



Multi-Year Joint Accessibility Plan

2013-2017

County of Perth

Municipality of North Perth

Township of Perth South

Township of Perth East

Municipality of West Perth

This document is available in alternative formats, upon request.

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A Message from the CAO



The County of Perth is pleased to present our Joint Multi-Year Accessibility Plan 2013-2017. This plan was developed with the cooperation of all departments at the County and Lower Tier levels, and illustrates an ongoing commitment to creating an accessible Perth County.

This commitment extends back a decade, when the first Perth County Joint Accessibility Plan was developed. At that time, it was realized that there was little or no consistency in dealing with disabilities across the County. This was the impetus for change. By the time the Accessibility for Ontarians with Disabilities Act (AODA) became law in 2005, the County was well on its way to eliminating barriers to accessibility in County facilities, policies, programs and services.

The employees of Perth County should be proud of their achievements over the past ten years, which include the development of a joint, county-wide Accessibility Advisory Committee (AAC), comprised of persons with a disability. Furthermore, we have met the requirements of the new Customer Service Standard by training all persons who interact with the public on behalf of the County of Perth, and we have developed a County website that meets the new design standards for web accessibility.

This Joint Multi-Year Accessibility Plan outlines some of our plans for eliminating barriers to accessibility over the next five years, including incorporating accessibility into our procurement processes, reviewing and updating procedures for all stages of the employment cycle, and updating policies to illustrate how the County of Perth will achieve accessibility through the requirements of the AODA Integrated Accessibility Standards Regulation.

We are very excited to be a part of Ontario's plan for creating an accessible province by 2025, and commend all who are committed to making this happen.

Please take the time to read this plan, and if you have any comments or suggestions, your feedback is welcome.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bill Arthur', written in a cursive style.

Bill Arthur, CAO
County of Perth

County of Perth Joint Multi-Year Accessibility Plan 2013-2017

Executive Summary

This 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 will be 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 Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This plan will be posted on the County's website and shall be made available in an accessible format and with communication supports, upon request.

Obligations

Ontarians with Disabilities Act, 2001 (ODA)

The ODA was passed into law "to improve opportunities for persons with disabilities and to provide for their full involvement in the identification, prevention and removal of barriers to their full participation in the life of the Province."

The ODA requires municipalities to prepare annual accessibility plans and to consult with an Accessibility Advisory Committee (AAC) on the contents of the plan. The purpose of the plan is to identify, remove and prevent barriers to accessibility in each municipality's by-laws, policies, practices and services. The accessibility plan must be made available to the public, and in alternative formats, upon request.

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 Standards
- Information and Communications Standards
- Employment Standards
- Transportation Standards
- Built Environment Standards

The Customer Service Standard became law (Ontario Regulation 429/07) on January 1, 2008, and the County of Perth has complied with this standard since January 1, 2010.

The next three standards – Information and Communication, Employment and Transportation – are all part of the Integrated Accessibility Standard Regulation or IASR (Ontario Regulation 191/11), which became law on June 7, 2011. The requirements for this standard will be phased in over time between 2011 and 2021.

The Built Environment Standard, which is not yet law, will help remove barriers in buildings and outdoor spaces for people with disabilities. The Standards for Public Spaces (Ontario Regulation 413/12) only apply to new construction and planned redevelopment. Enhancements to accessibility in buildings will happen at a later date through Ontario's Building Code, which governs new construction and renovations in buildings.

Consultation

This plan has been developed in consultation with the Perth County Accessibility Advisory Committee (AAC). The AAC currently has nine (9) voting positions, which provide representation for each Municipality within Perth County, consistent with the expectations of the ODA, 2001.

Future consultations will continue to be held with the AAC and with the public and local organizations to review the Multi-Year Accessibility plan in 2013 and beyond for the required Annual Accessibility Progress Reports.

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

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 this plan, and this information will be posted on our websites and will be available in alternate formats, upon request. The Multi-Year Plan will be reviewed and updated once every five years.

Training

By January 1, 2014, all employees, volunteers and persons developing policies for the County of Perth and its Member Municipalities, as well as persons who provide goods, services or facilities on behalf of the County will be trained on the requirements of the accessibility standards in the IASR and on the Human Rights Code as it pertains to persons with disabilities, and as appropriate to their duties as an employee, volunteer and other persons.

Training will occur as soon as practicable, and whenever changes to accessibility policies occur, training will be provided in order to ensure an understanding of any changes.

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

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](#) section on the County of Perth website.

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

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

Timelines and Deliverables

Outcomes	Approach	Deliverables and Timelines		
		2011	2012-2013	2014-2017
<p>People with disabilities will have access to accessible services.</p> <p>People with disabilities will have access to alternate formats and communication supports.</p> <p>People with disabilities, who are County employees, will have full participation and meaningful service and employment.</p> <p>Barrier-free recruitment process.</p> <p>County staff trained to identify barriers to accessibility, and actively seek solutions to prevent and remove.</p>	<p>The County of Perth will build accessibility into new and refreshed policies, programs and planning processes.</p> <p>Train staff and volunteers.</p> <p>Remove barriers to employment and facilitate accessible recruiting by building on current processes.</p> <p>Engage the public in feedback.</p> <p>Create accessible websites, and alternate formats for documents, upon request.</p>	<p>Continued Accessible Customer Service Standard Training.</p> <p>Learn about Integrated Accessibility Standard and how to incorporate into existing policies.</p> <p>Communications with taxi companies</p> <p>Information and Communication available in alternative formats, upon request.</p> <p>Increased awareness of barrier-free guidelines for new builds, major retrofits and lease agreements.</p>	<p>Corporate Accessibility Policy.</p> <p>Staff Training.</p> <p>Accessibility Progress Report</p> <p>Procurement.</p> <p>Update current accessible recruiting and employment guidelines.</p> <p>Workplace Emergency Response.</p> <p>Taxi By-Law Amendments.</p> <p>Taxi Compliance. (N & W Perth)</p> <p>Accessible Documentation training.</p> <p>Accessible Web Content.</p> <p>Accessible Information & Communication Guidelines.</p> <p>Continue to develop strategies for addressing infrastructure barriers.</p>	<p>Review policies, programs and planning processes for accessibility.</p> <p>Accessibility Progress Reports.</p> <p>Review & update policies & procedures for accommodating employees with disabilities.</p> <p>Review Taxi By-Laws and compliance.</p> <p>Accessible communications, websites, technology solutions and documents.</p> <p>County of Perth in a good position to implement the requirements of the AODA built environment regulation.</p>
<p>Greater accessibility in Perth County facilities and public spaces.</p>	<p>Accessible Facilities through new builds, major retrofits and future lease agreements.</p>			

Our Progress on the AODA Regulations

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

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

Customer Service

Commitment

At the County of Perth and its Member Municipalities, we 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.

How to achieve:

- Ongoing training of all staff, volunteers and contractors on Accessible Customer Service
- Embedding accessibility requirements into staff training and orientation materials to ensure a strong organizational commitment.
- Consulting with advisory groups and the public to ensure the County and its Member Municipalities are current with regards to emerging and changing requirements.
- Reviewing customer feedback and taking action when required.
- Reviewing and updating policies to ensure that they are accessible and reflect high quality customer service.

Progress

1. The Corporation of the County of Perth

- **Accessible Customer Service policies, procedures, practices developed:**
By January 1, 2010 the County of Perth met the requirements of the Customer Service Regulation.
 - ACC-1.01 Accessible Customer Service Policy
 - ACC -1.01 – Appendix A – Guidelines – Communicating with Customers

- ACC -1.01 – Appendix B – Guidelines for the Formatting of Documents and Information
 - ACC -1.01 – Appendix C – Assistive Device Instruction Manual
 - ACC -1.01 – Appendix D – Feedback Notice
 - ACC -1.01 – Appendix E – Guidelines for Determining Contractor Training Requirements
 - ACC -1.01 – Form A – Request for Information and Assistance in an Alternative Format
 - ACC -1.01 – Form B – Disruption of Services
 - ACC -1.01 – Form C – Contractor Accessibility Agreement
- **Accessible Customer Service Training:**
 - Training program is ongoing and provided to elected officials, members of boards and committees, all staff (full-time, part-time, contract, seasonal, students), volunteers and contractors who interact with the public on behalf of the County of Perth.
- **Other Accomplishments**
 - Compliance Report filed with the Ministry of Community and Social Services, Accessibility Directorate of Ontario (March 2010).
 - Partnered on Accessibility supports and services with the City of Stratford and the Town of St. Marys.
- **Goals**
 - Continue to train all staff, volunteers and contractors who serve the public or make policies that shape how services are delivered.
 - Review and update policies, procedures and practices regularly to ensure high quality, accessible customer service.
 - Continue to file compliance reports as required with the Ministry of Community and Social Services, Accessibility Directorate of Ontario.
 - Continue to consult, research and implement improvements to County services, programs, goods and facilities as they relate to the Accessible Customer Service Standard.

2. Municipality of North Perth

- **Accessible Customer Service policies, procedures, practices developed:**
 - Section 1, Policy 1 – Accessible Customer Service Policy
 - Appendix A - Accessibility guidelines for Communicating with Individuals with Disabilities
 - Appendix B – Accessibility Guidelines for Formatting of Documents and Information
 - Appendix C – Assistive Devices Instruction Manual
 - Appendix D – Feedback Notice

- Appendix E – Guidelines for Determining Contractor Training Requirements
- Form A – Request for Information and Assistance in an Alternative Format
- Form B – Disruption of Service
- Form C – Contractor Accessibility Agreement
- **Accessible Customer Service Training:**
 - Training program is ongoing and provided to elected officials, members of boards and committees, all staff (full-time, part-time, contract, seasonal, students), volunteers and contractors who interact with the public on behalf of the County of Perth.
- **Other Accomplishments**
 - Compliance report filed with the Ministry of Community and Social Services, Accessibility Directorate of Ontario (March 2010).
- **Goals**
 - Continue to train all staff, volunteers and contractors who serve the public or make policies that shape how services are delivered.
 - Review and update policies, procedures and practices regularly to ensure high quality, accessible customer service.
 - Continue to file compliance reports as required with the Ministry of Community and Social services, Accessibility Directorate of Ontario.
 - Continue to consult, research and implement improvements to North Perth services, programs, goods and facilities as they relate to the Accessible Customer Service Standard.

3. Township of Perth South

- **Accessible Customer Service policies, procedures, practices developed:**
By January 1, 2010 the Township of Perth South met the requirements of the Customer Service Regulation.
 - ACC-1.01 Accessible Customer Service Policy
 - ACC -1.01 – Appendix A – Guidelines – Communicating with Customers
 - ACC -1.01 – Appendix B – Guidelines for the Formatting of Documents and Information
 - ACC -1.01 – Appendix C – Assistive Device Instruction Manual
 - ACC -1.01 – Appendix D – Feedback Notice
 - ACC -1.01 – Appendix E – Guidelines for Determining Contractor Training Requirements
 - ACC -1.01 – Form A – Request for Information and Assistance in an Alternative Format
 - ACC -1.01 – Form B – Disruption of Services
 - ACC -1.01 – Form C – Contractor Accessibility Agreement

- Draft Corporate Accessibility Policy
- **Accessible Customer Service Training:**
 - Training program is ongoing and provided to elected officials, members of boards and committees, all staff (full-time, part-time, contract, seasonal, students), volunteers and contractors who interact with the public on behalf of the Township of Perth South.
- **Other Accomplishments**
 - Compliance Report filed with the Ministry of Community and Social Services, Accessibility Directorate of Ontario (March 2010).
- **Goals**
 - Approval by Township Council of the Perth South Corporate Accessibility Policy.
 - Continue to train all staff, volunteers and contractors who serve the public or make policies that shape how services are delivered.
 - Review and update policies, procedures and practices regularly to ensure high quality, accessible customer service.
 - Continue to file compliance reports as required with the Ministry of Community and Social Services, Accessibility Directorate of Ontario.
 - Continue to consult, research and implement improvements to Township of Perth South services, programs, goods and facilities as they relate to the Accessible Customer Service Standard.

4. Township of Perth East

- **Accessible Customer Service policies, procedures, practices developed:**
By January 1, 2010 the Township of Perth East met the requirements of the Customer Service Regulation.
 - ACC-1.01 Accessible Customer Service Policy
 - ACC -1.01 – Appendix A – Guidelines – Communicating with Customers
 - ACC -1.01 – Appendix B – Guidelines for the Formatting of Documents and Information
 - ACC -1.01 – Appendix C – Assistive Device Instruction Manual
 - ACC -1.01 – Appendix D – Feedback Notice
 - ACC -1.01 – Appendix E – Guidelines for Determining Contractor Training Requirements
 - ACC -1.01 – Form A – Request for Information and Assistance in an Alternative Format
 - ACC -1.01 – Form B – Disruption of Services
 - ACC -1.01 – Form C – Contractor Accessibility Agreement

- **Accessible Customer Service Training:**
 - Training program is ongoing and provided to elected officials, members of boards and committees, all staff (full-time, part-time, contract, seasonal, students), volunteers and contractors who interact with the public on behalf of the Township of Perth East.
- **Other Accomplishments**
 - Compliance Report filed with the Ministry of Community and Social Services, Accessibility Directorate of Ontario (March 2010).
 - Partnered on Accessibility supports and services with the County of Perth
- **Goals**
 - Continue to train all staff, volunteers and contractors who serve the public or make policies that shape how services are delivered.
 - Review and update policies, procedures and practices regularly to ensure high quality, accessible customer service.
 - Continue to file compliance reports as required with the Ministry of Community and Social Services, Accessibility Directorate of Ontario.
 - Continue to consult, research and implement improvements to County services, programs, goods and facilities as they relate to the Accessible Customer Service Standard.

5. The Municipality of West Perth

- **Accessible Customer Service policies, procedures, practices developed:**
By January 1, 2010 the Municipality of West Perth met the requirements of the Customer Service Regulation.
 - ACC-1.01 Accessible Customer Service Policy
 - ACC -1.01 – Appendix A – Guidelines – Communicating with Customers
 - ACC -1.01 – Appendix B – Guidelines for the Formatting of Documents and Information
 - ACC -1.01 – Appendix C – Assistive Device Instruction Manual
 - ACC -1.01 – Appendix D – Feedback Notice
 - ACC -1.01 – Appendix E – Guidelines for Determining Contractor Training Requirements
 - ACC -1.01 – Form A – Request for Information and Assistance in an Alternative Format
 - ACC -1.01 – Form B – Disruption of Services
 - ACC -1.01 – Form C – Contractor Accessibility Agreement
 - DRAFT Corporate Accessibility Policy
- **Accessible Customer Service Training:**
 - Training program is ongoing and provided to elected officials, members of boards and committees, all staff (full-time, part-time, contract, seasonal,

students), volunteers and contractors who interact with the public on behalf of the Municipality of West Perth.

- **Other Accomplishments**

- Compliance Report filed with the Ministry of Community and Social Services, Accessibility Directorate of Ontario (March 2010).
- County of Perth - Partnered on Accessibility supports and services with the City of Stratford and the Town of St. Marys.

- **Goals**

- Approval by Municipal Council of the West Perth Corporate Accessibility Policy.
- Continue to train all staff, volunteers and contractors who serve the public or make policies that shape how services are delivered.
- Review and update policies, procedures and practices regularly to ensure high quality, accessible customer service.
- Continue to file compliance reports as required with the Ministry of Community and Social Services, Accessibility Directorate of Ontario.
- Continue to consult, research and implement improvements to County services, programs, goods and facilities as they relate to the Accessible Customer Service Standard.



Figure 1 Braille Image

Information and Communication

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.

How to achieve

- Develop guidelines and best practices for creating accessible documents for common desktop applications such as MS Word, Excel and PowerPoint.
- Comply with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) Level AA, to ensure that websites are accessible to people with disabilities.
- Ensure that information, including emergency procedures, plans and public safety is available as soon as practicable, in a variety of alternate formats, upon request.
- Develop a process for receiving and responding to feedback in an accessible manner, and with communication supports, upon request.
- Ensure that employees also have access to a variety of accessible formats and individualized emergency information, when requested.
- Develop a training strategy to ensure that staff has the knowledge, tools and technical advice to create accessible materials.
- Continue to expand knowledge and use of accessible devices.

Progress

1. The Corporation of the County of Perth

- **Information and Communication policies, procedures, practices developed:**
 - ACC -1.01 – Appendix A – Guidelines – Communicating with Customers

- ACC -1.01 – Appendix B – Guidelines for the Formatting of Documents and Information
- ACC -1.01 – Appendix C – Assistive Device Instruction Manual
- ACC -1.01 – Appendix D – Feedback Notice
- ACC -1.01 – Form A – Request for Information and Assistance in an Alternative Format
- ACC -1.01 – Form B – Disruption of Services
- ACC – 3.0 – Form A – Memo – Workplace Emergency Identification
- ACC – 3.0 – Form B – Worksheet – Employee Emergency Information
- ACC – 3.0 – Form C – Plan Individualized Emergency Response Information
- ACC – 3.0 – Procedures – Workplace Emergency Response
- Corporate Accessibility Policy – Draft
- Other resources available on the County of Perth website:
 - Accessibility Guidelines for Planning Accessible Meetings and Events
 - CNIB Clear Print Guide
 - Perth IASR Project Charter
 - Policy Sign-Off
 - PowerPoint Tips
- **Other Accomplishments:**
 - Website improvements including Text only and Font Size Options, and BrowseAloud Program. County of Perth website conforms to WCAG 2.0 level AA.
 - Communication Working Group established September 2011
 - Stratford-Perth Archives providing accessible/alternate formats when possible, and upon request.
 - Compliant with Section 13 of ON Reg. 191/11: Emergency Procedures, Plans or Public Safety Information by January 1, 2012.
- **Goals:**

To meet the requirements of the Information and Communications Standard, as outlined in ON Reg. 191/11, which includes the following:

 - Create and distribute an Internal Communications Survey for all County and Lower Tier employees to complete, customized to each municipality – by January 1, 2014.
 - Create and distribute an External Communications Survey to gather feedback on the Upper and Lower Tiers Information and Communication Systems - by January 1, 2014.
 - Attend training on Creating Accessible Documents – 2013.

- Create Accessible Communications Guidelines as well as training materials, and train employees on Creating Accessible Documents - by January 1, 2015.
- Ensure that all documentation uploaded to the County Internet Website and Intranet Website, is in an accessible format – from 2012 and no later than January 1, 2021.
- Create a Communications Policy - by January 1, 2015.
- Ensure 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 by January 1, 2021.
- 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.

2. Municipality of North Perth

- **Information and Communication policies, procedures, practices developed:**
 - Section 1, Policy 1 – Accessible Customer Service Policy
 - Appendix A - Accessibility guidelines for Communicating with Individuals with Disabilities
 - Appendix B – Accessibility Guidelines for Formatting of Documents and Information
 - Appendix C – Assistive Devices Instruction Manual
 - Appendix D – Feedback Notice
 - Appendix E – Guidelines for Determining Contractor Training Requirements
 - Form A – Request for Information and Assistance in an Alternative Format
 - Form B – Disruption of Service
 - Policy – Workplace Emergence Identification
 - Form A – Workplace Emergency Identification
 - Form B – Worksheet – Employee Emergency Identification
 - Form C – Plan – Individualized Emergency Response Information
 - Procedures – Workplace Emergency Response
 - Policy (North Perth Public Library) – Responsibility for Collection Development (outlines the alternate formats that Library Collections are available in for their patrons)
- **Other Accomplishments:**
 - Creation of a new website including Text only and Font Size Options and BrowseAloud Program
 - Website and web content conforms to Web Content Accessibility Guidelines (WCAG) 2.0 Level
 - Communication Working Group established September 2011

- Stratford-Perth Archives providing accessible/alternate formats when possible, and upon request
- **Goals:**
 - Create and distribute an Internal Communications Survey for all county and Lower Tier employees to complete, customized to North Perth
 - Create and distribute an external Communications Survey to gather feedback on North Perth's Information and Communication Systems
 - Attend training on Creating Accessible Documents
 - Create Accessible Communications Guidelines as well as training materials, and train employees on Creating Accessible Documents
 - Ensure that all documents uploaded to the North Perth website are in an accessible format.
 - Create a Communications Policy for North Perth
 - North Perth Public Library will continue to develop their policies for accessible documents

3. Township of Perth South

- **Information and Communication policies, procedures, practices developed:**
 - ACC -1.01 – Appendix A – Guidelines – Communicating with Customers
 - ACC -1.01 – Appendix B – Guidelines for the Formatting of Documents and Information
 - ACC -1.01 – Appendix C – Assistive Device Instruction Manual
 - ACC -1.01 – Appendix D – Feedback Notice
 - ACC -1.01 – Form A – Request for Information and Assistance in an Alternative Format
 - ACC -1.01 – Form B – Disruption of Services
 - ACC – 3.0 – Form A – Memo – Workplace Emergency Identification
 - ACC – 3.0 – Form B – Worksheet – Employee Emergency Information
 - ACC – 3.0 – Form C – Plan Individualized Emergency Response Information
 - ACC – 3.0 – Procedures – Workplace Emergency Response Feb 2012
 - Corporate Accessibility Policy – Draft
- **Other Accomplishments:**
 - Website improvements including Text only and Font Size Options
 - Communication Working Group established September 2011
 - Installed large screen TV monitors into Council Chambers for meetings.
 - Accessible communication improvements applied to public documents (agendas, committee minutes, reposts, etc.)

- **Goals:**
 - Create and distribute an Internal Communications Survey for all Township employees to complete
 - Attend training on Creating Accessible Documents.
 - Create Accessible Communications Guidelines as well as training materials, and train employees on Creating Accessible Documents.
 - Ensure that all documents uploaded to the Township website are in an accessible format.
 - Create a Communications Policy for the Township of Perth South
 - Ensure that the Township of Perth South website and web content conforms to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA by January 1, 2016.

4. Township of Perth East

- **Information and Communication policies, procedures, practices developed:**
 - ACC -1.01 – Appendix A – Guidelines – Communicating with Customers
 - ACC -1.01 – Appendix B – Guidelines for the Formatting of Documents and Information
 - ACC -1.01 – Appendix C – Assistive Device Instruction Manual
 - ACC -1.01 – Appendix D – Feedback Notice
 - ACC -1.01 – Form A – Request for Information and Assistance in an Alternative Format
 - ACC -1.01 – Form B – Disruption of Services
 - ACC – 3.0 – Form A – Memo – Workplace Emergency Identification
 - ACC – 3.0 – Form B – Worksheet – Employee Emergency Information
 - ACC – 3.0 – Form C – Plan Individualized Emergency Response Information
 - ACC – 3.0 – Procedures – Workplace Emergency Response Feb 2012
 - DRAFT - Corporate Accessibility Policy
 - Other resources available on the County of Perth website:
 - Accessibility Guidelines for Planning Accessible Meetings and Events
 - CNIB Clear Print Guide
 - Perth IASR Project Charter
 - Policy Sign-Off
 - PowerPoint Tips
- **Other Accomplishments:**
 - New website design and implementation in 2012 with features to incorporate improvements and allow/ensure Accessibility requirements are met.
 - Communication Working Group established September 2011

- The Perth East Public Library (constructed in 2010) is accessible and is committed to the independence and integration of persons with disabilities and all who live, learn, work, plan, and invest in our community and intends to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities and an excellent standard of service.
- **Goals:**
 - Create and distribute an Internal Communications Survey for all County and Lower Tier employees to complete, customized to each municipality.
 - Create and distribute an External Communications Survey to gather feedback on the Upper and Lower Tiers Information and Communication Systems.
 - Attend training on Creating Accessible Documents.
 - Create Accessible Communications Guidelines as well as training materials, and train employees on Creating Accessible Documents.
 - Ensure that all documents continue to be uploaded to the Municipality's website are in an accessible format.
 - Create a Communications Policy for the Municipality of Perth East
 - The Perth East Public Library will strive to ensure compliance with Section 19 of the Integrated Accessibility Standards Regulation(IASR) as follows;
 - (1) Every obligated organization that is a library board shall provide access to or arrange for the provision of access to accessible materials where they exist.
 - (2) Obligated organizations that are library boards shall make information about the availability of accessible materials publicly available and shall provide the information in accessible format or with appropriate communication supports upon request.

5. Municipality of West Perth

- **Information and Communication policies, procedures, practices developed:**
 - ACC -1.01 – Appendix A – Guidelines – Communicating with Customers
 - ACC -1.01 – Appendix B – Guidelines for the Formatting of Documents and Information
 - ACC -1.01 – Appendix C – Assistive Device Instruction Manual
 - ACC -1.01 – Appendix D – Feedback Notice
 - ACC -1.01 – Form A – Request for Information and Assistance in an Alternative Format
 - ACC -1.01 – Form B – Disruption of Services
 - ACC – 3.0 – Form A – Memo – Workplace Emergency Identification
 - ACC – 3.0 – Form B – Worksheet – Employee Emergency Information

- ACC – 3.0 – Form C – Plan Individualized Emergency Response Information
 - ACC – 3.0 – Procedures – Workplace Emergency Response Feb 2012
 - DRAFT - Corporate Accessibility Policy
 - Other resources available on the County of Perth website:
 - Accessibility Guidelines for Planning Accessible Meetings and Events
 - CNIB Clear Print Guide
 - Perth IASR Project Charter
 - Policy Sign-Off
 - PowerPoint Tips
 - West Perth Public Library Policy Number – Op-22 : addresses providing information on collections/materials in accessible format.
 - The library’s website has an “Accessibility” section wherein are listed the various types of formats available in the library’s collection.
 - The library has posted flyers on its bulletin board and adjacent to the various sections of the collection advising patrons of the variety of accessible materials. The flyers also note that appropriate communication supports are available upon request.
- **Other Accomplishments:**
 - County of Perth - Communication Working Group established September 2011
 - County of Perth - Stratford-Perth Archives providing accessible/alternate formats when possible, and upon request.
 - West Perth Public Library – computer stations ar wheelchair accessible
 - West Perth Public Library - two of the three public internet computers are equipped with Large Print keyboards
- **Goals:**

To meet the requirements of the Information and Communications Standard, as outlined in ON Reg. 191/11, which includes the following:

 - Create and distribute an Internal Communications Survey for all County and Lower Tier employees to complete, customized to each municipality – by January 1, 2014.
 - Create and distribute an External Communications Survey to gather feedback on the Upper and Lower Tiers Information and Communication Systems - by January 1, 2014.
 - Attend training on Creating Accessible Documents – 2013.
 - Create Accessible Communications Guidelines as well as training materials, and train employees on Creating Accessible Documents - by January 1, 2015.

- Ensure that all documentation uploaded to the Municipality of West Perth Internet Website and Intranet Website is in an accessible format – from 2012 and no later than January 1, 2021.
- Create a Communications Policy - by January 1, 2015.
- Ensure that the Municipality of West Perth and the West Perth Public Library internet and intranet websites and web content conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA by January 1, 2021.
- 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.



Figure 2 Sign language icon.

Employment

Commitment

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.

How to Achieve

Managers and staff involved in the recruitment process and employee management will receive training on the new policies and procedures recognizing the standards and goals of the AODA, including such topics as:

- How to make accessibility a standard part of finding, hiring and communicating with employees, whether they have disabilities or not.
- The identification and removal of barriers in the workplace for staff and customers.
- Understanding and accommodating various types of disabilities and their impact on work performance.
- Understanding employer obligations to provide employment accommodation.
- Understanding the County of Perth and its Member Municipalities' obligations and leadership under AODA regulations.
- Enhancing workplace emergency responses through individualized emergency response information and assistance, as required.
- Revising individual work plans and developing guidelines, tools and templates to remove barriers from screening practices.

Progress

1. The Corporation of the County of Perth

- **Employment policies, procedures, practices developed:**
 - Human Resources Policy I-4 – Recruitment & Selection
 - Human Resources Policy V-1 – Training & Development – New Employee Orientation
 - Human Resources Policy III-2 – Respect in the Workplace (Violence Prevention)
 - ACC -1.01 – Appendix E – Guidelines for Determining Contractor Training Requirements
 - ACC -1.01 – Form A – Request for Information and Assistance in an Alternative Format
 - ACC 3.0 Form A: Memo - Workplace Emergency Identification
 - ACC 3.0 Procedures – Workplace Emergency Response
 - ACC 3.0 Form B: Worksheet – Employee Emergency Information

- ACC 3.0 Form C: Plan – Individualized Emergency Response Information
- **Other Accomplishments**
 - Implemented notification of the availability of accessibility accommodations for internal and external job postings.
 - In compliance with the Workplace Emergency Response Information Requirement of the Employment Standard since January 1, 2012, as legislated.
- **Goals**

To meet the requirements of the Employment Standard by January 1, 2014, as outlined in ON Reg. 191/11, which includes the following:

 - Remove barriers to employment and facilitate accessible recruiting by building on current policies and procedures.
 - Review and update current accessible recruiting and employment guidelines, tools and templates
 - Review and update policies & procedures for accommodating employees with disabilities.
 - Train Managers & Supervisors so that they gain an understanding of their obligations under the AODA regulations
 - Enhance existing Workplace Emergency Response policies and procedures, including documentation methods for individual accommodation plans, as required.
 - Human Resources Manager to review and update the current Return to Work process to ensure that it complies with the Employment Standard
 - Review and update the current Performance Management, Career Development and Advancement, and Redeployment Policies in order to ensure compliance with Sections 30-32 of ON Reg. 191/11.

2. Municipality of North Perth

- **Employment policies, procedures, practices developed:**
 - Human Resources Policy – Hiring Guiding Principles
 - Human Resources Policy – Recruitment Procedure
 - Human Resources Policy – Selection Process
 - Human Resources Policy – Orientation of New Employees
 - Health and Safety Policy – Return to Work Program
 - Violence/Harassment Policy and Procedure
 - Section 1, Policy 1 – Accessible Customer Service Policy
 - Appendix A - Accessibility guidelines for Communicating with Individuals with Disabilities
 - Appendix B – Accessibility Guidelines for Formatting of Documents and Information
 - Appendix C – Assistive Devices Instruction Manual

- Appendix D – Feedback Notice
 - Appendix E – Guidelines for Determining Contractor Training Requirements
 - Form A – Request for Information and Assistance in an Alternative Format
 - Form B – Disruption of Service
 - Form C – Contractor Accessibility Agreement
- **Other Accomplishments**
 - Implemented notification of the availability of accessibility accommodations for internal and external job posting.
 - **Goals**
 - Remove barriers to employment and facilitate accessible recruiting by building on current policies and procedures
 - Review and update current accessible recruiting and employment guidelines, tools and templates
 - Review and update policies and procedures for accommodating employees with disabilities
 - Train Managers and Supervisors so that they gain an understanding of their obligations under the AODA regulations

3. Township of Perth South

- **Employment policies, procedures, practices developed:**
 - Human Resources Policy – Recruitment & Selection
 - Human Resources Policy – Training & Development – New Employee Orientation
 - Human Resources Policy – Respect in the Workplace (Violence Prevention)
 - ACC -1.01 – Appendix E – Guidelines for Determining Contractor Training Requirements
 - ACC -1.01 – Form A – Request for Information and Assistance in an Alternative Format
 - ACC 3.0 Form A: Memo - Workplace Emergency Identification
 - ACC 3.0 Procedures – Workplace Emergency Response
 - ACC 3.0 Form B: Worksheet – Employee Emergency Information
 - ACC 3.0 Form C: Plan – Individualized Emergency Response Information
- **Other Accomplishments**
 - Implemented notification of the availability of accessibility accommodations for internal and external job postings.

- **Goals**

- Remove barriers to employment and facilitate accessible recruiting by building on current policies and procedures.
- Review and update current accessible recruiting and employment guidelines, tools and templates
- Review and update policies & procedures for accommodating employees with disabilities.
- Train Managers & Supervisors so that they gain an understanding of their obligations under the AODA regulations
- Enhance existing Workplace Emergency Response procedures, including documentation methods for individual accommodation plans, as required.
- Review and update the current Return to Work process to ensure that it complies with the Employment Standard
- Review and update the current Performance Management, Career Development and Advancement, and Redeployment Policies in order to ensure compliance with Sections 30-32 of the IASR.

4. Township of Perth East

- **Employment policies, procedures, practices developed:**

- Human Resources Policy 5-9 – Recruitment & Selection
- Human Resources Policy 6-4 - Employee Orientation
Policy 6 – 4.1 Orientation Checklist
- Health & Safety Policy 8.1 - Early and Safe Return to Work Program
- Health & Safety Policy 13.1 – Workplace Violence
- Section 1, Policy 1 – Accessible Customer Service Policy, Brochure, and Sign off

- **Other Accomplishments**

- Implemented notification of the availability of accessibility accommodations for internal and external job postings.

- **Goals**

To meet the requirements of the Employment Standard by January 1, 2014, as outlined in ON Reg. 191/11, including the following:

- Remove barriers to employment and facilitate accessible recruiting by building on current policies and procedures.
- Review and update current accessible recruiting and employment guidelines, tools and templates
- Review and update policies & procedures for accommodating employees with disabilities.
- Train Managers & Supervisors so that they gain an understanding of their obligations under the AODA regulations
- Enhance existing Workplace Emergency Response policies and procedures, including documentation methods for individual accommodation plans, as required.

- Human Resources Manager to review and update the current Return to Work process to ensure that it complies with the Employment Standard
- Review and update the current Performance Management, Career Development and Advancement, and Redeployment Policies in order to ensure compliance with Sections 30-32 of ON Reg. 191/11.

5. Municipality of West Perth

- **Employment policies, procedures, practices developed:**
 - Employee Policy I - 6 – Recruitment and Hiring – Recruitment/Selection
 - Employee Policy I - 9 – Recruitment and Hiring – New Employee Orientation
 - Health and Safety Policy 2.10 – Workplace Violence and Harassment Program
 - ACC -1.01 – Appendix E – Guidelines for Determining Contractor Training Requirements
 - ACC -1.01 – Form A – Request for Information and Assistance in an Alternative Format
 - ACC 3.0 Form A: Memo - Workplace Emergency Identification
 - ACC 3.0 Procedures – Workplace Emergency Response
 - ACC 3.0 Form B: Worksheet – Employee Emergency Information
 - ACC 3.0 Form C: Plan – Individualized Emergency Response Information
- **Goals**
 - Implement notification of the availability of accessibility accommodations for internal and external job postings.
 - Remove barriers to employment and facilitate accessible recruiting by building on current policies and procedures.
 - Review and update current accessible recruiting and employment policies, guidelines, tools and templates
 - Review and update policies & procedures for accommodating employees with disabilities.
 - Train Managers & Supervisors so that they gain an understanding of their obligations under the AODA regulations
 - Enhance existing Workplace Emergency Response policies and procedures, including documentation methods for individual accommodation plans, as required.
 - CAO to review and update, where needed, the current Return to Work process to ensure that it complies with the Employment Standard
 - Review and update the current Performance Management, Career Development and Advancement, and Redeployment Policies in order to ensure compliance with Sections 30-32 of the IASR.

Transportation

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 Municipality of North Perth and the Municipality of West Perth license taxicabs.

In Perth County, there are taxi companies operating in Stratford, Mitchell, Listowel and St. Marys. None of the Perth County taxi companies have a restricted area of service. (Source: Transportation in Huron & Perth Counties, Social Research & Planning Council, 2012) As a result, although Stratford & St. Marys are separate municipalities within Perth County, the taxicabs located in these jurisdictions, do service parts of Perth County that would not otherwise have accessible taxicab service.

Duties of Municipalities – Taxicabs

How to Achieve

- Prohibit owners and operators of taxicabs from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip.
- Prohibit owners and operators of taxicabs from charging a fee for the storage of mobility aids or mobility assistive devices.
- Ensure that taxicabs owners and operators are required to place vehicle registration and identification information on the rear bumper of taxicabs.
- Determine the proportion of on-demand accessible taxi-cabs required in the community through consultation with licensed taxicab companies, the Accessibility Advisory Committee (AAC), the public and persons with disabilities.

Progress

1. The Corporation of the County of Perth

- **Goals**
 - The County of Perth has no obligations to meet under the Transportation Standard of the IASR, however the County is committed to ensuring that people with disabilities have information on accessible public transportation services available within the County. In order to meet this commitment, the Accessibility Coordinator will compile and maintain 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 listing will be posted on the County website, and will be available in alternate formats, upon request.

2. Municipality of North Perth

- **Accessible Taxicab policies, procedures, practices developed:**
 - By-law 135-2012 has been created and passed by council.
- **Goals**
 - Continue to consult with the AAC, all licensed Taxicab companies, the public and persons with disabilities regarding the proportion of on-demand accessible taxicabs required in North Perth – ongoing.
 - Work with licensed taxicab companies to bring accessible taxicabs to North Perth – ongoing.
 - Annually report progress on how the Municipality of North Perth will meet the needs of people requiring accessible on-demand taxicabs.

3. Municipality of West Perth

- **Accessible Taxicab policies, procedures, practices developed:**
 - By-law 123-2012 has been created and passed by council.
- **Goals**
 - Continue to consult with the AAC, all licensed Taxicab companies, the public and persons with disabilities regarding the proportion of on-demand accessible taxicabs required in West Perth – ongoing.
 - Work with licensed taxicab companies to bring accessible taxicabs to West Perth – ongoing.
 - Annually report progress on how the Municipality of West Perth will meet the needs of people requiring accessible on-demand taxicabs.

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 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 will travel to locations within the County of Perth, including:

- **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

1. 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. It is also stated in the agreement that, “Every attempt shall be made to provide service to eligible users in adjacent non-participating municipalities who are seeking transportation into the service area and to coordinate service with any paratransit system to the extent possible.” (Source: Mitchell & Area Mobility Bus Agreement)
 - There is an agreement made between the Municipality of West Perth and a number of Service Groups AND Ritz Lutheran Villa (The Operator), to provide a public transportation system for seniors and disabled persons within their community.
 - The vehicles are owned by the Municipality of West Perth, and leased to the Operator at a nominal fee per year.
 - An Advisory Committee was established to oversee the operation of the system of service, including, “eligibility criteria, fare system, hours of operation, publicity and promotions, monitoring the system and annual budget recommendations.”
- **Specialized Transportation policies, procedures, practices developed, including references to:**
 - Visitors
 - Origin to Destination Services
 - Service Delays
 - Companions & Children
- **Goals:**

Review and update agreement and operation of the Mobility Bus to ensure compliance to the Requirements for Specialized Transportation Services as outlined in the IASR – Transportation Standard, including references to:

- Categories of Eligibility – by January 1, 2017
- Eligibility Application Process – by January 1, 2014
- Emergency or Compassionate Grounds – by January 1, 2014
- Fare Parity – by January 1, 2017
- Hours of Service – by January 1, 2017
- Bookings – by January 1, 2014
- Trip Restrictions – by January 1, 2014

The Built Environment

Commitment

The goal of the proposed Accessibility Standards for the Built Environment is to remove barriers in public spaces and 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.

The standards for public spaces only apply to new construction and planned redevelopment.

Enhancements to accessibility in buildings will happen at a later date through Ontario's Building Code, which governs new construction and renovations in buildings.

Ontario Regulation 413/12 made under the Accessibility for Ontarians with Disabilities Act, 2005, was published on December 17, 2012. This regulation amends Ontario Regulation 191/11, the Integrated Accessibility Standards (IASR) by adding the following Part:

Part IV.1 Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

As a large public sector organization, this Part applies to the County of Perth and its Member Municipalities and applies, except as otherwise specified, to public spaces that are newly constructed or redeveloped on and after January 1, 2016, and that are covered by this Part.

The County of Perth and its Member Municipalities are committed to meeting the requirements of the amended IASR, as well as the Built Environment Standard when it becomes law.

How to Achieve

- Meet minimum requirements for trails and beach access routes (i.e. clear width), post signs with specific information at the start of trails.
- Provide a minimum number of accessible tables at outdoor public-use eating areas like rest stops or picnic areas.
- Consult with people with disabilities to help to incorporate accessibility for children and caregivers with various disabilities into play spaces in parks and local communities.

- Meet minimum requirements exterior paths of travel such as sidewalks, ramps, stairs, curb ramps, and rest areas; install accessible pedestrian signals at intersections.
- Ensure there is accessible parking (on and off street). Make four percent of spaces accessible in new lots with 25-500 parking spaces.
- Determine accessibility requirements for service-related elements like service counters, fixed queuing lines and waiting areas. For example, have a minimum of one accessible counter when providing services to the public.
- Ensure that accessibility-related equipment and features are maintained.

Progress

1. The Corporation of the County of Perth

- **Built Environment Accomplishments**
 - Installed new exterior doors with automatic power opener and ramp on the exterior of the Stratford Perth County Archives Building.
 - Installed automatic power openers on appropriate doors at the exterior of the Perth County Courthouse Building.
 - Established two (2) accessible parking spaces at the Perth County Courthouse parking lot.
- **Goals**

To meet the requirements of the Design of Public Spaces Standards by January 1, 2016, as outlined in ON Reg. 413/12, as well as the Built Environment Standard when it becomes law.

 - Create an Accessibility Design Guideline to be used by the County of Perth and its Member Municipalities for County buildings, structures or premises that the County Council or Lower Tier Councils purchase, lease, construct or significantly renovate.
 - Continue to refer to the Ontario Building Code for any new construction or re-development, as well as the Design of Public Spaces Standards to ensure compliance.

2. Municipality of North Perth

- **Built Environment Accomplishments**
 - Renovated Administration building to include accessible washrooms, door hardware and customer service counter.
 - Established an accessible parking space at the Administration Building.
 - Installed automatic door openers on all exterior and many interior doors at Elma Logan Recreation Complex.

- Improved the entrance to Giant Tiger in Listowel, including a new ramp, railings and sidewalk.
- Created curb cuts and built a new sidewalk in the Library parking lot.
- Established a new accessible parking spot, painted a bus drop off location and posted signage at the front door of Central Public School.
- Created a new accessible parking spot on Main Street West in Listowel.
- Completed a curb cut at the Community Garden.
- Automatic Door openers installed at the Wallace Community Centre.

- **Goals**

To meet the requirements of the Design of Public Spaces Standards by January 1, 2016, as outlined in ON Reg. 413/12, as well as the Built Environment Standard when it becomes law.

- Elma Logan Recreation Complex addition to be fully accessible, including washrooms and door openers.
- Accessible Splash Pad in Memorial park to be completed and replace existing wading pool.
- Create an Accessibility Design Guideline to be used by the County of Perth and its Member Municipalities for County buildings, structures or premises that the County Council or Lower Tier Councils purchase, lease, construct or significantly renovate.
- Continue to refer to the Ontario Building Code for any new construction or re-development, as well as the Design of Public Spaces Standards to ensure compliance.

3. Township of Perth South

- **Built Environment Accomplishments**

- Replaced existing sidewalks with 1.5 meter wide walk, including curb cuts at all intersections in Kirkton and Woodham communities.
- Constructed an accessible washroom at the Downie Optimist Community Centre; installed automatic power doors on washroom and front and rear exterior entrances. Installed an entrance ramp to the Community Centre.

- **Goals**

To meet the requirements of the Design of Public Spaces Standards by January 1, 2016, as outlined in ON Reg. 413/12, as well as the Built Environment Standard when it becomes law.

- Create an Accessibility Design Guideline to be used by the County of Perth and its Member Municipalities for County buildings, structures or premises that the County Council or Lower Tier Councils purchase, lease, construct or significantly renovate.

- Continue to refer to the Ontario Building Code for any new construction or re-development, as well as the Design of Public Spaces Standards to ensure compliance.

4. Township of Perth East

- **Built Environment Accomplishments**

- Retrofitted existing accessible washroom to include automatic power door opener and locking system in the Municipal Building.
- Installed automatic power doors between the administration offices and council chambers in the Municipal Building.
- Installed two automatic power doors on the exterior of the Municipal Building.
- New fully accessible Library opened December 2010.

- **Goals**

To meet the requirements of the Design of Public Spaces Standards by January 1, 2016, as outlined in ON Reg. 413/12, as well as the Built Environment Standard when it becomes law.

- Create an Accessibility Design Guideline to be used by the County of Perth and its Member Municipalities for County buildings, structures or premises that the County Council or Lower Tier Councils purchase, lease, construct or significantly renovate.
- Continue to refer to the Ontario Building Code for any new construction or re-development, as well as the Design of Public Spaces Standards to ensure compliance.

5. Municipality of West Perth

- **Built Environment Accomplishments**

- Created an accessible washroom at Kinsmen Park/West Perth Wetlands - Mitchell.
- Installed a step down ladder with a railing for Lions Pool - Mitchell.
- Sidewalk and pedestrian intersection improvements through new construction projects/ curb cuts - Mitchell.
- Constructed an accessible Splash Pad and Picnic Shelter at the Lions Park - Mitchell
- New playground equipment and pathway system – Cromarty Park
- Renovations leading to Accessible Washrooms – Dublin Pavilion
- Created signage and pavement markers on public designated accessible parking spots
- Constructed accessible ramps and sidewalks connected to playgrounds in Dublin, Brodhagen and Kinetite's Park (Mitchell)

- **Goals**

To meet the requirements of the Design of Public Spaces Standards by January 1, 2016, as outlined in ON Reg. 413/12, as well as the Built Environment Standard when it becomes law.

- Create an Accessibility Design Guideline to be used by the County of Perth and its Member Municipalities for County buildings, structures or premises that the County Council or Lower Tier Councils purchase, lease, construct or significantly renovate.
- Continue to refer to the Ontario Building Code for any new construction or re-development, as well as the Design of Public Spaces Standards to ensure compliance.

Our Commitment

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 Upper and Lower Tiers. 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: www.perthcounty.ca

Phone: 519-271-0531 x 141

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

Email: accessibility@perthcounty.ca