

## Report to West Perth Council

---

To: Mayor McKenzie and Members of Council

Date: Tuesday, May 21, 2024

Prepared By: Rachel Cannon, Legislative Services Coordinator /  
Deputy Clerk

Subject: Perth County Joint Accessibility Plan: Annual Status  
Update 2023 (West Perth)

---

### **Recommended Action:**

THAT West Perth Council receives the Joint Accessibility Plan: Annual Status Update 2023 report; and

THAT West Perth Council approves the Joint Accessibility Plan: Annual Status Update 2023; and

THAT Staff be directed to post the Joint Accessibility Plan: Annual Status Update 2023 on the West Perth website.

---

### **Executive Summary:**

The County and Lower Tier Municipalities are required to prepare an Annual Status Update to the Joint Multi-Year Accessibility Plan in order to meet requirements as part of the Accessibility for Ontarians with Disabilities Act (AODA).

The attached document represents the first Annual Status Update to the County of Perth's 2023-2027 Joint Accessibility Plan which was passed by all Councils in 2023. The 2023 Annual Update highlights the County of Perth and the Lower Tier Municipalities' continued commitment to create an accessible community by identifying, removing and preventing barriers for people with disabilities.

## **Background Information:**

The Government of Ontario, the Legislative Assembly, every designated public sector organization and every other person or organization that provides goods, services or facilities to the public or other third parties and that has at least one employee in Ontario must follow the Integrated Accessibility Standards Regulation (IASR) to prevent and remove barriers for people with disabilities. The Ontario Regulation 191/11: Integrated Accessibility Standards is a grouping of five standards that the Accessibility for Ontarians with Disabilities Act (AODA) developed. The IASR includes the following five standards; Customer Service, Information and Communications, Employment, Transportation and the Design of Public Spaces.

The County of Perth and its Lower Tier Municipalities are actively supporting the spirit and goals of the AODA to make the Province of Ontario accessible by 2025. One of the General Requirements stated in the IASR is that designated public sector organizations shall prepare an annual status report on the progress of measures taken to implement strategies outlined in the Perth County Joint Accessibility Plan (2023-2027), and post this report on all respective County and Lower Tier websites.

A commitment has been made to identify and eliminate, wherever possible, all forms of barriers faced by people with disabilities. The Joint Accessibility Plan (2023-2027) also has a direct connection to Perth County's initiatives regarding diversity, equity, anti-racism, and inclusivity. Becoming a welcoming and inclusive community requires all members of the County to actively combat racism, discriminatory behaviours, and non-inclusive practices (conscious and unconscious).

## **Comments:**

This is the first Annual Status Update report for the County of Perth's Joint Accessibility Plan (2023-2027).

The Perth County Joint Accessibility Plan (2023-2027) highlighted these major areas of focus with regard to accessibility:

- **Communication:** A focus on streamlined communications from the County of Perth around its accessibility program, initiatives and projects.
- **Education:** Continued internal and external education from the County of Perth to better support community members, businesses, and staff members with the implementation of accessibility initiatives.
- **Diversity and Inclusion:** Prioritizing diversity, inclusion and the County's commitment to impactful initiatives for all members of the community in this plan.
- **Age-Friendly Focus:** Demonstrating focus on age-friendly resources, discussions, and education to continue to better support the aging population of the Perth County area.
- **Community Leadership:** A commitment to remain a leader in accessibility and to maintain up-to-date on provincial and federal regulations and requirements.

As of December 31, 2023, the County of Perth and the Lower Tier Municipalities are compliant with most of the applicable requirements of the Integrated Accessibility Standards Regulation. The only exception is one of the requirements under the Information and Communications Standard. Per the direction of the Province of Ontario, Perth County will be remediating and updating its website to ensure all content meets compliance. This will ensure that the County follows existing WCAG 2.0 standards in relation to its website.

The Perth County Joint Accessibility Plan: Annual Status Update 2023 illustrates a commitment across the County of Perth to providing equal treatment to all persons regardless of ability, including residents, employees, visitors and other stakeholders when they access services, programs, and facilities.

**Financial Implications:**

None.

**Connection to Perth County Strategic Plan:**

Goal 2 – Regionalization & Service Effectiveness

Goal 3 – Customer Service Excellence

**Attachments:**

Perth County Joint Accessibility Plan – Annual Status Update 2023

**Reviewed By:**

Tyler Sager, Manager of Legislative Services / Clerk



# 2023 Annual Status Update

## Joint Accessibility Plan 2023-2027



Perth County | North Perth | Perth South | Perth East | West Perth

If you require this document in an alternate/accessible format, please contact [clerk@perthcounty.ca](mailto:clerk@perthcounty.ca) or call 519-271-0531 ext. 210

# Table of Contents

Table of Contents	1
<b>Municipal Jurisdictions Participating in the Perth County Joint Accessibility Plan</b>	<b>5</b>
<b>County of Perth Joint Accessibility Plan Annual Status Update 2023</b>	<b>6</b>
<b>Executive Summary</b>	<b>6</b>
<b>Highlights of the Joint Accessibility Plan (2023-2027):</b>	<b>6</b>
<b>Our Commitment to Accessibility</b>	<b>7</b>
<b>Obligations</b>	<b>8</b>
<b>Consultation</b>	<b>8</b>
<b>Structure and Governance</b>	<b>8</b>
<b>Connection to Perth County’s Diversity, Equity and Anti-Racism Charter</b>	<b>8</b>
<b>Our Progress on the AODA Regulations</b>	<b>10</b>
<b>Compliance as of 2023</b>	<b>10</b>
<b>General Requirements</b>	<b>11</b>
Procurement	11
Reporting	11
Training	11
Perth County Joint Accessibility Advisory Committee (JAAC)	12
Feedback	13
<b>Integrated Accessibility Standards Regulation Ontario (IASR)</b>	<b>14</b>
<b>Accessible Customer Service Standard</b>	<b>14</b>
Legislated Mandate	14
Commitment	14
Progress	14
The Corporation of the County of Perth	15
The Municipality of North Perth	16
The Township of Perth East	17
The Township of Perth South	18
The Municipality of West Perth	18
<b>Information and Communications Standard</b>	<b>19</b>
Legislated Mandate	19

Commitment _____	19
Progress _____	20
The Corporation of the County of Perth _____	20
The Municipality of North Perth _____	22
The Township of Perth East _____	23
The Township of Perth South _____	24
The Municipality of West Perth _____	25
<b>Employment Standard _____</b>	<b>25</b>
Legislated Mandate _____	25
Commitment _____	25
Progress _____	26
The Corporation of the County of Perth _____	26
The Municipality of North Perth _____	26
The Township of Perth East _____	27
The Township of Perth South _____	27
The Municipality of West Perth _____	28
<b>Transportation Standard _____</b>	<b>28</b>
Legislated Mandate _____	28
Commitment _____	28
Progress _____	29
The Corporation of the County of Perth _____	29
Perth County Community Transportation Network: _____	29
<b>Duties of Lower Tier Municipalities – Specialized Transportation Services</b>	
_____	30
The Municipality of North Perth _____	30
The Township of Perth East _____	31
The Township of Perth South _____	31
The Municipality of West Perth _____	32
<b>Design of Public Spaces and Built Environment _____</b>	<b>32</b>
Legislated Mandate _____	32
Commitment _____	32
Maintenance of Public Spaces _____	33

Progress _____	33
Site Plan Reviews (JAAC) _____	33
The Municipality of North Perth _____	34
The Township of Perth East _____	34
Township of Perth South _____	35
Municipality of West Perth _____	35
<b>Appendix A: County of Perth _____</b>	<b>37</b>
<b>Appendix B: Municipality of North Perth _____</b>	<b>39</b>
<b>Appendix C: Township of Perth East _____</b>	<b>41</b>
<b>Appendix D: Township of Perth South _____</b>	<b>43</b>
<b>Appendix E: Municipality of West Perth _____</b>	<b>45</b>

# Municipal Jurisdictions Participating in the Perth County Joint Accessibility Plan

## The Corporation of the County of Perth

1 Huron Street  
Stratford, ON N5A 5S4

## Lower Tier 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

160 Wellington Street  
P.O. Box 609  
Mitchell, ON N0K 1N0

## Key Contact Information

Tyler Sager, Manager of Legislative Services / Clerk  
Corporation of the County of Perth  
1 Huron Street, Stratford, ON N5A 5S4  
Tel: 519-271-0531 Ext. 210  
[clerk@perthcounty.ca](mailto:clerk@perthcounty.ca)

# County of Perth Joint Accessibility Plan Annual Status Update 2023

## Executive Summary

This is the first Annual Status Update to the County of Perth's 2023-2027 Joint Accessibility Plan. The 2023 Annual Update highlights the County of Perth and the Lower Tier Municipalities' continued commitment to create an accessible organization by identifying, removing and preventing barriers for people with disabilities.

This update will be posted on the County's website, as well as on the website of each of the Lower Tier Municipalities, and shall be made available in an alternate format and with communication supports upon request.

## Highlights of the Joint Accessibility Plan (2023-2027):

- **Communication:** A focus on streamlined communications from the County of Perth around its accessibility program, initiatives and projects.
- **Education:** Continued internal and external education from the County of Perth to better support community members, businesses, and staff members with the implementation of accessibility initiatives.
- **Diversity and Inclusion:** Prioritizing diversity, inclusion and the County's commitment to impactful initiatives for all members of the community in this plan.
- **Age-Friendly Focus:** Demonstrating focus on age-friendly resources, discussions, and education to continue to better support the aging population of the Perth County area.
- **Community Leadership:** A commitment to remain a leader in accessibility and to maintain up-to-date on provincial and federal regulations and requirements.

## Our Commitment to Accessibility

Perth County and the Lower Tier Municipalities (North Perth, Perth East, Perth South, and West Perth) commit to prioritizing accessibility in County services, programs, goods and facilities. Progress on all accessibility initiatives remain a collaborative effort between the Upper and Lower Tier Municipalities in the Perth County community. Continued knowledge-sharing, documentation, and resource creation will remain a priority for all parties to illustrate the commitment that Perth County has to the AODA.

Moving forward, there is continued work to be done on accessibility throughout Perth County. The municipality will continue to identify and remove barriers to create accessible spaces and services for all in the Perth County community.

Please contact us through one of the following methods:

**[County of Perth Website:](#)**

**Phone:** 519-271-0531

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

**Email:** [clerk@perthcounty.ca](mailto:clerk@perthcounty.ca)

## **Obligations**

The County of Perth and the Lower Tier Municipalities must meet the requirements under the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Please refer to the Multi-Year Accessibility Plan 2023-2027 for more information regarding legislation.

The County of Perth and its Lower Tier 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.

## **Consultation**

The Perth County Joint Accessibility Update (2023) has been developed in conjunction with County departments, Lower Tier Municipalities and Joint Accessibility Advisory Committee. No public engagement piece was required for the update as it is meant to monitor progress on the existing Joint Accessibility Plan.

In 2022, consultations for the Perth County Joint Accessibility Plan (2023-2027) were completed with County Staff, Lower Tier Municipalities, the Joint Accessibility Advisory Committee, persons with disabilities in the greater community, and community members. All stakeholders were given opportunity to actively engage in the development of the plan.

## **Structure and Governance**

The Legislative Services Division of the Corporate Services Department and the Joint Accessibility Advisory Committee (JAAC) 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 Lower Tier Municipalities are separately responsible for ensuring that all departments within 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.

## **Connection to Perth County's Diversity, Equity and Anti-Racism Charter**

The Joint Accessibility Plan has a direct connection to Perth County's initiatives regarding diversity, equity, anti-racism, and inclusivity. Becoming a welcoming and

inclusive community requires all members of the County to actively combat racism, discriminatory behaviours, and non-inclusive practices (conscious and unconscious).

Perth County believes that celebrating community means recognizing all of the people who call Perth County home regardless of age, sex, gender identity, race, ethnicity, abilities, religion, sexual orientation, social status, educational background or any other differences they may have. It is part of our mission to enhance Perth County in becoming a more inclusive and welcoming community for all who seek to live, work, and play within our communities.

The Perth County Diversity, Equity and Anti-Racism Charter outlines the values, principles, roles and responsibilities in our organization that represent this commitment. It is directly related to the work of the Accessibility program at Perth County.

## Our Progress on the AODA Regulations

The following outlines Perth County's commitments, our countywide progress in 2023 and the new goals established for 2024 in meeting the accessibility standards in five key areas, all of which are part of the Integrated Accessibility Standards Regulation (IASR), ON Reg. 191/11.

- **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. For more information related to each barrier, please see the Perth County Joint Accessibility Plan (2023-2027).

Any updates to the IASR and any new goals established under each of the accessibility standards in the coming years will be reflected in the Annual Status Update Reports to the 2023-2027 Accessibility Plan.

### Compliance as of 2023

As of December 31, 2023, the County of Perth and the Lower Tier Municipalities are compliant with most of the applicable requirements of the Integrated Accessibility Standards Regulation. The only exception is one of the requirements under the Information and Communications Standard. Per the direction of the Province of Ontario, Perth County will be remediating and updating its website to ensure all content meets compliance. This will ensure that the County is in compliance with existing WCAG 2.0 standards in relation to its website.

The Information and Communications Standard states that municipal websites and web content must meet the requirements of the World Content Accessibility Guidelines (WCAG) 2.0, Level AA. Third party documents comprise part of all Council agenda packages, and some of those documents are not accessible to screen readers. The County of Perth and the Lower Tier Municipalities do not currently have the resources to remediate third party documents, which means that some parts of the agenda packages posted on municipal websites are not in an accessible format. Alternate formats of the agenda packages are available upon request.

WCAG 2.0 has a provision for Partial Conformance due to third party content. In these cases, a statement of partial conformance may be made indicating that the page does not conform but could conform if certain parts were removed.

# 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

An Annual Update will be coordinated and produced by the Legislative Services department to report on the progress and implementation of the multi-year Accessibility Plan. This Annual Update will include information from individual departments, Lower Tier Municipalities, and any other relevant stakeholders. Once passed by the Lower Tier Councils and County Council, this information will be posted on each municipality's website for public access. The Annual Update will also be made available in alternate formats, upon request.

Per the provincial legislation, a Compliance Report will be filed bi-annually with the Province of Ontario. Support will be provided to the Lower Tier Municipalities ahead the filing deadline.

## Training

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

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

Topical information sessions have been integrated into the accessibility program as of December 2020. These are supplemental to the mandatory training described above and focus on different aspects of the IASR. These sessions are available to all County and Lower Tier staff with the goal of providing practical tools and knowledge, while reinforcing key concepts.

This initiative continued into 2023, as Perth County staff provided two training sessions to County and Lower Tier Municipal staff, focused on one of the five IASR standards or other topics related to accessibility compliance. Topics for 2023 included:

- Staff & Volunteer Training Requirements (AODA) – March 2023
- Alt Text – Context is Key – June 2023

Legislative Services Staff also provided a more comprehensive training to the Joint Accessibility Advisory Committee in early 2023 to ensure that members understood their roles, responsibilities, guiding legislation, and ability to impact change.

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 Joint Accessibility Advisory Committee (JAAC)**

According to the Province of Ontario, the role of a municipal accessibility advisory committee is to provide advice to municipalities to help make public services and facilities accessible to everyone.

The JAAC met 10 times over the course of 2023, on the fourth Tuesday of each month (excluding July and August) virtually via ZOOM, unless otherwise noted. Committee agendas and minutes are posted on the Perth County website. At this time, the meetings are continuing to be held virtually via ZOOM – as always, the public is welcome to request to join the meetings at any time. Alternate formats of the agenda packages are available upon request.

In addition to Accessibility Plans, the County and the Lower Tier Municipalities are required to consult with the Perth County Joint 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**
  - On the proportion of on-demand accessible taxicabs required in the community;
  - Accessibility features required for PC Connect Transit Service
- **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

- **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.

## **Feedback**

The County of Perth and its Lower Tier Municipalities welcome input from the public in order to help identify ways in which we can improve accessibility across the Perth County community.

Members of the public are always encouraged to share their comments or suggestions by contacting the Legislative Services division at the County of Perth via phone or email. You can also visit the Contact Us section on the County of Perth website.

Accessible formats and communication supports are available, upon request.

**Phone:** 519-271-0531 x 210  
**Email:** [clerk@perthcounty.ca](mailto:clerk@perthcounty.ca)  
**Mail:** Corporation of the County of Perth  
1 Huron Street  
Stratford, ON N5A 5S4

# **Integrated Accessibility Standards Regulation Ontario (IASR)**

(Ontario Regulation 191/11)

## **Accessible Customer Service Standard**

### **Legislated Mandate**

The Customer Service Standard mandates compliance of the public sector and private sector industries in the following areas: use and treatment of support persons, service animals, assistive devices, alternative formats of materials, methods of notification of service disruption and collection of feedback, as well as development and deployment of training for staff, volunteers and third parties acting on behalf of the organization.

### **Commitment**

The County of Perth and its Lower Tier 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 Lower Tier Municipalities**

The County of Perth and the Lower Tier Municipalities are meeting the requirements of the Customer Service Standards, including the development, implementation and maintenance of Accessible Customer Service Policies which include the following principles:

- The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.

- When communicating with a person with a disability, the provider shall do so in a manner that considers the person's disability.

The County and Lower Tier Municipalities all have procedures in place regarding:

- Use of service animals and support persons
- Ongoing training
- Feedback processes
- Notice of temporary disruptions
- Format of documents

## **The Corporation of the County of Perth**

### **Accomplishments:**

- Completed installation of the AODA compliant elevator in the Perth County Courthouse, allowing for better customer service and building-wide access.
- Installation of a fully accessible universal washroom in the Perth County Courthouse facility.
- Archives summer students began digitizing a large collection of local newspapers in PDF version. Using Optical Character Recognition tools, the PDFs are converted into accessible electronic documents with fully searchable text for patrons of the Archives.
- Legislative Services provided two different accessibility training sessions for County and Lower Tier staff.
- Legislative Services developed recruitment materials, an updated recruitment process, and communications surrounding the Joint Accessibility Advisory Committee (2022-2026). This Committee was established, trained, and onboarded after County Council has been elected and onboarded.
- POA provided ASL (American Sign Language) Interpreter for court as well as any language that is requested or ordered by the court.
- POA Court Services continues to offer remote options for fine payments, filing documents, telephone meetings with prosecutor, providing more accessible options for all POA clients.
- Economic Development and Tourism and Planning staff continued to work at 1 Ontario St. (Scotiabank building), which is accessible to the public via an elevator.
- Continue to reach out to Economic Development and Tourism clients for alternate formats, as required.

- Ensured new hires have received training in accessible customer service standards.

### **Goals:**

- Continue to provide accessible options for Planning meetings with applicants and stakeholders.
- Continue to offer alternative delivery formats for programming and documents.
- POA will continue to provide interpreters when needed or requested.
- Archives will be continuing their digitization project for local newspapers which will allow for greater public access in-person. Staff are also considering options for access expansion by making the digitized newspapers freely available on a website database.
- Planning Division will focus on updating and redesigning all department templates for improved accessibility including new Perth County Official Plan.
- Provide accessibility training sessions for both County and Lower Tier staff.
- 5 Huron renovation and connecting link installed that meets AODA standards. Roll out campus renovations with accessibility as a focus of the overall plan.
- Ensure the use of inclusive and plain language whenever possible in the development of new County policies and communications.

## **The Municipality of North Perth**

### **Accomplishments:**

- Continued partnership with Gateway Centre of Excellence for Rural Health to offer “Lonely No More” training for Seniors and Rural individuals. Related information and resources are on website available in an accessible format.
- Provided Mental Health First Aid training to four NPDFD members.
- Customer service microphones were inspected and adjusted for clearer quality of transmission.
- Added a volunteer orientation package that includes training to provide accessible customer service and how to interact with people with disabilities.

### **Goals:**

- Staff to investigate the purchase of a tablet or other device that can be used for translation purposes to eliminate language barriers between residents and staff.
- Continue to provide accessible customer service training for staff and new volunteers.

- Continue to ensure that recruitment for vacant positions is available in an accessible format.
- Provide Mental Health First Aid to additional NPDFD personnel.
- Continue to ensure compliance with all accessibility requirements of the employment standard.
- Continue to update templates for accessibility.

## **The Township of Perth East**

### **Accomplishments:**

- Ongoing implementation of enhanced policies and procedures.
- PageAssist toolbar added to the website to allow for personalization of viewing (font type, font size, text spacing, contrast, audio, hide images etc.).
- All staff completed accessibility training.
- Ensure that department reports for Fire Department meet accessibility standards.
- The Perth East Public Library completed summer programming at Knollcrest and other locations throughout the Township to meet needs of those who cannot easily access the library.
- The Perth East Public Library provided PC Connect bus passes.
- Site plans and planning applications are circulated to Perth County Accessibility Advisory Committee; feedback provided by the committee is shared with applicants.

### **Goals:**

- Ensure all staff attend training on Customer Service Standards to ensure that all members of the community can expect the same level of customer service at all times.
- Ongoing implementation of enhanced accessibility policies and procedures.
- Make all policies available in alternate formats (long-term goal).
- Continue to provide accessibility training for all staff.
- Continue to ensure that department reports meet accessibility standards.
- Provide Internet Access Kits (iPad and hotspots) for circulation, explain accessibility features in manuals, include accessible apps in preloaded options.
- Apply for grants to add more accessible programming and materials.

## **The Township of Perth South**

### **Accomplishments:**

- Promoted “Report It and Get Involved Perth South” platforms for resident engagement.
- Posted municipal news and activities regularly to Facebook to communicate with entire community.

### **Goals:**

- Continue to provide accessible options for meetings with applicants and stakeholders.
- Continue to participate in quarterly accessibility training sessions provided by the County.
- Continue to update templates for accessibility.
- Ongoing review to ensure corporate policies and procedures requirements meet standards and implementation of enhancements as required.
- Digitize older documents and work to make them more accessible.
- Look to implement more options with Cloud Permit for clients (e.g., payment through the website).

## **The Municipality of West Perth**

### **Accomplishments:**

- Received Alt Text Training from Perth County.
- Promoted e-billing for utilities; this allows for an additional format available to customers.
- Ensure that West Perth Fire Department reports meet accessibility standards.
- Introduction of monthly Library Settlement Services offering translation services to Newcomers.
- Fidget devices available to patrons of all ages at the library.
- Adult Activity Kits with items to stimulate cognitive and motor functions, as recommended by the Alzheimer Society.
- Continued Home Delivery Service for home-bound library patrons.
- Expanded collections of audio and large print materials, ‘read-along’ children’s print-to-audio books.
- In-house Chromebooks with headphones for mobile Internet searching.

## **Goals:**

- Continue to participate in regular training opportunities.
- Review municipal policies and by-laws to ensure consistency with allowing service animals.
- Continue promoting e-billing for utilities and expand this to property tax bills.
- Continue to ensure that West Perth Fire Department reports meet accessibility standards.
- Continue working towards ensuring all public fire and life safety material distributed are accessible.
- Continue to provide all staff with Accessible Customer Service training.
- Continue to review the WPPFD station to identify improvements to meet accessibility requirements.
- ‘Pronunciator’ database that includes American Sign Language and Indigenous language learning.
- Partner programs that offer accessible accommodations.
- ‘Reading Buddies’ program to assist younger children with learning or developmental disabilities.
- Continue to identify and remove barriers to municipal services.

## **Information and Communications Standard**

### **Legislated Mandate**

The Information and Communication Standards mandates all information and communication produced by an organization must be made available in alternative formats upon request. This Standard also includes the legislated requirement to make websites accessible.

### **Commitment**

The County of Perth and its Lower Tier 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 Lower Tier 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 organizations determine 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:**

- Communications and Office of the CAO ensured accurate information regarding building access changes and locations of accessible entrances to the Perth County Courthouse (1 Huron Street) were communicated through signage, the Perth County website, social media, and news releases.
- Communications increased the use of manual alt-text on social media images where possible.
- Ensured any new documents added to the website were accessible.
- County Council meetings continue to be livestreamed to facilitate access for those who would like to watch. Recordings are available at [www.youtube.com/user/PerthCountydotca](http://www.youtube.com/user/PerthCountydotca) to watch after Council meetings have finished. This allows for an additional level of transparency and accessibility regarding our County Council communications. Additionally, YouTube provides a number of integrated accessibility features such as adjustable playback speeds, automated closed captioning and adjustable viewer size.
- POA Court Services continues to provide a “remote court” model. This has allowed for the removal of all physical barriers to persons attending court. Clearly worded instructions are provided to defendants/agents/counsel/prosecution.
- During construction of elevator, the POA Courtroom was briefly relocated to 5 Huron where arrangements were made to ensure that the temporary location would be fully accessible.
- Planning will continue to offer alternate formats of documents, upon request, prior to public meetings.
- 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.

- All new County employees are trained on the Information and Communications Standard through online Moodle module or instructor-led sessions, as applicable to their duties.
- Provided training sessions to County and Lower Tier Staff on “Alt Text Training” and “AODA Training Requirements”.
- 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.
- Ongoing conversion of departmental templates to accessible formats.
- Archives digitizing and making available more digital versions of finding aids and resources to provide more avenues to accessing archival information, including remote access.
- Ensure the use of inclusive and plain language whenever possible in the development of new County policies and communications.
- Updated Accessible Documents Guidelines and shared with applicable staff across the County.

**Goals:**

- Communications to work with Legislative Services to remediate all existing website content to meet WCAG 2.0 accessibility standards.
- Archives plans to continue to convert existing paper-based finding aids to electronic files.
- POA to continue providing accessible documents, where possible.
- Legislative Services will be organizing and providing Foxit PDF Editor Training (Accessibility Features) as the County onboards the new software across all devices. Staff will be shown how to use the PDF Editor to ensure that all content being placed on the Perth County website is WCAG 2.0 compliant.
- Ongoing review of County website to ensure content that is being published is as accessible to all audiences as possible.
- Planning Division will focus on updating and redesigning all department templates for accessibility.
- Accessibility of public consultation methods proposed for the New OP will be reviewed and improvements incorporated as identified.
- CAO’s Office to review corporate communications strategy to ensure it is continuing to communicate the County’s achievements regarding accessibility to the larger public.

- Finance staff are ensuring that the annual budget and other financial documents posted on the corporate website use a format that is accessible.
- Organize ongoing Accessible Documents Training for new staff and for all staff uploading content onto the County website.
- Work on new Accessibility Standards Policy and Procedure Manual for the County and the Lower Tier Municipalities.
- Continue to ensure that County of Perth website, County of Perth internet and intranet websites and web content, with some exceptions, conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

## **The Municipality of North Perth**

### **Accomplishments:**

- Maintenance of municipal website to increase adherence to WCAG 2.0 standards.
- Implementation of new municipal website that adheres to WCAG 2.0 standards.
- All social media posts (where available) include ALT text and closed captioning.
- Library uses ALT text in all online materials.
- Library bolds spine labels for higher contrast.
- During the Lonely No More Program, volunteers provide seniors with information and resources they need.
- Hired a Community Developer and Support Worker to assist with social services navigation to the North Perth community. They are available for drop-in times for community members to seek information, resources, and assistance.
- Offered Community Circle Series event to engage with public and share resources and information and answer questions.
- Accessibility workshop by Sawchuk Accessible Solutions was conducted for building, planning, fire, and facilities staff regarding effective options for entrances, service counter, washrooms etc. and federal policy on accessibility. The building code provides minimal standards and doesn't address adequately the reasonable needs of people with different abilities.

### **Goals:**

- Continue to ensure reports, public notices, newsletters and marketing materials are accessible and available in accessible format.
- Monitor community needs and requests and update information on website as needed. Additional information to be provided to enhance website resources and information pages.

- Review accessibility and compatibility with screen readers for PDFs uploaded to website (policies and procedures).
- Accessible document/communications training for staff.
- Library plans to purchase a screen reader to test documents and webpages.
- Style guide for new library brand to be developed with accessibility considerations.
- Continue to review corporate policies and procedures to ensure requirements are being met, update as required.
- Utilize two new resources in communication with developers in public spaces regarding accessibility including “Build Your Space” (book by Sawchuk) and “Building Better Bathrooms” (book by Sawchuk).

## **The Township of Perth East**

### **Accomplishments:**

- Checked each website page with the built-in accessibility checker, and made appropriate changes.
- Removing insignificant by-laws from the website to help limit the number of inaccessible documents on the website.
- Continue with review and updating of Township website to make it WCAG 2.0 compliant.
- Continue to provide hybrid council meetings.
- Township Council report templates changed to accessible format.
- Notifications on municipal website and agendas available in alternative formats.
- Review of webpages with accessibility checker and made initial changes. This included the removal of some minor, inaccessible by-laws from the website.
- Attended County accessibility training on Alt Text.
- Select staff attended an AMCTO training session – “Document Accessibility: PDF Quality Control”.
- Purchased website scanning software for support in identifying areas of our website that fall short of the WCAG 2.0 Level AA requirements.
- Ongoing conversion of Finance department templates/forms to accessible format.
- Staff attended accessibility training in June for the forms and formats/fonts used for those with sensory disabilities.
- Reviewed/updated fire safety material to ensure that it met AODA standards.

- Checked website for AODA compliance, fixed issues with help of Stratford Public Library's Technology & Operations Manager.
- Continue to make Public Library policies and board minutes available online.

### **Goals:**

- Work with the Clerk's department to assist in implementing their new website accessibility program.
- Hybrid Council meetings to continue moving into 2024 and beyond.
- Ongoing conversion of Finance department templates to accessible format.
- Have staff attend training for information and communications associated with the public.
- Continue with working towards ensuring all public fire and life safety material that are distributed to the public are accessible.
- Continue to seek ways to communicate library events and information in a variety of formats.
- Continue to update and correct issues as identified by software scans.
- Continue to remove inaccessible or dated documents from our website.
- Adding electronic library resources which will provide language learning and newspaper access in more accessible formats.
- Implement mobile printing with new photocopier/printer lease.

## **The Township of Perth South**

### **Accomplishments:**

- Printed newsletters in January and August to be included with tax bill mail-outs to keep residents informed.
- Participated in AMO and Perth County information sessions regarding year end accessibility compliance reporting.

### **Goals:**

- Continue to enhance council meetings for improved accessibility for all members of the community. Working on having Council meetings livestreamed through YouTube for best ease of access for those who would like to watch. Meetings currently livestreamed on the Township Facebook page.
- Ongoing review of Township website to ensure content that is being published is as accessible to all audiences as possible.
- Continue to update form templates for best possible accessibility.

## **The Municipality of West Perth**

### **Accomplishments:**

- Communication materials continue to be available in alternative formats and are reviewed for AODA requirements.
- Procurement review to update and standardize processes.
- Reviewed and updated fire safety material to ensure that it met AODA standards.
- Continued website monitoring for font and colour contrast readability.

### **Goals:**

- Plan for a 2025 Website redesign.
- Begin the process of digitizing records and ensuring alternate formats are available.
- Have a new procurement by-law put in place with supporting procedure manual and templates to follow.
- Continue with working towards ensuring all public fire and life safety material distributed are accessible.

## **Employment Standard**

### **Legislated Mandate**

The Employment Standard speaks to organizations accommodating individuals throughout the employment cycle, beginning with the recruitment process.

### **Commitment**

A commitment has been made by the County of Perth and its Lower Tier Municipalities to employment practices that ensure the process of finding, hiring and retaining employees who have disabilities is inclusive. The County and the Lower Tier Municipalities are all in compliance with the requirements of this standard. All of the requirements in the Employment Standard continue to be maintained by the County of Perth and its Lower Tier Municipalities, including those pertaining to the following:

- Recruitment, assessment and selection
- Accessible formats and communication support 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.

## **Progress**

### **The Corporation of the County of Perth**

#### **Accomplishments**

- New staff at the County completed AODA training through the County's Moodle platform to ensure an understanding of all Accessibility Standards.
- HR Staff offer virtual interviews for ease of access and can accommodate accessibility needs (as required).
- Office furniture is adjustable for different accessibility needs or requirements.
- Any requests from applicants for open positions will be accommodated to ensure accessible opportunity for employment.
- HR Staff attend recruitment fairs to answer any questions regarding recruitment process and accessibility with regard to job postings and careers at the County.
- Removal of Excel timesheets for non-union staff, excluding Public Works staff.

#### **Goals:**

- Continue to focus on ensuring compliance with all accessibility requirements of the employment standard.
- Reviewing of Public Works timecard process.

### **The Municipality of North Perth**

#### **Accomplishments**

- Use of online recruitment available in an accessible format.
- All staff to undergo accessibility training.

#### **Goals**

- Continue to ensure that recruitment for vacant positions is available in an accessible format.
- Continue to provide new staff with accessibility training.
- Continue to ensure compliance with all accessibility requirements of the employment standard.

## **The Township of Perth East**

### **Accomplishments**

- All job postings now include an accessibility acknowledgement.
- All new hires are required to read and sign off on the accessibility policy.
- Staff attended County training on Staff/Volunteer Accessibility Training Requirements.
- Ensure Ontario's Accessible Employment Standards are met regarding employment practices and accessibility in order to meet the needs of employees and job applicants with disabilities.
- Provide all new staff members with Accessible Customer Service training in the Perth East Fire Department.
- Staff training in providing service and resolving conflict with individuals experiencing mental health and addiction issues at the library.
- Interviews are offered in a virtual format.

### **Goals**

- Staff be provided with updated and ongoing training to relevant accessibility legislation.
- Continue to post employment opportunities on the Municipal website in an accessible format.
- Continue to have staff attend annual accessibility training.
- Continue to provide staff training on service to individuals with disabilities.
- Provide accommodations for any job applicants who require them.

## **The Township of Perth South**

### **Accomplishments**

- Offered employment interviews in a virtual format.
- All new hires are required to read and sign off on the accessibility policy.
- Ensured Ontario's Accessible Employment Standards are met regarding employment practices and accessibility in order to meet the needs of employees and job applicants with disabilities.

### **Goals**

- Continue to work with Perth County Accessibility to endeavor to have inclusive and accessible employment practices.

- Continue to focus on ensuring compliance with all accessibility requirements of the employment standard.

## **The Municipality of West Perth**

### **Accomplishments**

- Council received AODA training.
- Provide all new West Perth Fire Department recruits with Accessible Customer Service training.
- The library created online volunteer and employment application forms for remote access and ease-of-use to adjust font, colour, or audio.

### **Goals**

- Continue to train new staff on AODA and provide additional specialized training where necessary (front-line staff).
- Continue to provide all West Perth Fire Department staff with Accessible Customer Service training.
- The library would like to create additional accessible volunteer positions.

## **Transportation Standard**

### **Legislated Mandate**

The Transportation Standard speaks to the physical requirements of both conventional and specialized transit vehicles as well as operational elements of the services. Some of the elements outlined are fare parity, eligibility for specialized transit and hours of operation.

### **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 Lower Tier Municipalities currently offer the PC Connect public transportation service across the municipality. PC Connect is a public transit service that provides transportation throughout Perth County, Stratford, St. Marys, Kitchener/Waterloo and London. PC Connect provides affordable and accessible service on weekdays and Saturdays, and provides connections to other services such as GO Transit.

## Progress

### **The Corporation of the County of Perth**

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](#)<sup>1</sup>

This link is provided on the County of Perth website.

### **Perth County Community Transportation Network:**

Launch of accessible PC Connect community transportation service using two fully accessible buses. The County of Perth and the City of Stratford have each received provincial funding through the Ministry of Transportation's "Community Transportation Grant Program - Municipal Stream" to establish new public transit for a pilot period.

Perth County, its Lower Tier Municipalities of North Perth, Perth East, Perth South, and West Perth, along with the City of Stratford and the Town of St. Marys, worked in partnership to submit the synergistic proposals that will benefit all of Perth County's residents as one joint project.

The joint project will involve the creation of an inter-regional transit service connecting London, St. Mary's, Stratford and Kitchener. Service between Listowel and Kitchener is also planned. A separate but related commitment will create a transit system to link the communities of Stratford, St. Marys, Mitchell, Sebringville, Monkton, Atwood, Milverton, Listowel and Millbank. Coordination with other transit systems (e.g. GO Transit, VIA) is a priority consideration.

### **Accomplishments:**

- Offered service on fully accessible buses with high floor ramp access and capacity for 2 wheelchairs.
- Operated fleet that are equipped with lifting devices, steps, grab bars and handrails, the appropriate signage required, as well as priority seating.

---

<sup>1</sup> <http://www.southwesthealthline.ca/listServices.aspx?id=10109&region=HuronPerth>

- Provided free service to all support persons riding PC Connect and welcomed support animals on board.
- Provided route and schedule information through a variety of accessible channels such as the County’s corporate website.
- Developed and distributed a fully accessible PC Connect route brochure in both print & PDF format.

**Goals:**

- Continue to offer fully accessible transportation options.

**Duties of Lower Tier Municipalities – Specialized Transportation Services**

The County of Perth and three of the Lower Tier 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:

- **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

**The Municipality of North Perth**

**Accomplishments:**

- Partnerships created to support PC Connect.
- Draft Transportation Master Plan presented to Council including accessible design, traffic calming, active transportation design and policy recommendations.

**Goals:**

- Continue to consult with stakeholders regarding the provision of on-demand accessible transportation services
- Continue to work with licensed taxicab companies to ensure all AODA requirements are being met.

- Develop implementations, processes, and policy to reflect short and long-term goals of the Transportation Master Plan.

## **The Township of Perth East**

### **Accomplishments:**

- Ongoing support of PC Connect.
- Purchased a utility trailer to transport our fully accessible fire safety house to more residents.
- Ensured the barrier-free path of travel is abided by developers regarding parking lots as per 3.8.3. of Division C of the Ontario Building Code.
- Creation of new AODA compliant sidewalks with tactile warning plates on Pacific Avenue and Davis Street in Milverton, Galt Street, Fraser Street and Thompson Street in Shakespeare.

### **Goals:**

- Ensure replacement accessible bus is listed in the 2024 budget for use at Long Term Care Home.
- Continue to apply Section 3.8.3. of Division C of the Ontario Building Code to ensure accessibility is provided for in all areas noted in the regulation.
- Continue with the use of the fully accessible fire safety house across our fire response area.
- Creation of new AODA compliant sidewalks on Whaley Avenue, Fulton Street and Macbeth Street in Milverton, Perth Road 119 in the village of Brunner, Line 29 in the village of Sebastopol and Perth Line 72 in Newton.

## **The Township of Perth South**

### **Accomplishments:**

- Supported the St. Marys and Area Mobility Bus service program with grant funding.
- Supported and promoted Perth County PC Connect.

### **Goals:**

- Continue supporting St. Marys and Area Mobility Bus Service.
- Continue to support PC Connect and monitor for effectiveness and ways to increase ridership.

## **The Municipality of West Perth**

### **Accomplishments:**

- Renewed agreement with Mitchell Transit to provide accessible transit services to residents of West Perth.
- Purchased a utility trailer to transport Fire Department's fully accessible fire safety house to more residents.
- 2023 Capital works plans were all deferred until 2024.

### **Goals:**

- Continued support of Mitchell Transit.
- Continue with the use of the fully accessible fire safety house across our fire response area.
- Full Urban Street Reconstruction on James Street to comply with new 1.5 m wide accessible sidewalk.
- Various locations of sidewalk reconstruction which consists of removing non-compliant sidewalk and replacing with 1.5 m wide sidewalk with tactile plates.

## **Design of Public Spaces and Built Environment**

### **Legislated Mandate**

The Built Environment Standard was divided into two parts, one for outdoor components and one for interior spaces. The outdoor elements are now referred to as Design of Public Spaces (DOPS) in the IARS. The interior elements as they relate to accessibility are encompassed in the Ontario Building Code (OBC).

### **Commitment**

The Accessibility Standards for the Built Environment focus on removing 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.

As a large public sector organization, the Design of Public Spaces Standard 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 Lower Tier 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 County and the Lower Tier 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 detailed Preventative and Emergency Maintenance of Accessible Elements in Public Spaces for the County and each of the Lower Tier Municipalities.

## **Progress**

### **Site Plan Reviews (JAAC)**

In 2023, the Joint Accessibility Advisory Committee (JAAC) provided feedback across the County for external pathways, play spaces, recreational trails and site plans. In total, subcommittees were formed to review 15 site plans in 2023.

The County and the Lower Tier Municipalities will continue to:

- refer to the Perth County Site Plan Design Guidelines, the Ontario Building Code and the Design of Public Spaces Standards for any new construction or development; and
- consult with the Perth County Joint Accessibility Advisory Committee on accessibility plans, recreational trails, outdoor play spaces, exterior paths of travel and on-street parking spaces; and
- consult with the Perth County Joint Accessibility Advisory Committee on site plans and drawings described in Section 41 of the Planning Act that the committee selects.

## **Accomplishments**

- Installation of fully accessible elevator at 1 Huron Street Courthouse.
- Completion of fully accessible universal washroom at 1 Huron Street Courthouse.

## **Goals**

- Renovate Courthouse Courtroom to be more accessible.
- Ensure renovations and plans at 5 Huron remain accessible for staff and members of the public who may need to enter the building.

- Installation of elevator at 5 Huron St building.

## **The Municipality of North Perth**

### **Accomplishments**

- Atwood Library Branch service point has been lowered for accessibility.
- Ramps and push button doors to improve access from program rooms to playground at one of North Perth's childcare centres.

### **Goals:**

- Atwood Library Branch will be rearranged for more accessible movement and mobility around the space.
- Continue to keep accessibility in the forefront as United Way project develops.
- Ensure new build childcare centres in North Perth are designed for accessibility.
- Additional pedestrian crossings to be reviewed for Wallace Avenue North Corridor in conjunction with the North East Development Plan.

## **The Township of Perth East**

### **Accomplishments**

- Continue consideration during review of site plans and other planning applications.
- Applications are circulated to Perth County Accessibility Advisory Committee. Feedback from the committee is shared with applicants.
- Review municipal buildings to identify improvements to meet accessibility requirements.
- Completion of new playgrounds at the Morningdale and Lyle Yost Memorial Parks with the incorporation of inclusive swings.
- Ensured items related Section 3.8 of Division C in the Ontario Building Code were provided/built to minimum standards.

### **Goals**

- Continue consideration during design and retrofitting of public spaces, ensuring spaces are consistent with AODA.
- Continue to ensure Section 3.8 of Division C of the Ontario Building Code is applied to buildings in Perth East with respect to the associated areas of the regulations thereof.
- Upgrade the Shakespeare Fire Station with a power door operator.

- Installation of inclusive swings at the Newton Park.

## **Township of Perth South**

### **Accomplishments**

- Old Township office renovations began in fall of 2023. The renovations include accessible entryways with ramp access. Also includes barrier-free floor plan and washroom with accommodation for an adult change table.
- Upgraded to OWL platform for council meetings at the beginning of 2023 improved video streaming quality of meetings. The addition of an OWL speaker in December 2023 will make improvements to audio quality as well.
- Removed plexiglass barrier from front counter of municipal office in fall of 2023 to improve customer and staff interactions.

### **Goals:**

- Review the trail system at the Kirkton Arboretum (the Kirkton Arboretum Committee has requested assistance from the Township) to enhance and allow for better accessibility.
- Accessibility grant has been received to do improvements at the Kirkton Woodham swimming pool – jointly owned asset with South Huron which Perth South now operates as of 2023.
- Continue to refer to the Perth County Site Plan Design Guidelines, the Ontario Building Code and the Design of Public Spaces Standard for any new construction or redevelopment.

## **Municipality of West Perth**

### **Accomplishments**

- Designed and built Keterson Pavilion to be 100% accessible.
- Renovated washrooms at the Dublin Community Centre to be entirely accessible.
- Installed additional electrical receptacles throughout the Fire Station to eliminate trip hazards (e.g., extension cords) during public events.
- Fully accessible off-site venues for programs and services.
- Ergonomic staff office chairs.
- Height-adjustable desktop for CEO.

### **Goals**

- Add more accessible picnic tables around parks and facilities.
- Continue to make trails and recreation spaces more accessible for all.

- Continue to review the WPFD station to identify improvements to meet accessibility requirements.
- The Library will consider ergonomic/adjustable furniture options as current equipment is replaced.

## Appendix A: County of Perth

### Preventative and Emergency Maintenance of Accessible Elements in Public Spaces

Pursuant to the Integrated Accessibility Standards Regulation (section 80.44) under the Accessibility for Ontarians with Disabilities Act, the County of Perth has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces. Accessible public space elements maintained by the County of Perth include:

- Recreational trails
- Exterior paths of travel, such as walkways, stairs, and ramps, where these elements are not already covered by the Ontario Building Code
- Accessible parking areas
- Obtaining services

#### **The County of Perth procedures include the following:**

- Managers of the workforce areas responsible for maintaining accessible elements in the County of Perth public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place on County of Perth premises, the County of Perth website and/or such other method as is reasonable under the circumstances.
- County of Perth personnel will inspect applicable accessible elements that are available for use by the public on County of Perth premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the County of Perth Public Works Department, so they can be addressed. Typically, a work order will be generated and sent to the

workforce area responsible for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate crew(s), personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.

- In the event the County of Perth receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the applicable workforce area, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, County of Perth personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices, as indicated below.
- Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on County of Perth premises, the County of Perth website and/or such other method as is reasonable under the circumstances.



## **Appendix B: Municipality of North Perth Preventative and Emergency Maintenance of Accessible Elements in Public Spaces**

Pursuant to the Integrated Accessibility Standards Regulation (section 80.44) under the Accessibility for Ontarians with Disabilities Act, the Municipality of North Perth has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces. Accessible public space elements maintained by the Municipality of North Perth include:

- Recreational trails
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel, such as walkways, stairs, and ramps, where these elements are not already covered by the Ontario Building Code
- Accessible parking areas
- Obtaining services

### **The Municipality of North Perth procedures include the following:**

- Managers of the workforce areas responsible for maintaining accessible elements in the Municipality of North Perth public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place on Municipality of North Perth premises, the Municipality of North Perth website and/or such other method as is reasonable under the circumstances.

- Municipality of North Perth personnel will inspect applicable accessible elements that are available for use by the public on Municipality of North Perth premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the Municipality of North Perth Public Works Department, so they can be addressed. Typically, a work order will be generated and sent to the workforce area responsible for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate crew(s), personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.
- In the event the Municipality of North Perth receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the applicable workforce area, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, Municipality of North Perth personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices, as indicated below.
- Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on Municipality of North Perth premises, the Municipality of North Perth website and/or such other method as is reasonable under the circumstances.



## **Appendix C: Township of Perth East**

### **Preventative and Emergency Maintenance of Accessible Elements in Public Spaces**

Pursuant to the Integrated Accessibility Standards Regulation (section 80.44) under the Accessibility for Ontarians with Disabilities Act, the Township of Perth East has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces. Accessible public space elements maintained by the Township of Perth East include:

- Recreational trails
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel, such as walkways, stairs, and ramps, where these elements are not already covered by the Ontario Building Code
- Accessible parking areas
- Obtaining services

#### **The Township of Perth East procedures include the following:**

- Managers of the workforce areas responsible for maintaining accessible elements in the Township of Perth East public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place

on Township of Perth East premises, the Township of Perth East website and/or such other method as is reasonable under the circumstances.

- Township of Perth East personnel will inspect applicable accessible elements that are available for use by the public on Township of Perth East premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the Township of Perth East Public Works Department, so they can be addressed. Typically, a work order will be generated and sent to the workforce area responsible for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate crew(s), personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.
- In the event the Township of Perth East receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the applicable workforce area, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, Township of Perth East personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices, as indicated below.
- Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on Township of Perth East premises, the Township of Perth East website and/or such other method as is reasonable under the circumstances.



## **Appendix D: Township of Perth South**

### **Preventative and Emergency Maintenance of Accessible Elements in Public Spaces**

Pursuant to the Integrated Accessibility Standards Regulation (section 80.44) under the Accessibility for Ontarians with Disabilities Act, the Township of Perth South has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces. Accessible public space elements maintained by the Township of Perth South include:

- Recreational trails
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel, such as walkways, stairs, and ramps, where these elements are not already covered by the Ontario Building Code
- Accessible parking areas
- Obtaining services

#### **The Township of Perth South procedures include the following:**

- Managers of the workforce areas responsible for maintaining accessible elements in the Township of Perth South public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place

on Township of Perth South premises, the Township of Perth South website and/or such other method as is reasonable under the circumstances.

- Township of Perth South personnel will inspect applicable accessible elements that are available for use by the public on Township of Perth South premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the Township of Perth South Public Works Department, so they can be addressed. Typically, a work order will be generated and sent to the workforce area responsible for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate crew(s), personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.
- In the event the Township of Perth South receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the applicable workforce area, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, Township of Perth South personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices, as indicated below.
- Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on Township of Perth South premises, the Township of Perth South website and/or such other method as is reasonable under the circumstances.



## **Appendix E: Municipality of West Perth**

### **Preventative and Emergency Maintenance of Accessible Elements in Public Spaces**

Pursuant to the Integrated Accessibility Standards Regulation (section 80.44) under the Accessibility for Ontarians with Disabilities Act, the Municipality of West Perth has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces. Accessible public space elements maintained by the Municipality of West Perth include:

- Recreational trails
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel, such as walkways, stairs, and ramps, where these elements are not already covered by the Ontario Building Code
- Accessible parking areas
- Obtaining services

#### **The Municipality of West Perth procedures include the following:**

- Managers of the workforce areas responsible for maintaining accessible elements in the Municipality of West Perth public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place on Municipality of West Perth premises, the Municipality of West Perth website and/or such other method as is reasonable under the circumstances.

- Municipality of West Perth personnel will inspect applicable accessible elements that are available for use by the public on Municipality of West Perth premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the Municipality of West Perth Public Works Department, so they can be addressed. Typically, a work order will be generated and sent to the workforce area responsible for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate crew(s), personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.
- In the event the Municipality of West Perth receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the applicable workforce area, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, Municipality of West Perth personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices, as indicated below.
- Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on Municipality of West Perth premises, the Municipality of West Perth website and/or such other method as is reasonable under the circumstances.