



County of Bruce

Multi-Year Accessibility Plan

2015-2018

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1. Background

The Ontarians with Disabilities Act (ODA) was passed in December, 2001 with the purpose of improving opportunities for people with disabilities in Ontario by identifying, preventing and removing physical and other barriers that may limit opportunities for people with disabilities to fully participate in society.

The Accessibility for Ontarians with Disabilities Act, (AODA) was passed in 2005 with the vision of creating a fully accessible Ontario by 2025. The AODA gave the Province the mandate to create sets of standards in accessibility which will apply to both public and private sector organizations. The AODA is more comprehensive and prescriptive than the Ontarians with Disabilities Act (ODA).

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) was passed in January, 2008. The County of Bruce has been required to comply with the Standards for Customer Service since January 1, 2010.

The Integrated Accessibility Standards which regulate information and communications, employment and transportation came into effect on July 1, 2011, with requirements under this standard to be phased in over time, which for the County of Bruce, means implementing standards from 2011 to 2021.

The Design of Public Spaces Standards (Ontario Regulation 413/12) came into effect on January 1, 2013. Also known as the Accessibility Standards for the Built Environment these standards provide technical requirements for the design and construction of external elements, including:

- Recreational Trails and Beach Access Routes
- Public Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- On and Off Street Parking
- Service Counters, Fixed Queuing Lines and Waiting Areas
- Maintenance

Under the AODA, private, public and non-profit organizations are required to identify, remove and prevent barriers in order to make the Province accessible for all people with disabilities by 2025. Through the AODA, the Provincial Government has identified key areas for the development of "common" accessibility standards intended to set requirements across all organizations and sectors:

A. Customer Service

Addresses how organizations provide their goods and services in an accessible manner - influencing attitudes and behaviour.

B. Information and Communications

Makes the ways organizations send and receive information and communications accessible to persons with disabilities.

C. Employment

Requires organizations to have a process on how to accommodate persons in activities such as interviews, workplace duties, etc.

D. Transportation

Addresses ways to prevent and remove barriers to transportation so that everyone can more easily travel in Ontario.

E. Built Environment - Design of Public Spaces

Addresses access to and within buildings and outdoor spaces.

2. Description of the County of Bruce

The County of Bruce is an upper tier municipality with a population of approximately 65,000. The County includes the lower tier municipalities of Arran-Elderslie, Brockton, Huron-Kinloss, Kincardine, Northern Bruce Peninsula, Saugeen Shores, South Bruce and South Bruce Peninsula.

The County of Bruce has a vision:

“Bold and beautiful Bruce County...a healthy, caring community of prosperity and innovation.”

3. Commitment to Accessibility Planning

Our goal is to ensure accessibility for our employees and the public we serve in our services, products and facilities. Employees need to be able to function effectively and customers need to receive timely, high quality services in a way that works for them.

We want to provide excellent public service for all Ontarians. We want to reflect the public we serve in everything we do and we want to attract the talented people we need to fill jobs. Building a dynamic and accessible organization will help us reach these goals.

The County of Bruce is committed to:

- The continual improvement of access to County facilities and services for people with disabilities
- The participation of people with disabilities in the development and review of its multi-year accessibility plan
- The provision of quality services to all members of the community with disabilities
- Meeting the accessibility requirements under the AODA

4. Accessibility Plan

Since 2004 all municipalities in the Province have had a legal obligation under the ODA to prepare annual accessibility plans. Under the AODA, accessibility planning requirements shift from annual to multi-year plans which must outline an organization's strategy to prevent and remove barriers and meet the requirements under the Integrated Accessibility Standard Regulation (IASR).

This Plan describes:

- The measures that the County has taken over previous years to remove barriers to people with disabilities
- The process by which the County is identifying, removing and preventing barriers to people with disabilities
- The continuing and new actions the County will take during the coming year to remove barriers to people with disabilities
- The communication of this accessibility plan

5. Accessibility Advisory Committee

Municipal Governments play a crucial role in the planning and development of our communities. Municipalities of 10,000 or more residents are required to establish or continue an Accessibility Advisory Committee. The majority of its members must include people with disabilities. The Committee advises Council about the preparation, implementation, and effectiveness of an accessibility plan which is intended to address existing barriers to people with disabilities and to prevent new barriers from being established.

Establishment of the Accessibility Advisory Committee

The Bruce County Accessibility Advisory Committee (AAC) is a legislatively mandated Committee that was first appointed by County Council in September, 2002.

The AAC advises Council on any by-laws, programs, policies, practices and services that affect persons with a disability. The Committee's review may include, but is not limited to the following:

- Site plans and building plans of existing municipal buildings
- Existing municipal by-laws
- Significant renovations
- Leased facilities or any other facility used as a municipal building
- Municipal capital facilities under the Municipal Act
- Goods and services provided by the municipality or agents providing services under contract with the municipality
- Employment practices and accommodations
- Communications and publications
- External service providers
- Planning practices
- Current capital plan
- Operational policies
- Accessibility of meetings

6. Process to Identify Barriers

The ODA gives organizations the flexibility to determine which barriers it will work to remove or prevent each year. This can include accessibility problems in:

- Physical facilities
- Site planning
- Service and program delivery to staff and the public
- Procurement policies and practices
- Interviewing, hiring, promotion and other human resource policies and practices
- Technologies
- Information and communication infrastructures
- Customer service for people with disabilities

Approaches to barrier identification:

In preparation of an Accessibility Plan, it is recommended that the County identify as many barriers (and potential barriers) as possible. Many barriers are simple to remove or prevent, recognizing them, however, may require effort if employees are not accustomed to thinking in terms of barriers.

The approaches described below may be used to help generate a list of barriers. From this list, the Accessibility Advisory Committee will choose the ones the organization will address in the coming year.

- Note previously identified barriers
- Brainstorm a list of known and suspected barriers
- Solicit staff contributions
- Consult the wider community
- Conduct accessibility assessments using guides and checklists
- Hire professionals to conduct assessments, where appropriate

Examples:

- a) Architectural barriers (building design, areas adjacent to the building, shape of rooms, size of doorways, etc.)
- b) Physical barriers (objects added to the environment, doors, windows, elevators, furniture, workstations, recreational facilities, playgrounds, bathroom hardware, planters, etc.)
- c) Communication barriers (difficulties receiving information in person or by telephone, difficulties interacting with receptionists, security staff or other staff, difficulties receiving training)
- d) Information barriers, (inadequate or incomprehensible signage, difficulties reading brochures, forms, manuals, web sites, fax transmissions, equipment labels, computer screens, etc.)
- e) Policy barriers (rules, regulations and protocols that prevent you from doing your job as well as possible or from serving the public, or that restrict public participation)
- f) Attitudinal barriers (staff who do not know how to communicate with people with disabilities, staff who refuse to provide service, discriminatory behaviours)
- g) Technological barriers (computers, photocopiers, fax machines, telephones and switches, inadequate or inappropriate assistive technologies, technologies that degrade rather than enhance access for people with disabilities)

7. Regulatory Requirements and Proposed and Completed Actions

The County continues to develop and implement accessibility initiatives under the ODA and meet compliance dates for accessibility requirements within the Integrated Accessibility Standards Regulation (IASR) under the AODA.

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

- Customer Service
- General
- Information and Communication
- Employment
- Transportation

(A) Customer Service

The County of Bruce is committed to ensuring that all staff and customers, whatever their ability, work in an accommodating environment and receive accessible goods and services in a timely manner.

The County will achieve this by:

- Reviewing and updating policies regularly to ensure high quality, accessible customer service
- Embedding accessibility requirements into staff training and orientation materials
- Reviewing customer feedback and taking appropriate action

Our accomplishments:

- Adopted Accessible Customer Service Policy in 2009 which meets all the requirements of the customer service regulation
- Continue to provide Accessible Customer Service Training to all staff and volunteers

(B) General

General requirements under the IASR are those regulatory requirements that apply across all three standards in this regulation - Information and Communications, Employment and Transportation.

The County will achieve this by:

- Developing a multi-year accessibility plan outlining strategies to prevent and remove barriers to accessibility and reviewing the plan once every five years
- Continue to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities
- Continue to train employees, volunteers, all those who participate in developing the County's policies, and all others who provide goods or services on behalf of the County, about the requirements in the Integrated Accessibility Standards Regulation, as well as the Human Rights Code as it relates to people with disabilities

Our accomplishments:

- IASR Policy created and adopted by County Council in September 2012 and revised in 2013 to incorporate the Design of Public Spaces requirements
- Developed a multi-year plan for 2013-2014 in consultation with the County's Accessibility Advisory Committee, County Staff and members of the public
- Embedded accessibility requirements into the procurement process including the planning and document development stages
- Training on the IASR and Human Rights Code was completed in 2013/2014 and continues to be presented as part of the new hire orientation
- Training is also provided on an ongoing basis if there are any policy changes
- General training being provided is appropriate to specific staff work duties

(C) Information and Communications

Information and communications are a large part of County of Bruce daily business. It is because of this that it is so important to ensure that information and communications are created in a way that considers accessibility.

The County will follow best practices when developing, implementing and maintaining information and communications strategies and products. This includes websites, intranet sites, print communications materials as well as face-to-face interactions.

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

The County will achieve this by:

- Ensuring that emergency information, procedures, plans and public safety information that is available to the public is available in alternate formats, when requested
- Developing guidelines and best practices for creating accessible documents for common desktop applications such as MS Word, Excel and PowerPoint

- Notifying the public about the availability of accessible formats and communication supports(2015)
- Web Content Accessibility Guidelines (WCAG) Level 2.0 AA Compliance (2021)
- Working towards ensuring web content published on the County's website is in an accessible format whenever possible
- Providing access to or arranging for the provision of access to accessible library materials where they exist
- Informing the public about the availability of accessible library materials and providing information in an accessible format or with appropriate communication supports, upon request

Our accomplishments:

- County's Website is compliant with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A
- Produced 6 (six) emergency preparedness brochures, for Mobility, Travel Considerations, Vision, Non-Vision Disabilities, Seniors with Special Needs and Service Animals and Support Persons
- Accessible document training provided to key staff in 2013 and 2014
- Plain language guidelines and simple word phrases are circulated to staff following training
- A form for receiving and responding to feedback regarding customer service or accessibility (IASR) is available on the County's website and is available to people with disabilities in an accessible format or with the appropriate communication supports, on request
- Created a corporate strategy for requesting existing on-line pdf documents on the County's website in an accessible format and advising that larger documents, such as the County's Official Plan will be made accessible during the next major review of its content

(D) Employment

The County of Bruce is committed to ensuring that the process of finding, getting and keeping a job is as inclusive as possible in order to build an effective workforce. The County of Bruce will be an employer of choice that enables and encourages persons with disabilities to participate fully in all aspects of the organization.

The County will achieve this by:

- Reviewing on an ongoing basis, Human Resources policies, practices and procedures to ensure accessibility to persons with disabilities throughout the employment process, including recruitment, retention, career development and return-to-work

- Notifying job applicants who have been invited to participate in recruitment, assessment or selection process that, where needed, accommodations for disabilities are available, on request, to support their participation in the process (2014)
- Notifying successful applicants of the County's policies for accommodating employees with disabilities when offering employment (2014)
- Informing new and existing employees of the County's policies for supporting employees with disabilities, including providing employment related accommodations for disabilities (2014)
- Consulting with employees who have disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in that workplace (2014)
- Have in place a documented process for supporting employees who return to work after being away for reasons related to their disabilities (2014)
- Take into account the accessibility needs of employees with disabilities during the performance management process (annual performance reviews) (2014)
- When providing career development and advancement opportunity the County will take into account the accessibility needs of their employees who have disabilities (2014)
- Redeployment processes will consider the accessibility needs of employees with disabilities when moving them to other positions, so that employees can continue to have their accommodation needs met (2014)

Our accomplishments:

- Developed an Emergency Evacuation Assistance Policy for County employees who have a disability and who require assistance in evacuating the building in an emergency situation (2011)
- Have a process in place to create individual accommodation plans for employees with disabilities, upon request (2011)
- The County's job postings now include the following statement regarding accommodations:
"The Corporation of the County of Bruce is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection process. If contacted for an employment opportunity, please advise Human Resources if you require accommodation." (2013)

(E) Transportation

The Transportation Standard is intended to prevent and remove barriers in transportation, making it easier for everyone to travel in Ontario including people with disabilities, older Ontarians and families traveling with children in strollers. The Transportation Standard does not apply to the County of Bruce.

8. Design of Public Spaces

The County of Bruce will meet the Accessibility Standards for the Design of Public Spaces on or after January 1, 2016.

(A) Recreational Trails

This part applies to newly constructed and redeveloped recreational trails that the County intends to maintain.

The County will achieve this by:

- Consulting with the public, persons with disabilities and the County's Accessibility Advisory Committee regarding the slope of the trail, the need for and location of ramps on the trail and the need for, location and design of rest areas, passing areas, viewing areas, amenities on the trail and any other pertinent feature
- Adhering to certain general and common technical requirements

There are also exceptions to the requirements for recreational trails based on specific grounds that take into account the historical, cultural or environmental value, significance and characteristics of the public space.

(B) Beach Access Routes

This part applies to newly constructed and redeveloped beach access routes that the County intends to maintain, including permanent and temporary routes and temporary routes that are established through the use of manufactured goods, which can be removed for the winter months.

The County will achieve this by:

- Adhering to certain general and common technical requirements
- Meeting requirements if the beach access route is equipped with a boardwalk or a ramp

There are also exceptions to the requirements for beach access routes based on specific grounds that take into account the historical, cultural or environmental value, significance and characteristics of the public space.

(C) Outdoor Public Use Eating Areas

This part applies to newly constructed and redeveloped outdoor public use eating areas that the County intends to maintain and includes tables that are found in public areas specifically intended for use by the public as a place to consume food.

The County will achieve this by:

- Adhering to general requirements

(D) Outdoor Play Spaces

This part applies to newly construct or redeveloped outdoor play spaces that the County intends to maintain and includes play equipment or features where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers.

The County will achieve this by:

- Consulting on the needs of children and caregivers with various disabilities with the public and persons with disabilities and the County's Accessibility Advisory Committee
- Incorporating accessibility features into the design of outdoor play spaces
- Ensuring that outdoor play spaces have a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children with various disabilities the ability to move through, in and around the outdoor play space

(E) Exterior Paths of Travel

This part applies to newly constructed and redeveloped exterior paths of travel that the County intends to maintain and that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience.

The County will achieve this by:

- Adhering to certain technical requirements
- Meeting certain requirements if the path of travel is equipped with a ramp
- Meeting certain requirements if the stairs connect to exterior paths of travel
- Meeting certain requirements where a curb ramp is provided on an exterior path of travel, the curb ramp must align with the direction of travel
- Meeting certain requirements where a depressed curb is provided on an exterior path of travel
- Where new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover, they must be accessible pedestrian signals
- Consulting with the public, persons with disabilities and the County's Accessibility Advisory Committee on the design and placement of rest areas along the exterior path of travel

There are also exceptions to the requirements for exterior paths of travel.

(F) Accessible Parking

Off-Street Parking

Meeting certain requirements when constructing new or redeveloping off-street parking facilities, as stated in the Regulation, that the County intends to maintain.

The County will achieve this by:

- Providing two types of accessible parking spaces for the use of persons with disabilities
- Providing access aisles that can be shared by two accessible parking spaces
- Providing a minimum number and type of accessible parking spaces
- Ensuring that parking spaces for the use of persons with disabilities are distinctly indicated by erecting an accessible permit parking sign

There are also exceptions to the requirements for accessible parking.

On-Street Parking

When constructing or redeveloping existing on-street parking spaces, the County shall consult on the need, location and design of accessible on-street parking spaces by consulting with the public, persons with disabilities and the County's Accessibility Advisory Committee.

Consultation topics could include:

- Expected accessibility benefits
- Any relevant concerns
- Local traffic patterns

(G) Obtaining Services

Service Counters

The County must meet certain requirements as stated in the Regulation when constructing new service counters, which includes replacing existing service counters either indoors or outdoors. Organizations must make sure that the service counters they are purchasing and or constructing will work for customers using mobility devices.

Fixed Queuing Guides

The County must meet certain requirements as stated in the Regulation when constructing new fixed queuing guides. The requirements only apply if the queuing guides are fixed to the floor, both indoors and outdoors.

Waiting Areas

When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, and a minimum of three percent of the new seating must be accessible, but in no case shall there be less than one accessible seating space.

(H) Maintenance

As required under the Design of Public Spaces Standard, Bruce County has developed procedures for dealing with preventative and emergency maintenance of accessible elements in public spaces for:

- Recreational Trails and Beach Access Routes
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- Accessible Parking

As per the Accessible Maintenance Procedure, Bruce County Departments:

- Shall apply best practices in the preventative maintenance of accessible elements with periodic checks such as;
 - Annual inspections, or more frequently
 - After storms or events that might affect accessible elements
 - As part of any reports of vandalism or complaints
- Shall apply best practices in the emergency maintenance of accessible elements with active response when notified

(I) Notice of Temporary Service Disruption

When disruptions occur that will impact the accessibility of goods, services or facilities provided by Bruce County, notice will be given to the public indicating:

- a) Description of the service disruption
- b) Reason for the disruption
- c) Anticipated duration of the disruption
- d) Alternate routes, facilities or services, if any that are available
- e) Contact information

Notice will be given by posting the information at public entry points, key locations around the service disruption, posted on the County's website or by such other method as is reasonable.

9. Bruce County Department Updates

Social Services Department

The Port Elgin Resource Centre is not accessible. The County is looking for remote sites for County hubs in the next 2-3 years which may solve this problem.

Outreach sites in church basements are not accessible. These locations are used for employment support for clients. The County is looking for remote sites for County hubs in the next 2-3 years which may solve this problem.

Gateway Haven

The construction of the ramp on the second floor was completed in July, 2013.

10. Progress on 2013-2014 Accessibility Initiatives

See Schedule "A" Progress on 2013-2014 Initiatives for Barrier Prevention or Removal.

11. Accessibility Initiatives 2015-2018

See Schedule "B" for a detailed outline of the Accessibility Initiatives for 2015-2018.

12. Consultation of the Plan

In the preparation of this plan the County of Bruce conducted the following consultation activities:

- Consultation with the County of Bruce Accessibility Advisory Committee to ensure input is received from all members
- Consultation with the residents of the County of Bruce. Notice posted on County's website and in Library Branches to receive comments
- Consultation with County Staff. Notice posted in all County Departments.

13. Communication of the Accessibility Plan

The approved Multi-Year Accessibility Plan shall be posted on the County's website and be provided in an accessible format upon request. The Plan will also be circulated to all Bruce County Public Library Branches and all lower tier municipalities in the County of Bruce.

14. Contact Information

The County of Bruce is committed to ensuring accessibility is a reality throughout all facilities and business operations. There is still so much to accomplish, and as we progress, we would be pleased to hear from you. Please contact us with your questions, ideas or comments.

Phone 519.881.1291
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Schedule "A"

Progress on 2013-2014 Initiatives for Barrier Prevention or Removal

Accessibility Initiatives	Action to be Taken	Responsibility
Customer Service Potential barriers in delivering goods and services to customers	Provide training on Accessible Customer Service to all employees and volunteers. Ongoing	Clerk-Treasury
	Review and update policies regularly to ensure high quality, accessible customer service Ongoing	All Departments
	Reviewing customer feedback and taking appropriate action Ongoing	Clerk-Treasury
General Training	Provide training on the requirements of the Integrated Accessibility Standards and on the Human Rights Code as it relates to people with disabilities Training completed in 2013/2014 Ongoing	Clerk-Treasury
Procurement	Incorporate accessibility criteria and features into procuring or acquiring goods, services or facilities In 2012 a statement was added to the Purchase and Procurement Policy regarding accessibility Ongoing	All Departments

Schedule "A" (continued)

Progress on 2013-2014 Initiatives for Barrier Prevention or Removal

Accessibility Initiatives	Action to be Taken	Responsibility
<p>General</p> <p>Multi-Year Accessibility Plan</p>	<p>Develop a multi-year accessibility plan</p> <p>First multi-year plan was developed in 2013</p>	<p>Accessibility Advisory Committee</p>
<p>Information and Communications</p> <p>Potential barriers in information sharing</p>	<p>Introduce staff to the use of plain language in their writing.</p> <p>Circulated to staff in 2013/2014 following training on the IASR</p>	<p>All Departments</p>
	<p>Ensure the County's website is accessible to people with disabilities by conforming to the Web Content Accessibility Guidelines (WCAG) 2.0 Level A</p> <p>Completed in 2014</p>	<p>Information Technology Department</p>
<p>Potential barriers relating to information sharing</p>	<p>Accessible Documents Training</p> <p>October, 2013 and May, 2014</p>	<p>All Departments</p>
<p>Accessible Websites and Web Content</p>	<p>Create a statement to be added to the County's website to inform the public that documents are available in an accessible format upon request</p> <p>Completed April 2014</p>	<p>Clerk-Treasury</p>
<p>Feedback</p> <p>Section 11 IASR</p> <p>Comply by January 2014</p>	<p>Ensure that receiving and responding to feedback is made available in an accessible format upon request or with appropriate communication supports</p> <p>As requested</p>	<p>All Departments</p>

Schedule "A" (continued)

Progress on 2013-2014 Initiatives for Barrier Prevention or Removal

Accessibility Initiatives	Action to be Taken	Responsibility
<p>Inaccessible facilities</p> <p>Council Chambers:</p> <ol style="list-style-type: none"> 1. contrasting carpeting for floor transitions 2. Install railings and/or secure end chairs to the floor 	<ol style="list-style-type: none"> 1. In 2013 illuminated strips were installed on the carpet to identify floor transitions 2. Railings were installed in 2012 	Clerk-Treasury
<p>An emergency ramp has been installed providing a second floor to the ground surface direct access for residents and staff.</p>	<p>Ramp was built off the existing second floor exit to the courtyard equipped with hand rails.</p> <p>Completed 2013</p>	Gateway Haven
<p>No support structure in elevator</p>	<p>Install railings in elevator at the County Administration Centre</p> <p>Completed 2013</p>	Clerk-Treasury
<p>Resource Centre located in Port Elgin is not accessible.</p>	<p>Searching for a more suitable location. The County is looking for remote sites for County hubs in the next 2-3 years which may solve this problem.</p>	Social Services
<p>Outreach sites located in church basements are not accessible.</p>	<p>Continue to search for better options. The County is looking for remote sites for County hubs in the next 2-3 years which may solve this problem.</p>	Social Services
<p>Employment</p> <p>Potential barriers in existing Policies, Procedures and Practices</p>	<p>Regularly review Policies, Procedures and Practices to ensure accessibility.</p> <p>Ongoing</p>	Human Resources

Schedule "A" (continued)

Progress on 2013-2014 Initiatives for Barrier Prevention or Removal

Accessibility Initiatives	Action to be Taken	Responsibility
<p>Employment</p> <p>Potential barriers throughout the employment process</p> <p>Recruitment - General</p>	<p>Notify internal and external job applicants about the availability of accommodations for applicants with disabilities in its recruitment processes</p> <p>In progress. Letters advertisements and website complete in 2014.</p> <p>Ongoing</p>	<p>Human Resources</p>
<p>Recruitment, Assessment or Selection Process</p>	<p>Notify job applicants who have been invited to participate in the recruitment, assessment or selection process that accommodations for disabilities are available on request</p> <p>Completed in 2014</p> <p>Ongoing</p>	<p>Human Resources</p>
<p>Notice to Successful Applicants</p>	<p>Notify successful applicants of the policy for accommodating employees with disabilities when offering employment</p> <p>Advised at orientation, in their letters of hire and communication with employees that require accommodation.</p> <p>Ongoing</p>	<p>Human Resources</p>

Schedule "A" (continued)

Progress on 2013-2014 Initiatives for Barrier Prevention or Removal

Accessibility Initiatives	Action to be Taken	Responsibility
<p>Employment</p> <p>Informing Employees of Supports</p>	<p>Inform employees of policies supporting employees with disabilities. Provide updated information whenever there is a change to existing policies on the provision of job accommodations.</p> <p>Advised at orientation, in letters of hire and through the Disability and Wellness Coordinator.</p> <p>Ongoing</p>	<p>Human Resources</p>
<p>Accessible Formats and Communication Supports for employees</p>	<p>Consult an employee with a disability to provide or arrange for the provision of accessible formats and communication supports.</p> <p>Ongoing</p>	<p>Human Resources</p>
<p>Documented Individual Accommodation Plans</p>	<p>Develop a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>Process is in place however Policy under development in order to manage it.</p> <p>Ongoing</p>	<p>Human Resources</p>

Schedule "A" (continued)

Progress on 2013-2014 Initiatives for Barrier Prevention or Removal

Accessibility Initiatives	Action to be Taken	Responsibility
<p>Employment</p> <p>Return to Work Process</p>	<p>Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.</p> <p>Currently have a return to work process but the policy is under development</p> <p>Ongoing</p>	<p>Human Resources</p>
<p>Performance Management</p>	<p>Take into account the accessibility needs of employees with disabilities during the performance management process</p> <p>Policy in progress and being updated to include AODA requirements.</p> <p>Ongoing</p>	<p>Human Resources</p>
<p>Career Development and Advancement</p>	<p>Provide career development and advancement opportunities that take into account the accessibility needs of employees with disabilities</p> <p>Combined with Performance Management Policy but in review stage</p> <p>Ongoing</p>	<p>Human Resources</p>

Schedule "A" (continued)

Progress on 2013-2014 Initiatives for Barrier Prevention or Removal

Accessibility Initiatives	Action to be Taken	Responsibility
Redeployment	Take into account the accessibility needs of employees with disabilities as well as individual accommodation plans when redeploying employees with disabilities Policy has been created. Ongoing	Human Resources

Schedule "B"
Accessibility Initiatives 2015-2018

Accessibility Initiatives	Action to be Taken	Responsibility
General Multi-Year Accessibility Plan	Review multi-year accessibility plan once every five years	Accessibility Advisory Committee
Information and Communications Accessible Formats and Communications Supports Section 12 IASR Comply by January 1, 2015	Provide information and communicate in an accessible manner about goods, services or facilities to people with disabilities, upon request.	All Departments
Public Libraries Section 19 IASR	Provide access to or arrange for the provision of access to accessible materials where they exist. Inform the public about the availability of accessible materials and provide information in an accessible format or with appropriate communication supports, upon request.	Library Board
Inaccessible Facilities Counters in the accessible washrooms have a "skirt" making it impossible for a person in a wheelchair to access the sink	Have "skirt" around the counter cut out to enable a person in a wheelchair to reach the sink. Will budget to complete this project in 2015.	Museum
The doors into the three (3) accessible washrooms are difficult to open because of the spring mount at the top of the door	Install automatic door openers Will budget and install automatic door openers in 2015 and 2016	Museum

Schedule "B" (continued)
Accessibility Initiatives 2015-2018

Accessibility Initiatives	Action to be Taken	Responsibility
<p>Inaccessible Facilities</p> <p>No access to the outdoor deck from the multi-purpose room on the third floor</p>	<p>Purchase portable ramps for the interior and install a permanent ramp on the exterior in the Bruce Gallery.</p> <p>Costing out options in 2014 to either build or purchase pre-manufactured ramps to be portable enough to use in both locations (see below)</p>	Museum
<p>There is no access to the stage in the Theatre.</p>	<p>Consider using portable ramps when needed.</p> <p>Costing out options in 2014 to either build or purchase pre-manufactured ramps to be portable enough to use in both locations</p>	Museum
<p>Design of Public Spaces</p> <p>Recreational Trails and Beach Access Routes</p>	<p>Must comply with the IASR only if building new recreational trails and beach access routes or making major changes to existing ones.</p> <p>Effective January 1, 2016</p>	Planning
<p>Outdoor Public Use Eating Areas (Outdoor food courts, picnic tables in parks, etc.)</p>	<p>Must comply with the IASR when building new or making major changes to existing areas.</p> <p>Effective January 1, 2016</p>	Housing Planning
<p>Outdoor Play Spaces (swings, splash pad, sand, logs)</p>	<p>Must comply with the IASR when building new or making major changes to existing outdoor play spaces.</p> <p>Effective January 1, 2016</p>	Housing

Schedule "B" (continued)
Accessibility Initiatives 2015-2018

Accessibility Initiatives	Action to be Taken	Responsibility
Design of Public Spaces Exterior Paths of Travel (outdoor sidewalks, and walkways, ramps, stairs and curb ramps)	Must comply with the IASR when building new or making major changes to existing exterior paths of travel. Effective January 1, 2016	All Departments
Accessible Parking (Off-Street Parking on open and covered parking lots, underground parking garage) (On-Street Parking on streets, avenues, parkways, bridges or similar types of roads)	Must comply with the IASR when building new or making major changes to existing parking spaces. Effective January 1, 2016	All Departments
Obtaining Services (service counters, queuing guides and waiting areas)	Must comply with the IASR when building new or making major changes to existing features. Effective January 1, 2016	All Departments
Maintenance	Accessibility Plan to include preventative and emergency maintenance procedures for the accessible parts of public spaces and procedures for handling temporary disruptions in service when an accessible part of public spaces stops working. Effective January 1, 2016	All Departments

Schedule "B" (continued)
 Accessibility Initiatives 2015-2018

Accessibility Initiatives	Action to be Taken	Responsibility
Other Bruce County Accessible Washrooms Project	On September 30, 2014 Bruce County Municipalities received a request from the GIS Coordinator for the County to participate in a web based mapping project that would see public washrooms (including accessible features) being identified in all municipalities in the County	Planning Department and Bruce County Municipalities

This document is available in alternate formats, upon request