



**Multi-Year Accessibility Plan**

**Annual Status Report**

**2018**

## **Accessibility Status Report**

This Accessibility Status Report is the annual update on the progress of measures taken to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR). The plan outlines the County's strategy to prevent and remove barriers to accessibility, including how we will meet phased-in requirements under the AODA.

This status report includes the accessibility initiatives that were completed in 2018 to implement the strategies outlined in Bruce County's Multi-Year Accessibility Plan.

## **Bruce County's Commitment to Accessibility**

The Corporation of the County of Bruce is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence integration and equal opportunity.

Bruce County recognizes the diverse needs of all of our residents and customers and will respond by striving to provide services and facilities that are accessible to all. Bruce County is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The County will promote accessibility by ensuring that compliance is met for all regulations made under the Accessibility for Ontarians with Disabilities Act, 2005. Timelines for compliance vary. In order to ensure that timelines are met, the County will establish, implement and maintain a multi-year accessibility plan. The plan will outline the County's strategy to prevent and remove barriers to people with disabilities.

## **Compliance Reporting**

The County will be required to submit an Accessibility Compliance Report in 2019 in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

## **2018 Accessibility Status Report**

The 2018 Accessibility Status Report includes the County of Bruce's commitment to removing barriers to our programs, services and facilities and the progress we have made on the actions to meet the AODA.

## 1. Accessible Customer Service

In 2016 the Customer Service Standard was incorporated into the Integrated Accessibility Standards Regulation (IASR). Coincident with that change, the government has made a number of changes to the requirements of the Customer Service Standards to make them more closely align with the Integrated Accessibility Standards. The County is committed to making sure all members of the public receive a fair customer service experience that meets their needs.

### Accomplishments:

- Updated the Customer Feedback Form and continue to review customer feedback and take appropriate action
- Continued to comply with the requirements of the Customer Service Standard, including implementing the Accessibility policy and training staff on an ongoing basis.
- In 2017 a new Accessibility Policy was approved.

## 2. General Requirements

In 2011, the Province combined the Information and Communications Standard, Employment Standard and Transportation Standard into one regulation, the Integrated Accessibility Standards Regulation (IASR). The General Requirements are regulatory requirements that apply across all standards in this regulation. The County is committed to developing, implementing and maintaining policies governing how we achieve or will achieve accessibility through meeting our requirements under the accessibility standards referred to in this Regulation.

### Accomplishments:

- Reviewed the County's Multi-Year Accessibility Plan in preparation of the Annual Status Report which will be posted on the County's website
- Continued to incorporate accessibility features into our procurement or acquisition of goods, services and facilities wherever practicable
- Continued to train all staff and volunteers on the Integrated Accessibility Standards Regulation (IASR), which now includes the Customer Service Standard and the Ontario Human Rights Code (OHRC) as it pertains to people with disabilities.

### 3. Information and Communications

The County is committed to ensuring information and communications are available and accessible to people with disabilities.

#### Accomplishments:

- Continued to make sure that content on websites, intranet sites and print communications are created in a way that considers accessibility
- A statement is included on the County's website informing users that documents are available in an accessible format upon request
- Continued to train staff on creating accessible documents to ensure that all documents are accessible. Additional staff training was held in September, 2017.
- Continued to provide accessible formats and communication supports, upon request.
- A new feedback form was created in 2016 and we continue to make sure processes for receiving and responding to feedback are accessible
- New County of Bruce Website was launched in July, 2017, taking into account AODA requirements for new websites and ensuring that the County of Bruce internet and intranet websites and web content, with some exceptions, conform to Web Content Accessibility Guidelines.
- Ongoing conversion of departmental templates to accessible formats
- All Library branches continue to provide accessible materials and communications supports upon request. In addition, the library has several accessible materials and resources available including but not limited to: large print books; audio books; large font keyboards (available in most branches); trackball mouse (available in all branches); assistive technology on all computers (i.e. magnifier, high contrast, narrator - all included with Microsoft software); online access to resources, policies, online request for items
- In 2017 an auditing tool (Siteimprove) was purchased to scan our website content for accessibility and identifying errors. Web Content Ambassadors work towards correcting any identified errors.
- Bruce County entered into an agreement with eScribe for the provision of electronic meeting management software. This provides for the utilization of common software for reports, agendas and minutes with a dedicated portal for access to agenda items. The portal will provide an easy accessible manner for Council, staff and the public to find and view any relevant items. The implementation of this software has been a step in the right direction towards full compliance with the Accessibility for Ontarians with Disabilities Act.

#### 4. Employment

The County is committed to inclusive and accessible employment practices that ensure the processes of recruiting, hiring, communicating with, and retaining employees who have disabilities is inclusive.

There were no new requirements for the Employment Standard in 2018.

##### Accomplishments:

- Continued to inform applicants and employees of accessible hiring practices and policies.
- Continued to provide individualized workplace emergency response information to employees who require one because of a disability.
- Continued to support employees who were absent from work because of a disability, through our return to work process.
- Continued to include a statement on all job postings that we accommodate the needs of qualified applicants under the Human Rights Code in all parts of the hiring process.
- Advise candidates when scheduling interviews/testing that we have an Accommodation in the Workplace Policy for persons with disabilities and ask them if they require an accommodation for their interview and or test.
- Inform all new employees in their offer letter about the County's Accommodation in the Workplace Policy.
- Inform all new and existing employees of the County's policy for supporting employees with disabilities.

#### 5. Design of Public Spaces Standard

The County is committed to identifying, removing and preventing barriers in public buildings and spaces by making sure that new construction and major changes to existing features do not create any new barriers.

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

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

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.

## Accomplishments:

- Continued to make sure that major changes to existing features meet or exceed the requirements of the Design of Public Spaces Standard.
- Continued to train staff on the Design of Public Spaces Standard which is included with the IASR training. This training is done on-line through the County's attendance management software as part of the onboarding for new hires.
- In 2016/2017 changes were made to the existing front counter in the Corporate Services Department and the Human Services Department which included lowering a section of the counter and creating space for someone to be seated
- In 2017 the Accessible Maintenance Procedure for the preventative and emergency maintenance of the accessible elements in public spaces was approved and added to the Multi-Year Accessibility Plan 2015-2018
- In 2017 procedures for the Temporary Disruptions when accessible elements required are not in working order was approved and added to the Multi-Year Accessibility Plan 2015-2018
- An accessible central reception space was created on the main floor in the Atrium at the County Administration Centre
- The Bruce County Museum & Cultural Centre installed automatic door openers for the washrooms

## Next Steps

Throughout 2019, the County of Bruce will continue to work towards meeting and maintaining its obligations under AODA and its Integrated Accessibility Standards.

In keeping with our goal of becoming a barrier-free community we will:

- Continue to identify, prevent and remove barriers where we find them
- Respond to requests for information in an alternative format
- Continue to support and educate staff on creating accessible documents
- Continue to review and update accessibility policies
- Provide current staff and volunteers with updated information on changes to our accessibility policies and continue providing accessibility training to all new staff and volunteers
- Respond to public inquiries related to accessibility
- The Accessibility Advisory Committee will review plans for the new Housing build in Kincardine
- All Library branches continue to provide accessible materials and communications supports upon request
- Continue to review customer feedback and take appropriate action

- Submit a compliance report to the Province in 2019, demonstrating compliance with components of the Integrated Accessibility Standards Regulation (IASR)

## Reviewing and Monitoring the Accessibility Plan

The County of Bruce's Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. The Multi-Year Accessibility Plan 2019-2023 was approved by Bruce County Council on November 1, 2018.

### Contact Information

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Accessible formats and communication supports available upon request.