



**Township of *Scugog***

**2018-2022  
ACCESSIBILITY  
PLAN**



Available in Alternate Format Upon Request



**A Goal From the  
Township of Scugog's  
Strategic Plan**

**A Safe, Healthy & Livable Community**

**Make the Community  
Accessible & Walkable**



## **Mayor's Message**

**Tom Rowett, Mayor  
Township of Scugog**

The Multi Year Accessibility Plan is developed in accordance with the *Ontarians with Disabilities Act* (ODA) and the *Accessibility for Ontarians with Disabilities Act of 2005* (AODA) to highlight the identification, removal and prevention of barriers to persons with disabilities who work, live and visit the Township of Scugog.

About 1.85 million Ontarians have a disability and may face barriers to accessibility. They may find it hard to access local services, enter public buildings or use public transit. While all levels of government are working to change this, municipal governments have a special role to play. Municipalities serve communities and manage many important programs and services, such as libraries, emergency services, and parks and roads.

Given this important role, Ontario law requires municipalities with 10,000 or more residents to create a special committee, the Accessibility Advisory Committee. It also requires that municipalities, regardless of size, prepare an Accessibility Plan each year to report on its efforts to comply with AODA standards.

The Township of Scugog is pleased to present its 2018 - 2022 Accessibility Plan, describing barrier removal initiatives accomplished in 2017 and outlining the measures to be taken to identify, remove and prevent barriers to all citizens when accessing Township of Scugog facilities and services in the future.

The Township of Scugog is committed to taking the necessary steps to increase its accessibility for persons with disabilities. The Township has made some exciting advancements in accessibility and will continue to identify, remove and prevent barriers for persons with disabilities. The Township of Scugog is committed to being fully accessible to persons with disabilities, in accordance with the AODA, by 2025, to ensure all citizens can enjoy the full benefits our community has to offer.

- *Mayor Rowett*



## **Message from the Chairperson**

**Diana Fletcher**

**Scugog Accessibility Advisory Committee**

What does accessibility mean to you?

Accessibility can have different meanings for different people. A smooth floor means accessibility for wheelchair users; however, a visually impaired person may need tactile markings on the floor which would make for a bumpy ride in a wheelchair. With new technology and changes in attitudes, the meaning of accessibility may shift to new perspectives.

Currently statistics show that approximately one in 7 Ontarians have a disability. As the population ages the number of people with disabilities is predicted to increase. These statistics show the importance of having an accessible and inclusive community.

This Multi-Year Accessibility Plan builds on accomplishments to date and lays out a roadmap to help make the Township of Scugog an accessible and inclusive community.

Our volunteer committee with their knowledge and experience will continue to assist with identifying and removing barriers to accessibility. As a group, we are committed to and are passionate about making a difference in our community!

*- Diana Fletcher*

## Legislation

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### Ontarians with Disabilities Act, 2001 (ODA)

In 2001, the Ontarians with Disabilities Act (ODA) was passed by the provincial government to improve access and opportunities for persons with disabilities. This act applies to provincial and municipal governments, colleges and universities, hospitals and school boards.

### Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Building on the *Ontarians with Disabilities Act, 2001*, requirements, the Accessibility for Ontarians with Disabilities Act (AODA) will help ensure full accessibility for people with various disabilities. The purpose of the AODA is to ensure that Ontario is universally accessible by 2025. This legislation differs from the ODA in that the accessibility standards will be enforced with specific timeframes for implementation.

## Accessibility Standards

Standards were established in the following areas:

### Accessible Customer Service Standard

The Customer Service Standard was the first of the five standards to become law. It pertains to the way in which we provide our goods and services to the public. Requirements of this standard involved policy development and extensive training to all employees who deal directly or indirectly with the public. The purpose of training is to make people more aware of various disabilities and learn helpful tips to ensure accessible customer service.

## Integrated Accessibility Standards Regulation

The next three (3) standards, which also includes a General Requirement component, have been combined into the Integrated Accessibility Standard Regulation (I.A.S.R.) which came into effect in 2011.

### **General Requirements**

The General Requirement component of the I.A.S.R. focuses on the establishment of accessibility policies, plans, the procurement of goods and services, self-service kiosks, and training requirements.

The **Information and Communications Standard** focuses on accessible information and communications relating to the provision of goods and services such as websites, brochures, flyers, invoices, order forms etc.

Requirements for the **Employment Standard** prescribe how organizations provide accessibility for people with disabilities across all stages of the employment life cycle; for example, recruitment, retention, performance reviews, etc.

Requirements for the **Transportation Standard** will prevent and remove barriers to allow easier travel throughout the province.

### **Design of Public Spaces Standard**

The Design of Public Spaces Standard came into effect in 2013. This standard helps organizations make new and redeveloped public spaces and buildings accessible to persons with disabilities.

Each of these provincial standards has established implementation targets and compliance requirements for obligated organizations. In addition, all five standards will be reviewed and updated every five years until 2025.

# Accessibility Plan

## Objectives

### Multi Year Accessibility Plan

This report describes the measures that the Township of Scugog has previously taken and the measures to be taken in the next year and the future, to identify, remove and prevent barriers to persons with disabilities who use the facilities and the services of the Township. The 2018-2022 Accessibility Plan has been prepared in accordance with the requirements of the *ODA, 2001* and the *AODA, 2005*.

The 2018-2022 Accessibility Plan includes:

- Actions that the Township of Scugog has taken over the past year to remove barriers;
- Processes by which the Township has identified, removed and prevented barriers to persons with disabilities;
- Measures the Township will be taking to identify, remove and prevent barriers to persons with disabilities;
- The monitoring process for the Accessibility Plan; and
- Actions to be taken to communicate the Township of Scugog Accessibility Plan to the public.

### Addressing Accessibility

The Township of Scugog aims to address accessibility through the development of strategies to identify, remove and prevent barriers, taking into account the implementation of AODA legislation to ensure that both public and private businesses, facilities, goods and services are more accessible.

The Scugog Accessibility Advisory Committee advises Council and Staff in the preparation and implementation of the Accessibility Plan, they provide advice and guidance to Council with respect to policies, practices, services and programs as well as provide a forum for persons with disabilities to raise issues and concerns.

Municipal departments examine their own services to assess, plan and remove barriers to ensure accessibility to persons with disabilities. Accessibility achievements for 2017 and future initiatives are outlined by the Accessibility Advisory Committee as well as the various departments within the municipality.

## The Scugog Accessibility Advisory Committee

The Scugog Accessibility Advisory Committee's key responsibilities and activities are defined under the *Ontarians with Disabilities Act, 2001* and are replicated in the *Accessibility for Ontarians with Disabilities Act, 2005* as:

- Identifying barriers
- Providing Council and Staff with recommendations for remediation of barriers
- Supporting the implementation of IAS-related initiatives
- Providing comments on site plans for review
- Working collaboratively, both on an individual and group basis, with the Committee Coordinator and Staff on the development and implementation of compliance requirements to develop policies and procedures and accessibility plans

### The Scugog Accessibility Advisory Committee's Vision:

Scugog Township will commit to be a welcoming and inclusive community by embracing accessibility and opportunity for all.

### Mission:

The Scugog Accessibility Advisory Committee will work in partnership with the community to identify and eliminate barriers for people with disabilities.

The Scugog Accessibility Advisory Committee consists of residents from the Township of Scugog and each member has been appointed by Council for a 4 year term, to offer guidance and advice to Council and Township Staff in the development of the Scugog Accessibility Plan. Many hours of service are required in the establishment of the Scugog Accessibility Plan and the community is very fortunate to have such dedicated individuals come forward to volunteer their time and efforts to ensure ...

## Accessibility for All

### COMMITTEE PHOTO



(Photo does not include all members)

## Scugog Accessibility Advisory Committee's **Team of Experts**

**Diana Fletcher,**  
Chair

**Councillor Wilma Wotten,**  
Councillor Ward 4

**Christy Harrison,**  
Committee Coordination Associate, Clerks Department

**Gillian Lewis-Daly,**  
Vice Chair; Great West Life & Former Admin Assistant for CNIB

**Fiona Hunter,**  
Long-time resident of Scugog

**Cecil Lamrock,**  
Previous Councillor and Scugog AAC Representative

**Linda Caskie,**  
Resident and volunteer of Scugog

**Kyle Rawn,**  
Accessibility Professionals of Ontario

**Erica VanHarten,**  
Entrepreneur and Scugog resident

## Scugog Accessibility Advisory Committee Accomplishments

The Scugog Accessibility Advisory Committee was established in compliance with the Ontarians with Disabilities Act (ODA) which came into effect on December 14, 2001. A new Provincial Act, the Accessibility for Ontarians with Disabilities Act (AODA), was made law in 2005. The intent of this legislation is to make Ontario fully accessible for people with disabilities by the year 2025 by developing, implementing and enforcing accessibility standards.

During the Multi-Year Accessibility Plan 2013 – 2017 the Scugog Accessibility Advisory Committee accomplished the following:

Awarded the following Tip of the Hat Awards for improvements in the area of accessibility

**Remedy RX Pharmacy** – Installation of automatic doors as well as a ramp eliminating the step into the front entrance

**Port Perry Smokehouse** - Braille and large print menus as well as accessible website

**Anne Hall and Ross Crust**, owners of the building located at 209 Mary Street, (Kleurvision) for the installation of an accessible ramp and accessible washroom.

**Janet McGhee** - for accessibility features incorporated into the design and construction of the new office location.

**North Durham Water Systems**

John and Susan Boyce installed an automatic door which can be opened from inside the store using a remote. They also provide excellent customer service, assisting with carrying out the large heavy jugs of water.

**Borelia Co-Operative Homes Inc.** - for installing power accessible entrance doors

**Never Enough Wool** - Providing exceptional accessible customer service

**Brock's Department Store** - Providing exceptional accessible customer service

**Port Perry Medical Associates** - for accessible site renovations

**Pet Valu** – exceptional accessible customer service

**Port Perry Medical Supplies** - exceptional customer service and product education

**Blackstock Recreation Centre** - for accessible building renovations

**San-man Motel** – updating accommodations with accessible features for guests

**Scugog Community Care** -accessible building renovations

**William LeBlanc** - 14 year old Scugog resident for participating in the World Special Olympics Games in PyeongChang, South Korea

**Foodland (Brian & Michelle Shaw)** - extensive accessible renovations and new washroom

**Community Living Kiosk** (operating at Scugog Memorial Public Library) - Serves as a training opportunity for people to acquire skills needed to successfully secure employment in the customer service sector

Hosted a Tip the Hat Celebration and invited all previous award recipients to attend in Council Chambers in May 2015;

Creation of brochure with information about committee and accessibility;

Proclamation of National Access Week June 2017;

Input on accessibility for newly designed Township of Scugog website;

Creation of window decals for all Tip the Hat recipients recognize their contributions to accessibility; and

Hosted several speakers on important matters relating to Accessibility.

# Departmental Accessibility Initiatives

## Report of 2017 Accomplishments

Department	Accomplishments
<b>Corporate Services Clerk's</b>	Accessible Customer Service Training continued on an ongoing basis for new staff and volunteers
	Continued to implement Customer Service Standard and continued to improve the procedure for Service Notice Disruptions and Feedback Form
	Provided advice to Senior Staff in the development of the 2017 Accessibility Plan and the development of Policies, Procedures and Training associated with the Customer Service, Information and Communication, Built Environment, Transportation and Employment Standards as they evolve with AODA legislation
	Responded to public feedback to the Accessibility Directorate of the proposed standards
	Encouraged Staff to run an Accessibility check when creating documents to ensure all documents are legible for use with most readers
	Re-evaluate Workplace Emergency Response Plan
	Continue to encourage Staff to use accessible wording statement "Alternate format made available upon request" on the front of all external publications
	Continued to verify accessibility feedback process is working to identify and prevent accessibility barriers
	Continued to refresh and upgrade website to ensure W3C (world wide consortium) compliance
	Continue to provide advice to staff about appropriate font sizes and styles to ensure documents are accessible
	Ensured taxis provide fare parity, no extra charges for storage of mobility aids or devices and ensured placement of rear bumper stickers for identification

<b>Human Resources</b>	Updated emergency information protocols and processes to ensure accessibility requirements are factored into public safety communications activities
	Prepared Procurement Accessibility Checklist to help assess for accessibility in all Township procurement practices
	Inclusion of the statement: “If you require this information in an alternate format, please contact...” on all documents
	Developed policies, procedures and practices where required to ensure accessibility to employees with disabilities in the areas of: <ul style="list-style-type: none"> <li>▪ Recruitment</li> <li>▪ Employees returning to work</li> <li>▪ Employees and accommodation</li> <li>▪ Performance management, career development and redeployment</li> <li>▪ Notice to successful applicant with notification of policies for accommodation</li> </ul>
	Arranged for suitable accommodation, as required
<b>Library</b>	Arranged for provision of access to accessible materials where they exist
	Improved the website to ensure it is accessible
	Provided accessible formats and communication supports upon request and in a timely manner at no cost to other persons
<b>Fire Department &amp; Emergency Management</b>	Continued to maintain database of residents with special needs in the event of a fire or other emergency
	Provide Accessibility Training to Staff
	Initiated a review of the Municipal Emergency Plan for the purpose of ensuring ODOA compliance
	Introduced the Think Ahead program to the Accessibility Committee.
	Inspected facilities housing vulnerable Ontarians

<b>Community Services (Formally PW&amp;P)</b>	Promoted trail system, parks, waterfront pathways and boardwalks through the trails brochure
	Continued winter maintenance program
	Continued sidewalk repair with attention to reducing trip ledges occurrences
	Implemented built environment standard provisions of <i>Accessibility for Ontarians with Disabilities Act</i>
	Repainted and resigned the Accessible parking space and the entrance ramp at the Blackstock Recreation Centre
	Removed the stairs located within the sidewalk at McDonald and Bigelow and replaced it with a ramp.
<b>Development Services</b>	Continued to seek input from Scugog Accessibility Advisory Committee on site plan applications to provide recommendations on Site Plan Applications through the Site Plan Review Sub-Committee in partnership with the Township Planning Technician and the Community Services Department
	Continued to develop and revise a Site Plan Audit Checklist and brochure to become more detailed and in line with Draft Built Environment
	Implemented built environment standard provisions of <i>Accessibility for Ontarians with Disabilities Act</i>
	Ensured all aspects of the new build of the Arena Office fit within the accessibility requirements ie: door widths and counter heights.
	At the Blackstock Recreation Complex: Built a separate accessible washroom, door widths, counter heights etc.
	Received "Tip the Hat" award in 2015 from the Region of Durham
	Received the 2015 Durham Region Accessibility Award.

# Departmental Accessibility Initiatives

## 2018-2022 Initiatives

Department	Brief Description of Initiative
<b>Corporate Services - Clerk's</b>	Update and maintain accessibility training program to incorporate accessibility policy and procedures, as well as the Ontario Human Rights Code
	Continue to provide support and understand the training needs of employees, contract workers and volunteers and provide training as required
	Continue efforts to improve accessibility and navigation of municipal websites
	Establish, maintain and implement Policies and Procedures governing implementation of the IARS
	Uphold the Workplace Emergency Response Plan
	Continue to maintain the Township's website to meet IASR compliance for 2018
	Arrange staff accessibility training for producing accessible documents and develop potential training program
	Require taxis to have registration and licensing information available to passengers with disabilities in accessible format; to be placed on rear bumper
	Continue to ensure Staff are able to provide documents in an accessible manner upon request
	Ensure accessibility feedback process is working to identify and prevent accessibility barriers
	Ensure training for all employees and volunteers, policy developers and those providing goods and services on behalf of the Township of Scugog regarding the Integrated Accessibility Standards and Human Rights Code

<b>Human Resources</b>	Work in collaboration with our Employee Assistance Provider to bring an awareness of programming available to employees where they work.
	<p>Create new staff orientation that includes:  AODA training  Code of Conduct training  Mental health in the workplace training  Provide leadership training that includes...</p> <ul style="list-style-type: none"> <li>• Accommodating individuals in the workplace</li> <li>• Mental health in the workplace, strategies to help</li> <li>• Addressing violence in the workplace (including domestic violence)</li> <li>• Diversity in the workplace</li> </ul>
	HR Manager to participate on the Accessibility Advisory Committee for continuous feedback
	Provide placements annually for students with exceptional needs from Port Perry High School's work education program
	Establish terms of reference for the new Wellness & Engagement committee. The committee will coordinate ongoing (preventative) wellness activities, in-services and bring-your-lunch-and-learn workshops with topics that address mental health in the workplace.
	HR will collaborate with the Fire Department to bring the Road to Mental Readiness (RMR) program to all staff of the Township.

<b>Community Services (Formally PW&amp;P)</b>	Continue sidewalk repair (wider and more accessible); continue to reduce trip ledges occurrences
	Continue to seek input from Scugog Accessibility Advisory Committee on sidewalk and road reconstruction projects
	Continue with winter maintenance programs
	Installation of several Tactile Warning Plates to assist in Accessible Safety
	Replace the Stone/Gravel pathway between Port Perry Marina and the Library to a paved surface making the surface more accessible.
<b>Library</b>	Continue to provide provision of access to accessible materials where they exist
	Continue to maintain and improve the website to ensure it is accessible
	Continue to provide accessible formats and communication supports upon request and in a timely manner at no cost to other persons
<b>Fire Department &amp; Emergency Management</b>	Continue to maintain database of residents with special needs in the event of a fire or other emergency; aim to increase database
	Ensure response times meet acceptable standards; per resource list
	Ensure the Township's Emergency Plan is available in an accessible format
	Reviewing and maintaining municipal Emergency Plan
	Ensure new volunteer firefighters receive Accessible Customer Service Training
<b>Development Services</b>	Continue to ensure all aspects of any future upgrades built at the Arena fit within the accessibility requirements
	Continue to maintain and improve the website to ensure it is accessible within the department
	Continue to Update and improve Accessibility at Birdseye Pool
	Continue to apply for funding from Resources for Exceptional Children and Youth to help support inclusion programming for summer camps.



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## Accessibility Plan 2018-2022

Please contact:

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