



## REPORT

**REPORT TO:** Mayor Bonnette and Members of Council

**REPORT FROM:** Kelly Withers, Municipal Law Enforcement/Accessibility Coordinator

**DATE:** December 5, 2013

**REPORT NO.:** CS-2013-0062

**RE:** Annual Status Report – Multi-Year Accessibility Plan

### **RECOMMENDATION:**

THAT Report No. CS-2013-0062 dated December 5, 2013 regarding the Annual Status Report – Multi-Year Accessibility Plan and the attached Appendix “A” be received for information.

### **BACKGROUND:**

In June 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act (AODA)*. Under this legislation, the Minister of Community and Social Services was responsible for identifying sectors of society for which accessibility standards were to be developed. The five areas that were chosen were:

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

The Customer Service Standard (Ontario Regulation 429/07) was the first standard to become law. The next three areas – Employment, Transportation, and Information and Communication were blended together into the Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11) and enacted into law July 1, 2011. One

of the requirements of the IASR is to implement and maintain a Multi-Year Accessibility plan.

The Accessibility plan describes the measures that the Town of Halton Hills will take in the next five years to identify, remove and prevent barriers to people with disabilities who utilize the facilities and services of the Town of Halton Hills. While the Integrated Accessibility Standard Regulation requires that a Multi-Year Accessibility plan be developed to outline how the Town will remove and prevent barriers within the areas of Employment, Information and Communication, and Transportation, the Town's 2013-2017 Multi-Year Accessibility plan goes further in outlining action items to reduce and prevent barriers within all five areas outlined in the AODA.

The Town of Halton Hills Council passed the Multi-Year Accessibility Plan 2013-2017 on January 7, 2013, and as part of the plan an annual status report has to be completed to outline the progress of measures taken to implement the Multi-Year Accessibility plan. Additionally a review of the plan will be conducted with the plan being updated as required to include any new identified priority action items and/or as new legislation is brought forward.

#### **COMMENTS:**

In accordance with Section Four (4) of the Integrated Accessibility Standards, and to meet the legislative requirements of the AODA the Town is to prepare an annual status report on the progress of measures taken to implement the strategy including steps taken to comply with the Regulation and to post the status report on the website and if required provide the report in an accessible format upon request.

#### **RELATIONSHIP TO STRATEGIC PLAN:**

The Town of Halton Hills' Strategic Plan notes the following Goal:

##### Foster a Healthy Community

*To maintain and enhance a healthy community that provides a clean environment and a range of economic and social opportunities to ensure a superior quality of life in our community;*

through the Strategic Objective;

*(A.4) To provide accessibility throughout the community.*

#### **FINANCIAL IMPACT:**

Expenditures needed to meet the requirements of the Integrated Accessibility Standards will be funded through the Accessibility Capital Budget program.



**COMMUNICATIONS IMPACT:**

The Annual Status Report - Multi-Year Accessibility plan, upon adoption by Council, will be made available on the Town's website, and will be communicated to Town staff.

**SUSTAINABILITY IMPLICATIONS:**

This report is in keeping with the objective of incorporating sustainability into the Town's operation. Implementation of the actions outlined in the Multi-Year Accessibility plan provides for greater opportunity to sustain community livability for residents of all abilities.

**CONSULTATION:**

The Town Clerk and the Halton Hills Accessibility Advisory Committee were consulted on the development of the Annual Status Report.

**CONCLUSION:**

To meet the legislative requirements of the Act, the Town must comply with the Integrated Accessibility Standard regulations by preparing an annual status report on the progress of measures taken to implement the Multi-Year Accessibility plan. All identified 2013 Action Items in the Multi-Year Accessibility plan were completed.

Respectfully submitted,

---








Kelly Withers, Municipal Law  
Enforcement/Accessibility  
Coordinator







---





Ed DeSousa, CGA  
Director of Corporate Services and  
Treasurer

---

David Smith  
Chief Administrative Officer

<b>2013 Action Items</b>		
Accessibility Plan	Establish, implement, maintain and document a <u>Multi-Year Accessibility plan</u> which outlines the Town's strategy to prevent and remove barriers and meet its requirements under the IASR.	Approved by Council January 7, 2013. 
	Post the accessibility plan on website, if any, and provide the plan in an accessible format upon request.	Posted on Town's website January 2013. 
	Prepare an <u>annual status report</u> on the progress of measures taken to implement the Multi-Year accessibility plan. Present the status report to Council. Post the status report to the Town's website and make available in an accessible format upon request	Status Report going to Council for approval December 16, 2013. 
	Review and update the accessibility plan at least once every five years in consultation with the HHAAC	Review December 2013 and update as required.
Procuring or Acquiring Goods	Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.	Included in the Request for Proposal Process- Section 6.13 and Schedule 1 and also in the also Purchasing Policy Section 13 – May 2013 
	If the Town determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, the Town shall provide, upon request, an explanation.	Purchasing Policy Section 13 May 2013 
Self-service kiosks	Incorporate accessibility features when designing, procuring or acquiring self-service kiosks	Accessible counters have been installed in new and replaced Town facilities and retrofitting continues in current Town facilities. 
Training	Train on the requirements of the accessibility standards referred to in the IASR (Information & Communication, Employment and Transportation) and on the Human Rights Code as it pertains to persons with disabilities.  Keep a record of the dates of training and the individuals who have received training.	November and December 2013 Human Resources commenced training for all employees and volunteers. Training materials produced and in use. 

<p>Accessible Feedback Processes</p>	<p>Ensure that the Town's feedback processes are accessible to persons with disabilities by providing and arranging for the provision of accessible formatted and communication supports upon request.</p>	<p>Alternate Format Form available on the Accessible page of the Town of Halton Hills website.</p> 
<p>Employment</p>	<p>Ensure the Town's recruitment process provides for accommodations for those with disabilities or whose disabilities increase over time.</p>	<p>All Policies and Procedures have been developed by Human Resources and available on the HUB for general use by staff.</p> 
	<p>Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work.</p>	<p>All Policies and Procedures have been developed by Human Resources and available on the HUB for general use by staff. Training for staff and volunteers to take place throughout December 2013.</p> 
	<p>Develop an Accommodation Policy which is to be provided to all employees.</p>	<p>All Policies and Procedures have been developed by Human Resources and available on the HUB for general use by staff.</p> 
<p>Accessible Website</p>	<p>Ensure the Town's website(s) and web content conform to W3C WCAG 2.0 Level A</p> <p>This applies to websites, web content and web-based applications.</p>	<p>Town website(s) and web content conformed to Level A. Completed</p> 
<p>Public Library Materials</p>	<p>Libraries to provide and arrange access for accessible materials where available.</p> <p>Libraries to provide accessible features on their public access computers.</p>	<p>Completed</p> 

Facilities & Public Spaces	Install Accessible Traffic (cross-walk) Signals	<p>Main Street and Mill Street in Georgetown – Completed 2013 with Site visit attend by HHAAC.</p>  <p>Guelph Street and Delrex Blvd. To be completed December 2013</p> 
Assistive Devices	Purchase Assistive Devices for the new Georgetown Library	<p>Completed 2013</p> 
	Install Assistive Hearing Devices in Council Chambers (Assistive Listening Devices (ALD))	<p>Assistive Hearing Devices purchased for the Council Chambers and Esquesing for use by staff and residents.</p> <p>Completed September 2013</p> 
	Investigate the opportunity to provide Closed Captioning in real time within the Council Chambers	<p>TV installed in the gallery of the Council Chambers.</p> <p>Completed 2013</p> 