

Multi-Year Accessibility Plan

2019-2023



Alternate formats of this plan are available upon request.





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Message from CAO Mark Aitken



Mark Aitken, CAO

I am pleased to present the County of Simcoe's Multi-Year Accessibility Plan for 2019-2023. This plan demonstrates the County's ongoing commitment to enhancing our programs, services and facilities to ensure that they remain accessible and inclusive to residents, employees, and visitors. The plan highlights some of our many accomplishments as well as future strategies to meet our goals and legislative standards.

County Council is committed to these goals, and among other activities, makes annual proclamations to recognize the International Day of Persons with Disabilities and National Accessibility Awareness Week. In conjunction with these proclamations, social media efforts are also deployed to promote and enhance awareness and knowledge of accessibility.

Through consultation with our Joint Accessibility Advisory Committee, the County has made great progress to incorporate accessible features when completing projects, renovations and upgrades to our facilities and assets. For example, the County was pleased to work with the Committee to complete the Hickling Recreational Trail – our first multi-use recreational trail which opened to the public on June 28, 2017.

Looking to the future, the County is implementing our first county-wide public transit system which will include a specialized transit service for persons with accessibility needs. The first route will launch in 2018. This is a very exciting initiative and we look forward to working collaboratively with the Joint Accessibility Advisory Committee to ensure the County is proactive and successful in implementing the Transportation Standards in the Integrated Accessibility Standard Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA).

In closing, the County of Simcoe will continue its compliance with the AODA and meet accessibility standards to ensure our programs, services and facilities remain accessible and inclusive to all our citizens, as we work towards our united goal of making Ontario and Simcoe County accessible by 2025.

Mark Aitken
CAO



Plan Overview

Approximately one in seven people in Ontario have a disability. These numbers are expected to increase, making accessibility for persons with disabilities essential. The County of Simcoe is committed to providing persons with disabilities consistent opportunity and access to County of Simcoe goods, services, and facilities. Accessibility planning plays a key role in improving access for County residents, employees, and visitors.

This multi-year accessibility plan outlines the County of Simcoe's strategy for 2019 to 2023 to prevent and remove barriers and meet the requirements of accessibility legislation over the next five years. Some initiatives are short-term projects whereas others may be implemented over several years. Initiatives are organized into target areas that reflect the five standards of the Accessibility for Ontarians with Disabilities Act, 2005: customer service, information and communication, employment, transportation, and the built environment. General initiatives are included as a separate target area.

In addition to outlining the initiatives planned by the County of Simcoe, this document outlines the County's accessibility achievements over the past four years as seen in Schedule 2. This multi-year accessibility plan meets the planning requirements of both the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005.

Accessibility planning does not end once a plan is prepared and documented. Monitoring is essential to ensuring that the County is meeting its obligations and commitments. An annual report will be prepared on the progress being made towards implementation. A comprehensive review of this plan will be completed every five years, unless significant changes necessitate an earlier revision of the plan.

County Information



The County of Simcoe is comprised of sixteen municipalities with a total population of 305,516 (according to the 2016 census) with that population being distributed over 4,859 square kilometres. Additionally, over 9 million visitors come to the County of Simcoe each year.

The County's municipalities and their respective populations (according to the 2016 census) are outlined in the following table.

Table 1: List of Municipalities and Their Population:

Municipality	Population
Adjala-Tosorontio	10,975
Bradford West Gwillimbury	35,325
Clearview	14,151
Collingwood	21,793
Essa	21,083
Innisfil	36,566
Midland	16,864
New Tecumseth	34,242
Oro-Medonte	21,036
Penetanguishene	8,962
Ramara	9,488
Severn	13,477
Springwater	19,059
Tay	10,033
Tiny	11,787
Wasaga Beach	20,675

The cities of Barrie and Orillia are separated from the County of Simcoe. However, the County provides many services to both cities, including Ontario Works, children and community services, social housing programs, paramedic services, and long term care services.



The County employs approximately 1,850 full- and part-time staff. Administratively, the County of Simcoe is comprised of the following divisions and departments:

Office of the Chief Administrative Officer and Warden

- Customer Service
- Corporate Communications

Statutory and Cultural Services

- Clerk's Department
- Archives
- Library Co-operative
- Simcoe County Museum

Corporate Performance

- Finance
- Information Technology
- Human Resources
- Procurement, Fleet and Property
- Legal Services

Social and Community Services

- Ontario Works
- Children and Community Services
- Social Housing

Engineering, Planning and Environment

- Transportation and Engineering
- Solid Waste Management
- Planning, Economic Development and Tourism
- Forestry and Bylaw

Health and Emergency Services

- Long Term Care
- 911 and Emergency Management
- Paramedic Services

Vision, Mission and Values



Vision Statement

Working together to build vibrant, healthy, sustainable communities.

Mission Statement

Providing affordable, sustainable, accessible services and infrastructure through leadership and innovative excellence.

Core Values

Stewardship: Responsible guardians for a sustainable future

Leadership: Inspire, empower, lead by example

Integrity: Honesty, trust and transparency at all times

Innovation: Creative, progressive, leading edge ideas

Respect: Recognizing individualism through fair and equitable interaction

Accountability: Commitment, ownership and follow through

Co-operation: Positive approaches to partnerships, teamwork and understanding

Guiding Legislation

Ontarians with Disabilities Act, 2001

The Ontarians with Disabilities Act, 2001 (ODA) was designed to improve opportunities for Ontarians with disabilities by identifying, removing and preventing barriers that may limit their ability to participate in society. This Act legislated municipalities such as the County of Simcoe to prepare an annual accessibility plan. The Act stipulated that the plan needed to highlight the policies, procedures, programs, services, and building improvements that were done to improve accessibility for persons with disabilities as well as any planned initiatives and that the annual plan be made available to the public.

The Act also legislated the formation of an Accessibility Advisory Committee to advise Council in each year about the preparation, implementation and effectiveness of its accessibility plan.



Accessibility for Ontarians with Disabilities Act, 2005

In 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), which outlined a strategic direction to make the province accessible to those with disabilities by 2025. The Act reiterated the requirements under the ODA to maintain the completion of annual accessibility plans and Accessibility Advisory Committees. The AODA also provided for the province's implementation of various standards, including those for customer service, information and communication, employment, and transportation. The Act also indicated that additional standards could be developed over time and passed as Regulations under the AODA.

Accessibility Standards for Customer Service Regulation (O. Reg.429/07)

The first standard to be passed by the Ontario government was the Accessibility Standards for Customer Service Regulation (O. Reg. 429/07). The Regulation applies to all organizations, such as the County of Simcoe, that provide goods or services to the public. It set out standards for providing services and goods in an accessible manner and established a compliance date for the County of Simcoe of January 1, 2010. The County successfully met its obligations under the legislation.

Integrated Accessibility Standards Regulation (O. Reg. 191/11)

The Ontario government combined standards for information and communication, employment and transportation into the Integrated Accessibility Standards Regulation (O. Reg. 191/11). This Regulation includes a phased-in approach to the many standards. The County of Simcoe has compliance requirements that range from January 1, 2012 to January 1, 2021.

The Integrated Accessibility Standards Regulation also includes general requirements which includes a multi-year accessibility plan. The Regulation requires the County of Simcoe to establish, implement, maintain and document a multi-year accessibility plan that outlines the County's strategy to prevent and remove barriers and meet the requirements of the Regulation.

The regulation was amended in December 2012 to add a fifth AODA standard. The Design of Public Spaces Standards establish requirements for spaces in the built environment, including beach access routes, recreational trails, exterior paths of travel, outdoor play spaces, outdoor public use eating areas, parking, and areas for obtaining service.

Commitment to Accessibility and Planning



The County of Simcoe is committed to providing persons with disabilities consistent opportunity and access to County of Simcoe goods, services, and facilities. The County will ensure that policies, procedures, and practices are provided in a manner that is timely and addresses integration, independence, dignity, and equal opportunity.

As outlined in the Plan Overview section at the beginning of this document, this plan meets the planning requirements of both the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005. This document outlines the County's achievements over the last four years and the County's accessibility strategy for the next five years.

The Clerk's Department consulted with County departments and divisions to identify the existence of barriers, activities completed to overcome them and planned initiatives to remove and prevent barriers. Staff continue to be informed of upcoming and future compliance dates under the Integrated Accessibility Standard Regulation (O. Reg. 191/11) as well as proposed amendments to legislation by the Ontario government to identify the impact of all legislation on the County's many departments, programs, services and facilities.

Through ongoing meetings of the Joint Accessibility Advisory Committee, the Clerk's Department has also gathered information on barriers that exist to those with disabilities. Feedback has also been gathered from County residents through feedback forms and inquiries via telephone, email and in person.

The Clerk's Department will regularly review the progress of this accessibility plan. Consultation will occur with various County staff and departments to discuss progress of planned initiatives and address any additional barriers that are identified. A Joint Accessibility Advisory Committee Work Plan will also be created yearly to allow additional monitoring of this plan's progress and effectiveness. An annual report will be completed to highlight the progress of initiatives outlined in this strategic framework.



Types of Disabilities and Barriers

The purpose of this accessibility plan is to outline the County of Simcoe's strategy for the identification, removal, and prevention of barriers faced by persons with disabilities.

“Disability” means, as per the Ontario Human Rights Code:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- When hearing the word “disability,” it is common to think of visible disabilities, such as a person with a physical disability using a wheelchair or other mobility device, a person with a vision disability using a service dog or a white cane, or a person with a hearing disability using the services of a sign language interpreter. However, many disabilities are not as visible and may be hidden. Disabilities can be organized into the following categories:

When hearing the word “disability,” it is common to think of visible disabilities, such as a person with a physical disability using a wheelchair or other mobility device, a person with a vision disability using a service dog or a white cane, or a person with a hearing disability using the services of a sign language interpreter. However, many disabilities are not as visible and may be hidden. Disabilities can be organized into the following categories:

Vision disabilities reduce a person's ability to see clearly. There are many degrees of vision loss, and many people have limited vision rather than no vision at all.

Hearing disabilities reduce a person's ability to hear. People who have hearing loss may be deaf (a person with profound hearing loss), deafened (a person who has become deaf), or hard of hearing (a person with some level of hearing loss).

Deaf-Blind disabilities affect a person's ability to see and hear, making it challenging to access information. Many people with deaf-blind disabilities are accompanied by an intervener, a person who helps with communication.

Physical disabilities affect a person's ability to perform physical tasks. Their mobility, including standing, moving, and sitting, as well as dexterity may be affected by their disability. There are many degrees of physical disability, and not all people require an assistive device.

Speech or language disabilities affect a person's ability to communicate. These disabilities are often due to other disabilities such as hearing loss, cerebral palsy or other conditions that make it difficult to pronounce words, cause slurring or stuttering or prevents someone from expressing themselves or understanding written or spoken language.

Mental health disabilities are less visible than many other types of disabilities, as many people do not show signs of their disability. There are varying degrees of disabilities, and some examples include depression, phobias, and bipolar, anxiety, or mood disorders.

Intellectual or developmental disabilities may affect, mildly or profoundly, a person's ability to learn, socialize or take care of their everyday needs. It may be difficult to do many things that most people take for granted each day.

Learning disabilities are information processing disorders that can affect how a person acquires, organizes expresses, retains, understands or uses verbal or non-verbal information.

"Barrier" means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability.

Barriers are often seen as physical obstacles that prevent or challenge persons with disabilities from accessing a building or facility. However, barrier are any obstacles that prevent a person with a disability from fully participating in all aspects of society because of a disability. Barrier can be organized into the following categories:

Physical and architectural barriers are facilities, building, spaces or features that restrict or impede physical access. An example is a doorway that is too narrow to accommodate entry by a person using a wheelchair.

Communication barriers are obstacles with processing, transmitting or interpreting information. Examples include a brochure that has small print and cannot be read by someone with a vision disability and is not available in alternate formats.



Attitudinal barriers are prejudgments or assumptions that directly or indirectly discriminate against persons with disabilities. An example is assuming that all people with vision disabilities have no vision or read Braille.

Technological barriers occur when technology cannot be or is not modified to support various assistive devices and/or software. An example is a website that does not provide for increased text size or contrast options.

Systemic barriers are those within an organization's policies, practices and procedures that do not consider accessibility for those with disabilities. An example is listing a driver's license as an employment qualification for a position that does not actually require driving. This might prevent persons with disabilities from applying, even though they may be able to perform all duties of the position.

County of Simcoe Joint Accessibility Advisory Committee



The County of Simcoe Accessibility Advisory Committee was established in 2003 to advise County Council on matters regarding the accessibility of County owned and operated facilities as well as programs and services offered by the County of Simcoe.

In 2015, the County of Simcoe entered into a partnership with the Township of Springwater and established a Joint Accessibility Advisory Committee. On February 13, 2018, County Council approved the Township of Tay's request to join the already established Joint Accessibility Advisory Committee. The updated Terms of Reference for the Joint Accessibility Advisory Committee is attached as Schedule 1.

Members of the 2014-2018 Joint Accessibility Advisory Committee are listed in the table below.

Table 2: List of Joint Accessibility Advisory Committee Members

Committee Member	
Doug Mein	Chair / Member
Susan Hamer	Vice-Chair / Member
Liz Grummett	Member
Fred Heyduk	Member
Peggy Norton-Harris	Member
Katy Austin	Township of Springwater Councillor/Member
Scott Warnock	Township of Tay Mayor/Member
Gerry Marshall	County Warden
Terry Dowdall	Warden's Designate (Deputy Warden)

Accessibility Achievements

The County of Simcoe is required to complete annual status reports. These reports outline the initiatives that have improved accessibility and removed barriers within the County's facilities, programs and services. The annual reports which received Council's approval for 2014, 2015, 2016 and 2017 are attached as Schedule 2.



2019-2023 Accessibility Plan

The following highlights the County of Simcoe's priorities for the next five years for meeting the requirements of accessibility legislation and removing and preventing barriers within the County's facilities, programs and services. The list is organized to reflect the five standards of the Accessibility for Ontarians with Disabilities Act, 2005, as well as initiatives that address general barriers faced by persons with disabilities and the County's overall commitment to accessibility and awareness.

General

Accessibility Networking Groups (ongoing)

- The County will continue membership in the Simcoe County Accessibility Group, Ontario Network of Accessibility Professionals and the South Western Accessibility Group. This networking will ensure the continued gathering of best practices to help the County in its accessibility initiatives.
- Cultivate additional partnerships with organizations throughout the County of Simcoe to continue improvement of accessibility and disability awareness.

Council Proclamations to Promote Accessibility (annually)

- The Warden will consider annual proclamations of the International Day of Persons with Disabilities and National Access Awareness Week as well as other significant events that arise. Social media posts will follow the proclamations to further promote accessibility and disability awareness.

Accessibility Planning and Reporting (ongoing)

- Once approved by County Council, this multi-year accessibility plan will be posted on the website and made available in accessible formats, upon request. **(2018)**
- An annual status report will be prepared on the progress of the multi-year plan's implementation and will be posted on the website and made available in accessible formats, upon request. **(annually)**
- A comprehensive review of this plan will be completed every five years, unless significant changes necessitate an earlier revision of the plan. **(2023)**
- Annual work plans will be developed for both the Joint Accessibility Advisory Committee and staff to assist with implementation and monitoring of the plan. **(annually)**
- Online compliance reports will be submitted to the Accessibility Directorate of Ontario every two years **(2019, 2021, 2023)**

2019-2022 Joint Accessibility Advisory Committee Orientation (2019)

- After the municipal election in the fall of 2018, a new County Council will be formed for the term of 2019-2022. This will lead to the appointment of members to the Joint Accessibility Advisory for the same four-year term. Orientation for the new Committee will be developed and delivered.

Monitoring of proposed accessibility standards and amendments (ongoing)

- The County will continue to monitor the potential amendments to existing accessibility legislation and the possible introduction of new accessibility standards.
- Staff, Committee, and Council will be asked to review and comment on any proposed legislation and amendments.

Training (ongoing)

- Training will continue to be provided to employees and volunteers as well as ensuring those who provide goods, services and facilities on behalf of the County receive training.
- Records will be kept on the training provided.

Policies (ongoing)

- The County will continue to update the Accessibility Standards Policy as required.

Positive Aging Strategy (ongoing)

- The County's Positive Aging Strategy will continue to align with this Plan and the legislative requirements under the Accessibility for Ontarians with Disabilities Act, 2005.
- Updates on Positive Aging initiatives will be brought to the Joint Accessibility Advisory Committee to keep them informed and to seek feedback, as required.



Procuring or Acquiring Goods, Services or Facilities (ongoing)

- The County will continue to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities by regularly reviewing procurement policies and procedures and make any updates as required.

Self-Service Kiosks

- The County will continue to incorporate accessibility features and have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

Customer Service

Resident Feedback and Requests (ongoing)

- The Customer Service Department will continue to respond to and track feedback, concerns and requests from residents. Responses will be provided in a timely manner taking into account each person's needs and the County's abilities to meet such needs.

Accessible Customer Service Policies and Procedures (ongoing)

- In addition to the general policy requirements, the County will continue to review existing and develop new corporate policies, practices and procedures in relations to the AODA requirements under the customer service standards as they relate to the provision of goods, services or facilities to persons with disabilities.

Information and Communication

Accessible Formats and Communication Supports (ongoing)

- The County will continue to arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request.
 - The County will continue to consult with the person making the request to determine the suitability of an accessible format or communication support.

Accessible website and web content (ongoing)

- The County will continue to ensure its website, Intranet and web content meets Level A compliance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.
- The County will ensure that its website, Intranet and web content meets Level AA compliance with the World Wide Web Consortium Web Content Accessibility Guidelines by January 1, 2021.
- The County will continue advising staff who contribute to the website as well as the Intranet on how to create accessible documents.

Accessible Feedback Processes (ongoing)

- Under the customer service standard, the County developed a customer service feedback process for receiving and responding to feedback specifically about the manner in which the County provide accessible services to persons with disabilities. The forms are available in alternate format and with communication supports, upon request. Customers have various options for providing their feedback and responses are given in a manner that takes into account the disability needs of the person providing feedback. The County will continue this practice.
- The County will continue to ensure that processes for receiving and responding to any type of feedback is accessible by providing accessible formats and communication supports, upon request. Forms will be modified to improve accessibility as necessary.
- Employees and the public will be notified that accessible formats and communication supports are available, upon request.

Employment

Accessible Employment Policies and Procedures (ongoing)

- The County will continue to document, monitor and update employment policies and procedures, where required, to provide the following:
 - Accommodations in the recruitment, assessment, and selection process, upon request
 - Accessible formats and communication supports for information needed to perform the job and any information that is generally available to employees, upon request
 - Accommodation plans and workplace emergency response information, upon request
 - Return to work process and related accommodation plans

- Accommodations in performance management, career development and redeployment
- The County will inform staff and the public that accommodations are available throughout all stages of employment and advised of policies that support employees with disabilities.

Transportation

Accessible Vehicles at Long Term Care Facilities (ongoing)

- The County will continue to operate Para-transit vehicles at the long term care facilities. Inspections will continue regularly to ensure accessible and safe transport and to meet requirements of applicable legislation, such as the Highway Traffic Act.

County of Simcoe Transit (2018-2019)

- The County is embarking on providing conventional and specialized transportation services. There will be five inter-municipal hub-to-hub routes, to be implemented over a five year period, providing regional connections between primary settlement areas in the County and the cities of Barrie and Orillia. The specialized transit service will operate within 400 metres of the conventional transit fixed routes, providing a combination of door-to-service and transfers to and from the fixed routes. As required under the Transportation Standard, an accessibility plan as it relates directly to transit is attached as Schedule 3.

Built Environment

Accessible public spaces (ongoing)

- The County will continue to consult the Joint Accessibility Advisory Committee on newly constructed and redeveloped public spaces such as sidewalks, pedestrian signals at intersections, on-street and off-street parking spaces, service counters and trails.
- Procedures for preventative and emergency maintenance of accessible elements will be reviewed and updated where applicable, along with processes for dealing with temporary disruptions.

Facility reviews (2019-2023)

- Members of the Joint Accessibility Advisory Committee will continue to conduct facility reviews of County facilities and provide feedback on the overall accessibility. The Committee will continue utilizing the Facility Review checklist that was approved by County Council in 2016 as a guide when conducting reviews.

Barrier-free design features in County facilities (ongoing)

- The County will continue to meet or exceed the minimum barrier-free design requirements of the Ontario Building Code when constructing any new buildings or completing any renovations on existing buildings.
- Procurement, Fleet and Property staff will continue to utilize the in-house project checklist which incorporates accessibility features at the planning stage of a new project.



Contact Information

This Multi-Year Accessibility Plan is available on the County of Simcoe's website and internal Intranet. Printed copies can be obtained from the County of Simcoe's Administration Centre in Midhurst.

This document is available in alternate format or with communication supports, upon request. This may include, but is not limited to, large print, Braille, and electronic formats.

The County of Simcoe welcomes all questions and comments on the County's Multi-Year Accessibility Plan and accessibility in general.

Please contact:

County of Simcoe
Clerk's Department
1110 Highway 26
Midhurst, ON L9X 1N6

Telephone: 705-726-9300 Ext. 1246
Toll Free: 1-866-893-9300
Customer Service: 705-735-6901
Hearing & Voice Carry Over (Bell Relay Service): 1-800-855-0511
Fax: 705-725-1285

Email: clerks@simcoe.ca
Website: simcoe.ca

**The Corporation of the County of Simcoe and
The Corporation of the Township of Springwater and
The Corporation of the Township of Tay
Joint Accessibility Advisory Committee**

Terms of Reference

Purpose

The Joint Accessibility Advisory Committee (“Committee”) is established by the Corporation of the County of Simcoe (“Simcoe”), the Corporation of the Township of Springwater (“Springwater”) and the Corporation of the Township of Tay (“Tay”) in accordance with Ontarians with Disabilities Act 2001, and the Accessibility for Ontarians with Disabilities Act, 2005 (“Acts”), and shall act as an advisory body in accordance with both Acts and all related standards.

Mandate

The Committee shall:

- a) Provide input on the preparation of the accessibility plans for consideration by the respective municipal Council.

The plans will address and include steps that each municipality has taken and plans to take with respect to the identification, removal and prevention of barriers to persons with disabilities as required by legislation.

- b) Advise on major accessibility issues related to the significant renovation, operation, purchase or lease of buildings or structures or parts of buildings or structures used as municipal buildings with special attention to those that the public are encouraged to utilize through the review of site plans and drawings as described within the Planning Act.
- c) Advise on opportunities with respect to the identification and removal of barriers to persons with disabilities at facilities owned or operated by the municipalities.
- d) Identify any potential funding that could be available to assist with the removal of barriers for persons with disabilities.
- e) Research and report on specific matters referred to it by the municipal Councils.
- f) Advise on opportunities to increase staff awareness with respect to the provision of municipal programs and services to persons with disabilities.

- g) Advise on ways to improve opportunities for persons with disabilities with respect to programs and services offered by the municipalities.
- h) Perform other functions that are specified in the Regulations of the Acts.

Composition

The Committee shall consist of five to nine members as follows:

- a) The majority of members must be persons with disabilities as defined under the Acts, and are residents of the County of Simcoe. Preference will be given to appointing at least one eligible resident of “Springwater” and at least one eligible resident of “Tay”.
- b) Three elected officials as follows:
 - One member of “Simcoe” Council, and
 - One member of “Springwater” Council, and
 - One member of “Tay” Council

The Councils may, at their discretion, authorize the appointment of:

- a) One citizen at large who may not be a person with a disability but who has special interest or expertise in the identification or removal of barriers or has specific expertise as a care giver to a person(s) with disabilities; and/or
- b) A representative of an organization representing persons with disabilities.

Recruitment

“Simcoe” will be responsible for advertising recruitment opportunities through local newspapers, local libraries, and relevant organizations representing persons with disabilities.

The participating municipalities will each be responsible for promoting recruitment opportunities on their respective website and through their social media accounts.

Enhanced advertising may be done by “Springwater” and “Tay” at their own expense.

Appointment of Members

Elected officials are to be appointed by their respective Council or in accordance with their applicable by-laws or policies.

The elected officials appointed to the “Committee” shall review applications and nominate the balance of the membership to the participating municipal Councils for approval.

Term of Appointment

a) Elected Officials:

- “Simcoe” Warden, or his or her designate, or other appointed County Council member shall serve for the term of office;
- “Springwater” Council Member shall serve for the term as specified by his/her Council.
- “Tay” Council Member shall serve for the term as specified by his/her Council.

b) Non-elected representatives:

- The term shall coincide with the term of Council
- Representatives are eligible for re-appointment

Members may be required to resign from the “Committee” if they have been absent for three consecutive meetings without good cause.

Quorum

More than half of the members eligible to vote must be present in order to transact business.

Voting

All members, when eligible to vote, shall have one vote only.

Chair and Vice-Chair

The Chair and Vice-Chair of the “Committee” shall be elected annually at the first meeting of the “Committee” in each year.

Compensation and Reimbursement of Expenses

Non-elected representatives shall be compensated in accordance with the existing policies of the Corporation of the County of Simcoe.

Elected officials shall be compensated in accordance with existing policies of their respective municipalities.

Non-elected representatives who are persons with disabilities will be provided, at the “Simcoe’s” expense, with the resources related to their disability that are deemed necessary for them to fully participate in the “Committee’s” activities. The resources

could include such things as transportation, sign language, Braille translation etc. Any equipment shall remain the property of “Simcoe”.

Exception

“Springwater” shall reimburse “Simcoe” for all expenses associated with holding special meetings of the “Committee” or conducting “Springwater” facility reviews that may be required by “Springwater” from time-to-time.

“Tay” shall reimburse “Simcoe” for all expenses associated with holding special meetings of the “Committee” or conducting “Tay” facility reviews that may be required by “Tay” from time-to-time.

Reporting Structure

The “Committee” shall report to the respective Councils, in accordance with the provisions of their respective Procedure By-laws. The presentation of the Committee’s activities will be in the form of a report containing a record of those present at the meeting, the items considered, and the recommendations of the “Committee”. The respective Councils may only consider and act on the recommendations within their jurisdiction.

The “Committee” does not have the authority to specifically direct the activities of staff.

Resources

The Clerk’s Departments for “Simcoe”, “Springwater” and “Tay” will share the responsibility for administrative support as appropriate, including co-ordination of meetings, compilation of agenda material, and meeting support.

Responsibility for creating and distributing the agendas and record of proceedings will reside with “Simcoe”.

Other staff resources by “Simcoe”, “Springwater” and “Tay” will be available as required.

Meetings

Meetings may be scheduled as may be required each year to support staff reporting and the advisory committee providing guidance and conducting facility reviews resulting in improved accessible services and facilities. All meetings shall be held during the day at a location to be determined.

Review

The effectiveness of having a joint “Committee” will be subject to review by all participating municipal Councils at least once per term.

Approved by County Council February 13, 2018.

County of Simcoe Accessibility Status Report 2014

Annual Report of Achievements

The County of Simcoe is pleased to present its annual status update to the 2013-2018 Multi-year Accessibility Plan as mandated by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The County of Simcoe's 2013-2018 Accessibility Plan was prepared in consultation with the Simcoe Accessibility Advisory Committee, the Province of Ontario, other municipalities and members of the public and was adopted by County Council in 2013.

The following highlights the County of Simcoe's past year achievements (for the period of September 2013 to August 2014). These initiatives have improved accessibility and removed barriers within the County's facilities, programs and services. The list is organized to reflect the five standards of the Accessibility for Ontarians with Disabilities Act, 2005. The list also includes initiatives that address general barriers faced by persons with disabilities and the County's overall commitment to accessibility and awareness.

This report and other accessibility information related to programs and services will be posted on the County of Simcoe's website at www.simcoe.ca and are made available in alternate accessible formats upon request.

County of Simcoe Accessibility Advisory Committee

The County of Simcoe Accessibility Advisory Committee advises County Council on matters regarding the accessibility of County owned and operated facilities as well as programs and services offered by the County of Simcoe.

Members of the 2010-2014 Accessibility Advisory Committee are listed in the table below. During the period of this report, a vacant citizen appointee position was filled. In addition, an internal staff temporarily filled in for the Accessibility and Development Consultant from March until August 2014.

List of Accessibility Advisory Committee Members

Committee Member	
Doug Mein	Chair / Citizen Appointee
Wayne Yuristy	Vice-Chair / Citizen Appointee
Claudine Cousins	Citizen Appointee
Susan Hamer	Citizen Appointee
Margaretta Papp-Belayneh	Citizen Appointee
Fred Heyduk	Citizen Appointee
County Representatives	
Cal Patterson / Harry Hughes	County Warden / Deputy Warden
Mary Small Brett	County Councillor
Scott Warnock	County Councillor
Staff Resources	
Mark Aitken	Chief Administrative Officer
Brenda Clark	County Clerk
Amanda Flynn	Deputy Clerk
Terry Talon	General Manager, Social and Community Services
Cheryl Caterer	Accessibility and Development Consultant
Cynthia MacDougall	Council and Committee Coordinator

General

Community accessibility partnerships

- The County continued to coordinate and host The Simcoe County Accessibility Group. During the period of this update report, the Group met three times on September 3, 2013, February 6, 2014 and May 1, 2014. Various accessibility issues and best practices were discussed and useful resources were shared. The Accessibility and Development Consultant continues to maintain regular contact with network members via email and telephone.
- The Accessibility and Development Consultant attended the Universal Design Forum at Georgian College on May 20, 2014. This event provided an opportunity to network and to obtain some valuable information regarding current universal design trends.
- The Accessibility and Development Consultant attended two Accessibility Conferences, one in Guelph from May 27-28, 2014 and the other in Ottawa from July 12-15, 2014. Resources and best practices were obtained from these conferences.
- The Accessibility and Development Consultant continued membership in the Ontario Network of Accessibility Professionals, which is comprised of staff at municipalities and other broader public sector organizations. The Accessibility and Development Consultant consulted the group on various occasions to obtain information, resources and best practices. The group also held an informal meeting at the Ottawa International Accessibility Summit and the Accessibility and Development Consultant attended.
- The Accessibility and Development Consultant commenced membership with the South Western Accessibility Group and attended a meeting on May 15, 2014. The Accessibility and Development Consultant continued to maintain regular contact with network members via email and telephone.

Council proclamations to promote accessibility and disability awareness

- On behalf of County Council, the Warden continued his annual proclamation of the International Day of Persons with Disabilities (December 3, 2013) and National Access Awareness Week (June 1 to June 7, 2014). Media releases and social media posts followed these proclamations.

Accessibility planning and reporting

- The 2013-2018 multi-year accessibility plan was completed and approved by County Council. It outlines the County's strategy for removing and preventing barriers faced by persons with disabilities and how the County will meet its legislative requirements. The plan was posted on the website and made available in accessible formats upon request.
- This annual status report was prepared on the progress of the multi-year plan's implementation.
- Annual work plans were developed for both the Accessibility Advisory Committee and staff to assist with implementation and monitoring of the plan.
- An online compliance report was submitted to the Accessibility Directorate of Ontario on December 19, 2013.

Review of procurement policies and procedures

- Procurement policies and procedures were reviewed to ensure accessibility was being incorporated.

Monitoring of proposed accessibility standards and amendments

- The County has continued to monitor the status of proposed amendments to the barrier-free design section of the Ontario Building Code and potential amendments to existing accessibility legislation.

Training

- Training was developed on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code. Accessible customer service training modules were also revised and incorporated into the new accessibility training program.
- Training was provided to employees, volunteers, and those who provide goods, services and facilities on behalf of the County. Over the past twelve months, 133 County employees received training; 55 of those employees received Customer Service Training in addition to training for the Integrated Accessibility Standards and the Ontario Human Rights. This training is still in progress and will be ongoing.
- Records were kept on the training provided.

Customer Service

Compliance with the Accessibility Standards for Customer Service Regulation

- The County continued its compliance with customer service standards, including the delivery of training to staff. Topics within the training included accessibility legislation, accessible customer service, interaction with persons of varying disabilities, and general disability awareness. Information was also included in documents to third parties and contractors who provide goods and services on behalf of the County to ensure that those individuals received training.

Review and comments on proposed amendments to the Customer Service Standard

- Staff, Committee, and Council reviewed the proposed amendments to the Customer Service Standard and provided comments. It was determined that formal feedback to the Ministry was not required.

Response and tracking of resident feedback and accommodation requests

- Accessibility staff and the Customer Service Department continued to receive and track feedback, concerns and requests from residents of Simcoe County. Responses were provided in a timely manner that took into account each person's needs and the County's abilities to meet such needs. Service included the provision of alternate formats and information. During the past year, 13 incidents of feedback and inquiry were logged by the Customer Service Department.

Information and Communication

Additional accessible features in promotional materials and other documents

- Various departments have incorporated accessibility into their marketing and promotional materials and other documents.

Accessible website and web content

- The County is in the process of moving to a new website platform and efforts have continued towards meeting WCAG 2.0 compliance. Changes were made to the functionality of the site as well as to documents posted to the site. This is still in progress and is expected to be completed by the end of this year.

Accessible formats and communication supports

- The County has begun to provide information in accessible formats, upon request in advance of the 2015 compliance requirement of the Integrated Accessibility Standards Regulation. Guidelines for creating accessible documents are being developed and the County's visibility guidelines are being updated to incorporate accessibility. The Accessibility and Development Consultant has been working closely with the Communications Department on this initiative.

Accessible feedback processes

- The County's accessible customer service feedback process has been provided in various formats. Responses were given in a manner that takes into account each person's disability needs. Accessible formats and communication supports were also made available upon request. The feedback form was made more accessible.
- Employees and the public were notified that accessible formats and communication supports are available, upon request.

Employment

Workplace emergency response Information plans

- Procedures for workplace emergency response information plans were implemented and communicated to all County employees. Worksheets and templates were used when developing a plan for an employee requiring assistance during emergencies.

Accessible employment policies and procedures

- The County continued to develop, document, and monitor employment policies and procedures, where required, to provide the following:
 - Accommodations in the recruitment, assessment, and selection process, upon request
 - Accessible formats and communication supports for information needed to perform the job and any information that is generally available to employees, upon request
 - Accommodation plans and workplace emergency response information, upon request
 - Return to work process and related accommodation plans
 - Accommodations in performance management, career development and redeployment

- The County continued to inform staff and the public that accommodations are available throughout all stages of employment and advised of policies that support employees with disabilities.

Transportation

The County of Simcoe does not have specific requirements under the Transportation section of the Integrated Accessibility Standards Regulation. The County does not offer conventional or specialized transportation to the public or charge a fee for any transportation. It does however operate Para-transit vehicles at long-term care facilities.

Use and inspection of accessible vehicles at long term care facilities

- The County continued to operate Para-transit vehicles at the long-term care facilities for resident transport. Inspections occurred regularly to ensure accessible and safe transport and to meet requirements of applicable legislation, such as the Highway Traffic Act.

Built Environment

Barrier-free design features in County facilities

- The County incorporated accessible features in renovations and upgrades to facilities. Building Code requirements were followed and considerations given to features that improve accessibility.
- The Accessibility Advisory Committee conducted an audit of the County's Administration Centre, Midhurst, on March 31, 2014. The recommended accessibility improvements, arising from the audit, were identified and communicated to County staff. They included items such as signage, lighting and colour contrasting. The County has now completed most of the committee's recommendations and plan to complete the remaining changes as soon as practicable.

Sensory garden at the Simcoe County Museum

- The sensory garden is designed to be accessible and useable by people of all ages and abilities. It is currently being completed and is expected to be done by the end of August 2014.

Contact Information

This Accessibility Status Report is available on the County of Simcoe's website and internal Intranet. Printed copies can be obtained from the County of Simcoe's Administration Centre in Midhurst.

This document is available in alternate format or with communication supports, upon request. This may include, but is not limited to, large print, Braille, and electronic formats.

The County of Simcoe welcomes all questions and comments on the County's 2014 Accessibility Status Report and accessibility in general.

Please contact:

County of Simcoe
Accessibility Section, Clerk's Department
1110 Highway 26
Midhurst, ON L0L 1X0

Telephone: 705-726-9300 Ext. 1246
Toll Free: 1-866-893-9300
Customer Service: 705-735-6901
Hearing & Voice Carry Over (Bell Relay Service): 1-800-855-0511

Fax: 705-725-1285
Email: accessibility@simcoe.ca
Website: www.simcoe.ca

County of Simcoe 2013-2018 Multi-Year Accessibility Plan

2015 Annual Status Report

Overview

The County of Simcoe is pleased to present its annual status report as an update to its 2013-2018 Multi-Year Accessibility Plan, as required under the Accessibility for Ontarians with Disabilities Act, 2005.

The County of Simcoe's 2013-2018 Multi-Year Accessibility Plan was prepared in consultation with persons with disabilities, the County of Simcoe's Accessibility Advisory Committee, the Province of Ontario, and other municipalities. The Plan was approved by County Council in October 2013. It outlines the County of Simcoe's strategy to identify, remove and prevent barriers that face persons with disabilities. The Plan also outlines how the County of Simcoe will comply with accessibility legislation.

The 2015 Annual Status Report highlights the County of Simcoe's achievements over the past year (September 2014 to September 2015), which have improved accessibility and removed or prevented barriers within the County of Simcoe's facilities, programs and services. The list is organized to reflect the format of the County's 2013-2018 Multi-Year Accessibility Plan and the five standards of the Accessibility for Ontarians with Disabilities Act, 2005. The list also includes initiatives that address general barriers faced by persons with disabilities and the County's overall commitment to accessibility and awareness.

This report and other accessibility information related to the County's programs and services will be made available in alternate formats upon request and will be posted on the County of Simcoe's website.

County of Simcoe and Township of Springwater

Joint Accessibility Advisory Committee

In the fall of 2015, a Joint Accessibility Advisory Committee was formed between the County of Simcoe and the Township of Springwater. This Joint Accessibility Advisory Committee advises the Councils of the participating municipalities on matters regarding the accessibility of County and Township owned and operated facilities as well as programs and services offered by the County and Township. The members of the 2015-2018 Joint Accessibility Advisory Committee are listed below. It should be noted that although the County of Simcoe and the Township of Springwater have formed a Joint Accessibility Advisory Committee, the two participating municipalities continue to maintain and implement two separate multi-year accessibility plans and prepare separate annual status reports.

List of Joint Accessibility Advisory Committee Members

Doug Mein, Chair (Citizen Appointee)

Susan Hamer, Vice Chair (Citizen Appointee)

Liz Grummett (Citizen Appointee)

Fred Heyduk (Citizen Appointee)

Peggy Norton-Harris (Citizen Appointee)

Gerry Marshall (County Warden); Warden's Designate: Terry Dowdall (Deputy Warden)

Katy Austin (Township of Springwater Councillor)

The County of Simcoe and the Township of Springwater provide the following main staff resources for the Committee:

Amanda Flynn (Deputy Clerk, County of Simcoe)

Joanne Lane (Accessibility and Development Consultant, County of Simcoe)

Cynthia MacDougall (Council and Committee Coordinator, County of Simcoe)

Karen Way (Deputy Clerk, Township of Springwater)

Karen Todd (Clerk's Assistant, Township of Springwater)

General

Community accessibility partnerships

- The County of Simcoe continued to coordinate and host meetings of the Simcoe County Accessibility Group. During the period of this status report, the group met on May 14, 2015 and will meet again on November 19, 2015. Various accessibility topics and concerns were discussed and resources and best practices shared. In addition to in-person meetings, the Accessibility and Development Consultant maintained contact with the group by email and telephone to discuss accessibility matters and share resources.
- The Accessibility and Development Consultant maintained membership in the Ontario Network of Accessibility Professionals (ONAP), which is comprised of staff at municipalities and other broader public sector organizations across Ontario. Meetings were held on November 13, 2014 in Aurora and October 16, 2015 in Stratford. In addition to in-person meetings, the Accessibility and Development Consultant maintains regular contact with the group via telephone and email in order to share information and resources and discuss accessibility questions and concerns.
- The Accessibility and Development Consultant continued membership in the South Western Ontario Accessibility Group, which is a sub-group of ONAP, consisting primarily of

accessibility staff in South Western Ontario. The Accessibility and Development Consultant attended a meeting of the group on June 25, 2015 in London. Various accessibility topics were discussed and resources shared to assist staff in the implementation of accessibility initiatives. In addition to in-person meetings, the Accessibility and Development Consultant maintained contact with the group via telephone and email in order to share information and discuss various accessibility matters.

- On May 27, 2015, the Accessibility and Development Consultant attended the AODA's 10th Anniversary Celebration held in Fergus. Keynote speakers included Mark Wafer, Owner of several Tim Horton's franchises, Diane Dupuy, Founder of Famous People Players Theatre and the Honorable David C. Onley, special advisor on accessibility to the Accessibility Directorate of Ontario and former lieutenant governor. Several municipalities also presented their accessibility success stories, including the Town of Wasaga Beach, who highlighted the Mobi-Mat Project.

Council proclamations to promote accessibility and disability awareness

- On behalf of County of Simcoe Council, the Warden continued his annual proclamation of the International Day of Persons with Disabilities (December 3, 2014) and National Access Awareness Week (May 31 to June 6, 2015). By observing these events, County Council acknowledges the importance of accessibility and disability awareness. Media releases and social media posts followed these proclamations. In addition to the annual proclamation, media release and social media coverage, the County of Simcoe also designed and completed a banner that is placed at the main entrance of the Administration Centre during National Access Awareness Week to further promote the annual event.

Accessibility planning and reporting

- This annual status report outlines the County of Simcoe's accessibility activities and accomplishments over the past year. This report meets the annual status reporting that is required by both the Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act.
- A 2016 Joint Accessibility Advisory Committee Work Plan has been prepared by County of Simcoe and Township of Springwater staff to be reviewed by the Committee at their November 12, 2015 meeting. This work plan outlines projects and tasks for the Joint Accessibility Advisory Committee.

Accessibility policy

- A number of accessible customer service policies were approved by County Council in 2009 in addition to an Integrated Accessibility Standards Policy approved by County Council in 2012. A consolidated corporate accessibility policy was developed by staff and reviewed by the Joint Accessibility Advisory Committee during their meeting on October 6, 2015. County Council will review the Committee's recommendation to approve the policy at its meeting on November 10, 2015.

Training

- The Accessibility and Development Consultant continued to provide training on the Accessibility for Ontarians with Disability Act (AODA) and its Regulations, the Ontario Human Rights Code, and general accessibility and disability awareness to new County of Simcoe employees. Records are kept on the completion of the training as per the legislation's requirements. During the period of this annual status report, approximately 180 new employees received the training.
- The new "Disability, Accessibility, and the Law" training program was launched in September 2014. This training program meets all training requirements under the legislation and was made available in various formats, including online, print-based, and in-person presentation. All existing County of Simcoe employees were required to complete the training, which also included a refresher of the Accessibility Standards for Customer Service Training provided since 2010. During the period of this annual status update, over 1500 employees have completed the training.

Joint Accessibility Advisory Committee

- In the fall of 2015, the County of Simcoe and Township of Springwater formed a Joint Accessibility Advisory Committee. The new 2015-2018 Joint Accessibility Advisory Committee held its first meeting on October 6, at which time County of Simcoe and Township of Springwater staff provided orientation and presented information and reference materials. This Joint Committee will work collaboratively on accessibility matters that affect County and Township programs, services and facilities.

Customer Service

Compliance with the Accessibility Standards for Customer Service

- The County of Simcoe continued its compliance with the Accessibility Standards for Customer Service Regulation, including legislative requirements for use of service animals, support persons, and assistive devices. The County notified the public when there was a service disruption to facilities, programs and services that are used by persons with disabilities. Training on accessible customer service was also provided to new employees in addition to a refresher for existing employees as part of the County's "Disability, Accessibility and the Law" training program. When holding meetings and events and providing registration information, some departments have begun to advise the public of the availability of accommodations, upon request.

Response and tracking of resident feedback and accommodation requests

- The Accessibility and Development Consultant and the Customer Service Department continued to track and respond to all feedback, concerns and requests from residents. Responses were provided in a timely manner that took into account each person's needs and the County's ability to meet those needs and requests. During the period of this annual status report, 6 accessibility-related feedback and inquiries were logged by the Customer Service Department. These included requests for accessible formats of documents, inquiries

about waste collection services, the customer service telephone system, use of the Council Chambers lift, and accessible parking spaces at the County's Administration Centre.

Information and Communication

Accessible formats and communication supports

- The County of Simcoe has been incorporating accessibility features into more of the documents created by its many departments, including internal and external documents. Considerations include font size and style, colour contrast, spacing, use of white space, and use of formatting techniques such as bold, italics, underlining and use of capital letters. Additional resources will be developed to provide further assistance to staff when preparing documents.
- The County of Simcoe provided documents in alternative format and/or with communication support, upon request. Some examples include the provision of waste collection calendars and informational brochures in large print. Communication support has included the provision of verbal information instead of printed materials and the provision of magnifiers for use by persons with vision disabilities when reviewing County documents.

Accessible website and web content

- During the period of this annual status report, the County of Simcoe launched a new website. A software application is utilized that checks the accessibility of the website, based on criteria set out in the Web Content Accessibility Guidelines (WCAG). The County of Simcoe's Information Technology Department and web content contributors receive reports on the accessibility of their department's webpage. There has been a significant increase in the accessibility of the County's website. Efforts continue to improve the accessibility of documents that are posted to the website.

Employment

Accessible employment policies and procedures

- The County of Simcoe continued to develop, document and monitor employment policies and procedures, where required, to provide the following:
 - Accommodations in the recruitment, assessment and selection process, upon request
 - Accessible formats and communication requests, upon request, for information needed to perform their job and any information that is generally available to employees
 - Accommodation plans and workplace emergency response information, upon request
 - Return to work process and related accommodation plans
 - Accommodations in other stages of employment, including performance management, career development and advancement, and redeployment

- The County continued to advise of the availability of accommodations throughout the employment life cycle. New employees are notified of the availability during their accessibility training sessions.

Transportation

At this time, the County of Simcoe does not have specific requirements under the Transportation section of the Integrated Accessibility Standards Regulation. The County does not provide conventional or specialized transportation to the public. It does, however, operate para-transit vehicles at its long-term care facilities.

Use and inspection of accessible vehicles at long term care facilities

- The County continued to operate para-transit vehicles at the long term care facilities for resident transport. Inspection occurred regularly to ensure accessible and safe transport and to meet requirements of applicable legislation such as the Highway Traffic Act.

Built Environment

Barrier-free design features in County facilities

- The County continued to incorporate accessible features in renovations and upgrades to facilities. Building Code requirements are followed and consideration given to features that improve accessibility. During the period of this annual status report, there were no extensive renovations or new construction of County facilities.
- An automatic door opener was installed on the door of the Oro Medonte Severn Boardroom of the County's Administration Centre. This boardroom is on an accessible, barrier-free path of travel, near the main entrance and used for meetings of the Joint Accessibility Advisory Committee and other meetings involving members of the public.
- The County's Accessibility Advisory Committee conducted an audit of a portion of the County's Administration Centre in 2014 and recommended a number of accessibility improvements. Improvements completed in this reporting period include the posting of a sign to designate a service animal relief area and the painting of aisles beside accessible parking spaces.

Sensory garden at the Simcoe County Museum

- The sensory garden at the Simcoe County Museum was designed to be accessible and useable by people of all ages and abilities. The Accessibility Advisory Committee had previously provided feedback on the design of the garden and accessibility features, including a ramp, handrails, and seating area. The project was completed, including the planting of various shrubs and plants, and a grand opening occurred during this reporting period. At a future summer or fall meeting of the Joint Accessibility Advisory Committee, members will view the garden and provide feedback to staff on its accessibility features.

Accessible public spaces (recreational trails)

- The County of Simcoe organized and hosted an accessible trails event at the Simcoe County Museum on March 25, 2015. This training event was attended by a number of County staff, staff from the County's member municipalities and surrounding municipalities, Accessibility Advisory Committee members, and other interested parties. Presenters included representatives from the Accessibility Directorate of Ontario, Ontario Trails Council, a consulting group, and the Regional Municipality of York. This event provided information on requirements under the Design of Public Spaces of the Integrated Accessibility Standards Regulation as well as best practices on the design of accessible trails.

Contact Information

This Accessibility Plan 2015 Annual Status Report will be available on the County of Simcoe's website and internal Intranet. Printed copies can be obtained from the County of Simcoe's Administration Centre.

This document will be available in alternate format or with communication support, upon request.

The County of Simcoe welcomes all questions and comments on the 2015 Annual Status Report and accessibility matters in general. Please contact the County in person, by mail, telephone, email or fax.

County of Simcoe
Accessibility, Clerk's Department
1110 Highway 26
Midhurst, ON L0L 1X0

Telephone: 705-726-9300 Extension 1246
Toll Free: 1-866-893-9300
Customer Service: 705-735-6901
Hearing and Voice Carry Over (Bell Relay Service): 1-800-855-0511

Fax: 705-725-1285
Email: accessibility@simcoe.ca
Website: www.simcoe.ca

County of Simcoe 2013-2018 Multi-Year Accessibility Plan 2016 Annual Status Report

Overview

The County of Simcoe is pleased to present its annual status report as an update to its 2013-2018 Multi-Year Accessibility Plan, as required under the Accessibility for Ontarians with Disabilities Act, 2005.

The County of Simcoe's 2013-2018 Multi-Year Accessibility Plan was prepared in consultation with persons with disabilities, the County of Simcoe's Accessibility Advisory Committee, the Province of Ontario, and other municipalities. The Plan was approved by County Council in October 2013. It outlines the County of Simcoe's strategy to identify, remove and prevent barriers faced by persons with disabilities. The Plan also outlines how the County of Simcoe will comply with accessibility legislation.

The 2016 Annual Status Report highlights the County of Simcoe's achievements over the past year (September 2015 to September 2016), which have improved accessibility and removed or prevented barriers within the County of Simcoe's facilities, programs and services. The list is organized to reflect the format of the County's 2013-2018 Multi-Year Accessibility Plan and the five standards of the Accessibility for Ontarians with Disabilities Act, 2005. The list also includes initiatives that address general barriers faced by persons with disabilities and the County's overall commitment to accessibility and awareness.

This report and other accessibility information related to the County's programs and services will be made available in alternate formats upon request and will be posted on the County of Simcoe's website.

County of Simcoe and Township of Springwater Joint Accessibility Advisory Committee

The County of Simcoe and Township of Springwater Joint Accessibility Advisory Committee advises the Councils of the participating municipalities on matters regarding the accessibility of County and Township owned and operated facilities as well as programs and services offered by the County and Township. The members of the 2015-2018 Joint Accessibility Advisory Committee are listed below. It should be noted that although the County of Simcoe and the Township of Springwater have a Joint Accessibility Advisory Committee, the two participating municipalities continue to maintain and implement two separate multi-year accessibility plans and prepare separate annual status reports.

List of Joint Accessibility Advisory Committee Members

Doug Mein, Chair (Citizen Appointee)
Susan Hamer, Vice Chair (Citizen Appointee)
Liz Grummett (Citizen Appointee)
Fred Heyduk (Citizen Appointee)
Peggy Norton-Harris (Citizen Appointee)

Gerry Marshall (County Warden); Warden's Designate: Terry Dowdall (Deputy Warden)
Katy Austin (Township of Springwater Councillor)

The County of Simcoe and the Township of Springwater provide the following main staff resources for the Committee:

Amanda Flynn (Deputy Clerk, County of Simcoe)
Joanne Lane (Accessibility and Development Consultant, County of Simcoe)
Jennifer Marshall (Council and Committee Coordinator, County of Simcoe)
Yvonne Aubichon (Deputy Clerk, Township of Springwater)
Karen Todd (Clerk's Assistant, Township of Springwater)

General

Community accessibility partnerships

- The County of Simcoe continued to coordinate and host meetings of the Simcoe County Accessibility Group. This group consists of staff from the County of Simcoe, 16 member municipalities, and the separated cities of Barrie and Orillia who are responsible for accessibility activities and legislative compliance at their respective organizations. In 2016, the group was expanded to include municipalities from the surrounding area that expressed interest in joining the networking group. During the period of this status report, the group met on November 19, 2015, February 18, 2016, May 12, 2016, and August 11, 2016. Various accessibility topics were discussed and resources and best practices shared. In addition to in-person meetings, the Accessibility and Development Consultant maintained contact with the group by email and telephone to discuss accessibility matters and share resources.
- The Accessibility and Development Consultant maintained membership in the Ontario Network of Accessibility Professionals (ONAP), which is comprised of staff at municipalities and other broader public sector organizations across Ontario. A meeting was held on May 13, 2016 in the City of Quinte West. In addition to meetings, the Accessibility and Development Consultant maintained regular contact with the group via telephone and email in order to share information and resources and discuss accessibility questions and concerns.
- The Accessibility and Development Consultant continued membership in the South Western Ontario Accessibility Group, which is a sub-group of ONAP, consisting primarily of accessibility staff in South Western Ontario. Although the County did not attend any in-person meetings during the reporting period, the Accessibility and Development Consultant participated via telephone and maintained email contact with the group. Various accessibility topics were discussed and resources shared to assist staff in the implementation of accessibility initiatives.
- The Accessibility and Development Consultant participated in the University of Guelph's annual accessibility conference on May 30 and 31, 2016. The theme of the 2016 conference was "In Letter and Spirit: Realizing the Vision of the AODA." The conference's sessions were divided into various streams, including accessibility in the workplace, web accessibility, countdown to 2025/accessibility in Ontario, document and media accessibility,

realizing the vision of the AODA, leading for inclusion, and inclusive teaching and learning. Specific sessions were chosen by the Accessibility and Development Consultant that were not specific to universities and other post-secondary institutions and cover implementation of accessibility legislation and general disability and accessibility matters. This conference provided an excellent networking opportunity and allowed the County to gather information on best practices. The Accessibility and Development Consultant provided information, as applicable, with County departments and member municipalities.

Council proclamations to promote accessibility and disability awareness

- On behalf of County of Simcoe Council, the Warden continued his annual proclamation of the International Day of Persons with Disabilities (December 3, 2015) and National Access Awareness Week (May 29 to June 4, 2016). By observing these events, County Council acknowledges the importance of accessibility and disability awareness. Media releases and social media posts followed these proclamations. The County of Simcoe also placed its Access Awareness Week banner at the main entrance of the Administration Centre to further promote the annual event. In anticipation of National Access Awareness Week in 2017, the County has commenced discussions with member municipalities about accessibility events to be hosted by various municipalities across the County during the week. The County will assist in communicating the importance of this week and promoting events across Simcoe County.

Accessibility planning and reporting

- This annual status report outlines the County of Simcoe's accessibility activities and accomplishments over the past year. This report meets the annual status reporting that is required by both the Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act.
- A 2017 Joint Accessibility Advisory Committee Work Plan has been prepared by County of Simcoe and Township of Springwater staff to be reviewed by the Committee at its September 22, 2016 meeting. This work plan outlines projects and tasks for the Joint Accessibility Advisory Committee.
- The County of Simcoe completed an Accessibility Compliance Report that was submitted to the Accessibility Directorate of Ontario by the deadline of December 31, 2015. This report confirmed the County of Simcoe's overall compliance with legislative requirements since the implementation of the accessibility standards.

Accessibility policy

- In November 2015, Simcoe County Council approved an Accessibility Standards Policy (CLK 11.0), which was the result of consolidating a number of policies relating to various sections of accessibility legislation. The Ontario government recently made changes to the AODA's Accessibility Standards for Customer Service Regulation and the Integrated Accessibility Standards Regulation, which came into effect on July 1, 2016. A review of the existing accessibility policy was conducted to ensure its effectiveness and alignment with the legislation. As a result, the County's Accessibility Standards Policy was revised and will

be reviewed by the Joint Accessibility Advisory Committee at its meeting on September 22, 2016.

Training

- The Accessibility and Development Consultant continued to provide training on the Accessibility for Ontarians with Disability Act (AODA) and its Regulation, the Ontario Human Rights Code, and general accessibility and disability awareness to new County of Simcoe employees. Records are kept on the completion of the training as per the legislation's requirements. During the period of this annual status report, approximately 140 new employees received the training. In addition, the Accessibility and Development Consultant attended a number of departmental meetings to provide additional training and answer questions specific to the departments.

Customer Service

Compliance with the Accessibility Standards for Customer Service

- The County of Simcoe maintained its compliance with the Accessibility Standards for Customer Service Regulation, including legislative requirements for use of service animals, support persons, and assistive devices. The County notified the public when there was a service disruption to facilities, programs and services that are used by persons with disabilities. Training on accessible customer service was also provided to new employees, as noted above, as part of the County's "Disability, Accessibility and the Law" training program. It should be noted that the Ontario government amended the Accessibility Standards for Customer Service Regulation, effective July 1, 2016. The main change is that standards for customer service are now part of the Integrated Accessibility Standards Regulation. This simplifies compliance requirements as there is now just one Regulation under the AODA.

Service Animal Relief Areas

- As recommended by the Joint Accessibility Advisory Committee, the County of Simcoe designated areas at some of its public facilities, including the Simcoe County Museum and Simcoe County Archives, as service animal relief areas. This has included the installation of signage and provision of bags for service animal waste. In addition, the service animal relief area at the County's Administration Centre was moved to a more accessible and safe area, as recommended by the Joint Accessibility Advisory Committee.

Response and tracking of resident feedback and accommodation requests

- The Accessibility and Development Consultant and the Customer Service Department continued to track and respond to all feedback, concerns and requests from residents. Responses were provided in a timely manner that took into account each person's needs and the County's ability to meet those needs and requests. During the period of this annual status report, just two accessibility-related feedback and inquiries were logged by the Customer Service Department. These included requests for accessible formats of documents and inquiries about waste collection services.

- In addition to the response and tracking of resident feedback and accommodation requests, the Accessibility and Development Consultant worked with various departments to enhance accessibility and improve customer service provided to persons with disabilities. For example, some departments ensure that assistive devices such as magnifying glasses and sheets are readily available for customers who need to fill out applications for services or review documents before signing.

Information and Communication

Accessible formats and communication supports

- The County of Simcoe continued to incorporate accessibility features into documents created by its many departments, including internal and external documents. Considerations include font size and style, colour contrast, spacing, use of white space, and use of formatting techniques such as bold, italics, underlining and use of capital letters. In addition, the County provided documents in alternative format and/or with communication support, upon request.

Accessible website and web content

1. The County of Simcoe continued to make further improvements to its public website. A software application is regularly utilized that checks the accessibility of the website, based on criteria set out in the Web Content Accessibility Guidelines (WCAG). The County of Simcoe's Information Technology Department and web content contributors receive reports on the accessibility of their department's webpage. Although there has been a significant increase in the accessibility of the County's website, efforts continue to improve the accessibility of documents that are posted to the website.

Employment

Accessible employment policies and procedures

- The County of Simcoe maintained its compliance with accessible employment standards by monitoring and documenting employment policies and procedures, where required, to provide accommodations in all stages of employment, accessible formats and communications supports to employees, workplace emergency response information, and return to work and related accommodation plans. In addition, the Accessibility and Development Consultant has provided information and suggestions to various departments on how to meet the needs of employees with various types of disabilities.

Transportation

At this time, the County of Simcoe does not have specific requirements under the Transportation section of the Integrated Accessibility Standards Regulation. The County does not provide conventional or specialized transportation to the public. It does, however, operate para-transit vehicles at its long-term care facilities.

Use and inspection of accessible vehicles at long term care facilities

- The County continued to operate para-transit vehicles at the long term care facilities for resident transport. Inspection occurred regularly to ensure accessible and safe transport and to meet requirements of applicable legislation such as the Highway Traffic Act.

Built Environment

Barrier-free design features in County facilities

- The County continued to incorporate accessible features in renovations and upgrades to facilities. Building Code requirements are followed and consideration given to features that improve accessibility. In 2014, the Accessibility Advisory Committee reviewed designs for a Social Housing project (expansion of 33 Brooks Street in Barrie) as well as a new design for future paramedic stations across the County and provided feedback on accessibility and barrier-free design features. During this reporting period, these Social Housing and Paramedic Services construction projects have continued.
- An automatic door opener was installed on the second door into the Council Chambers at the County's Administration Centre. This allows easier access to Council Chambers for individuals that do not wish to use, or do not require the full assistance of the Council Chambers lift.

Accessibility facility reviews

- The Joint Accessibility Advisory Committee and staff developed a process, plan and checklist for the completion of accessibility facility reviews of County of Simcoe and Township of Springwater owned and operated facilities. On August 26, 2016, the Joint Accessibility Advisory Committee conducted a facility review of the Simcoe County Museum, including its exterior heritage buildings. The Committee identified a number of accessibility features as well as potential barriers. A summary of the findings will be reviewed by the Committee at its September 22, 2016 and subsequently forwarded to the Simcoe County Museum for consideration. Additional facility reviews will be completed by the Joint Accessibility Advisory Committee in the future.

Contact Information

This Accessibility Plan 2016 Annual Status Report will be available on the County of Simcoe's website and internal Intranet. Printed copies can be obtained from the County of Simcoe's Administration Centre.

This document will be available in alternate format or with communication support, upon request.

The County of Simcoe welcomes all questions and comments on the 2016 Annual Status Report and accessibility matters in general. Please contact the County in person, by mail, telephone, email or fax.

County of Simcoe
Accessibility, Clerk's Department
1110 Highway 26
Midhurst, ON L9X 1N6

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Toll Free: 1-866-893-9300
Customer Service: 705-735-6901
Hearing and Voice Carry Over (Bell Relay Service): 1-800-855-0511

Fax: 705-725-1285
Email: accessibility@simcoe.ca
Website: www.simcoe.ca

County of Simcoe 2013-2018 Multi-Year Accessibility Plan 2017 Annual Status Report

Overview

The County of Simcoe is pleased to present its annual status report as an update to its 2013-2018 Multi-Year Accessibility Plan, as required under the Accessibility for Ontarians with Disabilities Act, 2005.

The County of Simcoe's 2013-2018 Multi-Year Accessibility Plan was prepared in consultation with persons with disabilities, the County of Simcoe's Accessibility Advisory Committee, the Province of Ontario, and other municipalities. The Plan was approved by County Council in October 2013. It outlines the County of Simcoe's strategy to identify, remove and prevent barriers faced by persons with disabilities. The Plan also outlines how the County of Simcoe will comply with accessibility legislation.

The 2017 Annual Status Report highlights the County of Simcoe's achievements over the past year (September 2016 to September 2017), which have improved accessibility and removed or prevented barriers within the County of Simcoe's facilities, programs and services. The list is organized to reflect the format of the County's 2013-2018 Multi-Year Accessibility Plan and the five standards of the Accessibility for Ontarians with Disabilities Act, 2005. The list also includes initiatives that address general barriers faced by persons with disabilities and the County's overall commitment to accessibility and awareness.

This report and other accessibility information related to the County's programs and services will be made available in alternate formats upon request and will be posted on the County of Simcoe's website.

County of Simcoe and Township of Springwater Joint Accessibility Advisory Committee

The County of Simcoe and Township of Springwater Joint Accessibility Advisory Committee advises the Councils of the participating municipalities on matters regarding the accessibility of County and Township owned and operated facilities as well as programs and services offered by the County and Township. The members of the 2015-2018 Joint Accessibility Advisory Committee are listed below. It should be noted that although the County of Simcoe and the Township of Springwater have a Joint Accessibility Advisory Committee, the two participating municipalities continue to maintain and implement two separate multi-year accessibility plans and prepare separate annual status reports.

List of Joint Accessibility Advisory Committee Members

Doug Mein, Chair (Citizen Appointee)
Susan Hamer, Vice Chair (Citizen Appointee)
Liz Grummett (Citizen Appointee)
Fred Heyduk (Citizen Appointee)
Peggy Norton-Harris (Citizen Appointee)

Gerry Marshall (County Warden); Warden's Designate: Terry Dowdall (Deputy Warden)
Katy Austin (Township of Springwater Councillor)

The County of Simcoe and the Township of Springwater provide the following main staff resources for the Committee:

Amanda Flynn (Deputy Clerk, County of Simcoe)
Jennifer Marshall (Council and Committee Coordinator, County of Simcoe)
Karen Way (Deputy Clerk, Township of Springwater)
Karen Jameison (Clerk's Assistant, Township of Springwater)

General

Community accessibility partnerships

- The Clerk's Department continued membership in the Simcoe County and Area Accessibility Group. This group consists of staff from the County of Simcoe, 16 member municipalities, and the separated cities of Barrie and Orillia who are responsible for accessibility activities and legislative compliance at their respective organizations. In 2016, the group was expanded to include municipalities from the surrounding area that expressed interest in joining the networking group. During the period of this status report, the group met on September 14, 2017. Various accessibility topics were discussed and resources and best practices shared. In addition to in-person meetings, the Clerk's Department maintained contact with the group by email and telephone to discuss accessibility matters and share resources.
- The Clerk's Department maintained membership in the Ontario Network of Accessibility Professionals (ONAP), which is comprised of approximately 150 members, being staff at municipalities and other broader public sector organizations across Ontario. The Clerk's Department maintained regular contact with the group via telephone and email in order to share information and resources and discuss accessibility questions and concerns.
- The Clerk's Department continued membership in the South Western Ontario Accessibility Group, which is a sub-group of ONAP, consisting primarily of accessibility staff in South Western Ontario. The Legislative Co-ordinator and the Council and Committee Co-ordinator attended a meeting in Guelph on February 16, 2017. The Clerk's Department maintained email contact with the group where various accessibility topics were discussed and resources shared to assist staff in the implementation of accessibility initiatives.
- The Deputy Clerk participated in the University of Guelph's annual accessibility conference on May 30, 2017. The theme of the 2017 conference was "Becoming a Catalyst for Inclusion." The conference's sessions were divided into various streams, including promoting accessibility awareness and how to invoke or inspire a call to action, accessible writing and inclusive language, web accessibility, and using screen readers. Specific sessions were chosen by the Deputy Clerk that were not specific to universities and other post-secondary institutions and cover implementation of accessibility legislation and general disability and accessibility matters. This conference provided an excellent networking opportunity and allowed the County to gather information on best practices. The Deputy Clerk provided information, as applicable, with County departments and member municipalities.

Council proclamations to promote accessibility and disability awareness

- On behalf of County of Simcoe Council, the Warden continued his annual proclamation of the International Day of Persons with Disabilities (December 3, 2016) and National AccessAbility Awareness Week (May 28 to June 3, 2017). By observing these events, County Council acknowledges the importance of accessibility and disability awareness.

Media releases and social media posts followed these proclamations. The County of Simcoe participated in the Township of Tiny's Accessibility event in conjunction with National AccessAbility Awareness Week. Three divisions participated, Housing Services, Emergency Management and Long Term Care.

Accessibility planning and reporting

- This annual status report outlines the County of Simcoe's accessibility activities and accomplishments over the past year. This report meets the annual status reporting that is required by both the Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act.
- A 2018 Joint Accessibility Advisory Committee Work Plan has been prepared by County of Simcoe and Township of Springwater staff to be reviewed by the Committee at its October 19, 2017 meeting. This Work Plan outlines projects and tasks for the Joint Accessibility Advisory Committee for 2018.
- The County of Simcoe completed an Accessibility Compliance Report that was submitted to the Accessibility Directorate of Ontario by the deadline of December 31, 2016. This report confirmed the County of Simcoe's overall compliance with legislative requirements since the implementation of the accessibility standards.

Accessibility policy

- On October 25, 2016, County Council approved an updated Accessibility Standards Policy (CLK 11.1), which was the result of changes made to the AODA's Accessibility Standards for Customer Service Regulation and the Integrated Accessibility Standards Regulation which combined all accessibility standards as part of one Integrated Accessibility Standards Policy. Once approved by County Council, this updated policy was made available on the internal Intranet and on the public website.

Training

- The County continued to provide training on the Accessibility for Ontarians with Disability Act (AODA) and its Regulation, the Ontario Human Rights Code, and general accessibility and disability awareness to new County of Simcoe employees. This training is completed via the County's online Learning Management System (LMS). All in-person or customized accessibility training that is required is co-ordinated by the Clerk's Office and the Training Consultant in Human Resources. Records are kept on the completion of the training as per the legislation's requirements. During the period of this annual status report, approximately one hundred fifty one (151) new employees received the training.

Customer Service

Compliance with the Accessibility Standards for Customer Service

- The County of Simcoe maintained its compliance with the Accessibility Standards for Customer Service Regulation, including legislative requirements for use of service animals, support persons, and assistive devices. The County notified the public when there was a service disruption to facilities, programs and services that are used by persons with disabilities. Training on accessible customer service was also provided to new employees, as noted above, as part of the County's "Disability, Accessibility and the Law" training program.

Response and tracking of resident feedback and accommodation requests

- The Clerk's Department and the Customer Service Department continued to track and respond to all feedback, concerns and requests from residents. Responses were provided in a timely manner that took into account each person's needs and the County's ability to meet those needs and requests. During the period of this annual status report, there were no accessibility-related feedback or inquiries logged by the Customer Service Department.
- In addition to the response and tracking of resident feedback and accommodation requests, the Clerk's Department worked with various departments to enhance accessibility and improve customer service provided to persons with disabilities.

Information and Communication

Accessible formats and communication supports

- The County of Simcoe continued to incorporate accessibility features into documents created by its many departments, including internal and external documents. Considerations include font size and style, colour contrast, spacing, use of white space, and use of formatting techniques such as bold, italics, underlining and use of capital letters. In addition, the County provided documents in alternative format and/or with communication support, upon request.
- The County of Simcoe has installed video cameras in Council Chambers to begin live streaming their Council and Committee of the Whole meetings, later in 2017. This will make these public meetings more accessible for some who may not be able to attend in person.

Accessible website and web content

- The County of Simcoe continued to make further improvements to its public website. A software application is regularly utilized that checks the accessibility of the website, based on criteria set out in the Web Content Accessibility Guidelines (WCAG). The County of Simcoe's Information Technology Department and web content contributors receive reports on the accessibility of their department's webpage. Although there has been a significant increase in the accessibility of the County's website, efforts continue to improve the accessibility of documents that are posted to the website.
- The Clerk's Department is working on implementing a new agenda management software which will make Council and Committee agendas and minutes into accessible pdf documents.

Employment

Accessible employment policies and procedures

- The County of Simcoe maintained its compliance with accessible employment standards by monitoring and documenting employment policies and procedures, where required, to provide accommodations in all stages of employment, accessible formats and communications supports to employees, workplace emergency response information, and return to work and related accommodation plans. In addition, the Clerk's Department has provided information and suggestions to various departments on how to meet the needs of employees with various types of disabilities.

Transportation

- At this time, the County of Simcoe does not have specific requirements under the Transportation section of the Integrated Accessibility Standards Regulation. The County does not provide conventional or specialized transportation to the public. It does, however, operate para-transit vehicles at its long-term care facilities.

Use and inspection of accessible vehicles at long term care facilities

- The County continued to operate para-transit vehicles at the long term care facilities for resident transport. Inspection occurred regularly to ensure accessible and safe transport and to meet requirements of applicable legislation such as the Highway Traffic Act.

Built Environment

Barrier-free design features in County facilities

- The County continued to incorporate accessible features in renovations and upgrades to facilities. Building Code requirements are followed and consideration given to features that improve accessibility. Automatic door openers were installed in two long term care homes, Trillium Manor and Georgian Village. This allows for easier access to public washrooms within the two homes as well as a resident home area within Trillium Manor.
- At the January 19, 2017 Joint Accessibility Advisory Committee meeting, the Committee was consulted on the County's first multi-use trail where they gave their feedback to County staff and the design team. The County held its grand opening of the Hickling Recreational Trail on June 28, 2017.

Accessibility facility reviews

- The Joint Accessibility Advisory Committee and staff developed a process, plan and checklist for the completion of accessibility facility reviews of County of Simcoe and Township of Springwater owned and operated facilities. On May 18, 2017, the Joint Accessibility Advisory Committee conducted a facility review of the Township of Springwater's Administration Centre. A summary of the findings was reviewed by the Committee at its August 17, 2017 meeting and forwarded to Springwater's Council for their review. Additional facility reviews will be completed by the Joint Accessibility Advisory Committee in the future.

Contact Information

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SIMCOE COUNTY LINX TRANSIT MULTI-YEAR ACCESSIBILITY PLAN 2019-2023

GENERAL

Information on Accessible Equipment	<ul style="list-style-type: none"> • Ensure all information regarding accessibility equipment and features of the vehicles, routes and services are available to the public by posting on the County’s website. • Provide information in accessible format, upon request. 	2018 Ongoing
Non-functioning accessibility equipment	<ul style="list-style-type: none"> • Ensure transit operators take reasonable steps to accommodate persons with disabilities who would normally use the accessibility equipment if that equipment is not functioning. • Ensure the equipment is repaired as soon as practicable. 	2018 Ongoing
Accessibility Training	<ul style="list-style-type: none"> • In addition to the general accessibility training requirements, accessibility training will be provided to employees and volunteers including specific training with respect to: <ul style="list-style-type: none"> • The safe use of accessibility equipment and features • Acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails • Emergency preparedness and response procedures that provide for the safety of person with disabilities. • Records of the training will be kept. 	2018 Ongoing



Emergency Preparedness and Response Policies	<ul style="list-style-type: none"> Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities. Ensure those policies are made available to the public by posting on the County's website. Provide information in accessible format, upon request. 	2018 2018 Ongoing
Fares, Support Persons	<ul style="list-style-type: none"> Ensure no fare is charged to a support person who is accompanying a person with a disability who needs a support person. 	Ongoing

ACCESSIBILITY PLANS

Multi-Year Transit Accessibility Plan for Conventional and Specialized Transportation Services	<ul style="list-style-type: none"> The multi-year transit accessibility plan will be updated every five years, and a status reports completed annually. The Joint Accessibility Advisory Committee and any community members in attendance at the meeting, will be consulted and provide feedback regarding the transit plan and annual status reports. 	Ongoing Annually
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CONVENTIONAL TRANSPORTATION SERVICE PROVIDERS, GENERAL

<p>General Responsibilities</p>	<ul style="list-style-type: none"> Ensure the following are in place with respect to conventional transportation: <ul style="list-style-type: none"> deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities allow a person with a disability to travel with a medical aid Ensure this information is available upon request in an accessible format. 	<p>2018</p>
<p>Fares</p>	<ul style="list-style-type: none"> Ensure a person with a disability using conventional transportation services is not charged a higher fare. 	<p>Ongoing 2018</p>
<p>Transit Stops</p>	<ul style="list-style-type: none"> Ensure that a person with disabilities are able to board or deboard at the closest available safe location along the same transit route, as determined by the operator, that is not an official stop, if the official stop is not accessible, and considering the preference of the person with a disability. Ensure that operators promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists. 	<p>Ongoing Ongoing</p>

<p>Storage of Mobility Aids</p>	<ul style="list-style-type: none"> • Ensure that mobility aids and mobility assistive devices are stored in passenger compartments, if safe storage is possible, within reach of the person with the disability who uses the aid or device. <ul style="list-style-type: none"> • If safe storage is not possible within the passenger compartment, then mobility aids and mobility assistive devices are stored in the baggage compartment of the vehicle on which the person with the disability is travelling. • Ensure operators secure and return mobility aids and mobility assistive devices in a manner that does not affect the safety of other passengers and does not cause damage to the aid or device where the mobility aid or mobility assistive device is stored in the baggage compartment of the vehicle. • Ensure no fee is charge for the storage of a mobility aid or mobility assistive device. 	<p>Ongoing</p>
<p>Priority Seating</p>	<ul style="list-style-type: none"> • Ensure that there is clearly marked priority seating for persons with disabilities, located close as practicable to the entrance door of the vehicle and indicate that passengers, other than persons with disabilities must vacate the priority seating if its use is required by a person with a disability. • Develop a communications strategy to inform the public about the purpose of priority seating. 	<p>2018 2018</p>
<p>Service Disruptions</p>	<ul style="list-style-type: none"> • Ensure that when a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip; <ul style="list-style-type: none"> • available alternate accessible arrangements are made to transfer persons with disabilities to their route destination where alternate arrangements for persons without disabilities are inaccessible; and • information on alternate arrangements is communicated in a manner that takes into account the person's disability. 	<p>2018</p>

<p>Pre-boarding Announcements</p>	<ul style="list-style-type: none"> • Ensure that pre-boarding verbal announcements of the route, direction, destination or next major stop are made. • Ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles and that these electronic announcements meet the technical requirements outlined for signage. 	<p>2018 2018</p>
<p>On-board Announcements</p>	<ul style="list-style-type: none"> • Ensure that there are audible verbal announcements of all destination points or available route stops on the transit bus while on route or being operated. • Ensure that all destination points or available route stops are announced through electronic means and are legible and visually displayed through electronic means and meet the technical requirements outlined for signage. 	<p>2018 2018</p>
<p>Technical Requirements</p>	<ul style="list-style-type: none"> • All transit buses purchased will meet the technical requirements under the Integrated Accessibility Standards such as: <ul style="list-style-type: none"> • grab bars, handholds, handrails, or stanchions; • floors and carpeted surfaces • allocated mobility aid spaces • stop requests and emergency response controls • lighting features • signage • lifting devices, ramps, or portable bridge plates • steps • indicators and alarms. 	<p>Transit buses ordered in 2017</p>

SPECIALIZED TRANSPORTATION SERVICE PROVIDERS

Categories of Eligibility	<ul style="list-style-type: none"> Establish the three categories of eligibility to qualify for specialized transportation services: <ul style="list-style-type: none"> Unconditional eligibility (a person with a disability that prevents them from using conventional transportation services) Temporary eligibility (a person with a temporary disability that prevents them from using conventional transportation services) Conditional eligibility (a person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services) 	2018
Eligibility Application Process	<ul style="list-style-type: none"> Establish and implement the application process for eligibility for specialized transportation services. Establish an independent appeal process to review decisions respecting eligibility. 	2018
Emergency or Compassionate Grounds	<ul style="list-style-type: none"> Develop procedures regarding the provision of temporary specialized transportation services earlier than the required 14 calendar days, where the services are required because of an emergency or on compassionate grounds and where no other accessible transportation services meet the person's needs. 	2018
Fare Parity	<ul style="list-style-type: none"> Ensure there is fare parity between the conventional and specialized transportation services. Ensure that the same fare structure is applied to all transportation services. Ensure the same fare payment options are available for all transportation services and that alternative options are available to persons with disabilities who cannot because of their disability use a fare payment option. 	2018



LINX



Visitors	<ul style="list-style-type: none"> • Ensure specialized transportation services are available to visitors who: <ul style="list-style-type: none"> • Provide confirmation that they are eligible for specialized transportation services in the jurisdiction in which they reside, or • Meet the established specialized transportation services eligibility requirements • Develop criteria to determine who falls into the category of visitor for determining eligibility. 	2018
Origin to Destination Services	<ul style="list-style-type: none"> • Ensure origin to destination services is provided within the service area that takes into account the abilities of its passengers and accommodates their abilities. 	2018
Co-ordinated Services	<ul style="list-style-type: none"> • Ensure connections between adjacent municipalities where specialized transportation services are provided, is facilitated which includes determining where accessible stops and drop off locations are within contiguous urban areas. 	2018
Hours of Service	<ul style="list-style-type: none"> • Ensure at a minimum, the days and hours of service are the same as the conventional transportation services. 	2018
Booking	<ul style="list-style-type: none"> • If reservations are required, ensure same day service to the extent that it is available is provided and where same day service is not available, accept booking requests up to three hours before published end of service period on the day before the intended day of travel. • Provide accessible means to accept reservations. 	2018
Trip Restrictions	<ul style="list-style-type: none"> • Ensure no limits are placed on the availability of specialized transportation services to persons with disabilities by: <ul style="list-style-type: none"> • Restricting the number of trips a person with a disability is able to request; • Implement any policy or operational practice that unreasonably limits the availability of specialized transportation services 	2018

<p>Service Delays</p>	<ul style="list-style-type: none"> If reservations are required, ensure information regarding the duration of service delays (30 minutes or more after scheduled pick-up time) is provided to affected passengers by an agreed upon method Note: Does not apply to delays in service that arise during the trip 	<p>2018</p>
<p>Companions and Children</p>	<ul style="list-style-type: none"> Ensure companions are allowed to travel with persons with disabilities if space is available and will not result in the denial of service to other persons with disabilities. Ensure dependants are allowed to travel with a person with a disability who is the parent or guardian of the dependant. 	<p>2018</p>

DUTIES OF MUNICIPALITIES, GENERAL

<p>Consultation with Accessibility Advisory Committee</p>	<ul style="list-style-type: none"> Ensure Joint Accessibility Advisory Committee is consulted on the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters. 	<p>2018</p>
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Multi-Year Accessibility Plan

2019-2023



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