



## 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**

**Message from the Mayor**  
**Bobbie Drew, 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 many face barriers to accessibility daily. They may encounter difficulties when accessing local services, entry into public buildings or using 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, including libraries, emergency services, parks and roads.

Given this important role, Ontario law requires municipalities with a population of 10,000 or more to establish 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 and outlining 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. We have 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.

*-Bobbie Drew, Mayor*

## **Message from the Chairperson**

**Bonnie Blackstock**  
**Scugog Accessibility Advisory**  
**Committee**



Not all disabilities are obvious and accessibility can be different for everyone. One person may require a ramp to access a building, a visually impaired person may require braille to navigate their surroundings, someone with a hearing impairment may require visual signs directing them to where they wish to go, if a person cannot read they may need pictures to provide them with necessary information or a person who does not use words to communicate may require a communication device, the possibilities seem endless.

There is a real reliance on assistive technology or specialized equipment to help people move, communicate, learn or carry out the daily activities of life.

The most recent statistics estimate that there are approximately 12 million people in Canada living with a disability, 46% of those people reside in Ontario. According to the 2016 census performed by Statistics Canada, 45% of Scugog Township residents are over the age of 65. As the population continues to age the number of people in our community living with a disability is expected to increase. These statistics demonstrate the importance of our community being accessible and inclusive.

Our Multi-Year Accessibility Plan continues to build on past achievements and outlines our future objectives to help the Township of Scugog become a fully accessible and inclusive community.

Our committee is comprised of community volunteers; who have valuable knowledge and experience and will help identify and eliminate barriers within our community. We are committed to assisting the Township of Scugog become a barrier free and inclusive community.

*-Bonnie Blackstock*

## Legislation and Resources

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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**

The Government has issued a set of five (5) accessibility standards under the A.O.D.A. that will help organizations identify and remove barriers to improve accessibility for persons with disabilities. The accessibility standards are: customer service, communication and information, employment, transportation, and design of public spaces.

### **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 Standard**

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 force in 2013. The standard was designed to help organizations make new and redeveloped public spaces and buildings accessible to persons with disabilities.

### **Notice of Temporary Disruptions**

The Township of Scugog Customer Service Policy outlines how the Township of Scugog will provide notice of temporary disruptions if there is a temporary disruption in facilities or with respect to services.

### **Training**

A training program on the requirements of the accessibility standards included in the I.A.S.R. and Ontario Human Rights Code was developed and presented to all full time and part time staff, volunteer firefighters, members of Council, and volunteers appointed to all Township boards of management and committees. The content of training was appropriate to the duties of the employee/volunteer. Please note: All new staff and volunteers will receive the training.

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.

## **Ontario Building Code**

The Ontario Building Code regulates the minimum building standards for the construction of all new buildings and buildings that undergo significant renovation. The Code includes requirements for minimum accessibility within buildings. The Ontario Building Code was amended to include enhancements to accessibility in buildings. As of January 1, 2015, most new construction and extensive renovations are subject to updated accessibility requirements. Existing buildings, where no work is planned, are not affected by these new requirements.

# 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 2018 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 and 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 Photos**



**Scugog Accessibility Advisory Committee's  
Team of Volunteers**

**Councillor Angus Ross,**  
Councillor Ward 3

**Bonnie Blackstock,**  
Chair

**Julie Harris,**  
Vice Chair

**Cecil Lamrock,**  
Committee Treasurer

**Gillian Daly,**  
Committee Member

**Linda Caskie,**  
Committee Member

**Peter Russell,**  
Committee Member

**Samantha Starr Hillis,**  
Committee Member

**Cearra Howey,**  
Committee Member

**Christy Harrison,**  
Committee Coordination Associate, Corporate Services Department

## **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.

The Scugog Accessibility Advisory Committee is dedicated to improving accessibility within the community. The Township of Scugog coordinates regular meetings with the Accessibility Advisory Committee Chair, and municipal staff overseeing the accessibility portfolio, which provide the opportunity to share best practices and information. The Township also participated in an annual Tri-ACC meeting for the AC's in Brock, Uxbridge and Scugog to share and gather information on our neighboring Municipalities.

The Township of Scugog continues to participate in the Durham Region Transit Specialized Services Eligibility Appeal Panel, which hears appeals from members of the community that have applied for specialized transit services based on their accessibility needs. The Eligibility Appeal process ensures that applications are dealt with in a fair and independent manner, adhering to the process and timeframes established under the Integrated Accessibility Standards Regulation.

## **Accessible Election Planning**

### **Background**

Section 12.1 (2) of the Municipal Election Act, S.O. 1996, as amended, requires the Clerk to prepare a plan regarding the identification, removal, and prevention of barriers that affect electors and candidates with disabilities. The plan must be made available to the public before voting day in a regular election. The election report has been included in the 2018-2022 Multi-Year Accessibility Plan which is available to the public.

### **Election Report Overview**

The Township of Scugog's objective was to ensure that the Municipal Election was conducted in an accessible manner and that alternative election methods (e.g. Vote by Mail) were implemented to make the election accessible to all.

The following summarizes the identification of potential barriers, removal and prevention of barriers, and training undertaken by staff in preparation of the election.

Alternative election methods such as Vote by Mail allow voters' to exercise their right without having to attend a polling station making it more accessible not only to persons with disabilities but all eligible electors. If it is decided that the election is conducted in an alternative method, ballot return stations at accessible facilities could be established to allow those voters' who wish to return their ballot in the customary way the opportunity to do so.

Communications for all Township initiatives, inclusive of the election, are developed in accordance with the Township of Scugog draft Accessibility Policy and are provided in alternate formats upon request (i.e. large print, web-based compliance, etc.) All relevant election information was featured on the Township website. In addition, the website will be fully accessible and will meet the WCAG 2.0 Level AA requirements of the A.O.D.A.

### **Consultation on the accessibility plan**

The Plan was conducted through a series of meetings with the Scugog Accessibility Advisory Committee, Council, CAO and Senior Management Team and contributing Township departments throughout 2017 and into the first half of 2018. The report was discussed on September 28, 2017 and again on October 26, 2017 and finalized on February 28, 2018. The recommendation submitted by the Scugog Accessibility Advisory Committee to adopt the Five-Year Township Accessibility Plan (2018-2022).

## Departmental Accessibility Initiatives Report of 2018 Accomplishments

<b>Customer Service Requirements</b>	
<b>Requirement</b>	<b>Action Taken</b>
Establishment of Customer Service Policies & Procedures	The Township of Scugog Customer Service Policy outlines how the Township of Scugog will provide accessible customer service with respect to goods, services and facilities. It outlines the customer service requirements of the legislation.
Use of Service Animals and Support Persons	The Township of Scugog Customer Service Policy provides guidelines with respect to the use of service animals and support persons for persons with disabilities when accessing Township of Scugog goods, services or facilities.
Notice of Temporary Disruptions	The Township of Scugog Customer Service Policy outlines how the Township of Scugog will provide notice of temporary disruptions if there is a temporary disruption in facilities or with respect to services.
Customer Service Training	A Customer Service Training Program was developed and provided to all staff and volunteers. The Customer Service Training has now been incorporated into the I.A.S.R. & Ontario Human Rights Code Training.

<b>Department</b>	<b>Accomplishments</b>
<b>Corporate Services (Clerks)</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 (worldwide 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.
	Create new staff orientation that includes: AODA training Code of Conduct training Mental health in the workplace training Provide leadership training that includes: <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 programing for summer camps.



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## Accessibility Plan 2018-2022

Please contact:  
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**Accessible Format Available Upon Request**