

MARCH 3, 2020

COMMITTEE OF THE WHOLE

REPORT NO. CW-020-2020

ACCESSIBILITY ANNUAL STATUS REPORT 2019

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

RECOMMENDATIONS

For information purposes.

BACKGROUND

The *Accessibility for Ontarians with Disabilities Act, 2005*, Regulation 191/11 requires designated 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 designated 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 Status Report identifies which of these goals were addressed in 2019, and suggests the immediate next steps for further accomplishments.

Accomplishments highlighted in the 2019 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

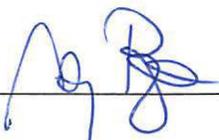
Annual Summary Report 2019



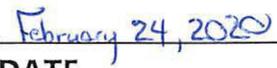
**ANDREA BOLTON,
DEPUTY CLERK AND ACCESSIBILITY COORDINATOR**



DATE



**ANDY BROWN
CHIEF ADMINISTRATIVE OFFICER**



DATE

Accessibility Status Report 2019

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 2019 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 2019

General

- The Accessibility Advisory Committee met three times, including one meeting at the Limerick Forest Interpretive Centre, followed by an inspection of the accessibility changes made to the Boardwalk Trail.
- A media release was circulated during National AccessAbility Week to promote both the occasion and the Accessibility Advisory Committee, as well as several Tweets in celebration of National AccessAbility Week.
- The Accessibility Advisory Committee contacted Elections Canada in advance of the 2019 federal election to express concern regarding accessibility at the polls. The Committee received a response from Elections Canada outlining their efforts to ensure all accessibility for all voters.
- In 2019, the Accessibility Advisory Committee created a Facebook Page for the Committee. The Page is designed to provide information about accessibility in Leeds and Grenville.

- The Accessibility Advisory Committee promoted, through its Facebook Page, the Treat Accessibility program. The program partnered with Home Depot to provide yard signs identifying homes that were accessible at Halloween, and provided homeowners with tips on how to make their home accessible for the trick or treaters.
- The Accessibility Advisory Committee promoted the Youth Accessibility Leader program as offered by the federal government. Promotion took place through the Committee's Facebook Page. In addition, staff contacted the principals of all secondary schools in Leeds and Grenville to make them aware of the Program and encourage them to pass the information on to their students.
- New employees participated in the Counties' Onboarding Program, a part of which focused on accessibility training.
- In March of 2019, staff and representatives of the Accessibility Advisory Committee participated in a webinar from the Ministry for Seniors and Accessibility regarding Accessibility Advisory Committees.
- 2019 was a Compliance Reporting Year. Staff completed and submitted to the Ministry the mandatory Accessibility Compliance Report.

Information and Communication Standards

- Continued to promote the Guide to Accessible Word Documents during the Onboarding process 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.
- Remediation of documents on the Counties' website continues to ensure webpages and documents are error-free and accessible.
- Staff participated in a webinar with respect to captioning in April of 2019.
- Staff attended the Eastern Ontario Communications Conference in October. The conference included a session on accessible communication.
- In 2019, the Information and Communication Standards Development Committee sought public input on recommendations they were making to the Province. The individual Accessibility Advisory Committee members were provided with access to the online survey to provide input. Staff also participated via the online survey.

Customer Service Standards

- In 2019, 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.
- Potential candidates for employment are made aware of the availability of accommodation.
- Employees are made aware during the Onboarding process of the availability of individual emergency plans designed to meet the needs of persons with disabilities.

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. The Committee made several recommendations as to the configuration of the parking lot and the entrance to the building. A Violence and Risk Assessment was conducted to evaluate the recommendations.
- The Accessibility Advisory Committee was consulted on improvements to the accessible trail at Limerick Forest, including the Boardwalk Trail. A more accessible lower tier viewing platform was constructed in the winter of 2019. Consultations also addressed signage and the possibility of an accessible washroom/outhouse.

Goals and Next Steps for Accessibility

- Further improvements are anticipated at Limerick Forest, particularly signage at the Boardwalk and the parking lot. An accessible washroom/outhouse is anticipated in 2020.
- 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 and the Accessibility Advisory Committee will review the Accessibility Plan in 2019.

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 a 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.