



2010-251

Date: April 20, 2010

Moved by: *[Signature]*

Seconded by: *[Signature]*

That Report ADM-2010-011 regarding the 2010 Annual Accessibility Plan, be received;  
and

That Council approve the accessibility initiatives in the 2010 Annual Accessibility Plan.

RECORDED VOTE	YES	NO	CONFLICT	ABSENT
Councillor Beffort				
Councillor deBoer				
Councillor Groves				
Councillor McClure				
Mayor Morrison				
Councillor Paterak				
Councillor Payne				
Councillor Thompson				
Councillor Whitehead				
<b>TOTAL</b>				

MAYOR: *[Signature]*

<input checked="" type="checkbox"/> CARRIED	<input type="checkbox"/> LOST
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# ACCESSIBILITY PLAN

2010

*“Working Towards a Fully Accessible Town of Caledon”*



**Watch your thoughts, for they become words.  
Watch your words, for they become actions.  
Watch your actions, for they become habits.  
Watch your habits, for they become character.  
Watch your character, for it becomes your destiny.**

**- Frank Outlaw**

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## **1.0 EXECUTIVE SUMMARY**

Individuals with disabilities make up a significant and increasing portion of our population. Statistics Canada claims about 1.5 million Ontarians have a disability, which makes up about 13.5 per cent of the overall population. This number is growing as it is estimated that in the next two decades people with disabilities will make up about 20 per cent of the population. In the Town of Caledon that may represent over 10,000 residents.

The Corporation of the Town of Caledon (hereinafter referred to as the “Town”) encourages all persons to participate fully in the goods and services offered by the municipality. The Provincial Government, through the avenue of the Ministry of Community and Social Services is in the process of repealing the *Ontarians with Disabilities Act, (ODA) 2001*, replacing it with the *Accessibility for Ontarians with Disabilities Act, (AODA) 2005*. The objective of the AODA is to make Ontario accessibly friendly and barrier free to all people through setting out mandatory accessibility standards, while uncovering various opportunities to those with disabilities.

The Town is dedicated to creating a town that identifies, removes and prevents barriers to people with disabilities to ensure all services and facilities are accessible. This commitment is a shared responsibility of all members of Council, Employees, Volunteers, the Region of Peel, Organizations, Associations and residents in Caledon, and in the Province of Ontario.

## **2.0 SCOPE**

The Annual Accessibility Plan (hereinafter referred to as the “Plan”) is a roadmap demonstrating the exciting measures that will be taken to increase accessibility within the Town of Caledon. In accordance with the AODA, the Plan outlines the following:

- to identify current barriers that exist within the municipality that create a hindrance to those with disabilities, and develop methods to remove and prevent them completely;
- to assess and make changes where necessary to current policies, procedures and practices to ensure accessibility initiatives are undertaken;
- to review current service measures and provide input on the expected progress and goals in the upcoming year with regard to accessibility;
- to include recommendations put forward by the Accessibility Advisory Committee;
- to ensure the municipality has achieved compliance with the Customer Service Regulations and all other Standards and Regulations set out in the AODA.

### **3.0 BACKGROUND**

Currently, there are two main pieces of legislation that address how municipalities are to regulate accessibility. Both pieces of legislation were developed on principles outlined in the *Ontario Human Rights Code*.

#### **3a. Ontarians with Disabilities Act, 2001 (ODA)**

The *Ontarians with Disabilities Act, 2001* (ODA) was proclaimed on September 30, 2002. The purpose of the ODA is to improve access and opportunities for persons of all ages with disabilities. The ODA provides for the involvement of persons with disabilities in the process of identifying, removing and preventing barriers so that persons with disabilities have equal opportunity to participate fully in the life of the province. The Act also outlines new requirements for municipalities in Ontario to improve opportunities for people with disabilities and to enable them to become involved in the identification, removal and prevention of barriers.

### **3b. Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

In June 2005, the Ontario government introduced the *Accessibility for Ontarians with Disabilities Act* of 2005 (AODA) which is expected to replace the *Ontarians with Disabilities Act, 2001* (ODA).

The AODA lays out a road map to assist in moving Ontario forward in it's thinking on accessibility measures. The purpose of the Act states as follows,

“(a) is to benefit all Ontarians by, developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodations, employment, buildings, structures and premises on or before January 1, 2025; and

(b) providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards.”

For further information on the Legislation and the Standards view the Ministry of Community and Social Services webpage <http://www.mcass.gov.on.ca/mcass/splash.htm> or contact the Town's Accessibility Program Co-ordinator (contact details on page 8).

## **4.0 ACCESSIBILITY ADVISORY COMMITTEE**

### **4a. Key Contact/Accessibility Program Co-ordinator**

The key contact for inquiries regarding the Town's Accessibility Plan is the Accessibility Program Co-ordinator, who acts as the staff liaison between the AODA Alliance and the Accessibility Advisory Committee (AAC). The role of the Program Co-ordinator is to coordinate all meetings, to prepare and implement the annual accessibility plan, allocate responsibility for the successful development of the plan, arrange consultation for the public and the AAC and ensure Caledon is taking the necessary steps to remove all barriers and achieve a high level of accessibility through enhanced customer service.

#### **Laura Ricciuti**

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## **4b Accessibility Advisory Committee**

The *Ontarians with Disabilities Act, 2001* (ODA) requires all municipalities with a population greater than 10,000 to appoint an Accessibility Advisory Committee (AAC). A majority of the members on the Committee must include individuals who have a disability.

The Town of Caledon's Accessibility Advisory Committee branched off from Peel's Accessibility Advisory Committee in 2008 thus bringing forth and establishing its own Committee. The Committee is presently made up of 4 devoted members that meet on a monthly basis.

Town Council appointed the following individuals as members of the AAC for the 2008-2010 Term:

<b>Maureen Tymkow</b>	Citizen ( <i>Chair</i> )
<b>Margaret Ramlall</b>	Citizen
<b>Ray Cowan</b>	Citizen
<b>Richard Whitehead</b>	Regional Councillor

## **4c Committee Mandate**

As defined by the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005* the Accessibility Advisory Committee is responsible for the following:

- Advise Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the Council may seek its advice;
- Review in a timely manner the site plans and drawings described in Section 41 of the *Planning Act* that the committee selects;
- Assist in the development of the Town's annual accessibility plan;
- Performs all other functions that are specified in the regulations; and
- Advise Council on buildings, structures or premises or part of a building, structure or premise, that the council purchases, constructs, renovates; for which the council enters into a new lease; or that a person provides as municipal capital facilities under an agreement entered into with the council in accordance with section 110 of the *Municipal Act, 2001*.

Additionally, the Accessibility Advisory Committee is also responsible for advising Council each year about the preparation and implementation of the Annual Accessibility Plan.

## **5.0 TOWN CORPORATE ACCESSIBLE INITIATIVES**

The Town is dedicated to improving accessibility for all persons with disabilities.

The following pages outline the Town's progress on achieving accessibility. Additionally, it also includes the 2010 Work Plan on upcoming initiatives to be undertaken by Town staff, with the assistance of the Accessibility Advisory Committee.

### **5a Accessible Customer Service Initiatives & Measures to Ensure Accessibility**

Key Measures to ensure accessibility include:

#### **1. Accessibility Program Co-ordinator**

The Town's Accessibility Program Co-ordinator will lead all accessibility geared projects to bring the Town into compliance with the Standards and Regulations outlined in the AODA and continuously explore ways of improving and removing barriers for persons with disabilities within the Town. Additionally, the Accessibility Program Co-ordinator is to act as the facilitator for the Accessibility Advisory Committee.

## **2. Accessible Customer Service Initiatives**

Accessible Customer Service Policies, Practices and Procedures have been implemented to address the following:

- Feedback Process
- Communication – Assistive Devices
- Availability of Documents
- Notice of Service Disruptions
- Support Persons
- Service Animals
- Accessibility Awareness Training

## **3. Accessibility Awareness Training**

Staff has developed an Accessibility Awareness Training Module to train all Town employees, members of Council, volunteers and all others that act on behalf of the Corporation.

The training is comprised of the following:

- Background Information on the AODA
  - Information on all Standards & Regulations under the Legislation

- Tips on Serving Customers with Specific Disabilities
- Town Policies, Practices & Procedures on Accessibility
- Establishing & Removing Barriers
- Sensitivity Awareness

Front Line Customer Service Staff will receive more in depth one-on-one Accessibility Training in 2010. Staff will also explore other training options for the future and annually review the current training method to ensure it continues to comply with the legislation.

## **5b 2010 Work Plan**

### **1. Site Plan Review**

- 1a. Develop a Site Plan Review Checklist tool. This tool will be used by the Committee when reviewing Site Plans that come before the Committee.
- 1b. Review the benefits of establishing a Site Plan Review Working Group for Town generated developments.
- 1c. Review site plans and drawings regarding accessibility measures for projects undertaken by the Town.

## **2. Customer Service Initiatives & Other Standards/Regulations under the AODA**

- 2a. Review the Town's current policies, practices and procedures as they relate to accessibility.
- 2b. Ensure the Accessibility Advisory Committee participates in the various upcoming and exciting Accessible Customer Service initiatives.
- 2c. Review Standards & Regulations and develop a Priority List that reflects compliance guidelines.
- 2d. Explore the development of a Staff Working Group to create Accessibility Design Standards and Sign Standards for Town projects.

## **3. Accessible Voting Locations**

- 3a. Assist Town Staff to ensure all designated polling locations for the 2010 Municipal Election are fully accessible for persons with disabilities.

#### **4. Recreational Initiatives for Persons with Disabilities**

- 4a. Review current recreational opportunities available for persons with disabilities, if necessary, explore areas of improvement.

#### **5. Removing Barriers – Accessibility Audit**

- 5a. Perform an Accessibility Audit to include all Town Facilities and Town Parks.
- 5b. Review the Accessibility Audit and create a Priority List for Barrier Removal.

#### **6. Assistive Devices**

- 6a. Research various assistive device options that can be incorporated on Customer Service Counters.
- 6b. Purchase wheel chairs for Town Facilities.

## **7. Community Awareness**

- 7a. Explore different ways to network with local agencies that share a common objective of serving people with disabilities.
- 7b. Explore and establish methods of spreading awareness to local businesses and other local organizations on achieving a high level of accessible customer service and barrier removal.
- 7c. Continue to participate in joint Peel initiatives including the Joint Peel Working Group and events such as the International Day for Persons with Disabilities.

## **8. Town of Caledon Disabled Parking By-law**

- 8a. Review the Town's Disabled Parking By-law, if necessary, explore measures for improvement.

The 2010 Work Plan is to be completed with the assistance of the Accessibility Advisory Committee.

## **6.0 Final Thoughts**

As a municipality that is devoted to achieving full accessibility in the services and programs we offer, we will continue to work towards removing barriers to persons with disabilities. These barriers include: physical, architectural, informational, attitudinal, systematic and technological.

The purpose of the AODA is to develop, implement and enforce accessibility standards with respect to goods, services, information and communication, facilities, accommodation, employment, buildings, structures and premises. As such, the Town is required to continue to proactively pursue in the prevention and removal of barriers to persons with disabilities. Not to mention it is simply the right thing to do.

As a growing municipality, it is our mission to continue to deliver high quality municipal services to all of our citizens always taking in account a person's independence, dignity, integration and equal opportunity for all.

**To request a copy of this document in an alternative format, please feel free to contact the Accessibility Program Co-ordinator (contact information on page 8).**

“We choose our next world through what we learn in this one. Learn nothing, and the next world is the same as this one, all the same limitations and lead weights to overcome.” - Richard Bach

**Submitted by:**

Town of Caledon Accessibility Advisory Committee  
April 2010



***“Working Towards a Fully Accessible Town of Caledon”***

**2010 Accessibility Plan**