



# **COUNTY OF PERTH**

## **JOINT ACCESSIBILITY PLAN**

Between:

**COUNTY OF PERTH  
TOWN OF NORTH PERTH  
MUNICIPALITY OF WEST PERTH  
TOWNSHIP OF PERTH EAST  
TOWNSHIP OF PERTH SOUTH**

**2004-2005**

This document is formatted for double sided printing. The contents are premised on the requirements of the *Ontarians with Disabilities Act, 2001*, Province of Ontario, and in accordance with the authority provided herein by the Accessibility Directorate of Ontario, Ministry of Citizenship and Immigration.

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# Executive Summary

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. To this end, the ODA mandates that each municipality prepare an annual accessibility plan.

This is the second of a joint plan for the period 2004-2005, prepared by the Accessibility Advisory Committee of the County of Perth and member municipalities. The report describes (1) the measures/ achievements over the past year, and (2) the measures that each member municipality will take during the current year (2004 - 2005), to identify, remove and prevent barriers to people with disabilities who use the facilities and services, including Councils, staff, contract workers, contractors and members of the community.

In October 2002, Perth County Council supported the Provincial initiative (ODA) and, with support of the lower tier municipalities, developed a joint (County-wide) Accessibility Advisory Committee (AAC) comprised of seven (7) people, of whom 50% are persons with a disability, and which currently meet 4 times a year.

The AAC assumed the lead for creating the accessibility plan for all local municipalities. In turn, the local municipalities and the County assigned one staff representative each to a Working Group Committee (in addition to 2 members of the AAC), with secretarial and support services provided by the Municipality of West Perth.

To date, the Working Group completed the first Accessibility Plan for 2003-2004, and using an audit tool, identified what each municipality should do with respect to their present accessible facilities, policies, programs, and services, and identified some barriers to accessibility. The barrier types were grouped according to commonalities, and identified the barrier and type, and the strategy for removal or prevention. The common categories included:

- General
- Human Resources
- Clerks, Council, & General Administration
- Planning
- Transportation
- Social Services
- Public Health
- Recreation
- Additional Accessibility Issues

The 2003-2004 plan also listed the priorities for the first year, and **the Working Group ensued with the daunting task of inspecting all municipally-owned properties in all 5 municipal jurisdictions.**

As the County, through its creation of a joint AAC, assumed the lead for creating the accessibility plan, it rightly follows that the initiative be supported and coordinated at the County level. The County's Corporate Services Department has been asked to assume

the secretarial role, and has performed a preliminary review of the status of the initiative.

This report is the first reporting feedback, and presents the following noted observations and planned actions for County Council consideration:

1. The ODA does allow two or more organizations to prepare joint plans. However, in doing so, there are a few things to note:
  - a. First, each partner must approve the joint plan (meaning that the County and each lower tier Councils must pass annual resolutions adopting the yearly accessibility plan).
  - b. Second, partners must put into practice their respective components of the plan.
  - c. Finally, each partner must make the plan public.
2. The AAC, with the support of Corporate Services, should provide a summary of the inspections of municipally-owned properties, incorporate them in the 2004-2005 plan, and coordinate a timetable for follow-up action with each municipality for their respective properties.
3. The AAC should assess the requirements of the new legislation, once passed, and present a communiqué to the partners on its impact to future accessibility plans.
4. Given the impact of the ODA on the *Ontario Planning Act* and the *Ontario Building Code*, the AAC should work with the County Planning Department to formalize a protocol for the AAC's effective involvement on planning matters pursuant to the ODA.
5. The 2004-2005 accessibility plan should endeavour to include a timetable for each municipality's review of the following:
  - a. Site plans
  - b. Building plans of new municipal facilities
  - c. Municipal by-laws
  - d. Municipal renovations, leased offices or other municipal buildings
  - e. External service providers
  - f. Purchases – goods and/or services provided by the municipality
  - g. Employment practices and accommodations
  - h. Communications and publications
  - i. Planning practices
  - j. Current capital plan
  - k. Operational policies
6. The AAC should develop a protocol on working with municipal Councils and staff, and of its own self assessment.
7. Each municipality should make a determination on budgeting for accessibility. Some municipalities have a dedicated 'accessibility fund' integrated within their yearly budgeting process to ensure accessibility initiatives are implemented over a specific time period. As an alternative to establishing a dedicated accessibility fund, municipal departments may choose to incorporate accessibility budget planning within their regular budget planning process.

## PROPOSED TIMELINES

2003-2004 Accessibility Plan	First plan since enabling legislation Completion of facilities audit
2004-2005 Accessibility Plan	Designation of Accountability Education – Communicate Policy and Process Development Implementation of Identified Barriers Identified as “Short Term”
2005-2006 Accessibility Plan	Develop 5-year time horizon in accordance with new Act 5-year Budgeting process for all 5 municipalities

## 2004/2005 IMPLEMENTATION PLAN

### 1. Designation of Accountability

The County's Corporate Services Department has been designated as the department responsible for ensuring the overall requirements of the *Ontarians with Disabilities Act, 2001* (ODA) and any future Ontario Regulations associated with the ODA.

**Action by:** Director of Corporate Services  
**Timing:** January 1, 2005  
**Funding required:** ¼ FTE for designated department

### 2. Education

Provide education sessions to County and Lower Tier Councils & Staff on obligations and requirements under the ODA.

**Action by:** Designated Department Lead  
**Timing:** February 2005  
**Funding required:** Staff Time

### 3. Policy and Process Development

Develop accessibility policies and processes (communicated to all 5 municipalities) that address:

- a. Standardized access guidelines for the accessible design and construction of new County-wide facilities and amenities and for retrofitting existing facilities (Access Guidelines developed by the City of Peterborough and the City of London are examples);
- b. The methodology for identification and review of barriers as detailed in the Accessibility Plan;

- c. A process to review all by-laws, programs, policies, practices and services for the removal of barriers for persons with disabilities;
- d. A system for monitoring progress and budgetary requirements of annual Accessibility Plans goals and objectives;
- e. A timely and efficient process for ensuring continued consultation with the Accessibility Advisory Committee as required by the ODA and where appropriate to do so.
- f. Develop a protocol with Planning Dept in meeting the requirements of the ODA.

**Action by:** Designated Department Lead (with assistance from individual department Directors and/or Managers, as required)

**Timing:** September 1, 2005 (prior to budget review)

**Funding Required:** Staff Time

#### **4. Implementation of Identified Barriers Identified as "Short Term"**

Encourage the removal of identified barriers that have little or no budgetary impact for 2005.

**Action by:** Directors and/or Managers of individual County and Municipal Departments/business units

**Timing:** On-going throughout 2005

**Funding Required:** Minimal

**NOTE:** The timing for addressing barriers will depend on the nature of the action and may be *phased in* over a number of months or years, depending on the resources and priorities of the respective Department.



# County of Perth Joint Accessibility Plan

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## SECTION 1: MUNICIPAL JURISDICTION(S) PLAN

### **Municipality:**

The County of Perth and its member municipalities:

Town of North Perth, Municipality of West Perth, Township of Perth East and Township of Perth South

### **Address:**

1 Huron St., Stratford, ON N5A 5S4

### **Key Contact:**

Renato Pullia, Director of Corporate Services / Treasurer  
County of Perth, 1 Huron St., Stratford, ON N5A 5S4 Tel: 519-271-0531, x 222  
[rpullia@countyofperth.on.ca](mailto:rpullia@countyofperth.on.ca)

### Alternate:

Pat Taylor, Clerk Administrator  
Municipality of West Perth, Box 609, Mitchell, ON, N0K 1N0 Phone: 519-348-8429  
[ptaylor@westperth.com](mailto:ptaylor@westperth.com)

**Population:** 36,110

### **Municipal Highlights**

This plan covers all of the municipal corporations within the County of Perth. In January of 1998, fourteen municipalities within the County of Perth were amalgamated to form four lower tier municipalities. Within all of these municipalities are recreation, fire and emergency services and public works departments. Social services are provided by the City of Stratford through agreement with the County of Perth and the Town of St Marys. The County of Perth is the designated delivery agent providing land ambulance service through agreement with the City of Stratford and the Town of St. Marys.

The Committee's research has indicated that there is little or no consistency by the five municipalities in dealing with disabilities within the County. In attempt to overcome this challenge, the County has assumed the Secretariat role of the Accessibility Advisory Committee. It is understood that this plan will find design challenges within the

municipal environment that make it difficult to provide for those with disabilities within the County of Perth. For the purpose of this report the choice of terminology is the same as the *Ontarians with Disabilities Act, 2001*.

## **SECTION 2: OTHER ORGANIZATIONS & AGENCIES PARTICIPATING IN THIS PLAN**

The organizations participating in this plan include the County of Perth and its member municipalities:

Town of North Perth, Municipality of West Perth, Township of Perth East and Township of Perth South

Other organizations or agencies that could participate, as allowed under the Act include Colleges and Universities, Hospitals, Public Transportation Providers, and School Boards. For purposes of this plan, these organizations have undertaken their own plan and initiatives, although it is understood that situations may arise where collaboration in certain areas may be feasible for all parties.

As noted in this plan, Social services are provided by the City of Stratford through agreement with the County of Perth and the Town of St Marys. The County of Perth is also the designated delivery agent providing land ambulance service through agreement with the City of Stratford and the Town of St. Marys. Given as such, efforts will be made to share information and collaborate with the City of Stratford and the Town of St Marys in those areas identified in this plan which are under the jurisdiction of the respective municipalities.

## **SECTION 3: CONSULTATION ACTIVITIES**

### **Target Group**

The target group includes any persons with a disability within the geographic area of the County of Perth.

### **Consultation Activities**

In an attempt to find and determine design challenges within the County, the AAC attempted to make contact with at least one group associated with disabilities in each of the lower tier municipalities.

Ads were placed in local papers in May of 2003 asking for public input on barriers to accessibilities. No response was received.

Letters were written to various groups within the County with only two replies being received by the committee.

The Accessibility Advisory committee will continue to attempt to reach many of the disabled groups that could provide input on the barriers that prevent them from achieving accessibility within their communities.

The County and its member municipalities will jointly consult with the following agencies to review any barriers that would prevent disabled persons from accessing their needs:

Agency	Mandatory/ Preferred	Type of Consultation				Status
		Informal Discussions	Structured Meetings	Focus Groups	Community Meetings	
Health	Mandatory	Yes				P
Social Services	Mandatory	Yes				P
OPP	Mandatory	Yes				P

### Summary of Information Collected through Consultation

All consultation replies will be included in Appendix 2 to this plan. The committee will then review the replies and insert the concerns into future accessibility plans.

It is recognized that individual municipalities will have other agencies or organizations in their municipalities that they may need to consult as noted in Appendix 1 which may be amended from time to time.

## SECTION 4: PLAN DEVELOPMENT WORKING GROUP

This information is an important component of the plan and will allow officials from municipalities to contact their cohorts to discuss different approaches in plans and share best practices and experiences.

The committee utilized the efforts of its development-working group. This group will provide a ready method for municipalities to share information, techniques and background to their approaches on the many facets of accessibility. This group will have the responsibility to inspect all municipally owned facilities. It will also be the responsibility of this group to prepare Accessibility Guidelines to function as an independent document that will ultimately become Appendix 3 of this plan. The County will appoint the working group to concur with the current Council.

**TABLE 1: ACCESSIBILITY WORKING GROUP**

WORKING GROUP MEMBER	MUNICIPALITY / AGENCY	DEPARTMENT REPRESENTED	CONTACT TELEPHONE & E-MAIL
Darrell Reis	Perth East	Fire Chief/ Inspection Officer	Phone: 595-2800, Ext. 226 Fax: 595-2801 Email: dries@pertheast.on.ca
Bob McLean	West Perth	Chief Building Official	Phone: 348-8429 Fax: 348-8935 Email: bmclean@westperth.com
Gary Stewart	Perth South	Public Works	Phone: 271-7565 Fax: 271-0647
Steve Hardie	North Perth	Arena/ Recreation Managers	Phone: 291-4875 Fax: 291-3135 Email: shardie@town.northperth.on.ca
Ethel Sage Judy Nafziger		2 members of Accessibility Committee	Ethel Sage: Phone: 291-2908 Email: boccia_sage@hotmail.com Judy Nafziger: Phone: 595-8161 Email: nafibg@perth.net
Carol Francis		1 Support Person	Phone: 348-8372 Email: spud@quadro.net
Bentley Ehgoetz	Public Works Director	1 County Staff or Associate	Phone: 271-0531, Ext. 225 Fax: 271-6265 Email: behgoetz@countyofperth.on.ca

## SECTION 5: HISTORY OF INITIATIVES TO IDENTIFY, REMOVE AND PREVENT BARRIERS IN THE ORGANIZATION(S)

### Initiatives

Perth County Council supported the Provincial initiative to move toward a province in which no new barriers are created and existing ones are removed. They proposed to develop a County-wide Accessibility Advisory Committee (AAC) with the support of the lower tier municipalities following the passing of the *Ontarians with Disabilities Act, 2001*.

An ad was placed in various papers asking for volunteers to sit on a Perth County AAC. Five applications were received with one additional member coming forward at a later date and a representative from County Council. The West Perth municipality supplied secretarial duties and support services to the committee, until .

The AAC began meeting in November of 2002 and currently has determined that they will meet on a quarterly basis (4 times a year). The Act states that each year, the council of every municipality shall prepare an accessibility plan and seek advice from the accessibility advisory committee that it establishes. In preparation for the development of a Plan, the committee recommended that two representatives from the municipality attend a two-day weekend workshop organized by the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) to assist in the development of this plan. As part of the workshop, all representatives received an audit tool called the Accessibility Quotient Audit. The Accessibility Quotient was used to assist in the municipality's preparation for the AMCTO Accessibility Planning Workshop.

Completion of this audit began the development of the first of this Accessibility Plan (2003-2004). Each municipality solicited responses from individual departments to assist in completing the Quotient Audit. Following the collection of the information, the Chief Administrative Officers (CAOs) and Clerks of the participating municipalities met to tabulate this information. The audit identified the municipality's present accessible facilities, policies, programs and services and identified some barriers to accessibility. This barrier identification became the starting point for activities to be completed in 2003/04 for the 2003/04 Accessibility Plan.

The following chart on the next page lists the Barriers identified in the Accessibility Quotient Audit. Using the 64 questions, barrier types have been grouped according to commonalities, as follows:

<b>BARRIER AND TYPE</b>	<b>STRATEGY FOR REMOVAL/PREVENTION</b>	<b>STATUS</b>
<p><b>GENERAL</b></p> <p><b>Informational</b></p> <ul style="list-style-type: none"> <li>• Main contact person/department/service identified to handle inquiries related to accessibility</li> <li>• Quick and easy access to information for the public</li> </ul> <p><b>Technological</b></p> <ul style="list-style-type: none"> <li>• Accessible information on website, telephone, etc.</li> </ul> <p><b>Policy/Practice</b></p> <ul style="list-style-type: none"> <li>• Include information on accessibility when marketing for tourism and conventions</li> </ul>	<p>Municipalities to delegate someone from staff to be responsible for this.</p> <p>Investigate issues</p> <p>Investigate issues</p>	<p>County Council approved a recommendation to have the County Corporate Services Department be the Accessibility Secretariat</p> <p>Under review</p> <p>This plan to be shared with Perth Visitors Association for such inclusion</p>
<p><b>HUMAN RESOURCES</b></p> <p><b>Policy/Practice</b></p> <ul style="list-style-type: none"> <li>• No, or limited, policies on accommodating employees and ensuring facilities are accessible, training with respect to interaction with people with disabilities and understanding their issues</li> </ul> <p><b>Informational</b></p> <ul style="list-style-type: none"> <li>• Employment opportunities posted in multiple formats of communication</li> </ul>	<p>All policies must be reviewed or implemented to enable staff to review and develop a management report which will identify all barriers with respect to providing for and working with disabilities.</p> <p>Staff to report to AAC (Accessibility Advisory Committee) on various formats of communication</p>	<p>All member municipalities to undertake such initiative.</p> <p>All member municipalities to undertake such initiative.</p>
<p><b>CLERKS, COUNCIL &amp; GENERAL ADMINISTRATION</b></p>		

<p><b>Informational</b></p> <ul style="list-style-type: none"> <li>Council meetings are somewhat accessible and are not conducted in varied formats of communication.</li> </ul> <p><b>Communications</b></p> <ul style="list-style-type: none"> <li>This also includes minutes, reports, documents. Large print can be provided, if requested.</li> </ul> <p><b>Practice</b></p> <ul style="list-style-type: none"> <li>Most municipalities are able to provide for the needs of all electors with disabilities with exception of the hearing and vision impaired.</li> </ul> <p><b>Communications</b></p> <ul style="list-style-type: none"> <li>There are no municipal policies that set standards in which offices and services are provided to people who are deaf and blind. Municipal Freedom of Information and Protection to Privacy Act requests are somewhat provided in varied formats.</li> </ul> <p><b>Policy/Practice</b></p> <ul style="list-style-type: none"> <li>No municipal policies that set standards for which offices and services that provides information to the general public or to provide telephone services through TTY/TDD for people who are deaf.</li> </ul>	<p>Those with televised meetings could discuss the possibility of closed captioning. If this happens then a monitor could be available in Council chambers so that all visitors with hearing impairments have clear access to the monitor.</p> <p>Availability of audit and large print versions will be formalized and a report detailing these new policies be prepared for Council approval.</p> <p>A further review of the needs of electors to be taken prior to next election. Improvements to be made if possible.</p> <p>An investigation into policies that address the supplying of services to those who are deaf and blind should be forwarded to the Accessibility Advisory Committee.</p> <p>Policies to be established and included in the long-term goals and objectives of all municipalities.</p>	<p>All member municipalities do not have televised meetings. Agendas and minutes are posted on each website.</p> <p>To be undertaken</p> <p>To be reviewed by each Lower Tier municipality</p> <p>To be undertaken</p> <p>To be undertaken</p>
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<ul style="list-style-type: none"> <li>• Municipal websites do not provide information in a text-based format to make it accessible to people who are blind and use reading software.</li> <li>• Municipalities have not established accessibility standards for all information systems, hardware and software.</li> </ul>	<p>This again, could be included in the long-term goals and objectives of all municipalities.</p> <p>Most municipalities are only in the early stages of information systems and may at some time include this in their long-term plan.</p>	<p>To be undertaken</p> <p>Review is to be undertaken to address potential development of common technology platforms</p>
<p><b>PLANNING</b></p> <p><b>Policy/Practice</b></p> <ul style="list-style-type: none"> <li>• The municipality does not collect and analyze data regarding people with disabilities including numbers, locations and ageing demographics.</li> <li>• Accessibility is not considered in the approval of and maintenance of the Official Plans. It is unknown whether special planning task forces, if formed would have input into the plans.</li> <li>• There are somewhat consistent standard barrier-free provisions and policies throughout the Municipality.</li> <li>• Most municipalities have barrier-free designs incorporated in new construction projects; however, no information is provided in alternate formats (other than large print) for those with disabilities to enable them to participate in</li> </ul>	<p>This could be a long-term plan and would provide for supporting documentation for the Accessibility Advisory Committee.</p> <p>Official Plan reviews are being done at this time and perhaps some statement could be established affecting those with disabilities.</p> <p>Barrier-free provisions could also be established at the time of the Official Plan review.</p> <p>Additional formats will, once again, become part of the long-term goals and objectives of the municipalities.</p>	<p>The AAC will engage the County's Planning Dept. to develop a protocol for the AAC's effective involvement in planning initiatives, pursuant to the ODA, 2001.</p>

<p>the planning process.</p> <ul style="list-style-type: none"> <li>• Accessibility is somewhat considered in approval of new development applications.</li> <li>• Most Municipal parking by-laws adequately serve those with disabilities.</li> <li>• No incentives are offered to cab companies to provide accessible vehicles.</li> </ul>	<p>Approval of new development applications usually follows the requirements under the Building Code Act; however, the development of Accessibility Guidelines will improve this.</p> <p>These by-laws will continue to be reviewed.</p> <p>Municipalities have no incentive policies in place and will not likely consider one in the near future.</p>	
<p><b>ACCOMMODATION</b></p> <ul style="list-style-type: none"> <li>• No incentives are provided to developers to build accessible housing.</li> <li>• There is no inventory of barrier-free units in the municipality.</li> <li>• Most short-term accommodation units are not accessible for guests with disabilities.</li> </ul>	<p>Municipalities to investigate establishing incentive policies. Committee to investigate programs available by the Provincial/Federal Government for construction of accessible housing. In turn Committee to advise developers.</p> <p>The Accessibility Advisory Committee, with the assistance of the Housing Dept. of Social Services will establish a directory for use at the County level.</p> <p>This could be included with the above inventory.</p>	<p>Social Service and Affordable Housing is delivered by the City of Stratford. Efforts will be undertaken to collaborate and investigate such policies.</p> <p>To be followed up</p>

<p><b>PUBLIC WORKS</b></p> <ul style="list-style-type: none"> <li>• The Municipality does not maintain an inventory of accessible municipal facilities.</li> <li>• There is no consistent criteria for assessment or monitoring of barrier free features in existing facilities.</li> <li>• Special features for those with disabilities are not currently used in relation to public signage, trash receptacles, benches, telephones and other public accessories</li> <li>• Current road maintenance and snow removal plans do not consider those with disabilities.</li> <li>• Communications and information relating to water use, landfill sites, etc. are not available in variable formats.</li> <li>• Some consideration is given to accessible features in construction of sidewalks and walkways.</li> </ul>	<p>Once again the Accessibility Advisory Committee is to develop an inventory of accessible municipality facilities with the help of staff.</p> <p>This again will be addressed in the Accessibility Guidelines and attached to the appendices.</p> <p>Public Works, through their input to the Accessibility Guidelines will address most of these issues.</p> <p>At present the municipalities do not possess the resources to provide this type of service throughout each area. When the Works department begins to monitor the availability and usage of barrier-free features, a report will be made for Council.</p> <p>These will be included in the long-term goals and objectives of the municipalities.</p> <p>This will continue to be considered, as it is a requirement under the Building Code Act.</p>	<p>An audit list of municipal facilities has been completed and will be distributed to all respective member municipalities.</p> <p>Criteria was designed and used in the above audit.</p> <p>To be undertaken by each member municipality.</p> <p>To be undertaken by each member municipality.</p> <p>To be undertaken by each member municipality.</p> <p>To be undertaken by each member municipality &amp; coordinated through Planning.</p>

<p><b>TRANSPORTATION</b></p> <ul style="list-style-type: none"> <li>Public transit is generally not accessible to people with disabilities</li> <li>There is a parallel public transit system available for some people with disabilities</li> <li>There is no transportation committee that includes members with disabilities.</li> </ul>	<p>The only public transit in Perth County is with Mobility Buses. These are an operative unit unto themselves reporting to the municipality. There will be some discussion with these groups at a future date.</p>	<p>To be undertaken</p>
<p><b>SOCIAL SERVICES</b></p> <ul style="list-style-type: none"> <li>Some consideration is given to the hearing and visually impaired in relation to telephone and other emergency numbers as well as the adaptability of mandatory forms.</li> <li>Most interview and meeting rooms are accessible.</li> </ul>	<p>The Intake Screening Unit at 1-888-748-8895 is accessible.</p>	<p>To be undertaken by each member municipality.</p>
<p><b>CHILD CARE DIVISION</b></p> <ul style="list-style-type: none"> <li>There is no centrally managed waiting list for special needs children using licensed childcare.</li> <li>Childcare centers and nursery school programs are usually accessible for parents with disabilities.</li> <li>In-home child care providers receive training on the care of children with disabilities.</li> </ul> <p><b>ONTARIO WORKS</b></p> <ul style="list-style-type: none"> <li>Employment Resource Centres are generally accessible in terms of the building and equipment, facilities,</li> </ul>	<p>Each day care/nursery/home provider agency maintain their own waiting list.</p> <p>Home Provider Agency has the list of homes.</p> <p>Committee will contact Social Services on this matter.</p> <p>This will continue to be monitored.</p>	<p>Contact to be facilitated with the City of Stratford.</p>

<p>education material and training programs available (services for hearing impaired may be limited)</p>		
<p><b>LONG TERM CARE AND SERVICES FOR SENIORS</b></p> <ul style="list-style-type: none"> <li>• Resident's rooms are generally accessible for visitors with disabilities</li> <li>• Not all homes have an emergency evacuation system-plan with built-in redundancies so that any visitor who is deaf, blind, or restricted in mobility will safely evacuate.</li> </ul>	<p>Research to be done on this.</p> <p>This will continue to be monitored and eventually written into a plan.</p>	<p>To be undertaken.</p>
<p><b>PUBLIC HEALTH</b></p> <ul style="list-style-type: none"> <li>• Printed materials are available in varied forms of communication and somewhat take into account the unique forms of some disabilities</li> <li>• The Public Health Unit collects some data on people with disabilities.</li> <li>• Public Health Clinics are usually accessible.</li> </ul>	<p>The Health Unit will continue to monitor these issues.</p>	<p>To maintain contact on such issues with the Health Unit.</p>
<p><b>RECREATION</b></p> <ul style="list-style-type: none"> <li>• Education and promotional material is not provided in variable formats of communication</li> <li>• Fitness facilities and programs are somewhat accessible to people with disabilities.</li> </ul>	<p>An operational review of the recreation with the County will be done when a facilities tour is completed.</p> <p>Meeting with Managers will determine what degree of programs are available. Inventory to be completed and made</p>	<p>To be undertaken by.</p>

<ul style="list-style-type: none"> <li>• There are no specialized recreation passes for people with disabilities.</li> </ul>	available to public.	
<p><b>ADDITIONAL ACCESSIBLE ISSUES BASED ON LOCAL CONDITIONS</b></p> <ul style="list-style-type: none"> <li>• Libraries - not all are accessible</li> </ul>	Consultations with local library boards will be necessary for those municipalities with non accessible libraries	To be undertaken by each member municipality.

## SECTION 6: OPERATIONAL REVIEW

The County of Perth and its member municipalities have many departments, all of which may require operational reviews. This section presents the information from the audit that identified areas in the current operations of the organization that are in need of review. This information has been organized according to department.

### Complaint Review

It is still the intention of the AAC that complaints will be received in writing by the County of Perth, who in turn will forward to it to the AAC. The AAC will contact the municipality responsible to have this complaint investigated and resolved if possible. The municipality will in return advise the AAC on how the complaint was or will be resolved. All complaints received about accessibility need to be recorded by the committee and moved into measurable goals as to whether or not the plan is working. A copy of each complaint will be contained and reported in this plan in future editions.

### Operation Review

The committee will complete the Future Departmental Operations report (based on barriers contained in Section 5 on an annual basis to the County of Perth. The County will, in turn, circulate this review to the member Municipalities.

### Future Departmental Operations Reviews

<b>Department</b>	<b>Area for Review</b>	<b>Dates</b>	<b>Methodology</b>	<b>Status</b>
General				
Human Resources				
Clerks, Council & Gen. Admin.				
Planning				
Transportation				
Social Services				
Public Health				
Recreation				
Additional Accessibility Issues				

## **DECISION MAKING REVIEW**

This section provides information about which decision-making processes (policies and procedures, by-laws) were identified by the audit to be in need of review. The reviews include reviewing policies and practices, capital planning, by-laws approval etc. It also identifies the decision-making reviews that may take place in 2003/04 as well as those to be delegated to future consideration.

Based on the audit findings, the committee will develop the rationale for the planned time period. Appropriate rationales could consist of the size of the department, the scope of the activity, a recent amalgamation, and the resources available.

A review may take longer than one-year. In these cases a rationale should be provided for this extended time line.

Each department is responsible for listing the area where decisions were made by policies and procedures, by-laws, unwritten practices etc. that will be reviewed by communications of the general public, human resources policies, parking by-laws.

## Status

There will be three choices to identify the status of the decision making review:

**COMPLETED:** If the review is completed, provide the dates completed

**ONGOING:** If the review is still underway, provide a summary of the progress and an assessment if the review is within the time frames set.

**PLANNED:** In larger municipalities where a department may consist of divisions and/or work teams a review may be completed within certain divisions or work-teams. This section may be structured according to the departmental structure and a status accorded to each division and/or work team.

## Summary of Planned Decision Making Reviews

A summary of planned decision-making reviews specific to each municipality's respective department or divisions will be reported by individual charts as indicated below.

### Summary of Decision Making-By-Law Reviews for 2004/05

Department	Policies and By-laws for Review	Dates	Methodology	Status
General				
Human Resources				
Clerks, Council & Gen. Admin.				
Planning				
Transportation				
Social Services Public Health				
Recreation				
Additional Accessibility Issues				

**Targets and Actions**

The Accessibility Quotient Audit identified some existing barriers that can be addressed in 2003/2004 and the following years. Targets will be set to help establish when these barriers will be addressed or actions taken to address preventative measures where reasonable numerous barriers and the corrective measures may be grouped together into one action. The target is the anticipated timeline for the action. A target does not necessarily have to be set within a 12-month period. The goal of the actions is to move the organization forward eliminating and preventing barriers. Resources necessary to undertake the actions are to be detailed in a way that the necessary resources may be funding for actions of merely staff time dedicated to doing the work proposed. The nature of the actions may be phased in over a number of months or years depending on the resources and priorities of the community. For example Council should establish a capital annual budget to undertake renovations to make its facilities accessible.

This chart is a list of year one priorities drawn from the previous list of identified barriers and possible actions to be taken.

**Table 4: Summary of Barriers to be Addressed/Removed in 2003/04**

Barrier	Action	Resources	Costs	Target

This plan will be reviewed on an annual basis by the Accessibility Advisory Committee to update the status on these targets to all municipal Councils.

This will allow the committee to review any new Provincial requirements that may impact the status of the targets that have been set.

**Action Required**

- Annual funding commitment to support the activities of the Accessibility Advisory Committee by County Council. Due to Provincial requirements and regulations,

this committee's work will be ongoing and will require an annual budget allocation.

- Acknowledgement by member municipalities to County Council of the staffing commitment for the activities of the working group.
- Appoint the accessibility-working group consisting of those outlined in Section 4.
- Ongoing appointment of Accessibility Advisory Committee.