Joint Accessibility Plan:

Annual Status Update

2017

County of Perth

Municipality of North Perth

Township of Perth South

Township of Perth East

Municipality of West Perth

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County of Perth Joint Accessibility Plan Annual Status Update 2017

Executive Summary

This update to the 2013-2017 multi-year Accessibility Plan outlines the commitment that the County of Perth has made to create an accessible organization by identifying, removing and preventing barriers for people with disabilities. This plan was established, reviewed and updated in consultation with persons with disabilities and with the Accessibility Advisory Committee (AAC), in order to create a cross-county accessibility plan with the County of Perth, the Municipality of North Perth, the Township of Perth South, the Township of Perth East, and the Municipality of West Perth. It incorporates the intentions of the County of Perth and its Member Municipalities to meet its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This plan will be posted on the County's website, as well as the Member Municipalities websites, and shall be made available in an alternate format and with communication supports, upon request.

This is the last Annual Status Update to the 2013-2017 Accessibility Plan. A new 2018-2022 Accessibility Plan is under development, and will reflect the proposed intentions of the County of Perth and its Member Municipalities for meeting the regulations under the AODA and for identifying, removing and preventing barriers for people with disabilities in communities across the County.

Obligations

The Ontarians with Disabilities Act, 2011 (ODA)

The Ontarians with Disabilities Act helps the government improve opportunities for people with disabilities. Under the ODA, all municipalities must:

- prepare an accessibility plan each year and make it available to the public
- include people with disabilities in their planning processes, such as the members of the accessibility advisory committee
- remove barriers over time (the act gives municipalities the flexibility to set their own priorities and timelines)

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The AODA sets out a road map for an accessible Ontario by 2025 with mandatory and enforceable standards including:

- Customer Service Standard
- Information and Communications Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces Standard

The Customer Service Standard became law (Ontario Regulation 429/07) on January 1, 2008. Four more standards were introduced under the Integrated Accessibility Standards Regulation (IASR), between 2011 and 2016. On June 1, 2016, the Ontario government added the Customer Service Standard to the Integrated Accessibility Standards Regulation (IASR) umbrella.

The Information and Communication, Employment and Transportation Standards under the IASR (Ontario Regulation 191/11), became law on June 7, 2011. The requirements for these standards are being phased in between 2011 and 2021.

The Design of Public Spaces Standard was added to the IASR and became law in December 2012. This standard applies only to new construction or major renovations being designed for outdoor elements. Jointly, the County of Perth and its Member Municipalities were to comply with this standard by January 1, 2016.

In addition to the new requirements for accessibility under the Design of Public Spaces Standard, Ontario's Building Code has an improved Barrier Free Design Section (3.8) to ensure that the indoor spaces of buildings are accessible.

Consultation

This plan has been developed in consultation with the Perth County Accessibility Advisory Committee (AAC).

Implementation

The County of Perth and its Member Municipalities support the spirit and goals of the AODA to make the Province of Ontario accessible by 2025. A commitment has been made to identify and eliminate wherever possible, all forms of barriers faced by people with disabilities, including:

- Attitudinal
- Physical
- Architectural
- Policy/Practices
- Technological
- Information and Communications
- Legislative

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Structure and Governance

The Human Resources Division of the Office of the CAO, the Accessibility Advisory Committee (AAC) and the Accessibility Coordinator are responsible at a corporate level for ensuring compliance to the AODA, and sharing legislative analyses and subject matter expertise. The County of Perth and each of its Member Municipalities are separately responsible for ensuring that all departments with their Municipalities are compliant with the Standards contained within the AODA. Each department is accountable for ensuring that their respective clauses are executed according to the legislative requirements to the service industry.

Informal consulting groups will be developed on an ad hoc basis for variable terms to assist in policy and procedure review and development and implementation.

This plan is subject to approval by the County of Perth Council and all Member Municipalities Councils.

Municipal Jurisdictions Participating in this Plan

The Corporation of the County of Perth

1 Huron Street
Stratford, ON N5A 5S4

Member Municipalities

The Municipality of North Perth
330 Wallace Ave N
Listowel, ON N4W 1L3

The Township of Perth South
3191 Road 122
St. Pauls, ON N0K 1V0

The Township of Perth East
P.O. Box 455
25 Mill Street E
Milverton, ON N0K 1M0

The Municipality of West Perth
P.O. Box 609
169 David Street
Mitchell, ON N0K 1N0

Key Contact

Julia Opie, Accessibility Coordinator
Corporation of the County of Perth
1 Huron Street, Stratford, ON N5A 5S4
Tel: 519.271.0531 Ext. 141
Cell: 519.301.1979
jopie@perthcounty.ca

Our Progress on the AODA Regulations

The following outlines our commitments and our progress in 2017 in meeting the accessibility standards in five key areas:

- Customer Service
- Information & Communications
- Employment
- Transportation
- Design of Public Spaces (and Built Environment)

There are also a number of General Requirements that apply across all of the accessibility standards.

Any new goals established under each of the accessibility standards in the coming years will be reflected in the 2018-2022 Accessibility Plan.

General Requirements

Procurement

People with disabilities will be treated equitably with respect to the procurement, use and benefit of County services, programs, goods and facilities in a manner that respects their dignity, independence, and integration. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities. Furthermore, the County will ensure that accessibility is integrated into all County initiatives, business practices, boards, committees, departments and divisions. Where it is not practicable to incorporate accessibility criteria and features into the procurement of goods, services or facilities, an explanation will be provided, upon request.

Reporting

Reports will be produced annually on the progress and implementation of the multi-year Accessibility Plan, and this information will be posted on our websites and will be available in alternate formats, upon request. The multi-year Accessibility Plan will be reviewed and updated once every five years. Compliance Reports will be filed bi-annually with the Accessibility Directorate by the County and the Member Municipalities, as legislated.

Training

All employees, volunteers and persons developing policies for the County of Perth and its Member Municipalities are trained on the requirements of the accessibility standards in the IASR and on the Human Rights Code. Persons who provide goods, services or facilities on behalf of the County must also be trained.

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All members of the County and Member Municipalities are trained on accessible customer service and how to interact with people with different disabilities. The Corporate Accessibility Policy is updated to reflect changes to any of the standards, and training is provided in order to ensure an understanding of any changes.

Records will continue to be maintained for training provided on accessibility, including the dates of the training and the number of individuals who attended.

Perth County Accessibility Advisory Committee (AAC)

The Perth County AAC currently has eight (8) voting positions, which provide representation for each Municipality and Township within Perth County, consistent with the expectations of the Ontarians with Disabilities Act (ODA), 2001. The majority of the members are persons with disabilities.

The AAC meets approximately nine times a year on the fourth Tuesday of each month (excluding July, August and December) at the Perth East Municipal Offices in Milverton, unless otherwise noted. Committee agendas and minutes are posted on the Perth County website. Members of the public are welcome at the meetings. Alternate formats of the agenda packages are available, upon request.

In addition to Accessibility Plans, the County and the Member Municipalities are required to consult with the Perth County Accessibility Advisory Committee under several of the Accessibility Standards of the IASR, and under the Municipal Accessibility Advisory Committees section of the AODA, including:

- **Transportation Standard** – Proportion of on-demand accessible taxicabs required in the community;

- **Design of Public Spaces Standard**
    - On specific technical requirements for Recreation Trails;
    - On the needs of children and caregivers with various disabilities for Outdoor Play Spaces;
    - On the design and placement of rest areas along the Exterior Paths of Travel; and
    - On the need, location and design of accessible on-street parking spaces;

- **Municipal Accessibility Advisory Committees (Part VII of the AODA)**
    - **Site Plan Reviews** – Councils are required to seek advice from the committee on the accessibility for persons with disabilities to a building, structure or premises, or part of a building structure or premises for all municipally owned or leased facilities. In addition to all municipal properties, the Committee is responsible for reviewing the site plans and drawings described in Section 41 of the Planning Act that the committee selects.

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Feedback

The County of Perth and its Member Municipalities welcome input from the public in order to help identify ways in which we can improve accessibility in facilities, goods and services. Members of the public are encouraged to share their comments or suggestions by contacting the Accessibility Coordinator at the County of Perth or complete the Contact Us [1] section on the County of Perth website.

Accessible formats and communication supports are available, upon request.

Phone: 519-271-0531 x 141
Email: accessibility@perthcounty.ca
Mail: Accessibility Coordinator
               Corporation of the County of Perth
               1 Huron Street
               Stratford, ON N5A 5S4

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[1]

https://www.perthcounty.ca/Modules/contact/search.aspx?s=uJRqyPbMwlWHcHH8PySJQQeQuAleQuAl

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Integrated Accessibility Standards Regulation Ontario (IASR)

(Ontario Regulation 191/11)

Accessible Customer Service Standard

Commitment

The County of Perth and its Member Municipalities are committed to providing equal treatment to people with disabilities with respect to the use and benefit of County services, programs, goods and facilities in a manner that respects their dignity, independence, integration and is equitable in relation to the broader public. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities.

Progress

The Corporation of the County of Perth and Member Municipalities

Accomplishments:

An update to the Customer Service Standard was released on July 1, 2016. This standard was the first to be released as a part of the AODA and was initially separate from the rest of the standards under the IASR. One of the changes as of July 1, 2016 was to include the Customer Service Standard under the IASR. The County and Member Municipalities are implementing this change as well as the other changes, which include:

1. **Accessible customer service policies**

   An update to the existing Corporate Accessibility Policy has been developed to incorporate the Customer Service Standard under the IASR, and reflect the other changes.

2. **Practices and procedures**

   Practices and procedures across the County are being updated.

3. **Service animals**

   Staff understands that if you cannot easily identify that the animal is a service animal, you can ask the person to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

4. **Support persons**

   Staff understands that in certain cases, they might require a person with a disability to be accompanied by a support person for health or safety reasons.

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Before making a decision, they must:

- Consult with the person with the disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

In such a situation, staff will waive the admission fee or fare for the support person, if it exists.

5. **Customer feedback**

Staff ensures that the feedback process is accessible by providing or arranging for accessible formats and communication supports, on request.

6. **Staff training**

All members of the County and Member Municipalities are trained on accessible customer service and how to interact with people with disabilities.

All members of the County and Member Municipalities will be trained on the update to the Corporate Accessibility Policy.

County of Perth

Accomplishments:

- o The Provincial Offences Office continues to provide American Sign Language (ASL) interpreters and Court interpreters upon request.
- o Stratford-Perth Archives continues to provide copies of documents from the collections in alternative formats at no extra cost, upon request.

Municipality of West Perth

Accomplishments:

- o Added large font keyboards to the public computers at the West Perth Public Library in Mitchell.

Municipality of North Perth

Accomplishments:

- o North Perth Public Library acquired an additional Daisy Player to provide reading material in alternate formats via the Centre for Equitable Library Access.
- o North Perth Public Library trained two new staff on how to help patrons access material in alternate formats via the Centre for Equitable Library Access.

Information and Communications Standard

Commitment

The County of Perth and its Member Municipalities are committed to ensuring that information and communications about our goods, services and facilities are available and accessible to people with disabilities. The County and its Member Municipalities will follow universal design principles and best practices as a minimum, based upon the Ontario Human Rights Code and the Information and Communications Standard of the IASR, when developing, implementing and maintaining information and communication strategies and products. This includes website, intranet sites, communication materials, telephone communications and face-to-face interactions. If our organization determines that it is not technically feasible to convert the information or communications, or the technology to convert the information is not readily available, we will be obligated to provide the person who requires the information with an explanation as to why the information or communications are unconvertible, and with a summary of the unconvertible information or communications.

Progress

The Corporation of the County of Perth

Accomplishments:

- o Trained designated employees at the County and Member Municipalities on creating accessible documents through the Eliquo training platform.

- o New County of Perth website completed, taking into account AODA requirements for new websites, which means ensuring that the County of Perth internet and intranet websites and web content, with some exceptions, conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

- o Planning and Development Department purchased GeoCortex Software to update the County webGIS. GeoCortex Software provides enhanced access to end-users with disabilities, including full keyboard control, screen reader friendly, and other features to make mapping technology more accessible to users, regardless of their level of ability. GeoCortex Viewer or HTML5 conforms to WCAG 2.0 Level AA.

- o Accessible formats and communication supports are available for persons with disabilities, upon request, and are responded to in a timely manner. Policies are in place to ensure that accessible formats are provided at a cost no higher than other documents available to the public. This is made clear to all employees as well as the public on any public communications, including the new County of Perth website.

- Ongoing use of Communications Plan & Policy, which outlines guiding principles, goals and an implementation schedule for improving the quality of internal and external communications, and supporting and encouraging an engaged community, with accessibility considerations.

- All new County employees trained on the Information and Communications Standard through online Moodle module or instructor led sessions, as applicable to their duties.

- Ongoing use of "Administration of Social Media: Guidelines" document created for staff, including section on Accessibility.

- Ongoing conversion of departmental templates to accessible formats

- Efforts to provide accessible/alternate formats at the Stratford-Perth Archives will be continued, upon request, considering new technologies for converting archival materials as they become available.

Municipality of North Perth

Accomplishments:

- Designated employees attended Accessible Documents training provided by the County through the Eliquo training platform.

- Accessible formats and communication supports are available for persons with disabilities, upon request, and are responded to in a timely manner. Policies are in place to ensure that accessible formats are provided at a cost no higher than other documents available to the public. This is made clear to all employees as well as the public on any public communications, including the North Perth website.

- Ongoing use of Communications Plan & Policy – Adopted by North Perth Council April 28, 2014. Outlines guiding principles, goals and an implementation schedule for improving the quality of internal and external communications, and supporting and encouraging an engaged community, with accessibility considerations.

- New employees trained on the Information and Communications Standard through "AccessForward" online module or instructor led sessions, as applicable to their duties.

- Ongoing conversion of departmental templates to accessible formats.

- Ensuring that documents uploaded to the North Perth website are in an accessible format.

- Continued use of "Administration of Social Media: Guidelines" document created for staff, including section on Accessibility.

Township of Perth South

Accomplishments:

o New website completed. Web content, with some exceptions, conforms to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

o Designated employees attended Accessible Documents training provided by the County.

o Accessible formats and communication supports are available for persons with disabilities, upon request, and are responded to in a timely manner. Policies are in place to ensure that accessible formats are provided at a cost no higher than other documents available to the public. This is made clear to all employees as well as the public on any public communications, including the Perth South website.

o All new Township of Perth South employees, members of council, and council appointees trained on the Information and Communications Standard through "AccessForward" online module or instructor led sessions, as applicable to their duties.

o Ongoing conversion of departmental templates to accessible formats

o Wherever possible, documents uploaded to the Perth South website are in an accessible format.

Township of Perth East

Accomplishments:

o New website completed. The website and web content, with some exceptions, conforms to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

o Accessible formats and communication supports are available for persons with disabilities, upon request, and are responded to in a timely manner. Policies are in place to ensure that accessible formats are provided at a cost no higher than other documents available to the public. This is made clear to all employees as well as the public on any public communications, including the Perth East website.

o Ongoing use of Communications Plan & Policy – Adopted by Perth East Council September 16, 2014. Outlines guiding principles, goals and an implementation schedule for improving the quality of internal and external communications, and supporting and encouraging an engaged community, with accessibility considerations.

- All new Perth East employees trained on the Information and Communications Standard through online "AccessForward" module or instructor led sessions, as applicable to their duties.
- All staff have read "Administration of Social Media: Guidelines" document including section on Accessibility.
- Ensuring that documents uploaded to the Perth East website are in an accessible format

Municipality of West Perth

Accomplishments:
- Water bills, tax bills and dog licenses can be paid online.
- New website completed. West Perth website and web content, with some exceptions, conforms to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
- Where feasible, documentation uploaded to the new West Perth Website, is in an accessible format.
- All new West Perth employees trained on the Information and Communications Standard through online "AccessForward" module or instructor led sessions, as applicable to their duties.
- Accessible formats and communication supports are available for persons with disabilities, upon request, and are responded to in a timely manner. Policies are in place to ensure that accessible formats are provided at a cost no higher than other documents available to the public. This is made clear to all employees as well as the public on any public communications, including the West Perth website.
- Ongoing use of Communications Plan & Policy. Outlines guiding principles, goals and an implementation schedule for improving the quality of internal and external communications, and supporting and encouraging an engaged community, with accessibility considerations.
- Ongoing use of "Administration of Social Media: Guidelines" document created for staff, including section on Accessibility.
- Ongoing conversion of departmental templates to accessible formats.

Employment Standard

Commitment & Progress

A commitment has been made by the County of Perth and its Member Municipalities to inclusive and accessible employment practices that ensure the process of finding, hiring and retaining employees who have disabilities is inclusive. The County and the Member Municipalities are all in compliance with the requirements of this standard.

There were no new requirements for the Employment Standard in 2017.

All of the requirements in the Employment Standard continue to be maintained by the County of Perth and its Member Municipalities, including those pertaining to the following:

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented individual accommodation plans
- Return to work process
- Performance management
- Career development and advancement
- Redeployment

Policies and procedures will be adjusted when the legislation is updated.

County of Perth

Accomplishments

- o Human Resources Manager completed Cognitive Demands Analysis course to help in improving Return to Work program for employees.
- o Return to Work process tailored for each individual in order to appropriately accommodate. Continual improvement and learning through the process.

Transportation Standard

Commitment

The County of Perth is committed to ensuring that people with disabilities have access to accessible public transportation.

The County of Perth and its member Municipalities do not currently license any conventional, specialized or public transportation services, nor does the County license taxicabs. Of the four lower tiers, only the Municipalities of North and West Perth license taxicabs.

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Duties of Municipalities – Taxicabs

Progress

The Corporation of the County of Perth

The County of Perth has no obligations to meet under the Transportation Standard of the Integrated Accessibility Standards Regulation (IASR), however the County is committed to ensuring that people with disabilities have information on accessible public transportation services available within the County. There is a listing of available accessible transportation services provided by organizations servicing the lower tier municipalities, the City of Stratford and the Town of St. Marys, and surrounding areas within the County of Perth.

This information is all available and is maintained on the Southwest Healthline website, under "Transportation - Accessible - Huron and Perth" at the following link:

Southwest Healthline [2]

This link is provided on the County of Perth website.

Municipality of North Perth

Accomplishments:

- By-law 166-2014 is in effect.
- New taxi ID Plates are purchased, distributed and fastened on all licensed taxis in North Perth. All taxi owners are required to purchase a new sticker annually.

Municipality of West Perth

Accomplishments:

By-law 123-2012 is in effect.

Duties of Municipalities – Specialized Transportation Services

The County of Perth and three of the Member Municipalities do not license Specialized Transportation Services for persons with disabilities. However, there are some Specialized Transportation services available within these communities, including:

- **VON – Easy Ride** – for residents of North Perth
- **Perth East Transportation** – for residents of Perth East

There are also Specialized Transportation Services within the City of Stratford and the Town of St. Marys, which travel to locations within the County of Perth, including:

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[2] http://www.southwesthealthline.ca/listServices.aspx?id=10109&region=HuronPerth

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- **Parallel Transit** – Located in the City of Stratford, but will travel to locations in Perth County
- **Easy Ride** – Located in the City of Stratford, but will travel to locations in Perth County
- **St. Marys & Area Mobility Services** – Located in St. Marys, but will travel to locations in Perth County.

Progress

Municipality of West Perth

- **Mitchell and Area Mobility Bus** – residents of West Perth, and anyone who can show proof of eligibility in any other paratransit service in Ontario, can use this service.

Accomplishments:

- By-law 123-2012 is in effect.
- New mobility bus delivered in 2017 and in operation.

The Built Environment

Commitment

The Accessibility Standards for the Built Environment focus on removing barriers in two areas:

1. public spaces, and
2. buildings.

This will make it easier for all Ontarians — including people with disabilities, seniors and families — to access the places where they work, travel, shop and play.

As a large public sector organization, the Design of Public Spaces Standard only applies to new construction and planned redevelopment on or after January 1, 2016.

Ontario's Building Code has been amended to include enhancements to accessibility in buildings. As of January 1, 2015, new construction and renovations were subject to updated accessibility requirements.

Maintenance of Public Spaces

The County of Perth and the Member Municipalities will reasonably maintain public spaces as required under the Minimum Maintenance Standards for Municipal Highways (Municipal Act, 2011). In addition, the accessible elements of all accessible trails and playgrounds will be maintained from May to October, unless otherwise stated or posted. Elements such as external pathways (sidewalks) will be maintained year-round by the

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County and the Member Municipalities to ensure the safety of citizens and to prevent barriers to people with disabilities.

If a public space is temporarily disrupted or not functioning, the public will be notified in a variety of formats about the scope of the disruption.

Please refer to Appendices A through E for County and Member Municipality specific procedures for Preventative and Emergency Maintenance of Accessible Elements in Public Spaces.

Progress

The Corporation of the County of Perth

Accomplishments

- o Construction of a new Perth County Interpretive Trail at the front of the Perth County Archives building, ensuring consultation with the public and the Accessibility Advisory Committee, and meeting the Design of Public Spaces Standard.

- o Facilities installed levers on doors in the County Courthouse to eliminate barriers to access for staff and public.

- o Development of checklists for the Accessibility Advisory Committee for reviewing site plans, recreational trails, external pathways, outdoor play spaces and on-street parking spaces.

- o Ongoing reviews by the Perth County Accessibility Advisory Committee of accessibility plans, recreational trails, exterior paths of travel, and site plans.

Municipality of North Perth

Accomplishments

- o Completion of the Steve Kerr Memorial Complex, December 2017. The Perth County AAC provided feedback on the site plans and the interior components of the Complex prior to construction.

- o Memorial and Optimist Parks recreational trails redevelopment and new construction occurred in 2017, with feedback from the Perth County Accessibility Advisory Committee, and incorporating the requirements in the Design of Public Spaces Standard.

- o Ongoing reviews by the Perth County Accessibility Advisory Committee (AAC) of accessibility plans, recreational trails, outdoor play spaces, exterior paths of travel, on-street parking spaces and site plans.

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Township of Perth South

Accomplishments

- Ongoing reviews by the Perth County Accessibility Advisory Committee of accessibility plans, recreational trails, outdoor play spaces, exterior paths of travel, on-street parking spaces and site plans.

- New grading and ramp and accessible parking lot completed at the Kirkton Pool

- Accessible pool lift installed at the Kirkton Pool.

- Lowered a portion of the counter in the Kirkton Pool House building.

- Final segment of sidewalk project in Sebringville completed on Huron Road. All sidewalks on the Perth South side of Huron Road are all upgraded from 1.2 metres wide to 1.5 metres wide.

Township of Perth East

Accomplishments

- Ongoing reviews by the Perth County Accessibility Advisory Committee of accessibility plans, recreational trails, outdoor play spaces, exterior paths of travel, on-street parking spaces and site plans.

- Installation of Annex H compliant playground equipment at Mill Street park, Milverton.

- Installation of Annex H compliant playground equipment at Quinlan Park, Rostock.

- Construction of accessible sidewalks on Yost Court and Gerber Drive in Milverton.

- Installation of Tactile Walking Surface indicators in Curb Ramps on Yost Court and Gerber Drive in Milverton.

- Began upgrade to the microphones and sound system within the Perth East Council Chambers.

Municipality of West Perth

Accomplishments

- Nelson Street reconstruction, including sidewalk improvements for accessibility, from Huron Road North to William Street.

- Improvements to the sidewalks in the area of George Street and the nearby recreational trail.

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- o Improvements to accessibility in the area surrounding the Lions Park Pavilion are planned as part of the Legacy Project.

- o Installed another accessible water canon at the Lions Pool.

- o Paved in asphalt over 600 meters of a trail extending from the dam to the OPP station, the length of the dam, and west to the Lion's Pool.

- o Recreation & Leisure Services Master Plan completed. Consultation included many community groups, including the Accessibility Advisory Committee.

- o A new accessible fixture (water canon) was added to the Lions Pool in Mitchell, including ramp improvement.

- o Ongoing maintenance of the accessible parts of Public Spaces.

Our Commitment to Accessibility

A commitment has been made by the County of Perth and its Member Municipalities to make accessibility in County services, programs, goods and facilities a reality. Progress to date has been and will continue to be a collaborative effort between the County and Member Municipalities. As well, the sharing of knowledge and documentation between Municipalities and other Organizations in Ontario has been invaluable, and illustrates the commitment that the people of Ontario have made to the AODA.

There is much work to be done, and we will continue to identify and remove barriers in order to create accessible spaces and services that everyone can use. Our success is dependent upon continued collaboration and feedback from the public. We encourage employees, residents and visitors to Perth County to share their suggestions and comments on how we might make improvements in order to create a more accessible County.

Please contact us through one of the following methods:

County of Perth Website: [3]

Phone: 519-271-0531 x 141

Mail: Accessibility Coordinator
County of Perth
1 Huron Street
Stratford, ON N5A 5S4

Email: accessibility@perthcounty.ca

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[3] https://www.perthcounty.ca/en/index.aspx

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