draft copy of the 2011 Accessibility Plan has been provided to the Accessibility Advisory Committee and their comments have been considered in preparing the final document. The draft copy of the Accessibility Plan was also posted on the Town Website and advertised on the Town Page for public comment and consideration.

It is the role of the Accessibility Working Group to meet on an ongoing basis to monitor the progress of the Accessibility Plan and ensure continuity on an annual basis in the preparation of future Accessibility Plans.

5. FINANCIAL IMPLICATIONS:

The costs for The 2011 Accessibility Plan has been prepared within the context of funding included in the 2011 Capital and Operating Budgets.

6. ALIGNMENT WITH STRATEGIC PLAN:

This report is aligned with the Town's Strategic Plan in the following manner:

2. Fiscal Stewardship & Asset Management

- 2.3 Explore partnerships to deliver new infrastructure/services
- 2.4 Long term asset management and infrastructure planning

3. Municipal Services and Innovation

- 3.3 Enhance corporate support including human resources, staff training, information technology, purchasing and communications.
- 3.4 Promote excellence in public administration and communications
- 3.5 Master planning for municipal operations

4. Customer Service and Communications

- 4.1 Attention to customer/client service excellence
- 4.2 Enhance two-way communication with all stakeholders

For further information on this report, please contact Gary Sumner, Manager, Human Resources and Strategic Initiatives at 905-640-1910, ext. 267

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7. ATTACHMENTS:

- 1. 2011 Accessibility Plan



**TOWN OF
WHITCHURCH-STOUFFVILLE
2011 ACCESSIBILITY PLAN**



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1. EXECUTIVE SUMMARY

Under the *Ontarians with Disabilities Act*, 2001 (ODA), all municipalities have an obligation to prepare an annual accessibility plan. The Town of Whitchurch-Stouffville whole-heartedly supports the spirit of the Act, which is to work towards the prevention, identification and removal of barriers that restrict opportunities for people with disabilities. To this end, the Town has prepared eight (8) annual Accessibility Plans and has now prepared the 2011 Annual Accessibility Plan. This Accessibility Plan continues to provide for persons 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.

One focus of this year's plan is to continue to monitor the development of standards under the *Accessibility for Ontarians with Disabilities Act* (AODA). The AODA was enacted in 2005 to further qualify the ODA and serve as a framework relating to accessibility standards in several key areas:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Built Environment

The goal of these accessibility standards is to ensure all Ontarians with disabilities have full and equal access to goods, services, facilities, accommodation, employment and building structures by January 1, 2025. The standards are being established in stages by regulation, developed by provincial committees comprised of people with disabilities, representatives of the private, public and not-for-profit sectors and the Government of Ontario.

Ontario Regulation 429/07, the Accessibility Standard for Customer Service, was the first regulation to come into force and took effect for public sector organizations on January 1, 2010. The Town has complied with this legislation. A copy of the Town's Accessible Customer Service Policy and Accessible Customer Service Guidelines are available on the Town's web-site.

In 2011, the Town will monitor the provincial government's progress in developing two proposed standards, the Integrated Accessibility Regulation (integrating three accessibility standards: Information and Communication; Employment; Transportation), and the Built Environment Accessibility Regulation. Regarding the former, it is anticipated that the government will issue a final Integrated Accessibility Regulation by July, 2011. Regarding the latter, the government's intended policy direction has not been announced - an update will likely be communicated in the fall.

2. AIM

The aim of the 2011 Accessibility Plan is to outline measures that the Town of Whitchurch-Stouffville will take during 2011 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 2010 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 surrounding hamlets such as Bethesda, Bloomington, Ballantrae, Ringwood, Vandorf, Gormley, Cedar Valley, Musselman's Lake and Lemonville.

The current population of the Town is approximately 38,000 and is projected to increase to approximately 55,800 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:

• CAO Office/Human Resources • Clerks • Engineering and Capital Projects • Fire and Emergency Services • Leisure Services	• Planning and Building Services • Public Works • Treasury • Public Library
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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

Name	Department	Contact Information
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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 2010

In 2010, 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:

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Department			
CAO OFFICE/HUMAN RESOURCES			
Customer Service Accessibility Standard Training	Communication/ Attitudinal	Various	Ensured new staff, volunteers and contractors have received training in the Accessibility Standards for Customer Service, and maintained a training record
Town web site section on Accessibility	Communication	Various	Maintained the Accessibility section on the Town web-site, which includes Accessible Customer Service Policies and Procedures, Annual Accessibility Plan, Accessibility Advisory Committee information, Customer Feedback form and more
Accessibility for Ontarians with Disabilities Act (AODA) regulations	Various	Various	Monitored the development of Accessibility for Ontarians with Disabilities Act standards (proposed Integrated Accessibility Regulation; proposed Built Environment Regulation); communicated updates on progress to Town departments.
CLERKS			
Accessibility - Municipal election	All types	Various	Ensured that all persons who worked at the Municipal election polling stations were trained regarding Accessible Customer Service
Accessibility - Municipal election	All types	Various	Reviewed voting locations from an accessibility perspective. Also arranged alternative voting methods, ensuring special initiatives provided to persons with disabilities. The Clerk reported back to Council within 90 days of the election, evaluating all the measures in consideration of electors with disabilities
ENGINEERING AND CAPITAL PROJECTS			
Interrupted Access Network of Sidewalks between New and Existing Roads	Physical	Physical	Continued to co-ordinate with subdivision developers and site plan applicants to complete sidewalk networks, e.g., Hoover Park Drive and Main Street; Weldon Road. Town has introduced a Service Request Manager module. Ongoing initiative.
Town Engineering & Design Standards	All Types	Physical	Ongoing review and updates of Town Standards to ensure consistency and compliance with the Town's Accessibility Plan. Consideration of wheelchair access made in design standards. Ongoing initiative.

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Town New Capital & Infrastructure Projects	All Types	Various	Reviewed consultant produced and internal designs to ensure consistency and compliance with the Town's Accessibility Plan. Ongoing initiative.
FIRE AND EMERGENCY SERVICES			
Customer Service Accessibility Standard Training	Policy and practices/ informational, attitudinal	Various	Current volunteers received the training. There are new recruits in training; it will be part of their recruitment training curriculum.
Training	Attitudinal	Various	Company Officers participated in work groups with Autistic children for life safety skills. This was successful, and will be ongoing with Stouffville District High School.
Public Education / Smoke and CO Alarms	Informational	Sensory	Fire Prevention Division to promote strobe type smoke and CO alarms for persons with hearing disabilities. This program has commenced and will be ongoing.
Emergency Preparedness	Informational	Various	Emergency Preparedness for persons with disabilities was included in the Emergency Preparedness Week program. York Region provides literature on education for persons with disabilities, distributed at Emergency Preparedness Week.
LEISURE SERVICES			
Service and Program Delivery to the Public	Policy and practices/ informational, attitudinal	Various	- Launched Adapted Gentle Fit program designed for wheelchair users/ developmentally delayed participants – training component developed for recruiting staff to teach program as well - Continued to Investigate partnership with Community Living York South and YSSN for daytime programming with a focus on adults and youth recently finishing high school (age 21) for continuity of involvement in some sort of recreational / social service - Implemented Aqua wheelchairs loan out program for participation at local waterparks - Conducted Public Meeting to develop new/specialized accessible recreation opportunities. - Worked with Region, YSSN, on consistent

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
			practices for all municipalities in York Region • Developed brochure for water safety for special needs – “within arms reach, drowning prevention information for parents and caregivers of those with special needs” • Formalized “mediator program” for free access to those supporting individuals with special needs in drop in programs
Facilities	Physical	Various	• Ramp completed for access to rear entrance of 19 On the Park • 19 on the Park special section constructed for wheelchair seating • Added picnic tables with wheelchair access to civic square • Reduced curbs on Civic square path for accessible access between Main st. and memorial park • Installed dedicated accessible washroom in 19 on the park second floor • Increased number of accessible parking spaces at Stouffville arena and LLC • Ensured level access from all parking spaces to facilities • Ballantrae CC, added accessible doorway to kitchen area/ seniors centre, by adding a ramp and handrail, to outside entrance • Moved Ballantrae Seniors club from portable to the existing facility for full accessibility • Added an accessible parking space to Silver Jubilee • SCSC – planned and executed wide range of accessible features build right into the plans of the facility, in consultation with AAC, including: tactile , visually contrasting and no slip tiling; level access at all areas, installation of elevator; dedicated accessible change room, inclusion of accessible washrooms in all change rooms
Parks	Physical Trails	Various	• Picnic tables in parks, wheelchair accessible • Trails - Hard surface

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
			- Investigated locations for accessible swings - Plantings of fragrant varieties of flowers/shrubs for sensory awareness
Museum: Access to the Temporary Exhibition Gallery and Washrooms is Not Barrier-free	Architectural/ Physical	Various	Construction of the new, fully accessible Visitor/ Community Centre commenced in Spring 2010 with a 2011 completion date
PLANNING AND BUILDING SERVICES			
Planning/By-law Information in Connection with Specific Properties is in Various Locations and Time Consuming to Access	Informational/ Physical/ Technological/ Communication	Various	Implemented Direct IT Property Management System, including system roll-out and staff training. Implementation of a service request web portal for the public will be coordinated by the Treasury Department/Information Technology Division.
Site Plans	Physical	Physical	Circulated site plans to the Accessibility Advisory Committee
PUBLIC WORKS			
No Sidewalk	Physical	Physical	New sidewalk installation on Tenth Line east side between Main St. and Norm Faulkner Dr.
Spot Repairs	Physical	Physical	Spot repairs to various sidewalks in town. This is ongoing.
Spot Interlocking Repair to Main Street (Business Improvement Area)	Physical	Physical	Continued with repairs to interlocking brick in Downtown Stouffville
Operations Centre accessibility	Physical	Physical	The Accessibility Advisory Committee was provided the opportunity to review proposed site plans for the new Operations Centre
TREASURY			
Format of Documents	Informational/ Technological/ Communication	Sensory	Continue to explore ways of enhancing visual accessibility. Put notice on the Town website to inform public that electronic tax bills are

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
			available upon request for those with visual disabilities only (Not completed, under review)
LIBRARY			
Programming Enhancement	Attitudinal/ Communication	Sensory	Ensured story-time programs included stories addressing children with disabilities
Communication	Communication	Sensory	Facilitated one staff member taking advanced training in American Sign Language
Paws to Read Program Initiative	Attitudinal/ Communication	Sensory	Implemented Paws to Read program whereby children with social issues are able to read stories to dogs
Re-design of library website	Communication	Sensory	Redesigned Library website featuring large print and Zoom text features
Staff Training	Communication/ Attitudinal	Various	Provided customer service accessibility training for all staff, Library Board members, and volunteers
Customer Service Accessibility Standard	Communication/ Attitudinal	Various	Implemented the Library's action plan for ensuring compliance with the Customer Service Accessibility Standard by January 1, 2010, including the adoption of an accessible customer service policy and procedures and practices covering use of service animals, assistive devices, and support persons relating to facility access
Partnership with Leisure Services Dept. - Programming	Communication/ Policy	Various	Furthered existing partnership with Leisure Services Programming staff through offering shared Aquatic and Library programs for children with disabilities
Public Internet Station	Physical	Sensory	Purchased a complete adaptive technology work station

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

- review of suggestions and comments forwarded by the public to the Committee

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 2011

Barrier	Type of Barrier	Strategy for Removal	Timing
Department			
CAO OFFICE/HUMAN RESOURCES			
Customer Service Accessibility Standard Training	Communication/ Attitudinal	Arrange for new staff, volunteers and contractors to receive training in the Accessibility Standards for Customer Service, and maintain a training record	2011
Town web site section on Accessibility	Communication	Maintain the Accessibility section on the Town web-site, informing the public of new developments.	2011
Accessibility for Ontarians with Disabilities Act (AODA) regulations	Various	Continue to monitor the development of Accessibility for Ontarians with Disabilities Act standards (proposed Integrated Accessibility Regulation; proposed Built Environment Regulation); communicated updates on progress to Town departments.	2011
Employment – Emergency Safety Information – accessible format	Various	Prepare a policy and procedure to comply with the upcoming AODA requirement to provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary. Review with Fire and Emergency Services an accessible stair chair for use in a multi-level building	2011

Barrier	Type of Barrier	Strategy for Removal	Timing
CLERK'S			
Ease of accessing information	Informational/ Technological/ Communication	Make it standard policy that all Town staff use the proper font (Arial 12) on all correspondence, emails, reports etc.	2011
Accommodation in Committee interview process	Policy and practices/ informational, attitudinal	Ensure the interviewing / hiring process is appropriate for people with invisible disabilities such as dyslexia, ADD, etc.	2011
Ease of accessing info on line	Informational / technological	Ensuring forms / applications available on line are accessible by all; investigate if they can also be made to be accessible by audio programs.	2011
Equal fares and fees applicable to taxicabs and limousines	Policy and practices	Administer transportation requirement of equal fares and fees applicable to taxicabs and limousines, in accordance with the anticipated Integrated Accessibility Regulation (section 79). This is subject to new legislation being passed.	2011
ENGINEERING AND CAPITAL PROJECTS			
Interrupted Access Network of Sidewalks between New and Existing Roads	Physical	Continue to co-ordinate with subdivision developers and site plan applicants to complete sidewalk networks, e.g., Hoover Park Drive and Main Street; Weldon Road. Town has introduced a Service Request Manager module	Ongoing
Town Engineering and Design Standards	All Types	Ongoing review and updates of Town Standards to ensure consistency and compliance with the Town's Accessibility Plan. Consideration of wheelchair access made in design standards.	Ongoing
Town New Capital & Infrastructure Projects	All Types	Review consultant produced and internal designs to ensure consistency and compliance with the Town's Accessibility Plan	Ongoing
FIRE AND EMERGENCY SERVICES			
Emergency Preparedness Emergency Preparedness	Informational	Provide accessible emergency and public safety information in accordance with the anticipated Integrated Accessibility Regulation (section 13). This is subject to new legislation being passed	Dec., 2011

Barrier	Type of Barrier	Strategy for Removal	Timing
	Informational	Promote, distribute literature during Emergency Preparedness Week for people with disabilities.	Spring, 2011
Facilities	Physical	Continue to ensure barrier free facilities, features and devices are maintained and functional.	Ongoing
Public Education/ Smoke and CO Alarms	Informational	Fire Prevention will continue to promote strobe type CO and smoke alarms for people with hearing disabilities.	Ongoing
Customer Service Accessibility Standard Training	Policy and practices/ informational/ attitudinal	Implement training for any new recruits	Ongoing
Training	Attitudinal	Continue and enhance the Autistic program with Stouffville District High School.	Ongoing
LEISURE SERVICES			
Facilities	Physical	Vandorf Community Centre: Removal of this facility, which is being replaced by an adjacent, fully accessible Museum/ Visitor/Community Centre	2011
	Physical	Lebovic Leisure Centre: Creating two fully accessible change rooms, one in lobby for all users and one specifically for pool users	2011
	Physical	Outdoor pool : Removal of existing inaccessible facility and supporting structures, with plans for an accessible water feature, park, sensory gardens and playground	TBA
	Physical	Implement new Town Hall accessibility provisions, in concert with Treasury	Summer, 2011
Service and Program Delivery to the Public	Policy and practices/ informational, attitudinal	For program intake and support for Play Buddies program, hired PT special needs supervisor Formalized partnership with Community Living York South for new programming for adults with intellectual disabilities: March Break Respite Camp, Five- day camp for ages 18 years plus; daytime adult programs, four separate programs introduced for ages 18 years plus at Ballantrae Community Centre	2011

Barrier	Type of Barrier	Strategy for Removal	Timing
PLANNING AND BUILDING SERVICES			
Site Plans	Physical	Take a proactive position in implementing universal design starting from the stage of Site Plan Agreement proposals, in compliance with requirements of the Ontario Building Code and applicable by-laws	Ongoing
Business Accessibility Checklist	Communication/ Attitudinal/ Physical	Distribute the Business Accessibility Checklist at the service counter along with the building permit application forms and other applicable laws and informative documents	Ongoing
Ontario Building Code barrier free requirements	Physical	Apprise the Accessibility Working Group and/or the Accessibility Advisory Committee of any changes in the Ontario Building Code regarding Barrier free Design Requirements	Ongoing
	Physical	Assist the public, staff, applicants and the Accessibility Advisory Committee with interpretation of Barrier Free requirements in the Ontario Building Code, as required	Ongoing
PUBLIC WORKS			
No Sidewalk	Physical	New sidewalk installation Millard St – Park Dr. To Church St. Stouffer St – Main St to Thicketwood Blvd.	Summer 2011
Spot Repairs	Physical	Spot repairs to various sidewalks in town	Summer 2011
TREASURY			
Facility	Physical/ architectural	Implement new Town Hall accessibility provisions, in concert with Leisure Services facilities management	Summer, 2011
Facility	Physical/ architectural	Implement fully accessible Centralized Customer Service Centre at new Town Hall	Summer, 2011
Web Site service requests	Technological	Implementation of a Direct IT system service request web portal for the public will be coordinated by the Treasury Department/Information Technology Division.	TBA
LIBRARY			
Programming Enhancement	Communication	Story-time programs to include stories addressing children with disabilities	Ongoing
Self Check Unit	Physical	Investigate accessible features for the self check unit	2011

Barrier	Type of Barrier	Strategy for Removal	Timing
Paws 4 Stories program Initiative	Communication	Children with social issues read stories to dogs	Ongoing
Marketing/Promotion	Communication	Publicize the availability of accessible formats and support	2011
Training	Communication/Attitudinal	Ongoing training on the Integrated Standard to be provided for all staff, Library Board members, and volunteers	2011-2012
Accessible formats and supports for information	Communication	Upon request provide accessible formats and supports for information at the same cost charged to others	Ongoing
Partnership with Leisure Services Dept.- Programming	Policy/Communication	Continue existing partnership with Leisure Services programming staff through offering shared Aquatic and Library programs to individuals with disabilities	Ongoing
Ease of accessing information	Informational/Technological/Communication	Make it standard policy that all Library staff use the proper font on all correspondence, emails, reports etc.	2011

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 Website.

12. GLOSSARY OF KEY TERMS AND DEFINITIONS

Accessibility

Accessibility is a general term used to describe the degree to which a product, device, service or environment is made available to as many people as possible. Accessibility is often used to

focus on people with disabilities or special needs and their right to access to entities, often through use of assistive technology, and universal design of environment and areas.

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)

Ontario Building Code

The Ontario Building Code (OBC) is a provincial regulation made under the Ontario Building Act 1992, setting minimum technical requirements for buildings in respect to the public health and safety, fire protection, accessibility and structural sufficiency. Section B-3.8. of the OBC, is dedicated to the Barrier Free Design and prescribed technical requirements for the new buildings, and Part 11 of the OBC includes several provisions of how and when the requirements of the Section B-3.8. are applicable in existing building through a Change of Use and or Renovation Building Permit.

Universal Design

Universal Design refers to the broad-spectrum architectural planning ideas meant to produce buildings, products and environments that are inherently accessible for everyone, the able-body people and disabled people.

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 way finding.

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 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	• 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	• 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

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