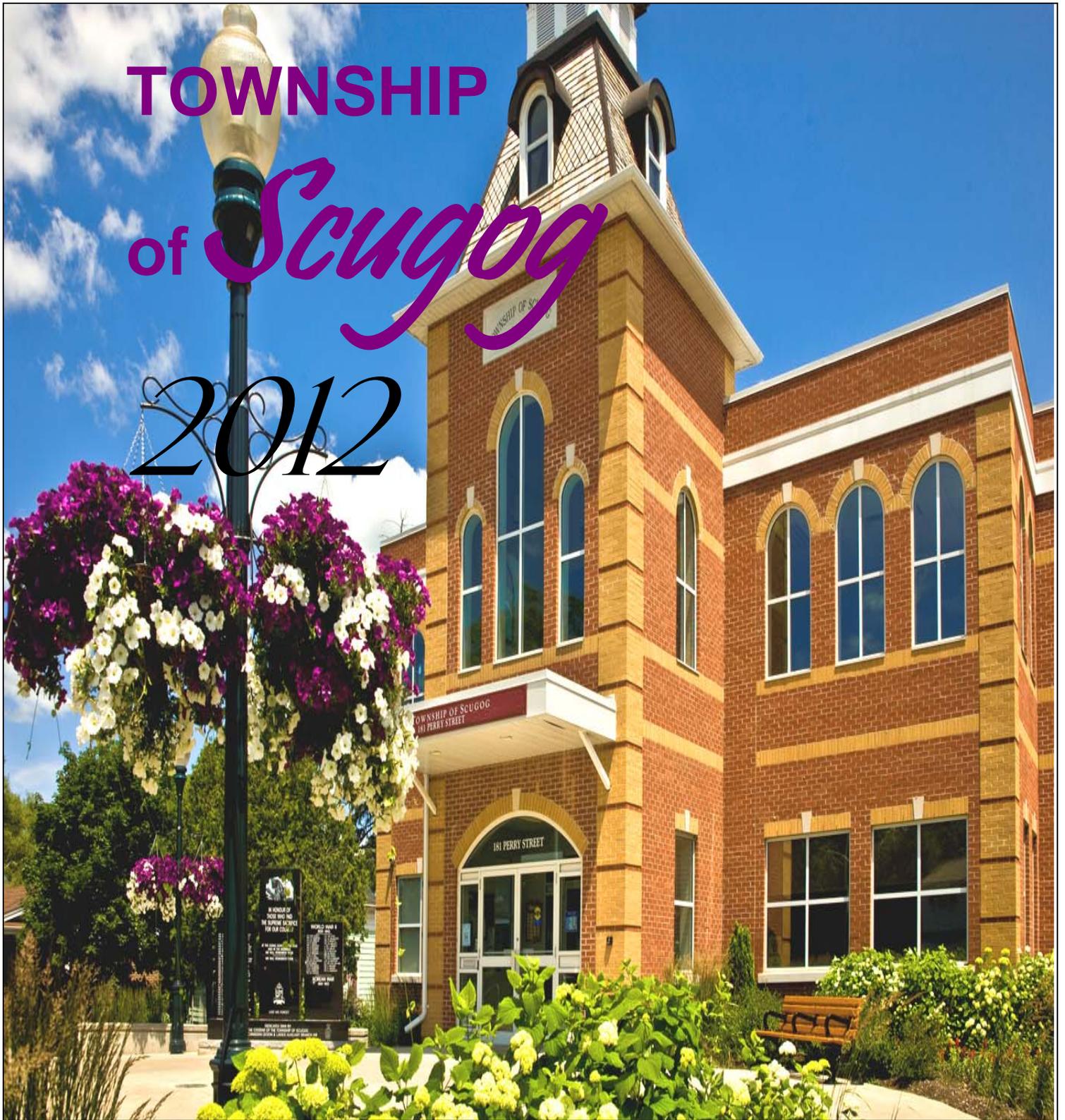


TOWNSHIP

of *Scugog*

2012



ACCESSIBILITY  
PLAN



**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 2012 Accessibility Plan, describing barrier removal initiatives accomplished in 2011 and outlining the measures to be taken in 2012 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.

- *Mayor Mercier*



## **Message from the Chairperson**

***Edie Forsyth***

***Scugog Accessibility Advisory Committee***

We have had another successful year of accomplishments. The Scugog Accessibility Advisory Committee is a passionate group of volunteers with an incredible range of expertise representing various areas of disabilities. We are always able to come together to resolve and strategize on issues of accessibility so that we can remove barriers that exist in our community.

We begin our year by developing our planned initiatives and then diligently implement them. It's the Committee's job to stay informed on the Accessibility for Ontarians with Disabilities Act, 2005, and each of the standards that are released.

In July 2011, the Government released three standards; Employment, Information and Communications and Transportation. It is the Accessibility Advisory Committees job to ensure we have a clear understanding of the deliverables of each standard. These three standards also known as the Integrated Accessibility Standards, will shape the direction of our work plans and Staff and Council's work plans over the next few years.

The Information and Communication Standard will focus on ensuring that we provide clear and effective communication to people with disabilities. This can be done by offering information in electronic and alternative formats that are accessible, working towards creating an accessible website and continuing to communicate effectively with people with disabilities.

The Employment Standard will focus on the recruitment, selection and retention, of people with disabilities. The purpose of this standard is to promote and encourage the hiring of people with disabilities into our labour force.

The Transportation Standard will focus on ensuring accessible transit services for people with disabilities. It will concentrate on ensuring conventional and specialized transportation service providers (Go buses, Go trains, Durham buses, specialized transit and taxis) work towards the many accessibility requirements proposed under this standard. The goal of this standard is to ensure that people with disabilities can have the same access to transportation as everyone else.

The Integrated Accessibility Standards have helped us to develop an aggressive 2012 Work Plan. The Scugog Accessibility Advisory Committee is a committed team that will work hard to ensure each of our proposed targets are met, as we passionately work towards creating an accessible township in Scugog.

- *Edie Forsyth*

# **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's TEAM OF EXPERTS**

**Edie Forsyth,**

Chair, Trainer & Consultant for AODA, Accessibility Experts Ltd.

**Councillor Howard Danson,**

Previous Director of Provinces' Mental Health Facilities

**Sandra Frey,**

Committee Coordinator, Clerks Department

**Anthony Anirud,**

Human Rights Advisor & Educator, Trent University, Prof. UOIT

**Susan Clearwater,**

BIA Representative, Chair of Heritage & Museum Advisory Committee

**Diana Fletcher,**

Administrative Assistant, DREN

**Fiona Hunter,**

Long-time resident of Scugog

**Cecil Lamrock,**

Previous Councillor and Scugog AAC Representative

**Marion Lee,**

Long-time resident and volunteer of Scugog

**Gillian Lewis-Daly,**

Great West Life & Former Admin Assistant for CNIB

**Pat Longmuir,**

Accessibility Consultant, PEL Consulting

**Kathy Payne-Mercer,**

Occupational Therapist

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
- Providing comments on site plans for review

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***



Back: Anthony Anirud, Cecil Lamrock, Chair Edie Forsyth, Pat Longmuir, Sandra Frey, Councillor Howard Danson  
Front: Susan Clearwater, Fiona Hunter, Marion Lee, Kathy Payne-Mercer, Diana Fletcher, Gillian Daly

## Legislation

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### ***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 (ODA)* 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)*:

- Customer Service Standard
- Transportation Standard
- Information and Communication Standard
- Employment Standard
- Built Environment Standard

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.

## **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.

### **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 2011 and future initiatives are outlined by the Accessibility Advisory Committee as well as the various departments within the municipality.

## Objectives of the Accessibility Plan

This report describes the measures that the Township of Scugog has taken over the past year 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 2012 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
- Actions to be taken to communicate the Township of Scugog Accessibility Plan to the public

The 2012 Accessibility Plan has been prepared in accordance with the requirements of the *ODA, 2001* and the *AODA, 2005*.

## 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.

In 2012, there will continued focus on the sustainment of the Accessibility Standards for Customer Service, and moving forward, initiatives in response to complying with the Integrated Accessibility Standard Regulation (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

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

## *2011 Accomplishments*

<b>Department</b>	<b>Accomplishments</b>
<b>Corporate Service - Clerk's</b>	Made provisions to provide Accessible Customer Service Training for new staff and volunteers
	Continued to implement Customer Service Standard and development of procedure for Service Notice Disruptions and Feedback Form
	Provided advice to the Working Group in the development of the 2011 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
	Ensured taxicabs have registration and licensing information available to passengers with disabilities in accessible format and placed on rear bumper
<b>Library</b>	<p>A number of accessibility designs were incorporated into the recent library expansion/renovation:</p> <ul style="list-style-type: none"> <li>• Accessible/family washroom</li> <li>• Installation of automatic door openers at main entrance, accessible washroom and exit to reading terrace</li> <li>• Adult size change table in accessible/family washroom</li> <li>• Circulation desk with adjustable counter</li> <li>• Ramp access from north parking area to entrance and from walkway to reading terrace</li> <li>• Accessible computer workstation/desk</li> <li>• Accessible computer terminal with large screen monitor and accessibility software</li> <li>• Signage enhancements</li> </ul>
<b>Fire Department &amp; Emergency Management</b>	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

<b>Public Works &amp; Parks</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 Disability Act</i>
<b>Community Services</b>	Continued to seek input from Scugog Accessibility Advisory Committee on site plan applications
	Provided recommendations on Site Plan Applications through the Site Plan Review Sub-Committee. In 2011, 4 site plans were reviewed as requested by Staff. This process will continue in 2012 as they work in partnership with the Township Planning Technician and the Public Works & Parks Department
	Continued to develop and revise a Site Plan Audit Checklist and brochure to become more detailed and in line with Draft Built Environment

## Departmental Accessibility Initiatives

### *2012 Initiatives*

<b>Department</b>	<b>Brief Description of Initiative</b>
<b>Corporate Service -Clerk's</b>	Website refresh and upgrade to ensure W3C (world wide consortium) compliance
	Expansion and easier navigation of contents of accessibility web page
	Establish, maintain and implement Policies and Procedures governing implementation of the IARS
	Provide electronic and alternate formats (forms, minutes, reports, brochures, newsletters, menus, business cards)
	Research availability of Sign Language Interpreters, associated costs and timelines should they be required
	Ensure taxis provide fare parity, no extra charges for storage of mobility aids or devices and ensure placement of rear bumper stickers for identification
	Consult with public to determine on-demand accessible taxicabs required in the community
	Requiring taxis have registration and licensing information available to passengers with disabilities in accessible format; to be placed on rear bumper
	Review how documents are currently produced and provide accessible formats and communication supports
	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
	Develop a response to the Ministry of Community and Social Services regarding the Accessibility Standards as they are released for public review
<b>Corporate Service -Finance</b>	Improve the corporate website to ensure that it is W3C (world wide web consortium) compliant

<b>Corporate Service Human Resources</b>	Review HR practices to ensure they meet the Employment Standard to accommodate individuals with special needs in the areas of recruitment, selection and hiring, and retention
	Development of a documented individual accommodation plan for employees with disabilities upon request
	Establish a Return to Work process for employees who have been absent from work due to disability, including accommodations necessary for their return to work
	Where career development and advancement opportunities are available, take into account the accessibility needs of the employees with disabilities
	Offer to develop individualized Workplace Emergency Response information to employees who have a disability
<b>Public Works and Parks</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
<b>Library</b>	The realization of the items mentioned in 2011 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
	Arrange for provision of access to accessible materials where they exist and with communication supports
<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
	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

<b>Community Services</b>	Implement built environment standard provisions of <i>Accessibility of Ontarians Disability Act</i>
	<p>Four Year Forecast to include accessibility upgrades and/or rebuilds for:</p> <ul style="list-style-type: none"> <li>▪ Dressing Room Pad #1</li> <li>▪ Seagrave Hall</li> <li>▪ Caesarea Hall</li> <li>▪ Birdseye Pool House</li> <li>▪ SCRC Front Office</li> <li>▪ Utica Hall</li> <li>▪ Scugog Island Hall</li> </ul>
	Continue to seek input from Scugog Accessibility Advisory Committee on site plan applications
	In partnership with the SAAC carry out a pre-audit of municipal facilities in preparation of the Built Environment Standard
	Consult with SAAC regarding accessibility of Phase II Waterfront Revitalization



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# ACCESSIBILITY PLAN



*Please contact:*

**Accessibility  
Committee Coordinator**

**(905) 985-7346 ext 115**

[sfrey@scugog.ca](mailto:sfrey@scugog.ca)

Accessible Format Available Upon Request