



**TOWN OF WHITCHURCH-STOUFFVILLE
2013-17 ACCESSIBILITY PLAN AND STATUS REPORT**

Town Council Approved, May 21, 2013



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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 identification, removal and prevention of barriers that restrict opportunities for people with disabilities. To this end, the Town has prepared ten (10) consecutive annual Accessibility Plans and has now prepared the 2013-17 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.

This year the Town will 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
- Integrated (Information and Communication; Employment; Transportation; Design of Public Spaces)
- Built Environment (enhancements to the *Ontario Building Code*)

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.

Accessibility Standards for Customer Service, Ontario Regulation 429/07, 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.

Integrated Accessibility Standards, Ontario Regulation 191/11, came into force on July 1, 2011, with compliance dates phased through to 2021. The Town has complied with requirements effective in 2011, 2012 and 2013. This year the Town will prepare to comply with applicable requirements under the Regulation that are effective January 1, 2014.

The Town will continue to monitor the provincial government's progress in developing enhancements to building accessibility through the *Ontario Building Code*, which governs new construction and renovations in buildings.

2 AIM

The aim of the 2013-17 Accessibility Plan is to outline measures that the Town of Whitchurch-Stouffville will take during 2013 and beyond 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 2012 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 years 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 41,000 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:

<ul style="list-style-type: none">• CAO Office/Human Resources• Clerk's• Engineering & Capital Projects• Fire and Emergency Services• Leisure & Community Services	<ul style="list-style-type: none">• Planning & Building Services/ Economic Development• Public Works• Finance• Public Library
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5 ORGANIZATIONAL COMMITMENT TO ACCESSIBILITY PLANNING

The Town's 2011-14 Corporate Strategic Plan includes a Quality of Life priority and supporting goal to promote diversity, accessibility and inclusiveness. The Town strives at all times to provide its goods and services to persons with disabilities in a way that respects the core principles of independence, dignity, integration and equal opportunity. By establishing and implementing accessibility policies, procedures and practices the Town reinforces its commitment to service excellence.

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 outline 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 *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* provides for the establishment of accessibility standards. The Town of Whitchurch-Stouffville wholeheartedly supports the spirit of the AODA, which requires the establishment of policies, procedures and practices governing the provision of the organization's goods and services to persons with disabilities.

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 multi-year Accessibility Plan are considered, evaluated and approved within the context of Town Capital and Operating Budget Approval.

6 THE ACCESSIBILITY WORKING GROUP

Name	Department	Contact Information
Alan Wolfe	Accessibility Advisory Committee	905-640-1910 aac@townofws.ca
Gary Sumner	CAO Office/ Human Resources	905-640-1910, ext. 2267 gary.sumner@townofws.ca
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Micole Ongman	Leisure & Community Services	905-640-1910, ext.2323 micole.ongman@townofws.ca
Carolyn Nordheimer-James	Library	905-642-7323, ext. 5223 cnordheimerjames@whitchurch-library.on.ca

Name	Department	Contact Information
Bujar Mulla	Planning & Building Services	905-640-1910, ext. 2256 bujar.mulla@townofws.ca
Dianne Carnrite	Public Works	905-640-1910, ext. 4261 dianne.carnrite@townofws.ca

7 ROLES AND RESPONSIBILITIES

Together, many groups and individuals will provide careful input and review into the continual development of the 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 Accessibility Plan
- ensure that commitments outlined in their section are implemented
- review their section on an annual basis and continue to address the removal and prevention of barriers as they are identified

Accessibility Advisory Committee

- provide feedback to Council regarding the 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 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 2012

In 2011, 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			
Integrated Accessibility Standards Regulation – Accessibility Policy and Plan	Various	Various	Compliance achieved with section 3 (Accessibility Policy) and section 4 (Multi-year Accessibility Plan) in accordance with the regulation. Town has an accessibility policy and statement of organizational commitment to accessibility planning. The Town's 2011-14 Corporate Strategic Plan includes a Quality of Life priority and supporting goal to promote diversity, accessibility and inclusiveness. Accessibility Plans are now in multi-year format.
Accessibility for Ontarians with Disabilities Act (AODA) regulations	Various	Various	Monitored the development of Accessibility for Ontarians with Disabilities Act standards; Integrated Accessibility Regulation amended with Design of Public Spaces Standard; communicated updates on progress to Town departments
Town web site section on Accessibility	Communication	Various	Maintained the Accessibility section on the Town website, which includes Accessible Customer Service Policies and Procedures, Annual Accessibility Plan, Accessibility Advisory Committee information, Customer Feedback form and more
Customer Service Accessibility Standard Training	Communication/ Attitudinal	Various	Ensured new staff, volunteers and contractors received training in the Accessibility Standards for Customer Service, and maintained a training record
CLERKS			
Integrated Accessibility Standards Regulation –	Physical	Physical	7 of 12 drivers have been trained – the remaining 5 are to be trained in April 2013. Regarding compliance with section 79 of the

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Department			
Review of accessible on-demand taxi-cabs			Integrated Standards, the Town completed a review of accessible on-demand taxi cabs. Results to be discussed with the Accessibility Advisory Committee.
Ease of accessing info online	Informational/ Technological	Sensory	All forms currently on the website are accessible and audible.
Ease of accessing information	Informational/ Technological/ Communication	Sensory	Continued to promote policy that all Town staff use the proper font (Arial 12) on all correspondence, emails, reports etc. – Ongoing
Accommodation in Committee interview process	Policy and practices/ informational, attitudinal	Various	Ensured the interviewing/hiring process relating to committee selection is appropriate for people with invisible disabilities such as dyslexia, ADHD, etc.
Equal fares and fees applicable to taxicabs and limousines	Policy and practices	Various	The Town no longer licenses limousines as of January 1, 2013. Taxis are not permitted to charge more for persons with disabilities and, as per our Taxi Tariff By-law, may not charge a fee for collapsible mobility devices.
ENGINEERING AND CAPITAL PROJECTS			
Interrupted Access Network of Sidewalks between New and Existing Roads	Physical	Physical	Continued to co-ordinate with subdivision developers, site plan and municipal consent/utility applicants to complete sidewalk networks, e.g., Hoover Park Drive and Main Street; Weldon Road.
Town Engineering and Design Standards	All Types	Physical	Regarding the goal of reviewing and updating of Town Standards to ensure consistency and compliance with the Town's Accessibility Plan, this has been deferred to 2013 due to a staff shortage in 2012.
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
Town New Capital & Infrastructure Projects	Communication		Ensured procurement practices (capital project tenders) are consistent with the requirements of Ontario Regulation 191/11-Part 1, Section 5. In Tenders, consultants must be trained in accessible customer service.

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Department			
FIRE AND EMERGENCY SERVICES			
Emergency Preparedness	Informational	Various	Promoted and distributed literature during Emergency Preparedness Week for people with disabilities.
Facilities	Physical	Physical	Continued to ensure barrier free facilities, features and devices are maintained and functional.
Public Education/ Smoke and CO Alarms	Informational	Sensory	Fire Prevention continued promotion of strobe type CO and smoke alarms for people with hearing disabilities.
Customer Service Accessibility Standard Training	Policy and practices/ informational/ attitudinal		Implemented training for new recruits hired in 2012
Training	Attitudinal	Cognitive	Continued and enhanced the Autistic program with Stouffville District High School.
LEISURE AND COMMUNITY SERVICES			
Town web site section on Leisure/ other communication methods	Communication	Various	<ul style="list-style-type: none"> • Maintained an Accessibility section on the Town web-site, informing the public of new programs. • Continued to extend communications to community organizations affiliated with special needs groups
Municipal Offices	Physical	Physical	<ul style="list-style-type: none"> • Front entrance sliding door: create visible guide to lead patrons to side where doors open, explore audio as well as physical: This is ongoing • Completed signage for accessible washroom more prominent location • Explore need for alternate handle or button for accessible washroom to allow ease of access to exit: this is under review – a service level change would be required • Front lobby furniture by Customer Service is very low and difficult for some to access: action to address this is under way • Explore range of the hearing assist system to see if able to work in meeting: this is ongoing in rooms as well as council chambers

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Department			
			<ul style="list-style-type: none"> Moved wheelchair from the Stouffville Arena to be used at Municipal Offices as necessary
Customer Service Accessibility Standard: Training	Communication/ Attitudinal		Ensured new department staff and volunteers receive training in the Accessibility Standards for Customer Service, and maintained a training record.
Training	Attitudinal		Ensure all department staff/ volunteers working directly with special needs participants receive specialized training through partnership with Community living York south and/or Reach for the Rainbow: this is ongoing.
Programming	Practices/ Informational/ Attitudinal		Continued to increase number and diversity of adapted programs offered to keep up with the growing demand
Volunteer Recruitment	Practices/ attitudinal		Continued to investigate options to enhance coop and volunteer opportunities for persons with special needs. Continued with existing coop opportunities working with local high school (e.g., arena/leisure centre)
Stouffville Arena	Physical	Physical	Narrow hall from elevator to multi-purpose room on second floor: put in automatic door to ease entry to room. This has been completed. Completed modification of support bars in the two upstairs washrooms, to allow for additional support for independent use.
Latcham Hall	Physical	Physical	<ul style="list-style-type: none"> Washrooms to be fully accessible: completed. Flooring changed to low slip with visual markings to identify walls, ramp and key areas
Silver Jubilee	Physical	Physical	Relocated multi-purpose room space for use by seniors at Latcham
PLANNING AND BUILDING SERVICES			
Site Plans	Physical	Physical	Continued to advocate 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
Business Accessibility Checklist	Communication/ Attitudinal/ Physical	Various	Continued to distribute the Business Accessibility Checklist at the service counter along with the building permit application

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Department			
			forms and other applicable laws and informative documents, as required pursuant to the Ontario Building Code
Ontario Building Code barrier free requirements	Physical	Physical	Apprised the Accessibility Working Group and/or the Accessibility Advisory Committee of any changes in the Ontario Building Code regarding Barrier free Design Requirements
Ontario Building Code barrier free requirements	Physical	Physical	Assisted the public, staff, applicants and the Accessibility Advisory Committee with interpretation of Barrier Free requirements in the Ontario Building Code, as required.
Ontario Building Code barrier free requirements	Physical	Physical	As a service excellence initiative, assisted the public with interpreting the intent of barrier-free prescriptive technical requirements, based on the functional statements and objectives of the OBC, and the Toronto Area Chief Building Officials Committee detail packages for barrier-free design
PUBLIC WORKS			
Pedestrian Signal Control Button	Physical		Regarding the plan for Main Street and Winona Drive: Signal control button on Main Street is not currently very accessible. Relocate control button from Main Street to pole on Winona Drive. Post signage to show location of pedestrian control button. This has been completed.
Spot Repairs	Physical	Physical	Spot repairs to various sidewalks in town: Ongoing
FINANCE			
Integrated Accessibility Standards – Accessible procurement	All Types		Regarding the accessible procurement provision set out in section 5 of the Integrated Accessibility Standards, a draft revised Procurement By-Law addresses this. In addition, bids are available on Bidingo making them accessible to the general public. Also, each bid presently references the requirements set out by the Ontario Regulation 429/07. There is also a draft template that once approved will be added to each bid document going forward.
Integrated Accessibility	All Types		Currently there are no self-service kiosks; if any are installed, section 6 of the Integrated

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Department			
Standards – Accessible Self-service kiosks			Accessibility Standards will be complied with. MPAC has provided accessibility options for all residents relating to the retrieval of information; in person, on the internet or by written correspondence. We offer other accessibility options for access to information.
Availability of hardware to assist with hearing impaired visitors to Council Chambers	Communication		Staff continue to communicate that hearing assistive devices are now available from the Centralized Customer Service Centre for use in Council Chambers
Chairs currently in place at CCSC are too low for those with knee and hip restrictions	Physical		This item has been brought to the attention of Leisure and Community Services. New temporary chairs have been placed at Customer Service, which are slightly higher. New more accessible chairs are being ordered.
Web-site redesign, service request feature	Technological		Status of plan to incorporate public access to the <i>Service Request Manager</i> ticketing system into the Town web-site re-design: Pending an Information Technology Division compatibility review the Service Request Manager ticketing system will be available at the second phase of the new website launch (mid-2013).
LIBRARY			
Integrated Accessibility Standards Regulation – Public Libraries	Various	Various	The Library is in compliance with public libraries section 19 of the Integrated Accessibility Standards by January 1, 2013, in accordance with the regulation.
Programming Enhancement	Attitudinal/ Communication	Sensory	Ensured story-time programs included stories addressing children with disabilities
Self Check Unit	Physical	Physical	Regarding the 2012 goal of investigating accessible features for the self check unit, this has been re-scheduled to 2013
Paws 4	Attitudinal/	Sensory	Maintained Paws 4 Stories program

Barrier Identified	Barrier Type	Disability Type	How the Barrier was Addressed
Department			
Stories Program Initiative	Communication		whereby children with social issues are able to read stories to dogs
Marketing/Promotion	Communication		Regarding the goal of publicizing the availability of accessible formats and support, this is ongoing
Training	Communication/Attitudinal		Ongoing training on the Integrated Standard to be provided for all staff, Library Board members, and volunteers: Re-scheduled to 2013.
Accessible formats and supports for information	Communication		Upon request provided accessible formats and supports for information at the same cost charged to others
Website	Communication		The goal of updating the Library website to enhance accessibility consistent with WCAG 2.0 Level A guidelines has been re-scheduled to 2013.
Partnership with Leisure Services - Programming	Policy/Communication	Sensory	Continued existing partnership with Leisure and Community Services programming staff through offering shared Aquatic and Library programs to individuals with disabilities

9 IDENTIFYING BARRIERS IN 2013-17

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 focused 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

Barrier	Type of Barrier	Strategy for Removal	2013	2014	2015	2016	2017
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	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Integrated Accessibility Standards: Training	Communication/ Attitudinal	Arrange for staff, volunteers and contractors to receive training in the Integrated Accessibility Standard, and maintain a training record	2013	Ongoing	Ongoing	Ongoing	Ongoing

Barrier	Type of Barrier	Strategy for Removal	2013	2014	2015	2016	2017
Department							
Integrated Accessibility Standards Regulation – Employment	Various	Ensure compliance with applicable sections of Part III by January 1, 2014, in accordance with the regulation: <ul style="list-style-type: none"> Employee recruitment Processes to accommodate employees returning to work Performance management, career development and redeployment 	2013	Ongoing	Ongoing	Ongoing	Ongoing
Integrated Accessibility Standards Regulation – General	Various	Prepare an annual status report on the progress of measures taken to implement accessibility strategies in accordance with section 4 of the regulation; an Accessibility Compliance Report is due December 31, 2013	2013	Ongoing	Ongoing	Ongoing	Ongoing
Accessibility for Ontarians with Disabilities Act (AODA) regulations	Various	Continue to monitor the development of Accessibility for Ontarians with Disabilities Act standards (e.g., Built Environment); communicate updates on progress to Town departments.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Town website section on Accessibility	Communication	Maintain the Accessibility section on the Town website, informing the public of new developments.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
CLERK'S							
Ease of accessing info on line	Informational/ technological	All current forms are accessible and audible. In coordination with other departments, continue to ensure forms/ applications available on line are accessible by all.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Municipal Elections		Ensure ability for variously-abled persons to vote and the ability to vote independently.		2014			2018 election

Barrier	Type of Barrier	Strategy for Removal	2013	2014	2015	2016	2017
Department							
Information and Communication Standard – Accessible formats and communication supports	Communication	Ensure accessible formats and communications supports practices are consistent with the requirements of Ontario Regulation 191/11- Part II, Section 12, by January 1, 2015. This will be attained in concert with the Town’s Information Technology Division.	N/A	2014	Ongoing	Ongoing	Ongoing
Amend Parking By-law	Physical	Update Parking by-law relating to accessibility language, and review with the Accessibility Advisory Committee.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Accessibility Advisory Committee membership	All types	Continue to promote full membership on the Accessibility Advisory Committee, and review the Terms of Reference and Committee composition with the next term of Council.	Ongoing	Ongoing	2015	Ongoing	Ongoing
ENGINEERING AND CAPITAL PROJECTS							
Interrupted Access Network of Sidewalks between New and Existing Roads	Physical	Continue to co-ordinate with subdivision developers, site plan and municipal consent/utility applicants to complete sidewalk networks, e.g., Hoover Park Drive and Main Street; Weldon Road.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Town Engineering and Design Standards	All Types	Review and update Town Standards to ensure consistency and compliance with the Town’s Accessibility Plan where applicable	Ongoing	Ongoing	Ongoing	Ongoing	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	Ongoing	Ongoing	Ongoing	Ongoing

Barrier	Type of Barrier	Strategy for Removal	2013	2014	2015	2016	2017
Department							
Town New Capital and Infrastructure Projects	Communication	Continue to ensure procurement practices (capital project tenders) are consistent with the requirements of Ontario Regulation 191/11- Part 1, Section 5	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Integrated Accessibility Standards Regulation – Design of Public Spaces	Various	Ensure accessible design elements pertaining to applicable newly constructed or redeveloped public spaces (e.g., applicable exterior paths of travel), in accordance with Part IV.1 of the regulation, effective January 1, 2016. Have drawings reviewed with WS accessibility committee during design phase.	N/A	N/A	2015	Ongoing	Ongoing
FIRE AND EMERGENCY SERVICES							
Emergency Preparedness	Informational	Promote, distribute literature during Emergency Preparedness Week for people with disabilities.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Facilities	Physical	Continue to ensure barrier free facilities, features and devices are maintained and functional.	Ongoing	Ongoing	Ongoing	Ongoing	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	Ongoing	Ongoing	Ongoing	Ongoing
Training	Attitudinal	Continue with training relating to the Autistic program at the Stouffville District High School.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Training of Fire Recruits	Policy and Practice/ informational/ Attitudinal	Continue with the delivery of Disability Training Program	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
LEISURE AND COMMUNITY SERVICES							
Town website section on	Communication	<ul style="list-style-type: none"> Maintain an Accessibility section on the Town website, informing the public of 	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing

Barrier	Type of Barrier	Strategy for Removal	2013	2014	2015	2016	2017
Department							
Leisure/ other communication methods		<p>new programs.</p> <ul style="list-style-type: none"> Continue to extend communications to community organizations affiliated with special needs groups 					
Volunteer recruitment	Practices, attitudinal	Investigate options for volunteer opportunities for persons with special needs	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Accessible facilities	Practices	<ul style="list-style-type: none"> Implement an audit process for opening new facility and yearly with accessible committee – to be reviewed as a part of capital budget. Formalize process through creation of policy. Create workplan for accessibility issues via daily inspection notes, budget assigned/ capital approved through council Update binder for audit records, based on needs – identify barriers looking at “curb in” access – add to workplan and identify what to do/when 	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Parks	Practices	<ul style="list-style-type: none"> Existing parks, add components as possible/need arises. Overall plan for parks – hard trails/splash pads/swings – need feedback on location Current equipment is all CSA approved so can’t modify existing, can only add new structures, can be costly Parks/trails/open space – looking at creating master plan 2015 	Ongoing	Ongoing	Ongoing (master plan)	Ongoing	Ongoing
Integrated Accessibility Standards	Various	Ensure accessible design elements pertaining to applicable newly constructed or redeveloped public spaces (e.g.,	N/A	N/A	2015	Ongoing	Ongoing

Barrier	Type of Barrier	Strategy for Removal	2013	2014	2015	2016	2017
Department							
Regulation – Design of Public Spaces		applicable outdoor play spaces), in accordance with Part IV.1 of the regulation, effective January 1, 2016. Have drawings reviewed with WS accessibility committee during design phase					
Customer service accessibility standard: training	Communication/ attitudinal	Ensure new department staff and volunteers receive training in the accessibility standards for customer service, and maintain training record. additional training for those working directly with adapted programs	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Training	Attitudinal	Ensure internal processes in place for police checks and vulnerable sector screening for those working directly with vulnerable clients	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Programming	Practices/ informational/ attitudinal	<ul style="list-style-type: none"> Continue to increase number and diversity of adapted programs offered to keep up with growing demand Work with other York Region municipalities, inclusive recreation committee, to create consistency in programming, intake forms and practices 	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
PLANNING & BUILDING SERVICES							
Accessibility Advisory Committee – Site Plan check-list	Physical	Create a site plan checklist for site plan review.	2013				
Downtown Stouffville	Physical/Visual/ Hearing	Complete an audit of the public realm along Main Street, Ninth Line to St. Paul’s Presbyterian Church, to identify barriers for persons with physical, visual and hearing		2014	2015		

Barrier	Type of Barrier	Strategy for Removal	2013	2014	2015	2016	2017
Department							
		disabilities. From the application of the completion of the audit, a strategy to overcome the barriers would be developed.					
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	Ongoing	Ongoing	Ongoing	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	Ongoing	Ongoing	Ongoing	Ongoing
Ontario Building Code (OBC) barrier free requirements	Physical	Apprise the Accessibility Working Group and/or the Accessibility Advisory Committee of any changes in the OBC regarding Barrier free Design Requirements.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
	Physical	Answer interpretation queries of the public, staff, applicants and Accessibility Advisory Committee regarding Barrier Free requirements in the OBC, as necessary.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
	Physical	As a service excellence initiative, assist the public with interpreting the intent of barrier-free prescriptive technical requirements, based on the functional statements and objectives of the OBC, and the Toronto Area Chief Building Officials Committee detail packages for barrier-free design.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
PUBLIC WORKS							
Spot Repairs	Physical	Spot repairs to various sidewalks in town, identified through sidewalk condition study	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing

Barrier	Type of Barrier	Strategy for Removal	2013	2014	2015	2016	2017
Department							
		and service requests					
FINANCE							
Information and Communication Standard – Accessible websites and web content	Communication	Ensure new internet websites and web content conform with WCAG 2.0 Level A, consistent with the requirements of Ontario Regulation 191/11- Part II, Section 14, by January 1, 2014	2013	Ongoing	Ongoing	Ongoing	Ongoing
Information and Communication Standard – Feedback	Communication	Ensure feedback processes (e.g., Service Request Manager) are consistent with the requirements of Ontario Regulation 191/11- Part II, Section 11, by January 1, 2014	2013	Ongoing	Ongoing	Ongoing	Ongoing
Cultural Awareness	Communication	Through training, ensure all frontline employees are aware of cultural norms in order to enhance the level of service and ensure a broader understanding of cultural differences.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Accessible areas for persons with mobility issues	Physical	Ensure visitors/customers who require services can do so in an accessible area of the lobby.	2013	Ongoing	Ongoing	Ongoing	Ongoing
LIBRARY							
Self Check Unit	Physical	Investigate accessible features for the self check unit	2013				
Web Site	Communication	Update the Library website to enhance accessibility, consistent with WCAG 2.0 Level A guidelines.	2013				
Programming Enhancement	Communication	Story-time programs to include stories addressing children with disabilities	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Paws 4 Stories Program Initiative	Communication	Children with social issues read stories to dogs	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing

Barrier	Type of Barrier	Strategy for Removal	2013	2014	2015	2016	2017
Department							
Marketing/ Promotion	Communication	Publicize the availability of accessible formats and support	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Training	Communication/ Attitudinal	Ongoing training on the Integrated Standard to be provided for all staff, Library Board members, and volunteers	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Accessible formats and supports for information	Communication	Upon request provide accessible formats and supports for information at the same cost charged to others	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Partnership with Leisure Services - Programming	Policy/ Communication	Continue existing partnership with Leisure Services programming staff through offering shared Aquatic and Library programs to individuals with disabilities	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing

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 and Whitchurch-Stouffville Public Library Websites.

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 Disabilities 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.

a) 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

b) 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.

c) Cognitive

Intellectual

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (e.g., Down's 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.

d) 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.

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

Where to look for barriers for persons 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	• Watercraft (e.g., ferries)
• Trains	• Cars
• Aircraft	• Van

Extracted from: A Guide to Annual Accessibility Planning Page