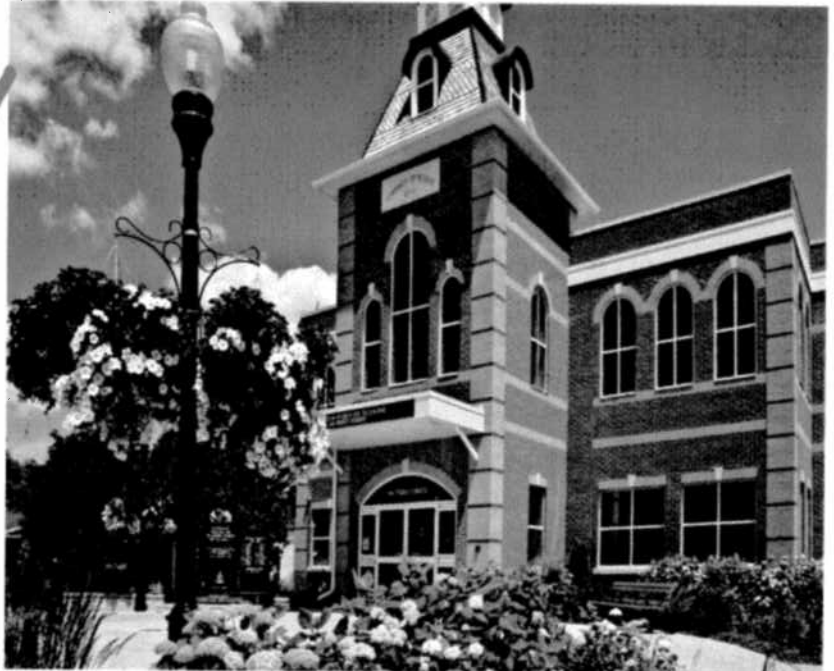


2011

TOWNSHIP OF

Scugog



Photograph © Jonathan van Bilsen

ACCESSIBILITY PLAN

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**A GOAL FROM
THE TOWNSHIP OF SCUGOG'S
STRATEGIC PLAN:**

A Safe, Healthy & Livable Community

**TO MAKE THE COMMUNITY
ACCESSIBLE AND WALKABLE**



Mayor's Message
Chuck Mercier, Mayor
Township of Scugog

The Annual 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 2011 Accessibility Plan, describing barrier removal initiatives accomplished in 2010 and outlining the measures to be taken in 2011 to identify, remove and prevent barriers to all citizens when accessing Township of Scugog facilities and services.

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.



Message from the Chairperson

Edie Forsyth

Scugog Accessibility Advisory Committee

The Scugog Accessibility Advisory Committee (SAAC) continues to work in partnership with Scugog Staff and Council in working towards an accessible Scugog.

If we want to access the spending power of people with disabilities, 23 to 25 billion dollars a year in Canada, then we have to ensure our facilities are accessible. Accessibility is good for everyone; people with disabilities, seniors, parents with children and strollers, or an individual that is carrying items. Accessibility is not only the right thing to do, it's also the smart thing to do.

Scugog AAC continues to educate businesses, organizations and our community on the importance of making businesses accessible. The Government of Ontario has implemented legislation that will ensure that happens. The Accessibility for Ontarians with Disabilities Act, 2005, has very specific standards or guidelines that will lead organizations in ensuring they provide accessibility.

There are a number of standards; Accessible Customer Service Standard, Integrated Standard (Employment Standard, Information and Communication Standard and Transportation Standard) and the Built Environment Standard that are being implemented. The Government of Ontario has created a natural procession of standards for public and private sectors to follow so that they can work towards accessibility.

The first standard, the Customer Service Standard, ensures that goods and service are provided in accessible manner. Scugog businesses and non profit organizations have until January 1, 2012, to implement this first standard.

The Customer Service Standard requires you to:

- Create accessible policies and procedures
- Provide staff training
- Have a feedback method
- Provide alternative communication methods
- Allow for service animals, support persons and assistive devices
- Provide notice of service disruption.

We commend the Township of Scugog for their implementation of the first standard, the Customer Service Standard. We are proudly working with staff to implement the next standard, the Integrated Standard.

The last standard, the Built Environment Standard, which is still in draft, will eventually give us guidelines on how to make our buildings accessible. The Scugog AAC is available to suggest changes that you can work towards in meeting future requirements. Forward thinking is important and cost effective when planning an accessible building. A wonderful example of forward thinking was the new renovation to Scugog Library. Amy Caughlin, Librarian, met with Scugog AAC so that they could incorporate accessibility into their new plans, saving them many dollars in retrofitting latter.

I feel very proud of our committee. We have a wealth of knowledge and expertise represented around the table which enables us to give Scugog Township and staff, public sector organizations, businesses, and non profit organizations advice and support towards making Scugog accessible. And when that happens, people with disabilities can live, shop, socialize, travel and be employed in our community, just like everyone else.

TOWNSHIP OF SCUGOG

Goal and Mandate

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

SAAC'S VISION & MISSION STATEMENT

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.



Scugog Accessibility Advisory Committee

Chairperson	Ms. Edie Forsyth
Council Liaison	Councillor Howard Danson
Members	Mr. Anthony Anirud Ms. Gillian Daly Ms. Diana Fletcher Mrs. Fiona Hunter Mr. Cecil Lamrock Mrs. Marion Lee Ms. Pat Longmuir Ms. Kathy Payne-Mercer
Committee Coordinator	Mrs. Sandra Frey

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

Legislation

Ontarians with Disabilities Act, 2001 (ODA)

People with disabilities have experienced unfairness and inequality in many aspects of their lives. In order to address this injustice within communities, the Ontario Human Rights Code has defined disability and outlines that we cannot discriminate based on a disability. From this, in 2001 the *Ontarians with Disabilities Act, 2001(O DA)* was proclaimed and uses this same definition of disability.

The purpose of the ODS is to help organizations identify, remove and prevent barriers for people with disabilities. As a public sector organization, the Township of Scugog, by law, has been required to develop Accessibility Plans taking into account various disabilities in all aspects of the Township's operations, including by-laws, practices, facilities, programs and services.

Accessibility Advisory Committees

This legislation required that an Accessibility Advisory Committee be formed. The Township of Scugog's AAC has a majority of members with disabilities along with representatives from the community in the disabilities sector. Staff representatives actively support the committee with the lead being from the CAO's office.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Building on the *Ontarians with Disabilities Act, 2001*, requirements, the AODA will help ensure full accessibility for people with various disabilities. This legislation differs from the ODA in that accessibility standards will be enforced with specific timeframes for implementation. By law, compliance reports will be completed to outline that the necessary requirements are being implanted. The definition of disability under the Act also follows that of the Human Rights legislation. Until AODA is fully enacted, the ODA will also remain in effect.

Accessibility Standards

In order to achieve full accessibility for people with disabilities there have been five standards established under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. Standards were developed by provincial committees that involved over 50% of people with disabilities as well as professionals in the particular service sector or industry relating to the standard. Each of the standards will help address barriers for people with various disabilities and have specific timeframes to comply.

Customer Service Standard

The Customer Service Standard is the first of the five standards to become law. It pertains to the way in which we provide our goods and service 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.

This law came into effect in January 2008 with a compliance deadline of January, 2010 for the municipal sector. The Township met compliance requirements and a full compliance report was completed upon implementation of the Customer Service Standard in 2010.

Integrated Accessibility Standard

Areas of information and communication, employment and transportation often have barriers for people with disabilities. In order to address these issues, the Ministry of Community and Social Services have combined accessibility requirements into one regulation.

These integrated standards also apply to the Government of Ontario, the Legislative Assembly, every designated public sector organization and every person or organization that provides goods, services and facilities to the public or other third parties and that has at least one employee in Ontario.

- 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 employment 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 transportation will prevent and remove barriers so that people with disabilities can more easily access transportation services across the province.

During the public review period, the Township of Scugog provided its comments to the Minister of Community and Social Services for consideration.

Built Environment Standard

The proposed Built Environment standard is the last of the AODA accessibility standards to be considered. The requirements of the standard include accessibility in areas of buildings, site development, public ways along with parks and trails. The main components look at new construction and extensive renovations. Accessibility in these areas will allow for greater independence for people with disabilities.

The proposed Built Environment standard has been submitted to the Minister for consideration to become law. Upon its enactment, it will help achieve a fully accessible Ontario by 2025.

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 2010 and future initiatives are outlined by the Accessibility Advisory Committee as well as the various departments within the municipality.

SAAC Accessibility Initiatives

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. Provincial standards will be set in both the public and private sectors to address. The Township of Scugog follows the legislation and accessibility standards it sets relating to municipal government.

The Scugog Accessibility Advisory Committee continues to:

- Make recommendations to Council to address a range of accessibility matters;
- Keep informed of disability related matters and local community resources through regular educational presentations;
- Train staff on the accessible Customer Service Standard, in accordance with provincial legislation;
- Acknowledge accessibility achievements of local business and individuals through monthly "Tip the Hat" award;
- Provide recommendations on Site Plan applications through the Site Plan Sub Committee;
- Attend Accessibility Forums, Regional AAC meetings and information sessions as deemed necessary;
- Develop a response to the Ministry of Community and Social Services regarding accessibility standards as they are released for public review;
- Provide advice to Council and staff regarding the development of policies, procedures and training associated with the developing AODA standards as they evolve;
- Expand and improve content of accessibility information provided on the Township website and ensure accessibility is easy to locate and navigate;
- Promote community awareness.

Departmental Accessibility Initiatives

2010 Accomplishments

Department	Accomplishments
Corporate Service - Clerk's	Made provisions to provide Accessible Customer Service Training for new staff and volunteers
	Developed policies and procedures to enhance customer service, including Service Disruption Notification and Accessibility Feedback Form
	Provided comments to the province relating to proposed AODA Integrated Standard
	Leased an Image Cast ballot marking device for the 2010 Municipal Election to permit those with disabilities to cast ballots independently
Library	<p>A number of accessibility designs were incorporated into the recent library expansion/renovation:</p> <ul style="list-style-type: none"> • Accessible/family washroom • Installation of automatic door openers at main entrance, accessible washroom and exit to reading terrace • Adult size change table in accessible/family washroom • Circulation desk with adjustable counter • Ramp access from north parking area to entrance and from walkway to reading terrace • Accessible computer workstation/desk • Accessible computer terminal with large screen monitor and accessibility software • Signage enhancements
Fire Department & Emergency Management	Continued to maintain database of residents with special needs in the event of fire or other emergency; collaborative effort with SAAC to bring awareness of same through newspaper article
Public Works & Parks	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 Disability Act</i>

Community Services	Continued to seek input from Scugog Accessibility Advisory Committee on site plan applications
	Completed 2 site plan reviews with sub-committee
	Nestleton Community Hall renovations included: <ul data-bbox="500 380 1273 550" style="list-style-type: none">• Easy access entry (elimination of steps)• Barrier-free access to washrooms• New washroom facilities• Accessible width doorways and hallways

Departmental Accessibility Initiatives

2011 Initiatives

Department	Brief Description of Initiative
Corporate Service - Clerk's	Website review and upgrade to ensure W3C (world wide consortium) compliance
	Expansion and easier navigation of contents of accessibility web page
	Oversee development and implementation of new AODA Standards and staff working group to make recommendation on the development of policies, procedures and practices
	Determine on-demand accessible taxicabs and ensure not charging higher fare or additional fee for assistive devices
	Review how documents are currently produced and provide accessible formats and communication supports
Corporate Service - Finance	Improve the corporate website to ensure that it is W3C (world wide web consortium) compliant
Corporate Service – Human Relations	Review HR recruitment practices to ensure they meet the Integrated Standards
Public Works and Parks	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
Library	The realization of the items mentioned in 2010 as being incorporated into the plan for our new building
	Currently pursuing becoming a CNIB partner library which would give us better access to their resources
Fire Department & Emergency Management	Continue to maintain database of residents with special needs in the event of a fire or other emergency; aim to increase database
	Ensuring 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
	Inspecting and preplanning major occupancies

Community Services	Implement built environment standard provisions of <i>Accessibility of Ontarians Disability Act</i>
	Four Year Forecast to include accessibility upgrades and/or rebuilds for: <ul style="list-style-type: none">▪ Dressing Room Pad #1▪ Seagrave Hall▪ Caesarea Hall▪ Birdseye Pool House▪ SCRC Front Office▪ Utica Hall▪ Scugog Island Hall
	Continue to seek input from Scugog Accessibility Advisory Committee on site plan applications



2011

ACCESSIBILITY
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