

County of Wellington
Multi-year Accessibility Plan
Status Update



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Objective

In 2012, we released our multi-year accessibility plan, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The plan outlined our strategy to prevent and remove barriers to accessibility, which included how we will meet phased-in requirements under the AODA. This status update includes the accessibility initiatives that were done this year to implement the strategy outlined in our multi-year accessibility plan. It also highlights our commitment for integrating accessibility into our policies and procedures moving forward.

Background

The AODA is the first law of its kind in Canada. Under the AODA, the Province of Ontario is developing, implementing and enforcing accessibility standards. The goal of the act and the standards is to make the province accessible for all people with disabilities by 2025.

Our Commitment to Accessibility

The County of Wellington tries to make sure its programmes, services and facilities are barrier-free, and continues to support the goal of an accessible Province by 2025 by implementing the AODA. The County will meet or exceed the regulations made under the AODA by making sure equal opportunity is given to people with disabilities and that goods and services are provided in a way that respects the dignity and independence of people with disabilities.

2018 Accessibility Initiatives

We are pleased to report that in the past year the County complied with all of the commitments outlined in our multi-year accessibility plan. This update outlines how we responded to our commitments.

General Requirements and the Integrated Accessibility Standards Regulation

In 2016, the Province combined the Customer Service Standard, 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.

What we have done:

- Posted status update and shared the County's Multi-year Accessibility Plan in consultation with our Accessibility Advisory Committee (AAC) for review and posted a status update of the plan.
- Continue to incorporate accessibility features into our procurement or acquisition of goods, services and facilities wherever practicable.

- Continue to train all staff, volunteers and third parties on the IASR and on the Ontario Human Rights Code as it pertains to people with disabilities.
- Updated the Accessibility Policy to better meet all the requirements under the Integrated Accessibility Standards Regulation.
- Implemented the Accessibility Recognition Programme, which was developed by the County of Wellington's Accessibility Advisory Committee. The purpose of the programme is to recognize businesses, organizations and/or people from within the County of Wellington that exceed legislated accessibility requirements.

Accessible Customer Service

The County is committed to making sure all members of the public receive a fair customer service experience that meets their needs.

What we have done:

- Continued to provide training to all new staff and volunteers.
- Continued 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.

Information and Communications

The County is committed to making sure that universal design principles and best practices are considered when developing, implementing and maintaining information and communications strategies and products.

What we have done:

- Continued to make sure that the County website and print communications are created in a way that considers accessibility.
- Our new refreshed website offers more accessibility features including an accessibility checker for web content authors and an online fillable form application.
- Opportunities for staff training is regularly available.
- In 2017 select staff received more in-depth accessibility training in preparation of a refreshed training experience for all staff in 2018, including creating accessible documents in Word and PDF formats.
- Continued to provide accessible formats and communication supports, upon request.
- Continued to make sure processes for receiving and responding to feedback are accessible.
- Updated our Accessibility Logo that is placed on all of our published material based on feedback received from our Accessibility Advisory Committee.
- Purchased Siteimprove in 2018. Siteimprove is a web based application that assists in locating and fixing accessibility issues and provides quality assurance

on our corporate website. Siteimprove uses Web Content Accessibility Guidelines (WCAG 2) as its guide.

Employment

The County is committed to making sure the process of finding, obtaining and keeping a job is as inclusive as possible in order to build an effective workforce.

What we have done:

- Reviewed policies to take into account accessibility needs of employees with disabilities and individual accommodation plans during the performance management process, when providing career development and advancement or when re-deploying an employee.
- Provided County-wide training on Mental Health Awareness.
- Continued to inform applicants and employees of our accessible hiring practices and policies.
- Continued to support employees who were absent from work because of a disability, through our return to work process.
- Continued to provide individualized workplace emergency response information to employees who require one because of a disability.

Transportation

The majority of the Transportation standard does not apply to the County of Wellington, with the exception of taxi services.

What we have done:

- Continue to encourage taxicab companies to provide on demand accessible taxi service within Wellington County.

Design of Public Spaces

The County is committed to removing barriers in public buildings and spaces by making sure that new construction and major changes to existing features incorporate universal design.

What we have done:

- The FADM was reviewed in 2017 and we are in the process of implementing the suggested changes.
- Continued to make sure that all new construction and major changes to existing features meet the requirements of the Design of Public Spaces standard by meeting the requirements in the Facility Accessibility Design Manual (FADM).
- The FADM incorporates universal design into the planning process and was adopted by the County as a design standard for newly constructed and retrofitted buildings. Since the FADM was adopted, the Design of Public Spaces Standard became law and amendments were made to the Ontario Building Code. We are

in the process of reviewing our FADM to make sure it meets or exceeds the requirements in the Design of Public Spaces Standard and the Ontario Building Code.

Accessible Building Improvements

Since 2005, accessibility has been increased in the following buildings:

- Social Services Building (138 Wyndham St., Guelph)
- Palmerston Housing – Elevator installation
- Clifford Library and Medical Centre
- Drayton Library
- Mount Forest Library
- Mount Forest Child Care Centre
- Hadati Road Housing – Elevator Installation
- Waterloo Ave Housing – Elevator Installation
- Gordon Street Housing Fergus
- Wellington County Archives
- Elora Library
- Museum Trail Improvements
- Puslinch Library
- Aboyne OPP Station
- Rockwood OPP Station
- Harriston Library
- Social Services Building (321 St. Andrew's St. West, Fergus)
- County Administration Building and Courts
- Fergus Library
- Palmerston Library
- Teviotdale OPP- sidewalk
- Two audible pedestrian signals installed (in Mount Forest and Arthur)
- Palmerston Arena (accessible doors and entrances)
- Guelph Housing (263 Speedsville Ave.) – Combined two buildings into one providing an elevator and a storage/charging room for mobility devices to make the building more accessible for residents and visitors
- Guelph Housing (263 Speedsville Ave.) – Created two fully accessible units for residents
- Arthur Housing – Barrier free entrance renovations
- Elora Housing – Elevator Installation
- Erin Housing – Elevator Installation
- Fergus Housing – Elevator Installation
- Harriston Housing (56 Mill St.) – Front entrance renovations to make barrier free
- Harriston Housing (51 John St.) – Front entrance renovations to make barrier free and elevator installation
- Mount Forest Housing – Elevator Installation
- Aboyne Library

- Museum and Archives – Renovated washrooms to meet accessible requirements
- Social Services Building (129 Wyndham) – Renovated Lobby to meet accessible requirements
- Webster Place Housing (169 Gordon Street Fergus)

2018 accessible improvements:

- Palmerston Affordable Housing
- Hillsburgh Library
- Palmerston Child Care Centre
- Drayton garage

Started accessible improvements in 2018:

- Social Services (133 Wyndham Street)
- Wellington Place Child Care Centre

Accessibility Fund

The County also provided \$10,000 through the Accessibility Fund to each of the following member municipalities: Township of Centre Wellington, Town of Minto, Township of Puslinch and Township of Wellington North.

Next Steps

The County of Wellington will continue to identify, prevent and remove barriers where we find them. We will also consult with people with disabilities as we engage in the ongoing process of reviewing and refining our policies and practices to better serve our community. We are budgeting to have one employee in every department and/or division as well as employees who are responsible for uploading online material trained on accessible documents. Next year, we will report on the actions taken during 2019 to meet the commitments in our multi-year accessibility plan and address AODA requirements.

More Information

The County of Wellington is committed to making sure accessibility is a reality throughout all facilities and business operations. There is still so much to accomplish, and as we progress, we would like to hear from you. Do you have any feedback or ideas on what has been accomplished so far or could be added?

Please contact us with your questions, alternate formats available upon request.

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