



## **2008** ***Accessibility Plan***

Contact: Accessibility Coordinator  
at (905) 985-7346 ext. 115 or visit  
[www.scugog.ca](http://www.scugog.ca)



## Mayor's Message

On June 14, 2005 the new Accessibility for Ontarians with Disabilities Act received Royal Assent. The legislation builds on the previous Ontarians with Disabilities Act 2001 and aims to provide a fully accessible Ontario in 20 years. By 2010, the Township along with other municipalities in Ontario will also have to comply with a new Accessible Customer Service Standard.

Here in the Township of Scugog, we have been actively working to improve accessibility in the community since 2003 and this is our 5<sup>th</sup> report to you on our progress. I am very pleased to report that we are making significant gains on our objectives although much still remains to be done. Council and staff view accessibility as providing our residents with full citizenship and the ability to readily use all our services. With the help and expertise of the Scugog Accessibility Committee, we can continue to work towards full inclusion. Whether it is our sidewalks, our buildings, parking spaces, or the Township web-site we continue to review every project with improvements for better accessibility as one of our goals.

I urge all citizens and businesses to join in this community-wide effort to remove existing barriers and prevent new barriers in our Township. We look forward to continuing our work in 2008, and are proud to present our Accessibility Plan.

A complete report on all objectives and action items is also available on the Township web-site at [www.scugog.ca](http://www.scugog.ca).

Marilyn Pearce  
Mayor  
Township of Scugog

## **Message from the Chairperson**

### **Scugog Accessibility Advisory Committee (SAAC):**

I would like to thank all of the volunteers that sit on this advisory committee for their commitment and many hours of work. They are truly dedicated to the cause of making Scugog fully accessible by the year 2025 as per the Ontario Disability Act (ODA).

While the year 2025 seems a large number of years away we have a lot of work ahead of us to make Scugog fully accessible in the next 18 years. With strategic planning and specific action steps we diligently work towards that vision.

We are very fortunate to have the support and direction of Mayor Marilyn Pearce, Scugog Council and Township Staff. Without them working with us we could not advance. It is the privilege of this Committee to provide accessibility input on the various 2007 Township initiatives, namely, the new Township Website, the Port Perry Downtown Development Strategy, the Scugog Cultural Space Proposal, New Street Signage, New Development/ Site Plan Review and more. It shows us that Scugog wants to ensure that their community is inclusive. It shows us that they have the foresight to plan ahead and incorporate emerging AODA requirements and Provincial Standards that municipalities are required to conform to.

We look forward to our continued work in making Scugog inclusive and accessible to all!

Yours Truly,

Edie Forsyth  
Chairperson, SAAC

## **Acknowledgments**

*Acknowledging those that have worked together and have contributed their time and expertise in the creation of the 2008 Township of Scugog Accessibility Plan;*

**Mayor Marilyn Pearce & Members of Council  
The Scugog Accessibility Advisory Committee (SAAC)  
Ms. Bev Hendry, CAO  
Ms. Kathryn McCann, Com. of Corp. Services/ Treasurer  
Ms. Kim Coates, Municipal Clerk  
Mr. Gene Chartier, Director of Planning & Public Works  
Mr. John Sellars, Director of Parks, Recreation & Culture  
Chief Richard Miller, Scugog Fire Department  
Mrs. Barbara Condie, Committee Coordinator, SAAC**

# Table of Contents

**MAYOR’S MESSAGE .....2**

**MESSAGE FROM THE CHAIRPERSON.....3**

**ACKNOWLEDGMENTS.....4**

**PERSONS WITH DISABILITIES... ..6**

**TOWNSHIP OF SCUGOG.....GOAL AND MANDATE .....8**

**COMMUNITY PROFILE .....9**

***SCUGOG ACCESSIBILITY ADVISORY COMMITTEE 2007-2010.....11***

**ACCESSIBILITY PLANNING .....13**

**KEY ACHIEVEMENTS – REFLECTING ON THE 2007 PLAN .....15**

**BARRIERS AND GOALS – IDENTIFIED FOR REMOVAL IN 2008 .....20**

**APPENDIX A.....24**

***APPENDIX B.....30***

## Persons with disabilities...

People with disabilities represent a significant and growing part of our population.

According to Statistics Canada,

- Approximately 3.6 million people in Canada have disabilities representing 12.4% of Canadians;
- 1.5 million Ontarians have disabilities representing 13.5% of Ontarians;
- translates into approximately 3,500 people with disabilities in the Township of Scugog;
- that of the 21,440 people living in Scugog that 7,066 people are over the age of 50. This total represents 1/3 the total population of Scugog.

This figure is expected to increase to 20% of the population by the year 2025, largely due to the increasing age of residents. Disability tends to increase with age. Enhancing the ability of people with disabilities to have equal access to opportunities, live independently and contribute to the community will have positive effects on future prosperity in Ontario....*Thus*

### ***The Accessibility for Ontarians Disability Act (AODA), 2005***

Considered a parallel implementation to the *Ontario Disabilities Act of 2001(ODA)*, the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* received royal assent and came into effect in June 2005. Unlike the ODA, 2001 which required Public Sector (government based corporations such as Municipalities, Ministries, School Boards & Hospitals) to plan for Accessibility, the AODA, 2005 applies to **both the Public and Private Sectors** covering every aspect of life available to the public. The goal of the *AODA, 2005* is to ensure that all Ontarians with disabilities have full access to goods, services, facilities, accommodation, employment, building structures and premises by **January 1, 2025**.

This goal will be achieved through the development, implementation and enforcement of provincially-set accessibility standards in the areas of customer service, the built environment, information and communications, employment and transportation.

Each Standard will be developed by a committee that includes people with disabilities or their representatives, representatives of industries or sectors and government ministries.

Each Standards Committee will be responsible for:

- Developing long-term accessibility objectives and proposed accessibility standards (taking into account economic and other considerations) for the respective industry, sector or class of persons/organizations;
- Submitting a proposed accessibility standard to the Minister of Community and Social Services to be posted for public review;
- Considering the input received from the public review; and
- Submitting final proposed accessibility standards to the minister for the government's consideration.

***The Customer Service Standard within the Accessibility for Ontarians with Disabilities Act, 2005 was adopted into regulation in July 2007 and comes into force January 2008 with compliance required by January 1, 2010.***

***The Transportation Standard is currently in draft form. The draft was made available until September 28, 2007 for public comment. The adoption of the standard into regulation may be made in the near future.***

The legislation uses the same definition for disabilities as the human rights legislation. Appendix A to this document sets out the definition of disability.

## **TOWNSHIP OF SCUGOG.....Goal and Mandate**

The Township of Scugog is currently in the process of accessibility planning and our commitment and goal is:

**TO BE A BARRIER FREE MUNICIPAL SERVICE PROVIDER**

And our Mandate is:

**TO IDENTIFY, REMOVE AND PREVENT BARRIERS TO  
MUNICIPAL  
SERVICES AND FACILITIES WITHIN REASONABLE TIME  
FRAMES.**

*January 14, 2008*

***Council demonstrates their commitment to accessibility by endorsing the following recommendation:***

**THAT** Every standing Committee and every Special Committee shall, in preparing its recommendations concerning Municipal by-laws, policies, programs, practices and services, consider and have regard for the identification, removal and prevention of barriers to persons with disabilities;

**AND THAT** this statement be included in all future Township Accessibility Plans and future updates of the Official Plan for the Township.



## **Community Profile**

The Township of Scugog is located approximately 65 kilometres northeast of Toronto. It is situated on and around the shores of beautiful Lake Scugog which is one of Southern Ontario's largest bodies of water. This, combined with the scenic gently rolling countryside, the thriving commercial and business centre of Port Perry and several smaller hamlets, provides for a wide range of lifestyle and business opportunities. The Township of Scugog is one of eight lower tier municipalities forming the Regional Municipality of Durham.

The Township of Scugog's Municipal offices, located in Port Perry, administers such local matters as fire protection, planning and development, local economic development, tax collection, parks and recreation and cultural services, municipal by-laws, library services and the maintenance of over 400 kilometres of roads.

The Township of Scugog Council is comprised of a Mayor, Regional Councillor and five (5) Ward Councillors who are elected for a four year term of office. Both the Mayor and Regional Councillor also sit on the Council for the Regional Municipality of Durham.

## **CORPORATE VALUES**

Honesty and Integrity  
Health and well being of Employees  
Professionalism  
Learning  
Service excellence  
Fiscal accountability and responsibility  
Fairness among staff and ratepayers  
Commitment and dedication to public service.

## **COMMUNITY VALUES**

Small “northern” town lifestyle  
“Knowing your neighbour”  
Agricultural based communities  
Downtown Port Perry  
Controlled growth  
A sense of freedom, but with responsibility  
Volunteerism  
High levels of environmental concern  
Inclusiveness and tolerance

**The Corporation of the Township of Scugog**  
***Scugog Accessibility Advisory Committee 2007-2010***

|  |  |
|--|--|
| <b>Chairperson</b>                         | Ms. Edie Forsyth   |
| <b>Council Liaison</b>                     | Councillor Cecil Lamrock   |
| <b>Members</b>                             | Mr. Dan Brown<br>Ms. Diana Fletcher<br>Ms. Samantha Hillis<br>Ms. Pat Longmuir<br>Mr. Clem Scanes<br>Ms. Erika van Harten  |
| <b>Committee Coordinator</b>               | Mrs. Barbara Condie  |
| <b>Acknowledgement<br/>of Past Members</b> | Reg. Councillor Jim McMillen<br>Councillor Georgia Brock<br>Councillor Larry Corrigan<br>Mr. Gerald Cochrane<br>Mr. Bruce Colwell<br>Mr. Larry Doble<br>Mr. Ron Dudley<br>Mrs. Mia Fairley<br>Mr. Kevin Knight<br>Mr. Jack Moore<br>Ms. Linda Parent<br>Ms. Penny Pettypiece<br>Mr. Paul Woodcroft |

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 act in offering guidance and advice to Council and Township Staff in the development of the Annual 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.***

**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.**

## Accessibility Planning

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

The purpose of the AODA is to improve access and opportunities for people with disabilities. It provides for their involvement in identifying, removing and preventing barriers so they can fully participate in the life of the Province. The definition of disability is extensive and follows that of Human Rights legislation. (See Appendix A)

This current Act builds on the requirements of the Ontarians with Disabilities Act, 2001. Two major requirements that remain from that earlier legislation are that municipalities with a population greater than 10,000 shall establish an Accessibility Advisory Committee and that all municipalities shall develop **annual** accessibility plans and make them public.

### ***Accessibility Advisory Committee***

The Scugog Accessibility Advisory Committee (SAAC) is an integral part of the Township's accessibility planning process. During 2007 Members of the Committee were very active providing advice on proposed site plans in an attempt to reduce barriers.

The Committee has dedicated much time to the development of educational pieces that will prove useful in 2008 as the committee attends various venues throughout the Township stressing the importance of planning for an accessible community.

### ***Staff Working Group***

Senior Staff from each department form the Staff Working Group which is responsible for providing guidance and advice to departments as they implement accessibility initiatives. They also provide support to the Accessibility Advisory Committee when specific knowledge or technical expertise is required.

This document is *the fifth accessibility plan* that has been developed by the Township of Scugog, ODA Working Group in association with the Scugog Accessibility Advisory Committee. It highlights achievements of the 2007 plan and outlines commitments for 2008 so that no new barriers are created and over time existing ones are removed.

### ***Plan Format***

During 2007 the Staff Working Group realized that planning for accessibility and implementing initiatives should be presented from a corporate focus as compared to a departmental organization. Consequently, it was decided to arrange the Accessibility Plan according to the types of barriers that may be encountered rather than by department as has been the practice in the past. The chart made available by the Ministry of Citizenship provided the basis for organizing the Plan. (See Appendix B)

The Township of Scugog's accessibility planning is coordinated through the office of the Chief Administrative Officer.

The first part of the Plan reports on corporate initiatives. It is organized in two sections:

- **Key Achievements: Reflecting on the 2007 Plan**
- **Barriers and Goals identified for removal in 2008 by the Township of Scugog**

# **Key Achievements:**

**Reflecting  
on the  
2007 Plan**

**Key Achievements: Reflecting on the 2007 Plan**

| <b>Barrier/Goal</b>   | <b>Departmental Involvement</b> | <b>Current Status</b>   |
|---|---------------------------------|---|
| Poor Condition of Sidewalks   | Public Works                    | Constructed 5 wheelchair ramps and repaired 1 wheelchair ramp to date. Repaired sections of Lakeview Drive, Orchard Road and Ridgeview Drive. Will be making repairs to Queen street, Mary Street, Casimir Street and Bay Street sidewalks before year end. |
| Snowbanks blocking access to sidewalks from disabled parking spaces | Public Works                    | Increased frequency of snowbank removal in the downtown area. Increased number of locations in downtown where snowbanks removed to provide access to disabled parking stalls.   |
| Sidewalk accessibility to Community Centre & Library                | Public Works                    | Repaired sidewalk and ramps on Water Street. Identified further improvements to be undertaken on Water Street as part of road rehabilitation project identified in capital budget.  |
| Outdated Sidewalk Inventory   | Public Works                    | Still operating from 2004 sidewalk inventory, but are converting the digital data into a more useable format that will allow easier updates.  |

**Key Achievements: Reflecting on the 2007 Plan**

| <b>Barrier/Goal</b>   | <b>Departmental Involvement</b> | <b>Current Status</b>   |
|---|---------------------------------|---|
| Work with Durham Region Transit to improve the transit stop at Curts & Water Sts. | Public Works                    | Discussing options with Durham Region Transit (DRT) to improve accessibility of stop. Looking at other concepts through Downtown Strategy.  |
| Lack of accessibility to corporate internet site                                  | Corporate Services              | Web site designer is built access into website release. Launched January 7, 2008.   |
| Promotional/Communication Material  | All Departments                 | Standardized Arial 14 font (where possible)   |
| Development Application Review  | Planning                        | Regularly seeking input from the SAAC Site Plan Review Subcommittee and recognizing their comments in Staff reports. Resulting in amendments to site plans to better address accessibility needs. Development of a policy and guidelines to implement a site plan checklist to ensure issues of accessibility are identified and addressed on site plan applications is on-going process and will continue in 2008. |

**Key Achievements: Reflecting on the 2007 Plan**

| <b>Barrier/Goal</b>   | <b>Departmental Involvement</b> | <b>Current Status</b>   |
|---|---------------------------------|---|
| Sidewalk Guidelines   | Public Works                    | The review and update of the existing design standards will be deferred to the 2008 year.   |
| Accessible Parking  | Clerk's Department By-Law       | The availability of accessible parking spaces was reviewed and locations identified.  |
| Accessibility to Parks, Recreation & Culture Facilities, Parks & Trails, Programs | Parks, Recreation & Culture     | Work Plan for Accessibility will be consistent with the recommendations arising from the adoption of the Parks, Recreation & Culture Strategic Master Plan. |
| Township Web Site   | All Departments                 | Web Site designer has met with SAAC to discuss low band options for easier access.  |
| Accessibility to printed documents, reports, handouts and publications            | All Departments                 | Presently under review. Key communication components will be addressed through web site development.  |

**Key Achievements: Reflecting on the 2007 Plan**

| <b>Barrier/Goal</b>  | <b>Departmental Involvement</b> | <b>Current Status</b>   |
|--|---------------------------------|---|
| Readability of correspondence  | All Departments                 | On-going effort to review correspondence for clear, concise simple language.  |
| Review Fire evacuation policy- Ensure that people with different types of disabilities are accommodated  | Fire Department                 | <p>Staff has been notified to ensure that Fire Safety Plans for facilities contain information regarding the evacuation of people with disabilities.</p> <p>Information provided by means of the Ontario Government brochure – “The Emergency Preparedness Guide for People with Disabilities/Special Needs” to educate residents on how to deal with emergencies in our Municipality</p> |
| Hiring Policies  | Human Resources                 | A review of the current hiring policies were reviewed and no barriers were identified   |
| The need to review policies in their development stage to ensure that accessibility issues are addressed | Corporate Services              | New purchasing policy included provision for accessibility identification when appropriate  |

## **Barriers and Goals:**

**identified for removal in 2008  
by the Township of Scugog**

**Barriers and Goals identified for removal in 2008 by the Township of Scugog**

| <b>Barrier/Goal</b>  | <b>Department Involved</b>  |
|--|-----------------------------|
| No Infrared listening system for use at Public Meetings – investigate compatibility and feasibility of installation  | Corporate Services          |
| No opening captioning equipment/software for use at Public Meetings – investigate compatibility and feasibility of installation  | Corporate Services          |
| The need to review policies in their development stage to ensure that accessibility issues are addressed   | Corporate Services          |
| Accessibility at Fire Stations<br>Renovation of Station 2 washrooms to ensure accessibility<br>Replacing door handles at Station 2 to ensure accessibility<br>Flooring replacement – Station 1 | Fire Department             |
| Accessibility to printed documents, reports, handouts and publications   | All Departments             |
| Readability of correspondence  | All Departments             |
| Installation of Flooring<br>Blackstock Recreation Centre   | Parks, Recreation & Culture |

| <b>Barriers and Goals identified for removal in 2008 by the Township of Scugog</b>  |                             |
|---|-----------------------------|
| <b>Barrier/Goal</b>   | <b>Department Involved</b>  |
| Installation of Power Assisted Accessible Doors<br>Arena Entrance<br>Blackstock Recreation Centre   | Parks, Recreation & Culture |
| Renovation & Expansion<br>Nestleton Hall  | Parks, Recreation & Culture |
| Complete checklist for review of all new development/planning applications  | Planning and Public Works   |
| Incorporate accessibility policies and guidelines into the Township Official Plan and complementary documents (i.e. Urban Design Guidelines, Downtown Development Strategy, etc.) | Planning and Public Works   |
| Update sidewalk design standards and guidelines in the Township Design Criteria and Standard Detail Drawings  | Planning and Public Works   |
| Construct new and repair existing sidewalk  | Planning and Public Works   |
| Initiate design of Water Street reconstruction, including sidewalk to library   | Planning and Public Works   |

## **THE JOINT WORKPLAN COMMITMENT**

Members of the Township Staff Working Group and the Scugog Accessibility Advisory Committee will meet a minimum of 2 times annually and/or as often as deemed necessary to ensure that commitments to remove barriers are being achieved in a timely manner and to discuss barriers to be considered for future endeavours in keeping with the commitment of the Township.

**TO BE A BARRIER FREE MUNICIPAL SERVICE PROVIDER**

# Appendix A

### **Glossary of Key Terms and Definitions**

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:**

The Legislation uses the same definition for disabilities as human rights legislation. 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, 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 developmental 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).

### **Types of disability and functional limitations**

A person's disability may make it physically or cognitive 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.

#### **1. Physical**

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Physical disabilities include minor difficulties moving or coordinating 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 tendonitis.

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
- Coordinate 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

#### **2. Sensory**

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##### **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, 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 sound, physical vibrations, or heated surfaces or air.

## **3. Cognitive**

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### **Intellectual**

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

### **4. Other**

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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.

*Taken from: A Guide to Annual Accessibility Planning*

**Types of Barriers**

| <b>Barrier Type</b> | <b>Example</b>   |
|---------------------|--|
| Physical            | A door knob that cannot be operated by an elderly 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 manager who talks loudly when addressing a deaf employee   |
| Attitudinal         | A recreational swimming program which discourages people with developmental disabilities from Participating                |
| Technological       | Information on a municipal web site, which cannot be accessed by a person who is blind has reading software for a computer |
| Policy/Practice     | A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly      |

*Taken from: A Guide to Annual Accessibility Planning*



## 2008 ACCESSIBILITY PLAN

**181 Perry Street, Box 780  
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