

**NOVEMBER 3, 2020**

**COMMITTEE OF THE WHOLE**

**REPORT NO. CW-074-2020**

**ACCESSIBILITY ANNUAL STATUS REPORT 2020**

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

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### **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 its 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 2020, and suggests the immediate next steps for further accomplishments. 2020 was an unusual year given the COVID-19 pandemic and its effects on the operation of the United Counties of Leeds and Grenville. Many planned activities were set aside to allow for the COVID-19 response. The pandemic response

impacted the number of meetings the Accessibility Advisory Committee held in 2020, limiting it to meetings in February and October.

Accomplishments highlighted in the 2020 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**

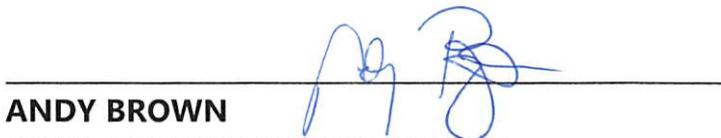
Annual Summary Report 2020



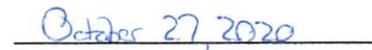
**ANDREA BOLTON,  
DEPUTY CLERK AND ACCESSIBILITY COORDINATOR**



**DATE**



**ANDY BROWN  
CHIEF ADMINISTRATIVE OFFICER**



**DATE**

## **Accessibility Status Report 2020**

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 2020 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 and 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 2020**

#### **General**

- COVID-19 restrictions limited the number of meetings of the Accessibility Advisory Committee to two in 2020.
- New employees participated in the Counties' Onboarding Program, a part of which focused on accessibility training. This training is done largely through the Counties' Learning Management System.
- National AccessAbility was commemorated with a series of tweets that directed persons to the Accessibility Advisory Committee's Facebook page and the message posted there from the Chair of the Committee.

#### **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. Remediation includes the Counties' main website, as well as the Invest and Discover sites, with a goal to meet compliance requirements for the January 1, 2021 deadline. Staff are developing a digital strategy for the maintenance of the websites that ensures only accessible content is uploaded.

### **Customer Service Standards**

- In 2020, 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**

- In 2019, 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. In the summer of 2020 the work on the parking lot was undertaken, and with the exception of the light standards, it was completed.
- In 2020, the United Counties submitted a grant application under the small projects stream of the Enabling Accessibility Fund. The application was for funding for the construction of two accessible outhouses along the accessible friendly trail at Limerick Forest. Results of the application will not be known until December.

**Goals and Next Steps for Accessibility**

- Further improvements are anticipated at Limerick Forest, particularly signage at the Boardwalk and the parking lot. An accessible outhouse is anticipated in 2021 if funding is approved through the Enabling Accessibility Fund.
- Staff will work to continue to improve the quality of documents on the website in order to ensure accessibility.
- Staff and the Accessibility Advisory Committee will review the Accessibility Plan in 2021.
- The Learning Management System will be used to issue refresher training for existing employees with respect to Accessibility, the A.O.D.A. and I.A.S.R.

**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**

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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.