



AGENDA

Thursday, February 14, 2019 at 10:00 a.m.
South Georgian Bay Community Health Centre Board Room
(2nd Floor) 45th Street & Ramblewood, Wasaga Beach

1. CALL TO ORDER

- Introductions
- Appoint Chair & Vice-Chair

2. DISCLOSURE OF PECUNIARY INTEREST

3. MINUTES OF LAST MEETING – November 1, 2018

Recommendation: That the Accessibility Advisory Committee minutes of November 1, 2018 be accepted, as presented.

4. DEPUTATIONS/PRESENTATIONS

5. UNFINISHED BUSINESS

- Wing mat extensions – G. Duni

6. SUB-COMMITTEE REPORTS – None

7. NEW BUSINESS

b) Staff Update

- Deputy Clerk :
 - Accessibility/Personal Info/Code of Conduct Review/HR Sign-off
 - Appointment to Age Friendly Community Advisory Committee and Healthy Community Network Committee
 - Review of 2018 Town Accessible Progress Report
 - Review of Staff Report Re: Accessible Meetings & Events
 - Review of New Employee/Volunteer/Contractor Training Manual Re: Accessibility Overview
 - In-school Accessibility Program/Event
- Councillor Update (if required)

8. ITEMS FOR FUTURE MEETINGS

9. DATE OF NEXT MEETING – *March 7, 2019*

10. ADJOURNMENT



ACCESSIBILITY ADVISORY COMMITTEE

MINUTES

Thursday, November 1, 2018 at 10:00 a.m.
South Georgian Bay Community Health Centre Board Room
45th Street & Ramblewood, Wasaga Beach

ATTENDANCE: Fred Heyduk, Chair
Michelle Heyduk, Secretary
Ruth Angel
Laura Borland, Deputy Clerk
Kathy Loosemore
Bruce Galbraith
Mark Ruttan
Kevin Lalonde, Director of Public Works
Chris Roos, Director, Recreation, Events & Facilities

REGRETS: Kim Lattimore, John Robbins, Councillor Ron Ego, Michelle Heyduk

1. CALL TO ORDER

The Chair, Fred Heyduk, called the meeting at 10:00 a.m.

2. DISCLOSURE OF PECUNIARY INTEREST – None

3. MINUTES OF LAST MEETING –August 2nd, 2018

MOVED BY Kathy Loosemore
SECONDED BY Bruce Galbraith

Resolved that the Accessibility Advisory Committee minutes of September 6, 2018 be accepted, as presented.

CARRIED

4. DEPUTATIONS/PRESENTATIONS

a) Director of Public Works -Transit Update – Verbal

The Director of Public Works was in attendance to provide Committee members with a verbal update on Transit. Mr. Lalonde advised conversations with the County are ongoing and staff are looking to define new routes and equipment use. The Town would like to see

shared transit resources first before going out to purchase new resources, and when current buses begin to reach replacement age the town will look to procure bigger, kneeling style buses with more accommodation. Mr. Lalonde also advised that new transit shelters have been added throughout town and the transit system now has extended hours (Mon – Thurs 7:00 a.m. – 9:00 p.m. and Fri – Sun 7:00 a.m. – 7:00 p.m.). Mr. Lalonde noted there has been an increase in ridership numbers and staff are looking into add a third loop to the transit system over the next few years. Mr. Lalonde addressed questions and concerns of Committee members pertaining to the transit system.

5. UNFINISHED BUSINESS –

- Wing Mat Extensions -G. Duni –update to the new agenda in November
- Request for new Mobi-Chair Storage location (referred to BMB) .

6. SUB-COMMITTEE REPORTS – None

7. NEW BUSINESS

a) Staff Update – Deputy Clerk

G.N.E. follow up – Ms. Borland advised the Committee that the exhibition was a successful event and the Committee would like to re-attend in 2019. Committee members felt the event was a success and the booth provided a lot of information pertaining to the Towns accessible features.

Committee Re-appointments- Ms. Borland advised Committee members if they would like to look to be a part of the Accessible Advisory Committee again for the next term of Council they would need to re-apply with the applications that were provided during the meeting.

Councillor Update:

Councillor Ego was unable to attend.

8. DATE OF NEXT MEETING

The next meeting is To Be Determined as a new term of Council begins December 2018 and new committee appointments will be coming forward.

9. ADJOURNMENT

The Chair adjourned the meeting at 10:50 a.m.

STAFF REPORT



TO: General Government Section of Coordinated Committee
FROM: Laura Borland, Deputy Clerk
SUBJECT: Multi-Year Accessibility Plan Progress Reports for 2018
DATE: March 14, 2019

RECOMMENDATION

THAT the General Government Section of Coordinated Committee recommends to Council that it receives the Multi Year Accessibility Plan 2018 Progress Reports, for information.

BACKGROUND

In 2012, the Town's Accessibility Plan was adopted into a multi-year format, initially covering the years 2013 to 2017. The legislated Multi-Year Plan and Progress Reports provide the overall approach of how the Town is meeting the requirements of the Integrated Accessibility Standards Regulation (IASR). In December 2017 the Plan was updated with a new five (5) year Plan (2018-2022), to enable the Town to keep on track for meeting requirements, highlight achievements that have been made and make any adjustments needed to meet the timelines and requirements under the IASR; however, a Progress Report is mandated to be submitted to Council annually.

DISCUSSION

As per the Multi-Year Accessibility Plan, all Operating Departments and staff have provided their progress in regards to Accessibility for 2018.

The Accessibility Advisory Committee (AAC) has been circulated copies of these reports for information at their last Committee meeting.

Attached, for information, is the Multi Year Accessibility Plan's 2018 Progress Reports. These reports will be added to the 2018-2022 Multi-Year Plan for information.

Respectfully Submitted,

Laura Borland
Deputy Clerk

Attachment



2018 Town of Wasaga Beach Accessibility Accomplishments

Clerk/Administration/Accessibility Initiatives

- Clerk provides support to the Wasaga Beach Accessibility Advisory Committee
- Accessibility Advisory Committee were involved in the following:
 - Multi Year Accessibility Plan & Progress Report review
 - Developing an accessibility public education program in the primary grade schools for sensitivity awareness
 - AAC Chair is a standing member on the County of Simcoe Accessibility Advisory Committee
- Clerk's Department provides assistance to staff and the public on accessibility matters
- Using accessible font Arial and size 12pt on all templates for documents including staff reports, memos, letters, agendas, minutes, resolutions, by-laws
- Purchased two mobi-chairs for residents and tourists. These floating wheelchairs allow users to easily transition from the beach to the water. They are available on a first-come basis at the Wasaga Beach Provincial Park Office.
- Addition of mobi-mats located at Beach Area 3 (previously located at Beach Area 2 & 5 only). These mats allow easy access to the beach for people using mobility aids or pushing baby strollers.
- AAC outreach through attendance and booth at the Great Northern Exhibition (September) advised people of the various accessible features that are available through the Town, the purpose of the Committee, etc.
- AAC outreach at the Business Expo hosted by the Chamber of Commerce (October) – liaised with small businesses to provide information regarding Accessibility within the Town and the various legislation that applies, etc.
- School outreach for 2018– hands on demonstrations, participation by various community groups/businesses that provide accessibility services, presentation by a person with a disability to provide an overview of a “day in their life” at three local schools.
- Updated the 5 year Accessibility Plan for the Town to ensure up to date and continuing awareness of Accessibility needs and requirements are met whenever possible.
- Implemented and maintained an Accessibility Plan for the 2018 Municipal Election for online and telephone voting as well as at voting locations.

Human Resources and Training

- Continued accessible customer service training as part of the orientation program for new employees
- Continue to provide training for all employees, committee members, volunteers and elected officials on Integrated Accessibility Standards
- Provide ergonomic information and assistance when required for staff
- Include a description of accessible opportunities in all job postings.

Information Technology and Communications

- Continue to improve and review wasagabeach.com content quality and accessibility through online quality tools
- Developed accessible online/fillable forms for customer use
- Additional online payment services
- Additional security cameras installed at beachfront and Main Street
- Weekly “What’s Happening” videos during the summer months
- Daily Media Monitoring service extended to all staff
- Weekly CAO updates to staff
- Increased social media posting

Recreation, Events and Facilities

- Director of Recreation, Events and Facilities provides assistance to Accessibility Advisory Committee as needed.
- Complete renovation to Youth Centre Garage including fully accessible washroom.
- Concrete upgrades to ramps surrounding public washrooms at Spruce Street Pump House.
- Doorbell installed at events office to alert staff upstairs.
- Accessible service counter at RecPlex front desk.
- Sourced a walker at the Seniors Adult Living Centre for individuals with mobility issues.
- Annually painting sidewalk ramps blue so they are easily recognizable
- Installed new levered taps and door handles

Public Works, Engineering, Roads and Parks

Roads

- Undertook sidewalk improvements and replacement/repairs throughout Town to eliminate vertical sidewalk discontinuities (trip hazards >2cm)
 - Resurfacing and construction of new paved shoulders along River Road West between Indianola Cr. and Birchview Dunes Public School
- Retrofit of audible pedestrian heads and installation of new pedestrian counters
- River Road West from Brillinger Drive to Veterans Way
 - New sidewalk c/w tactile plates constructed on the South side, a distance of approximately 1.2 kilometers.
 - The north sidewalk will be completed in 2019.
- New LED lights installed on the south side. LED lights on the North will be completed in 2019

Engineering

- Continued with the detail design of River Road West Urbanization (Veterans Way to Blueberry Trails), including integration of dedicated bike lanes and sidewalks on both sides of the street
- Completed the Municipal Class Environmental Assessment for road improvements to Mosley Street between 45th Street and Beachwood Road, including dedicated bike lanes and sidewalks
- Finalized and held a Public Meeting for the detailed design of sidewalks along 58th Street, Ramblewood Drive, and Dennis Drive. Construction of the sidewalks currently slated for 2019.

Transit

- Replaced two (2) existing transit buses with two (2) new fully accessible buses
- Presented to Council the final Transit Study, which evaluated service levels, route optimization and opportunities for improvement, including compliance with AODA for conventional and specialized transit services
- Improved two (2) existing transit stops with new shelters
- Increased service hours for Wasaga Beach Transit and The Link service to Collingwood to 7:00 am - 9:00 pm seven (7) days/week.

Parks

- Trail resurfacing and access upgrades
- New trail construction along Beck Street South, between River Road West and Culham Trail.

Planning

- Provision of alternate front counter service area at Planning Counter to accommodate accessibility. When necessary and requested staff will also meet with members of the public on the ground floor at a desk in the lobby.
- Planning staff participation in the Town's Age Friendly Community Advisory Committee
- Working with other Town Departments to implement the Goals of the Age Friendly Community Plan including measures to improve accessibility in Town infrastructure (sidewalks and trails), transportation, housing, healthcare, and other services.
- Circulate Site Plan Applications to the Accessibility Committee for review and comment on accessibility design.
- Developed a Downtown Design Master Plan along with associated Official Plan Amendment, Zoning By-Law Amendment, and Urban Design Guidelines which promote accessibility in the creation of the main urban node.

Building

- Enforcement of continuing changes in Building Code to become a more barrier free process.
- Provides service at the main floor front counter/lobby if requested to provide easier accessibility

Treasury

- Continuing to provide Dog Licence, Parking Permits and other sales and service from main floor/Treasury department counter to provide customers more accessible and efficient service.
- Maintaining e-billing and continuing with accepting online payments.

By-Law Enforcement

- Should it be requested or if an individual is finding it challenging to use stairs to By-law Department, will speak with individual upstairs in hallway (ongoing)
- Additional accessible parking spaces at Dunkerron parking lot (Beach 3) with new

Signage.

- Taxi owners and operators signing off that they will not charge a higher fare or additional fee for persons with disabilities, or from charging a fee for the storage of mobility assistive devices.
- Explore the option of providing more services online, including dog licensing, resident parking passes, yard sale permits (New).

Library

- Added a full-time Adult & Seniors Services Coordinator position to the library roster in order to support the Age Friendly Committee and Seniors Active Living Centre, while boosting programming at the library.
- With funding support of Carol Bateman and family, created a second Storybook Trail along the Silver Birch Avenue groomed pathway to provide people of all ages incentive to exercise, explore nature and read together.
- Received funding from the Ontario Government Seniors Community Grant to support the Seniors Connect through Creativity project promoting social inclusion, artistic expression and mental well-being.
- Made Active Mind Kits available for families to borrow to help communicate and interact with people experiencing dementia.
- Launched two walking clubs to encourage older adults to be active and interact with others.
- Created Walking Kits with walking poles, printed guides, etc. for residents to borrow to encourage active living.
- Hosted the Wasaga Beach Accessibility Education Program art awards ceremony to celebrate elementary school students' understanding and acceptance of peoples' varying needs.
- Expanded Books on Wheels and collection outreach initiatives to provide more people with access to literature.

STAFF REPORT



TO: General Government Section of Coordinated Committee

FROM: Laura Borland, Deputy Clerk

SUBJECT: Integrated Accessibility Standards – Planning Accessible Meetings & Events

DATE: March 14, 2019

RECOMMENDATION

That General Government Services Section of Coordinated Committee recommends to Council that it amend the Integrated Accessibility Standards – Planning Accessible Meetings and Events Policy.

BACKGROUND

In January 2008, the Accessibility Standards for Customer Service became law, requiring municipalities to comply with the accessibility for *Ontarians with Disabilities Act*. The provincial government has also released the Integrated Accessibility Standards Regulation (IASR) which became law July 2011, including those for communication and information, which are included in Ontario Regulation 119/11. The goal is to make Ontario barrier free by 2025.

The Integrated Accessibility Standards Policy was recently updated in February 2018, setting out Council's organizational commitment to fulfil all requirements under the Integrated Accessibility Standard regulation, including the Information and Communication piece which builds on the Customer Service Standard.

The Town is responsible to ensure that we communicate effectively with all our residents and that this communication is accessible to individuals with disabilities. Council is required to develop corporate policies, procedures and best practices governing how it will comply with the standards outlined in the regulation.

DISCUSSION

The Accessible Meetings and Events Policy commits to ensuring that reasonable accommodation is made to ensure that the Town's meetings and events are accessible so that persons with disabilities are able to participate. The Policy is now due for review by staff.

Staff are required to review the policy every five (5) years. As part of this review it was noted the Town's Statement of Commitment, pre-event planning, as well as Appendix "A" (Accessible Meeting Checklist) needed to be updated to include more information on Emergency Plans and Procedures and access to meeting contents and materials, in particular Agendas and Presentations (changes/additions are highlighted in yellow).

At its meeting of February 14th, 2019, the Accessibility Advisory Committee reviewed the policy. Department Heads and IT have also had an opportunity to review the policies for comments. The amended policy will be distributed to all staff upon approval from Council.

Respectfully submitted,

Laura Borland
Deputy Clerk
Attachments



THE CORPORATION OF THE TOWN OF WASAGA BEACH
POLICY MANUAL

SECTION NAME: ADMINISTRATION	POLICY NUMBER: 2-12
POLICY: Integrated Accessibility Standards- Planning Accessible Meetings & Events	REVIEW DATE: November 2022
EFFECTIVE DATE: February 19, 2013	REVISIONS: February 2019
ADOPTED BY BY-LAW NO: By-Law No. 2019-XX	ADMINISTERED BY: Town Clerk

PURPOSE

The Town of Wasaga Beach (Town) is committed to eliminating barriers and improving accessibility of facilities, goods and services, including accessibility to meetings and events hosted by the Town of Wasaga Beach, to persons with disabilities.

STATEMENT OF COMMITMENT

The Town of Wasaga Beach is committed to increasing and enhancing accessibility to its programs, goods, services, and facilities. Commitments from Council, Town staff and the Accessibility Advisory Committee are leading the Town towards ensuring its programs, goods, services and infrastructure is accessible to all residents and visitors, regardless of ability. The goal is to incorporate accessibility as a part of everyday life and maintain it as a core element to Town services. The development and implementation of the Accessibility Plan advances and strengthens the Town’s commitment to make Wasaga Beach a more accessible community.

The Town of Wasaga Beach, both as an employer and service provider, is committed to barrier free access and will:

1. Take a leadership role in achieving and setting an example to the business, institutional and volunteer sectors in terms of access and integration, employment equity, communications, recreation, transportation, housing, design of public spaces and education.
2. Identify barriers and gaps in existing programs, facilities and services.
3. Continually improve the level of accessibility of municipal facilities, goods, programs and services.

4. Actively encourage input from all segments of the community in the design, development and operation of new and renovated municipal facilities and services.
5. Ensure the provision of quality services to all members of the community with disabilities.
6. Provide resources and support to give effect to the Accessibility Plan.
7. Promote accessibility within the community.

LEGISLATIVE AUTHORITY

The *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) was passed with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for all persons with disabilities with respect to goods, services, facilities, accommodations, employment, buildings structures and premises.

Ontario Regulation 191/11 entitled “Integrated Accessibility Standards Regulation” (“IASR”) came into force in July 2011. Part II of the IASR establishes accessibility standards specific to information and communications for public sector organizations that provide goods and services to members of the public or third parties.

This policy is legislated under the IASR, which requires broader public sector organizations, including municipalities, to develop and implement policies, procedures, and best practices governing how they will meet the requirements set out within the Regulation.

SCOPE

This policy applies to all public meetings and events hosted by the Town and its Boards and Committees, including Council, Standing Committees, and Advisory Committees, Ad Hoc, and Informational Meetings or events hosted and/or sponsored by the Town of Wasaga Beach.

DEFINITIONS

For the purpose of this policy:

“Accessible” – Capable of being entered or reached, approachable; easy to get at; capable of being influenced; obtainable; easy to understand or appreciate.

“Assistive Listening Systems”: An assistive listening system receives a feed from the audio system found in lecture halls or meeting or conference rooms. This communication support makes it easier for people who are hard of hearing to hear and understand speech even from a distance. For example, a wireless FM system, which consists of a transmitter and receiver, can be used with or without a hearing aid.

“Barrier” means 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 communication barrier, and attitudinal barrier, a technological barrier, a policy or a practice.

“Communication Support Attendants”: Communication support attendants help people with intellectual disabilities access information presented orally at meetings, conferences, and public events.

“Computerized Note Takers”: Computerized note taking is a service that can make a meeting or presentation more accessible to people who are deaf, deafened or hard of hearing. It may also be requested by people with visual disabilities because it allows them to refer to the saved electronic notes afterwards using screen reading software. Note takers use a laptop computer with a standard keyboard and an overhead screen or monitor. Computerized note taking is not a verbatim transcript, but summarizes what is spoken while still maintaining accuracy and the spirit and intent of the speaker.

“Disability” means:

- 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, induces diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, hearing impediment, muteness or speech impediment or physical reliance on a dog guide or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder;
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
(*Ontario Human Rights Code*)

“Intervenors”: Intervenors may guide and interpret for people who are deaf-blind. Intervenors are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling.

“Real-Time Captioning” (Also known as CART): Real-time captioning can make a meeting or presentation accessible to people who are deaf, deafened or hard of hearing and who may not use sign language. It provides simultaneous (real-time) speech to text translation. A real-time captioner uses a court reporting steno machine, coded to type verbatim text with minimal keystrokes. The steno machine is connected to a laptop containing special software that converts the key strokes and displays the text being spoken for the user to read on an overhead screen or monitor.

“Sign Language Interpreters”: A sign language interpreter is necessary whenever communication is required between deaf and (non-signing) hearing people. Interpreters should be available at events, meetings or presentations attended by people who are deaf, deafened or hard of hearing.

RESPONSIBILITIES

All Departments are responsible for:

- Ensuring that a member of your staff is responsible for making the event accessible.
- Ensuring the Accessible Meeting/Event Checklist is followed, where reasonable, in order to ensure meetings and events are accessible;
- Being trained in the operation of assistive devices provided by the Corporation;
- Ensuring assistive devices to be used at a meeting/event are in good working order.
- Be prepared to respond to accommodation requests in the same manner that you respond to other requests and questions about the event

If you are in doubt about the level of accessibility at a potential venue, it is recommended that you consult with the Clerk's Department, Town's Accessibility Committee or a local disability group who has expertise in barrier-free access and/or meeting/event planning.

PROCEDURE

The Town will ensure that reasonable accommodation is made to ensure that its meetings are accessible so that persons with disabilities are able to fully participate in community life.

Critical areas of consideration to ensure meetings are accessible include:

- access to meeting agendas, information and proceedings; and
- physical access to the meeting/event space.

Advanced planning for accessible meetings/events is necessary to ensure that the accommodation of people with disabilities is anticipated and acted upon ahead of time. Anyone planning a meeting/event shall, where applicable, use the "Accessible Meeting/Event Checklist" attached as Appendix "A".

Staff shall ensure any meeting/event notice is provided in accordance with the Town's Public Notice Policy.

The Accessible Meeting/Event Checklist provides a guideline for accessibility. Staff, Department Heads or others with expertise in barrier-free access and public engagement should be consulted, when required, with respect to planning an accessible meeting/event.

Pre-Event Planning

The key to accessibility is advanced planning. Even when it is unknown whether any participants may require accessibility accommodations, staff should be prepared to

organize the meeting or event so that it is accessible so that people with disabilities can participate.

Prior to the event you may wish to:

- Assign a member of the planning team for making the event accessible
- Ensure that the invitation/registration for the event or notice of meeting includes information about the accessibility of the event and if possible, as for specific accommodation needs (e.g. “Please indicate any additional requirements you may have in order to participate in the meeting or conference”).
- When appropriate, provide information about local services such as accessible transportation, emergency veterinarians, and/or wheelchair repair services.
- Prior to confirming the date of your event, determine if other disability-related events are taking place in the area during the same timeframe which may impact on the availability of service providers.
- Where feasible and reasonable, schedule sign language interpreters and/or real-time captioners as soon as possible after confirming the date of the event and the need for this service (s).
- If meals are not provided at the meeting/event, provide information about accessible restaurants in the vicinity.
- Check to determine whether there are visual fire alarms. If not, inquire about the facility’s evacuation plan or create your own
- Ensure that the conference website is available in a format that is accessible to people who use screen readers.
- Ensure there is at least one telephone that can be used by a person who is seated.
- Check to see if the customer service areas (i.e., counters, display tables, etc.) are low enough for wheelchair or scooter users to see over.
- Make sure that any additional signs specific to the event are created in large print.

Physical Access to the Meeting Area

When planning your event there are several aspects to the physical environment that should be considered to ensure the meeting/event area is accessible.

Choosing a location

Items to consider when choosing a location include the following:

- Parking
- Entrances
- Washrooms
- Meeting rooms
- Doors
- White noise (background noise that may interfere with hearing)
- Visual fire alarms (for use by persons who are deaf, deafened or hard of hearing)
- Telephone access
- Customer service areas
- Recent renovations/current construction

- Availability of auditory equipment
- Sensitivity training of staff
- Relieving area/water bowls for service dogs

Exterior Access

Items to consider when assessing exterior access include:

- Signage
- Parking
- Sidewalks/path of Travel
- Accessible Transit

Interior Access

Items to consider when assessing interior access include:

- Entrances and Lobbies
- Elevators/Lifts
- Accessible Washrooms
- Hallways and Corridors
- Meeting and Conference Rooms
- Making refreshment and dietary arrangements
- Providing adequate signage indicating where meeting is taking place

Access to Meeting Contents and Materials

When planning your event it is important to remember to ensure the content of your event is also accessible.

Invitations and promotional materials

- Invitations and promotional material about your accessible event should contain the International Symbol of Accessibility and other accessibility symbols. (list of symbols attached as Schedule "B")
- Where feasible, invitations should be made available in multiple formats for people or organizations that require or request them (see Town's Information and Communications Policy and Guide to Accessible Information and Communication for format guidelines)
- The invitation and promotional materials should include a note that asks participants to request any additional requirements they may have in order to participate in the meeting or conference.

Accessible Communications

- Oral presentations should be supported with sign language interpreter/real-time captioner, where feasible.
- Print materials should also be made available in alternate formats, such as CD or large print, where feasible.

- Adjust the numbers of multiple format documents you will need according to the anticipated audience. For example, if the anticipated audience consists of seniors, you may consider producing a great number of printed materials in large print.
- Respond to specific customer's requests for preferred alternative formats by making post-event production and delivery arrangements if required.

ATTACHMENTS

- Appendix A – Accessible Meeting/Event Checklist for Planning an Accessible Meeting/Event
- Appendix B – International Symbols of Accessibility

POLICY REVIEW AND PROCEDURE

This Policy will be reviewed as required, but in any case no later than five (5) years from the date of the most recent review.

The Town Clerk will be responsible for initiating the review of this Policy.

APPENDIX “A”

ACCESSIBLE MEETING/EVENT CHECKLIST

The following is an accessible meeting checklist to assist you in planning your meeting/event. **This checklist reflects an optimum level of accessibility which may not always be feasible.** Please use accordingly and in relation to the Town of Wasaga Beach Accessible Policies, Information and Communications Policy and Guide to Accessible Information and Communications, to encourage participation by everyone.

PLANNING A MEETING

Pre Planning

- Assign responsibility for accessibility planning.
- Before confirming the date, find out if other accessibility-related events are taking place in the area during the same time frame. This may have an impact on your event and availability of service providers.
- Reception or refreshment area in a location with a clear path of travel. As part of pre-event planning, ask if participants require special accommodations.
- Ensure that the invitation or notice of meeting includes information about the accessibility of the event.

Choosing a location

- Visual fire alarms for the safety of persons who are deaf, deafened or hard of hearing; if not, inquire about the facility’s evacuation plan or create your own
- Telephone available that is situated low enough for use by a person who uses a wheelchair
- Counter service areas low enough for person who use wheelchairs or scooters to see over
- Is there any renovation or construction work scheduled during the time of your meeting. This may affect accessibility.
- Where feasible, portable FM Listening Systems and/or telephones with auditory adjustments available for persons who have hearing loss
- Where feasible, sign language interpreter and/or real time captionist required
- TTY service available
- Staff trained in disability awareness
- Relieving area for service dogs. Water bowls for dogs.

Refreshments and Dietary Arrangements (if required)

- Give participants an opportunity to indicate any dietary needs ahead of time (i.e. when registered for the event/meeting)
- When beverages are being served, bendable straws and lightweight cups need to be available and within each reach of people using wheelchairs and scooters
- Have available sugar-free beverages, juices and water for people with dietary concerns such as diabetes
- If food is provided buffet-style, have someone on hand to help serve people with visual and physical disabilities
- If pastries and cookies are on the menu, also have fresh fruits and vegetables for people with dietary concerns
- Consider the height of tables suitable and/or adjustable for use by all individuals

EXTERNAL ENVIRONMENT

Signage

- Signs clearly marked and visible from the street for street address and building name
- Signage well lit at night (for evening events)
- Large letters and plain language used on signs directing people to specific areas
- Signs free of glare
- Additional signs specific to the event in large print

Parking

- Sufficient number of barrier-free designated parking spaces available for estimated number of attendees with disabilities. If not, arrange for more designated parking spaces close to the building during the event.
- Accessible metered parking or public parking lots with accessible spaces close by.
- Level access or a curb cut from the parking area to the main entrance.
- If it is winter, parking areas are clear of snow and ice.

Sidewalk/Path of Travel

- Barrier-free path of travel from parking lot or drop off area to meeting entrance. (Path to be free of stairs and obstructions, non-slip, few or no stairs, even level and clear)
- If winter, walkways clear of snow and ice.
- For safety, sidewalks separated from road and driveway.
- Event personnel aware of stair free pathways to the event.
- Area suitable for service dogs to relieve themselves and water bowls for dogs.

Accessible Transit

- Location serviced by accessible transit services.
- Drop off location close to the building entrance and covered (preferred).
- If winter, snow and ice removal provided.

INTERIOR ACCESS

Entrances and Lobbies

- All entrance doors wide enough for the passage of a person using equipment such as a wheelchair, walker or scooter and guide dog (2' 8 " to 3 feet).
- If main entrance is not accessible, are there signs directing people to accessible entrance
- Entrances well lit and located centrally.
- Doors easy to open (2' 7 ½". to 3 feet) with a lever handle or an automatic door opener.
- Large letters and plain language used on signs directing people to specific areas. Signs mounted at approximately 60" from floor for people in wheelchairs or with low vision.
- Additional staff may be required at doorways to direct and assist.
- Telephones with auditory adjustments and TTY availability.
- At least one telephone that can be used by someone seated.
- Customer service areas low enough for wheelchair and scooter users to see over and across.

Elevators/Lifts

- Elevators/lifts located close to the meeting room and large enough to accommodate the size of equipment such as wheelchairs, walkers and scooters and a guide dog.
- Braille buttons and raised numerals, sound and/or light signals to indicate their operation as well as a control panel at an appropriate height for use by all individuals.
- Additional signs clearly marked and at a height suitable for all individuals
- Elevator controls mounted at comfortable height.
- Auditory signals for persons with low vision or who are blind.
- Visual cue systems for persons who are deaf or hard of hearing.

Emergency Plans and Procedures

- Venue has emergency plan that is available to the public and in accessible formats
- Evacuation plan in place that considers the needs of people with disabilities
- Visual fire alarms available and working
- Venue's staff and your event staff and volunteers are familiar with locations of elevators and accessible fire exits
- Event staff designated to assist individuals who may need assistance in an emergency

- Designated staff identified by vest, armband, or badge

Washrooms

- Accessible washrooms near the meeting location.
- Doors equipped with an automatic or push button door opener.
- Large enough to accommodate equipment such as wheelchairs and walkers.
- At least one accessible stall large enough to accommodate equipment such as wheelchairs, walkers and scooters
- Stalls have grab bars and raised toilet seats.
- Door signage clearly marked preferably with raised tactile male or female sign or Braille lettering.
- At least one accessible sink with handles that are easy to operate using one hand and accessories/dispensers were within easy reach for all individuals located at an accessible height for all
- Event planners know the location of accessible washrooms.

Hallways & Corridors

- Wide and clear enough to accommodate the passage of equipment such as wheelchairs, walkers and scooters and guide dogs, to travel to meeting area, washroom facilities, elevators and exits (width of 72" for persons in wheelchairs to pass one another).
- Floors smooth and slip resistant, glare free with low pile carpeting, hardwood flooring or tile.
- Are interior doors minimum 32" clear width.
- Lighting adequate and adjustable for the environment.
- Stairs have handrails on both sides.

Meeting Rooms

- Large enough to accommodate seating and mobilization for anticipated number of participants who use wheelchairs, scooters, guide dogs, etc.
- Easy to navigate and located conveniently on the first floor or easily accessible by elevators
- Refreshments and meals provided in a location that is accessible for all individuals.
- Refreshments served in containers or on dishware that is lightweight and easy to use.
- Is reception or refreshment area in a location with a clear path of travel?
- Stage and speaking areas such as podiums, lecterns clear of obstruction and accessible to wheelchair or scooter users; accessible to all individuals both presenting as well as in the audience (physically, visually and audibly).
- Check noise levels for distracting noise (ventilation systems, noise from adjacent rooms).
- Check meeting room that has drapes/blinds to provide reduction in glare or light form windows.
- Room lighting levels adjustable

- Check that cables, wires, microphones are well secured (no loose cables) and are not blocking path of travel.
- Portable microphones available, if needed
- Well-lit space and seating provided for the sign language interpreter/real-time captioners.
- Accessible seating available throughout.

ACCESS TO MEETING CONTENTS AND MATERIALS

Agenda

- Written agenda uses minimum 12-point, legible font, such as Arial.
- Inform participants of accessible conduct such as leaving aisles free and identifying themselves when speaking.
- Sufficient number and length of breaks allocated so people with disabilities can move easily between sessions.
- Key points in agenda when people with disabilities might need assistance identified (For Example, if a speaker plans to hold up a photo, a person with low vision might need to be told what the speaker is doing)

Presentations

- Presenters reminded of role in ensuring an accessible event.
- Presenters given deadline to provide copies of materials, such as presentations, to be transcribed into accessible formats, if required.

Promotional Materials

- Promotional materials have the appropriate international symbol(s) of accessibility printed in obvious locations.
- Materials produced and available in formats that are required (e.g. Braille, large print, CD) based on the needs of the audience.
- Materials easy to read with colour contrasts of black on white, minimum of 14 point size in a simple font choice on non-glossy paper.

Ensure Accessible Communications

- Provide materials in alternate formats (or the process to request materials) and provide contact information on how to obtain these formats (as per the Towns Information and Communications Policy).
- If necessary/feasible, arrange for a sign language interpreter for people who are deaf, deafened or hard of hearing.
- If feasible/necessary, arrange for Real-Time Captioning (CART) – uses simultaneous speech to text translation for people who are deaf deafened or hard of hearing.
- If feasible/necessary, computerized notetakers – use laptop computer with a standard keyboard and overhead screen or monitor.

- If feasible/necessary, Assistive Listening Systems – receives feed from the audio system found in meeting room.
- Interveners – may guide people who are deaf-blind.
- Communication Support Attendants - help people with disabilities access information.


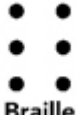


ADDITIONAL ACCESSIBILITY CONSIDERATIONS

- Water bowls and suitable relieving area available for service animals
- Accessible restaurants/cafes identified if food not provided
- Lodgings with accessible rooms identified

APPENDIX “B”

Universal Symbols of Accessibility

The following symbols, not limited to, can be used to promote and publicize accessibility of places, programs and other activities for people with various disabilities.

	<p>International Symbol of Accessibility (ISA)</p> <p>This is probably the most recognizable symbol of accessibility. The wheelchair symbol should only be used to indicate access for individuals with limited mobility, including wheelchair users. For example, the symbol is used to indicate an accessible entrance, bathroom or that a phone is lowered for wheelchair users.</p>
 <p>Braille</p>	<p>Braille Symbol</p> <p>This symbol indicates that printed matter is available in Braille, including exhibition labelling, publications and signage.</p>
<p>Large Print</p>	<p>Accessible Print</p> <p>The symbol for large print is 'Large Print' printed in 16-20 point font size. In addition to indicating that large print versions of books, pamphlets, museum guides and theatre programs are available, you may use the symbol on conference or membership forms to indicate that print materials may be provided in large print.</p>
	<p>Assistive Listening Systems</p> <p>This symbol is used to indicate that assistive listening systems are available for the event. The systems may include infrared, loop and FM systems.</p>
	<p>Sign Language Interpretation</p> <p>This symbol indicates that Sign Language Interpretation is provided for a lecture, meeting, performance, conference or other program.</p>
<p>CC</p>	<p>Closed Captioning (CC)</p> <p>This symbol indicates that a television program or videotape is closed captioned for deaf or hard of hearing people (and others).</p>

Town of Wasaga Beach



Accessibility and the Law – Training Guide

Objectives

By the end of this presentation, you will be able to:

- Understand the AODA and Human Rights Code
- Identify what the Town is doing and what services are available
- Identify various types of disabilities
- Identify accessibility barriers and strategies
- Incorporate accessible customer service
- Provide feedback on accessibility issues

Disability Means...

- Any degree of physical disability
- A condition of mental impairment
- A learning disability
- A mental disorder
- An injury or disability for which benefits were claimed or received

Prevalence of Disability

- 4.4 million Canadians (1 in 7) have a disability
- By 2021, Canadians aged 65+ will be close to 6.7 million



Physical Disabilities

Physical disabilities can:

- Affect person's ability to perform manual tasks
- May prevent independent movement
- May limit strength and endurance

When providing service:

- Provide seating
- Provide clear access to surroundings
- Inform about most accessible routes
- Be aware of reach limits
- Avoid touching personal mobility aids

Medical/Health Disabilities

When Providing Service:

- Consider “hidden disabilities” (i.e. learning disabilities, chronic fatigue syndrome, fibromyalgia, cancer, heart disease, liver and kidney failure, etc.) which may result in prolonged and severe pain or such a disability may affect functioning, cause fatigue.
- Avoid judging strange requests and provide accommodation whenever possible – could be disability related.

Hearing Disabilities

- Limits the use of the telephone
- Difficulty understanding due to background noise
- Issues pronouncing words clearly
- May require ASL Interpreter or assistive device

When providing service:

- Attract the person's attention
- Speak clearly and do not shout
- Face the person when speaking
- Reduce background noise
- Speak directly to person, not the interpreter

Vision Disabilities

- Reduces ability to see clearly
- Difficulty reading text or seeing faces
- Different field of vision
- Sensitivity to light or night vision

When providing service:

- Identify self and seek permission before making contact
- Identify environment, provide verbal cues
- Notify customers of physical building changes

Speech/Language Disabilities

- Difficulties with pronunciation, pitch and volume
- Hoarseness, stuttering and slurring
- Partial or total loss of ability to speak

When providing service:

- Move to quiet location
- Give person full attention – don't interrupt
- When possible ask “yes” or “no” questions
- Find alternative ways to communicate
- Summarize for verification

Developmental Disabilities

- May affect way a person thinks or reasons
- May have difficulty with comprehension, memory or conceptualizing information
- May have difficulty with new situations

When providing service:

- Use clear and simple language
- One piece of information at a time
- Verify person understands
- Treat the person as an adult
- Allow them to make decisions

Learning Disabilities

- Difficulty with reading, expressing or processing information; orientation or way finding
- Issues with time management and problem solving
- Often have average or above average intelligence

When providing service:

- Provide verbal explanations
- Allow for extra time – don't rush them
- Respond to individual requests for assistance

Mental Health Disabilities

- Include anxiety, mood and behavioural disorders
- May appear edgy or irritated
- Act confused or disoriented
- Inappropriate reactions
- Stress can affect ability to function

When providing service:

- Try to reduce individual's stress level
- Stay calm and be supportive
- Move to quieter location

Barriers

Barriers keep persons with disabilities from fully participating in society.

- Physical, structural
- Informational and Communicational
- Technological
- Systemic
- Attitudinal *



Legislative Background

- Ontario Human Rights Code (1961)
 - Ontario Building Code
 - Ontarians with Disabilities Act (ODA, 2001)
 - Accessibility for Ontarians with Disabilities Act (AODA, 2005)
 - Accessibility Regulations

The law which offers the highest level of accessibility is the one which takes priority.

Ontario Human Rights Code

What is the Ontario Human Rights Code?

- Equal rights and opportunities
- Freedom from discrimination
- Dignity and worth
- Employment, housing , facilities and services, contracts and memberships
- Right to equal treatment and equal access to facilities and services

Ontario Human Rights Code

How does the Code relate to the AODA?

- Use same definition for “disability”
- Code works with AODA to promote equality and accessibility
- Both are provincial laws

What is the “AODA”?

Accessibility for Ontarians with Disabilities Act, 2005

- Goal – fully accessible Ontario by 2025
- Provide information and education
- Development of standards and regulations
- Principles – Dignity, Independence, Integration and Equal Opportunity

Accessibility Standards

- Customer Service Standard came into force in 2008 with compliance by January 1, 2010
- Integrated Accessibility Standard passed into law July 1, 2011 and covers:
 - Employment
 - Transportation
 - Information and Communication
- December 17, 2012 the Design of Public Spaces (Built Environment) standard was enacted

Customer Service Standard Applies To...

- All public and private organizations with 1 or more employees
- Staff, volunteers, contractors and 3rd party agents
- The Town of Wasaga Beach is considered a Designated large Public Sector organization



Employers Need To...

- Train all staff, volunteers and contractors who interact with the public
- Train staff involved in policy/procedure development
- Train all staff on their own accessibility policies
- Provide reports to the Ministry of Community and Social Services (MCSS)

Employers Need To...

- Establish accessible policies and procedures
(Policy “2-4” and “2-12” in Town Policies List)
- Permit the use of service animals and support persons
- Allow the use of assistive devices to access services
- Provide notice of temporary service disruptions
- Establish a formal feedback process

Enforcement

- Review of reports, inspections, compliance orders
- Penalties for non-compliance can include:
 - \$50,000 fine per person for each day that offence occurs
 - \$100,000 per organization for each day the offence occurs

Purpose of Customer Service Standard

Accessibility Standards for Customer Service

- To provide goods and services in a manner that is accessible to all people
- To communicate with persons with disabilities by taking into account their disability

Basic Principles

What defines “exceptional customer service”?

- Make their day
- Be aware and be there
- Be reliable
- Choose your attitude



What is the Town of Wasaga Beach Doing?

As an organization the Town is dedicated to making real, measurable and effective changes towards accessibility by:

- Providing effective customer service
- Establishing accessible policies and procedures
- Raising awareness
- Revamping website (always ongoing)
- Encouraging feedback

Customer Service

How does this affect you? What do you, as an employee/volunteer/contractor, need to know?

As a Town employee, volunteer or contractor, your responsibilities are:

- To ensure all reasonable effort is made to meet the needs of individuals with disabilities
- Ask “May I help you?” and “How can I help you?”
- Treat all people with dignity and respect
- Recognize and work with assistive devices, support persons and service animals

Customer Service

Responsibility as a Town employee/volunteer/contractor:

- Identify, remove and prevent accessibility barriers
- Inform customers about our feedback process and know how this process is handled
- Access our accessibility policies and be able to provide copies to customers upon request
- Post temporary service disruption notices
- If you have questions, check with your Manager or the Clerk's Department

Customer Service

When greeting people with disabilities, it is important to remember:

- Acknowledge the person, not the disability
- Every person is different and has unique needs
- Be honest
- Use common sense and courtesy
- Avoid making assumptions

Customer Service

When providing customer service:

- Always ask before giving assistance
- Don't be offended if someone refuses your offer
- Listen carefully and patiently
- Ask the person to repeat if you don't understand
- Be sensitive about the setting
- Be informed of various disabilities
- Treat people as you would like to be treated
- Avoid generalizations and stereotypes

Customer Service

- Inclusive Language

Always address the person first!

- Be careful not to label someone as part of a disability group (i.e. paraplegic, schizophrenic)
- Instead use the term “persons with disabilities”
- Avoid excessive praise or attention
- Avoid using “normal” and “able-bodied” in contrast

Customer Service

Interacting with Service Animals



Customer Service

- Service Animals

- Service animals are used to assist with vision or hearing loss, Autism, Epilepsy, physical/mobility issues or hidden disabilities
- Often used to assist with performing tasks and functions an individual cannot do him/herself
- Provide support, orientation and alerts
- Medical note can be requested (if it is not readily apparent that the animal is not being used for the purpose of a disability).

Examples of Service Animals



Customer Service

- Service Animals

As a Town employee/volunteer/contractor, your responsibilities are to:

- Allow persons with disabilities to enter public spaces with a service animal and keep the animal with them, unless the animal is excluded by law
- Where excluded (i.e. areas where food is prepared, stored, or sold), provide alternate means to ensure the person is able to still obtain, use or benefit from the goods or services

Guide Dog Etiquette

- Avoid touching, talking, feeding or distracting dog
- Don't treat dog as pet or give commands
- Walk on opposite side of owner (dog usually on left)
- Offer your left arm if aiding the person

Customer Service

Support Persons



Support Persons

- Assist with communication, mobility, personal care, or medical needs
- Not all are paid professionals – may be a family member, friend or volunteer
- Address the individual, not the support person while also treating support person with courtesy and respect
- Ask before divulging or soliciting private information – not all support persons are privy to personal information

Support Persons

As a Town employee/volunteer/contractor, your responsibilities are to:

- Allow a person with a disability to enter public areas with a support person and have access to them while on the premises at all times

Customer Service

Assistive Devices



What are Assistive Devices?

- Devices which enable someone to do everyday tasks and activities
- Hearing, visual, communication, memory and mobility aids
- Provide independence at home, work or in community

As a Town employee/volunteer/contractor, your responsibilities are to:

- Allow a person with a disability to enter public areas with an assistive device; make alternate arrangements to accommodate individual if necessary.

Examples



Feedback

Methods for providing feedback at the Town:

- Verbal (phone or in person at Customer Service)
- Written or email (form available online and at front counter)
- Fax
- Alternative methods also accepted

Integrated Standard

General Requirements:

- Develop policies, practices and procedures
- Submit a multi-year accessibility plan
- Accessible procurement practices; when procuring or acquiring goods and services
- Self-service kiosks
- Training on the requirements of the regulation; training applies to all existing and new employees, volunteers, paid and unpaid positions; must keep records of the individuals who were trained and dates.

Information and Communication

The standard requires organizations to:

- Provide accessible formats and communication supports in a timely manner
- Take into account the person's accessibility needs
- Offer a cost at no more than regular cost
- Notify the public of availability
- Ensure feedback processes are accessible

Information and Communication

As a Town employee/volunteer/contractor, your responsibilities are to:

- Provide accessible formats and communication supports upon request
- Inform the public of feedback process

As an organization, the Town will also:

- Make emergency procedures, plans or public safety information accessible
- Make our websites and web content accessible

Information and Communication

Accessible formats and supports means creating, providing and receiving information and communications in an accessible manner

- **Information** – data, facts and knowledge in any format
- **Communication** – interaction between two or more persons

Alternate Formats

The type of alternate formats or communication supports that may be requested include:

- Electronic formats such as HTML and MS Word
- Large print or Braille
- Audio
- Read, write or draw
- Repeating, clarifying or restating information
- Captioning or audio description
- Assistive listening devices
- Sign language interpreters and interveners

Information and Communication

How do we provide accessible formats and communication supports?

- Ensure electronic versions are accessible
- Follow clear writing and clear print guidelines
 - Handout – “Creating Accessible Documents”

Clear Writing Principles

- Use short, simple sentences, familiar words
- Avoid unnecessary and complicated words
- Write as you would talk



Clear Print Guidelines

- Black and white is most readable
- Colour contrast of text with background (black or blue text on white or yellow background is best)
- Sans Serif font is best (i.e. Arial or Verdana)
- 12-18 point font, consider media and audience
- Avoid using all capitals or italics
- Medium heaviness of text, use bold for emphasis

Clear Print Guidelines

- Use white space appropriately
- Spacing between lines of text, letters and margins/columns
- Paper finish should be non-glossy
- Simple, clean design, avoid watermarks

Emergency Procedures

Another requirement of the Information and Communication standard is around emergency procedures and public safety. This would include:

- Fire
- Evacuation
- Bomb threat
- In-house chemical spill or natural gas leak
- Power failure
- Violent person and/or hostage taking
- Medical emergency
- Severe weather or earthquake

Emergency Procedures

The Town of Wasaga Beach will, upon request, provide:

- Emergency procedure, plan and public safety information

Information needs to be provided in an accessible format or with communication support if required, as soon as practicable

Accessible Websites

The Information and Communication standard sets requirements for websites. The Town is required to:

- Ensure internet websites and web content published on or after January 1, 2012, conforms to WCAG 2.0
- Applies to websites, web content and web-based applications that the Town controls directly or through a contractual relationship that allows for modification

Ontario Human Rights Code

What does the Ontario Human Rights Code say about Employment?

- Employment decisions are to be based on applicant's ability to do the job
- Questions on application forms and in interviews related directly or indirectly to disabilities are prohibited
- Employer has a duty to accommodate to point of "undue hardship"

Duty to Accommodate

- Accommodation is a shared responsibility and all should work together to look for solutions
- Individual needs need to be considered; one accommodation may not work for another
- “Undue hardship” may occur when the required accommodation is cost prohibitive and there are no options for obtaining external funding or undue hardship may be considered if there are health and safety issues
 - However, there is still a duty to find alternative measures even if they are just temporary fixes

Accommodations

How does this affect me?

If you have a disability and require accommodations:

- Inform your Manager or Human Resource staff what your disability-related needs are
- Provide supporting information
- Participate in finding suitable accommodation solutions

Accommodations

Employer responsibilities:

- Ask only for needed information
- Take an active role in looking for solutions
- Deal with requests quickly
- Respect dignity of person and keep their information confidential

Employment Standard

What does the Integrated Accessibility Standard Regulation say about employment?

- Organizations need to incorporate accessibility into recruiting, hiring and supporting employees with disabilities
 - This applies to paid employees only; does not apply to volunteers or other non-paid individuals (i.e. board members)

Employment Standard

As an organization, the Town will:

- Notify individuals that accommodations are available
- Consult with individual and provide or arrange for customized accommodations
- Inform employees of policies used to support employees with disabilities
- Provide accessible formats and communication supports
- Document individual accommodation plans

Employment Standard

Retention – processes to meet diverse needs and to encourage employees to remain employed

The County has:

- Return to work process
- Performance Management – assess and improve employee performance, productivity and effectiveness
- Career Development and Advancement
- Redeployment

Employment Standard

Workplace emergency response information

When an employee indicates a need for accommodations during an emergency, the employer must

- Provide individualized workplace emergency response information to the employee
- If an employee requires assistance, employer will (with employee's consent) provide information to person designated to assist

Employment Standard

As an organization the Town will review the workplace emergency response information when:

- An employee transfers to a different location within the Town
- An employee's overall accommodations or plans are reviewed
- The Town reviews its general emergency response policies

Transportation Standard

The purpose of the transportation standard is to facilitate travel in Ontario for people with disabilities, seniors and families traveling with children in strollers. It relates to:

- Conventional – transit buses, motor coaches, streetcars, subways and trains
- Specialized transit
- Other – school buses, ferries and taxis
- Accessible transit platforms – bus shelters and stops
- Accessible transit communication – pre-boarding and on-board announcements

Transportation Standard

Some requirements of the Transportation Standard:

- Make service information available to public
- Ensure safe storage of assistive devices
- Deploy lifts, ramps or portable bridge plates, ensure adequate time to safely get on and off
- Verbal pre-boarding and on board announcements
- Provision for customized stops upon request
- Additional requirements for new vehicles

Design of Public Spaces Standard

- Applies to public spaces that are newly constructed or redeveloped
 - Organizations are not required to retrofit spaces in order to meet these requirements
- Applies to contracts dated January 1, 2013 and later
- Revisions made to the Ontario Building Code (effective January 1, 2015) indicate additional requirements

Design of Public Spaces Standard

What does it cover?

Newly constructed or redeveloped:

- Recreational trails (width, surface, signage ramps)
- Beach access routes
- Outdoor public eating spaces and play spaces
- Accessible parking
- Service related elements (service counters, fixed queing guides, accessible seating, mobility aid space)
- Maintenance and restoration (of public spaces)
- Exterior paths of travel (width, ramp, tonal contrast, tactile)

Design of Public Spaces Standard

What is “Universal Design”?

- Design of products, facilities and spaces which makes them safer, easier and more convenient for everyone
- Also benefits seniors and families with children
- Indirectly benefits the entire community

Design of Public Spaces Standard

One requirement of the Design of Public Spaces Standard is Procurement.

Procurement – the act of obtaining equipment, materials, supplies and services.

As an organization, the Town has:

- Incorporated accessible design, criteria and features into our procurement practices

Summary

- Customer Service
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces



We are working towards an “Accessible Ontario”!
Let’s proudly move forward!

Questions and Comments

Clerk's Department

705-429-3844 Ext. 2224

Email: deputyclerk@wasagabeach.com

<https://www.wasagabeach.com/town-hall/clerks-office/accessibility>

AODA legislation: www.accesson.ca

All Town Policies Pertaining to Accessibility can be found in the New Employee/Volunteer/Contractor Package, online or can be obtained by request.