

JANUARY 8, 2019

COMMITTEE OF THE WHOLE

REPORT NO. CW-001-2019

ANNUAL ACCESSIBILITY SUMMARY REPORT 2018

**ANDREA BOLTON,
DEPUTY CLERK AND ACCESSIBILITY COORDINATOR**

RECOMMENDATIONS

For information purposes.

BACKGROUND

The *Accessibility for Ontarians with Disabilities Act, 2005*, Regulation 191/11 requires public sector organizations to prepare an annual status report on the progress of measures taken to implement their five year accessibility plan and O. Reg. 191/11 itself. The report must be posted on the public sector organization's website and provided in an accessible format upon request.

DISCUSSION/ALTERNATIVES

The United Counties of Leeds and Grenville's Five Year Plan sets out accessibility goals for the Counties to achieve. The Annual Summary Report identifies which of these goals were addressed in 2018, and suggests the immediate next steps for further accomplishments.

Accomplishments highlighted in the 2018 Accessibility Status Report touch on each of the Accessibility Standards which affect the Counties, including General

Accomplishments, the Information and Communication Standards, Customer Service Standards, Employment Standards and Design of Public Spaces Standards.

FINANCIAL IMPLICATIONS

Activities identified in the Annual Summary Report can be found in the five year plan, which is reflected in the Counties' overall budget.

ATTACHMENTS

Annual Accessibility Summary Report 2018



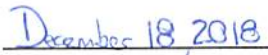
**ANDREA BOLTON,
DEPUTY CLERK AND ACCESSIBILITY COORDINATOR**



DATE



**ANDY BROWN
CHIEF ADMINISTRATIVE OFFICER**



DATE

Annual Accessibility Summary Report 2018

The Accessibility Status Report is the annual update on the progress of measures taken to improve accessibility and implement the *Accessibility for Ontarians with Disabilities Act, 2005* (A.O.D.A.) and the *Integrated Accessibility Standards Regulation* (I.A.S.R.) (Ontario Regulation 191/11).

This status report includes accessibility initiatives that were undertaken in 2018 to implement the strategies outlined in the United Counties of Leeds and Grenville's Multi-Year Accessibility Plan and reflecting the activities of the Leeds Grenville Accessibility Advisory Committee.

Statement of Commitment

The United Counties of Leeds and Grenville is a designated public sector organization under the A.O.D.A. and is committed to meeting the accessibility needs of people with disabilities. The Counties strives to provide goods, services, programs, and facilities in a manner that respects the dignity and independence of all people. As well, the Counties is committed to provide persons with disabilities the same opportunities to access its goods, services, programs, and facilities in the same manner as other persons, wherever possible.

Highlights and Accomplishments 2018

General

- In 2018 three new members were welcomed to the Accessibility Advisory Committee.
- The Accessibility Advisory Committee met six times, including one meeting in the Municipality of North Grenville following a tour of the Municipal Centre.
- Volunteers, such as the Friends of Limerick Forest and the Women's Auxiliary at Maple View Lodge received accessibility training.
- The Accessibility Advisory Committee participated in the Third Review of the A.O.D.A. via written submissions to the Honourable David C. Onley.
- Staff attended an Accessibility Open Web Workshop in September, which focused largely on how to create an accessible presence online.
- Staff attended the Fall Conference of the Ontario Network of Accessibility Professionals.

Information and Communication Standards

- In 2018 staff developed a Guide to Accessible Word Documents for distribution to Counties' employees in an effort to generate more user-friendly documents, and create documents that, when converted to .pdf, would be more appropriate for posting to the Counties' website.
- The Accessibility Advisory Committee consulted on the revised Municipal Emergency Response Plan to ensure a more meaningful and accessible document, including the addition of information regarding vulnerable populations.
- Remediation of documents on the Counties' newly revised website was begun to ensure webpages and documents are error-free and accessible.

Customer Service Standards

- In 2018 training continued to ensure staff are aware of the Human Rights Code as it relates to disability, the I.A.S.R. General Requirements and the Customer Service Standard. This training is part of the orientation process at the time of hiring.

Employment Standards

- Accommodations continue to be available throughout the recruitment process and employment life cycle.

Design of Public Spaces Standards

- The Accessibility Advisory Committee was consulted on draft plans for parking lot renovations at 25 Central Avenue West, Brockville which would make the parking lot safer and increase the number of accessible parking spaces.
- As part of a construction project undertaken by the Counties' Public Works Department, the Accessibility Advisory Committee was consulted with respect to on-street parking in Elgin (Township of Rideau Lakes).
- The Accessibility Advisory Committee was consulted on the development of an accessible trail at Limerick Forest. Following consultation, Forestry staff made improvements to the Boardwalk, including the installation of bumpers, and the application of crushed packed gravel to both the southern and northern ends of the Boardwalk trail.

Goals and Next Steps for Accessibility

- Further improvements at Limerick Forest are anticipated in 2019, including the construction of a lower viewing platform along the Boardwalk, with gentler ramp.

New signage at the Boardwalk and parking lot, as well as the Interpretive Centre, will provide a greater understanding of the characteristics of the trail

- Further work toward the completion of the parking lot renovations at 25 Central Avenue West, Brockville, including an increase to the number of accessible parking spaces is anticipated.
- Staff will work to continue to improve the quality of documents on the website in order to ensure accessibility.
- Staff will work to create a process for refreshing accessibility training for existing employees.
- Staff will undertake accessibility training of the 2018-2022 term Counties Councillors.

Availability of Report and Plan

The Multi-Year Accessibility Plan and Annual Accessibility Status Reports can be accessed through the United Counties of Leeds and Grenville's website at [the Counties website www.leedsgrenville.com](http://www.leedsgrenville.com) .

Contact Information

Accessibility Coordinator
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Feedback

The United Counties of Leeds and Grenville welcomes public input on how services and programs are delivered to persons with disabilities. Feedback is forwarded to the County Clerk and is collected by phone, email, website comments, in person, or by mail. Feedback in person is accepted at any of the Counties' public facilities. Feedback is accepted in accessible formats and with other communications supports as required.

Accessible Formats Available

Accessible format and communication supports are available upon request.