

The Corporation of the City of Guelph



2003-2004 ACCESSIBILITY PLAN

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GUELPH 2003/04 ACCESSIBILITY PLAN

SECTION 1: MUNICIPAL JURISDICTION (S) PARTICIPATING IN THIS PLAN

Municipality

The Corporation of the City of Guelph.

Mailing Address

City Hall,
59 Carden Street.
Guelph Ontario, N1H 3A1

Introduction

The Corporation of the City of Guelph has established a comprehensive and collaborative approach to dealing with barriers to accessibility for its citizens who have disabilities. We have developed the ways and means of working with the various agencies and organizations established to meet the special needs and interests of persons with disabilities and with public volunteers who have disabilities and other community-spirited volunteers. Our accumulated experience and successful initiatives have given the City an enviable reputation in removing barriers experienced by persons with disabilities. The Ontario Ministry of Citizenship has included Guelph as an “example of municipal best practices” in removing accessibility barriers.

While the work is primarily designed for persons with disabilities, many of the accomplishments in improved and enhanced accessibility are of direct benefit to other residents of Guelph, their guests and other visitors. The Principles of Universal Design are predicated on the benefits to be derived by all. The implementation of an ever-growing fleet of low-floor buses, for example, makes boarding and disembarking for elderly customers an easier and safer experience, as does the adoption of audible traffic signals. Easier entrance to and exit from Guelph’s public buildings are an asset for all.

With the appointment of its first Disability Resource Coordinator in 1995, Guelph began its sustained and constantly enhanced commitment to serve persons with disabilities. Premised on an acceptance of the principles of Universal Design, the City has: promoted and supported the formation of the Guelph – Wellington Barrier Free Committees in 1998; adopted a corporate Barrier Free Policy Statement in 2001; devised and adopted the municipality’s own Facility Accessibility Guidelines in 2001 governing all municipal buildings and facilities; undertook an extensive Accessibility Audit of its 21 owned and leased properties and facilities in 2002; and appointed its

Accessibility Advisory Committee and its Staff ODA Corporate Steering Committee in 2003.

Guelph is committed to expanding and enhancing its service to those persons who have disabilities.

Key Contact

The key contact for inquiries regarding the Municipality's Accessibly Plan is the Disability Resource Coordinator (DRC) who acts as the staff liaison between the ODA Corporate Steering Committee and the Accessibility Advisory Committee (AAC). The role of the DRC has been to coordinate all meetings, to ensure consistency and continuity in the preparation and implementation of the annual accessibility plan, assign responsibility for its coordination and development, arrange for public consultation and consultation with the AAC.

Betty Richard
Disability Resource Coordinator
Community Services Department
City Of Guelph
59 Carden St
Guelph, ON N1H 3A1
(519) 837-5625 ext 228
brichard@city.guelph.on.ca

Population

Guelph is a city with a population of some 106,170 residents and is located within the County of Wellington.

Municipal Highlights

The City of Guelph is known as a "separated city", and does not form part of the County system. It is located approximately 1 hour west of Toronto in what is know as Canada's Technological Triangle. Neighbouring cities include: Kitchener, Waterloo, Cambridge, and Hamilton.

The Corporation of the City of Guelph consists of 8 Departments and approximately 850+ full time employees. The Departments consist of Environment & Transportation, Finance, Community Services, Information Services, Legal Services, Human Resources, Planning and Building Services and Economic Development. The City also works with a number of Boards including: Police Services, Library, River Run and Museum to deliver a wide-range of services, programs and activities.

City of Guelph Vision

Guelph is an innovative, caring community, excited about its future...

- Recognized as an appealing, attractive city
- Committed to its environmental stewardship
- Supportive of its progressive diversified economy
- Proud of its downtown... a great place to call home.

City of Guelph Mission

We are a government that is accessible, affordable, accountable and responsive to its citizens

Commitments

- To ensure quality growth
- To preserve our natural, cultural & architectural heritage
- To promote community wellness
- To enhance our diversified economic base
- To maintain strong municipal management practices

SECTION 2: GUELPH TRANSIT AND OTHER ORGANIZATIONS PARTICIPATING IN THIS PLAN

The City's public transit service, Guelph Transit, is under the jurisdiction of the Environment and Transportation Group and is included within this Plan. Specialized mobility services are also provided by and under the jurisdiction of Guelph Transit.

The City of Guelph Library and Police Services have been consulted regarding barrier issues and included in both the operational review of past and current barriers as well as within Appendix F that identifies barriers and recommends solutions for removal.

2.1 Organization-Agency

Guelph Transit

2.2 Address

City Hall,
59 Carden Street.
Guelph Ontario, N1H 3A1

Site Address: 170 Watson Rd S, Guelph, ON N1L 1C1

2.3 Description

Public transit has been operating in Guelph since 1895. Today Guelph Transit operates 51 buses on 18 routes between the hours of 5:45 a.m. – 12:15 a.m. Monday through Saturday. In June, 2000, Sunday service was re-introduced and all regular routes operate on Sundays between 9:15 a.m. – 6:15 p.m.

Guelph Transit received nine new Orion VI low floor buses in 1998 and has recently received delivery of eight new Nova low floor accessible buses. With a total of 17 accessible low floor buses in the fleet, Guelph Transit can now guarantee accessible service on eight regular routes. **Each year 3 – 4 new low floor buses will be added to the transit fleet.**

Ridership continues to grow each year. In 2002 over 5.5 million passengers used the service.

Guelph Transit service includes the Mobility Service, a pre-booked door to door service for passengers who are not able to board a conventional bus.

2.4 Rational for Participation in Municipal Plan

Guelph Transit is a provider of public transportation and within the jurisdiction of The Environment and Transportation Group of the City of Guelph. It has been therefore determined that the ***Transportation Accessibility Plan*** be included as part of the overall ***Municipal Accessibility Plan***. Information related to Transit Services is listed in Appendix F under section E.

SECTION 3: CONSULTATION ACTIVITIES

Coordination and information gathering with other municipalities and industry service providers has been undertaken to assist the ODA Corporate Steering and the Accessibility Advisory Committee's in the completion of their mandate. In summary the following activities have occurred:

- Review of existing local accessibility practices and standards
- Review of upcoming legislative and regulatory amendments such as the Ontario Building Code, Canadian Standards Association B651-95, other relevant documentation and local requirements
- Development of accessibility guidelines and analysis of deficiencies
- Regular consultations with municipalities such as Brampton, Cambridge, Kitchener, London, Waterloo, and Ottawa
- Barriers identified by the Guelph-Wellington Barrier Free committees have been referenced in developing the City's *Accessibility Plan*
- Consultation with the Guelph-Wellington Barrier Free Advisory Committee/AAC has occurred on all aspects of the *Plan's* development.

3.1 Target Group

The *Ontarians with Disabilities Act, 2001 (ODA)* requires that all Municipality's over 10,000 appoint an Accessibility Advisory Committee. A majority of the members of the committee must include persons with disabilities.

In October 2002, Guelph City Council appointed the present G-W Barrier Free Advisory Committee as the Municipality's Accessibility Advisory Committee (AAC). This term of appointment is for one year and will be reviewed annually with recommendations forwarded to City Council in October 2004.

In April 2003, Guelph City Council approved the Terms of Reference for the AAC. (See Appendix A)

Appointed by City Council in October 2002, members of the Guelph Accessibility Advisory Committee include:

John Travers Coleman	Citizen (Chair)
Leanne Warren	Guelph Services for Persons with Disabilities
Sharon Van Manen	Citizen
Emily Vincent	Guelph Community Health Centre
Joyce Sharpe	Citizen
Lionel Sharpe	Citizen
Tony Wass	Citizen
Corie Chisholm	Citizen
Connie Daddario	Canadian National Institute for the Blind
Monique Lee	Guelph Wellington Association for Community Living
Marilyn Shapka	City Councillor
David Lincoln	Citizen
Marianne Mathews	Citizen
Kevin Stoakley	Canadian Hearing Society
Betty Richard	Advisor, Disability Resource Coordinator, City of Guelph

3.2 Consultation Activities

In developing the Municipality's Accessibility Plan, a number of methods were used in identifying barriers:

- Site audits
- Review of past accessibility audit reports from Barrier Free Committees
- Consultation with the Municipality's Accessibility Advisory Committee
- Consultation with staff (Appendix D)

3.3 Time period activity occurred

Information collected for the completion of the Accessibility Plan began in 1998 and continued until the *Plan's* submission.

3.4 Summary of Information Collected through Consultation

A Summary of information collected through various forms of consultation can be found in Appendices B, C and D.

SECTION 4: PLAN DEVELOPMENT WORKING GROUP

The City of Guelph recognizes that the ODA utilizes comprehensive definitions for both *disability* and *barrier* and therefore the Municipality's *Plan* will need to reflect these definitions. In order to ensure that all service areas are represented within the *Plan*, City Council approved the formation of an ODA Corporate Steering Committee. This committee includes a wide representation of staff and departments whose task is to oversee the process of preparing the *Accessibility Plan*.

Under the direction of the Disability Resource Coordinator, this corporate interdepartmental group was charged to:

- Develop and monitor the 2003 Municipal Accessibility Plan.

The Committee has also actively consulted with other staff and groups within each Department to ensure their expertise and input has been included in developing the *Plan*.

The ODA Corporate Steering Committee's primary role is to:

- Demonstrate leadership in creating and recommending innovative approaches and progressive solutions to make City Services, programs, by-laws, policies and practices more accessible to residents of Guelph and City employees.

Table 1: Accessibility Working Group

Working Group Member	Municipality/ Agency	Department Represented	Contact (email)
Betty Richard	City of Guelph	Disability Resource Coordinator – Plan Coordinator	brichard@city.guelph.on.ca
Lois Payne	City of Guelph	City Solicitor, Legal Department	lpayne@city.guelph.on.ca
Cindy Richardson	City of Guelph	Manager of Program Development & New Initiatives, Recreation Department	crichard@city.guelph.on.ca

Randall French	City of Guelph	Director of Transportation, Environment and Transportation Group	rfrench@city.guelph.on.ca
Mark Bolzon	City of Guelph	Manager, Purchasing/Risk Management Services Finance Department	mbolzon@city.guelph.on.ca
Adrian Van Eck	City of Guelph	Building Inspector, Planning and Building Services	avaneck@city.guelph.on.ca
Dean Wyman	City of Guelph	Manager, Administration & Communication Division, Environment & Transportation Group	dwyman@city.guelph.on.ca
John Travers Coleman	AAC Chairperson	Chair, Accessibility Advisory Committee	travc@rogers.com

SECTION 5: HISTORY OF INITIATIVES TO IDENTIFY, REMOVE AND PREVENT BARRIERS IN THE ORGANIZATION(S)

5.1 Present Disability Initiatives, Programs and Services

The City of Guelph (including Guelph Transit) has been actively developing innovative approaches to addressing accessibility issues. As a provider of municipal services, the City of Guelph plays a crucial role in ensuring that persons with disabilities have access to all public services, programs and opportunities that it provides to the community.

The City of Guelph is currently demonstrating leadership in working with people with disabilities through many initiatives currently underway or completed. Many of these achievements are ongoing initiatives and are undergoing continuous improvement, and may be included in Plan priorities. The initiatives that the City of Guelph has undertaken since 1995 are listed below by department

Corporate

- Development of a Corporate Barrier Free Policy Statement (Appendix E)

Community Services: Recreation Dept

- Leisure support services for persons with disabilities such as: PAL Card (Personal Assistant for Leisure Activities Card). This program allows persons with disabilities to bring an attendant to a City of Guelph recreation program;
- LAC Card (Leisure Activities Card). This program allows card holders to receive a discount on selected City of Guelph recreation programs;
- FAIR – Fee Assistance in Recreation. This program subsidizes qualifying applicants 10%-90% off the cost of City of Guelph recreation programs;
- Various recreation programs: Wheelchair basketball, private swimming lessons, Friday Friends, Teen Camp, LEAP – Leader Apprentice Program (Life skills program for teens with a disability), Aquatic Rehab and Arthritic relief programs; Attendant Care Services for Aquatic Rehab program; One2One Volunteer Support Program; Subsidies for groups who provide programs for persons with disabilities.
- Purchase of a TTY (teletype for Deaf) for Delhi Community Centre
- Installation of Assistive Hearing Devices in River Run (theatre) and Evergreen Seniors Centre
- Hiring of Disability Resource Coordinator and Inclusion Coordinator positions to support persons with disabilities in recreation and leisure programs as well as Corporate services

Corporate Property Management

- Facility accessibility audits on 21 City owned and leased facilities,
- Staff and financial support for the Guelph –Wellington Barrier Free Committees
- Development of the facility “Accessibility Guidelines”, etc.
- Support for the Guelph Enabling Garden Project (staff, administration, property, plant materials, maintenance etc)

Parks Department

- Installation of Accessible Play structures/equipment within the community

Fire Department

- New computer technology identifies site specific information relating to persons with disabilities

Museum

- Programs and services have been designed for persons with intellectual disabilities and general accessibility is/has been researched and considered when developing exhibitions (including Children’s Museum). The Museum has incorporated touching, sounds, visuals and in some cases tasting and smells into their programs.

Environment and Transportation

- Development of curb ramp standards and consultation with the G-W Barrier Free Advisory committee
- Free parking pass for persons with a disability
- Staff support for, and consultation with, the Guelph –Wellington Barrier Free Committees
- Subsidized bus pass for adults with a disability
- PAL (attendant) program on Guelph Transit
- Installation of audible traffic signals throughout community
- Purchasing of low floor buses
- Parking Services Facility Accessibility Audit
- St Patrick's Ward Pedestrian Accessibility Audit
- Representation from the disabled community on Transit Advisory Committee.
- All new transit vehicles and vehicles that are refurbished/equipped with large illuminated front and side destination signs.
- Entire mobility fleet is now low floor. No more lifts.
- Elimination of the yellow mobility tickets. Replaced with the ticket used on City buses.
- Replacing existing parking pay booths with accessible parking pay booths to allow access for employees with mobility disabilities
- All transit drivers have been trained on how to use Low Floor features on new buses.
- All transit drivers have been trained on how to use Q-strait (seat belt system for mobility devices) equipment on low floor buses.
- Discussions with Waste Management Dept. and disability agencies to identify issues, concerns and possible solutions to assisting persons with disabilities in sorting waste (3 stream waste management sorting system).

5.2 Initiatives to Identify and Remove Barriers

In August-September 1998 the **Guelph-Wellington Barrier Free Advisory Committee (G-W BFAC)** conducted a survey within the community to identify barriers. The results of this survey can be found in Appendix B.

The **G-W BFAC** has also kept an inventory of municipal barriers that they have identified since their inception in 1998. The " Status Report - Barrier Free Projects/Issues was provided to the Corporate Steering Committee for the development of the City's *Accessibility Plan* (Appendix C).

The **G-W BFAC** has been active in providing input and consultation with City of Guelph staff and council on many matters relating to municipal services as well information relating to the Ontarians with Disabilities Act which have included meetings with Ministers Cam Jackson and Helen Johns, as well as MPP Brenda Elliott.

G-W BFAC, appointed as the City's AAC, has been instrumental in providing input into most of the initiatives the City has undertaken to remove barriers experienced by

persons with disabilities. There are four committees (Advisory, Education, Recreation and Transportation) who have consulted and provided feedback through many methods (meetings, memo's, letters, presentations to Mayor and Council, staff etc) since 1998.

SECTION 6: OPERATIONAL REVIEW

An operational review of current activities using the "Accessibility Inventory Checklist" (Appendix D) was conducted to identify barriers. The goal was to identify corporate barriers and create solutions (policies and procedures) to prevent future barriers from being created and viewing the identified barriers as opportunities for improvement.

6.1 Barriers Identified through Operational Review

The following barriers are addressed in the Municipal Accessibility Plan:

- **Physical** – e.g. hard to open doorknob for elderly person
- **Architectural** – e.g. door too narrow for wheelchair
- **Informational** – e.g. small typeface not easily readable by visually impaired, lack of information
- **Attitudinal** – e.g. recreational programs that encourage people with developmental disabilities, staff not trained on how to serve customers with disabilities
- **Technological** – e.g. website not accessible by blind person
- **Communicative** – e.g. communications tools (i.e. TTY phone service) no longer meeting needs of disabled; information not communicated appropriately
- **Policy/practice** – e.g. HR policies that encourage persons with disabilities to apply for particular jobs; discriminatory policies or practices in securing housing or subsidized housing programs
- **Participatory** – e.g. inability to participate in community or public consultation due to lack of interpreter or other necessary services, unreadable documents, etc.
- **Financial** – e.g. barriers within fee subsidy programs that may limit access to programs or services
- **Employment** – encourage and support the community to identify employment strategies

These barriers are identified in Appendix F – City of Guelph – Barriers Identified – 2003

6.1.1 Operational Areas Reviewed

Listed below are the areas where the operational review was conducted. This review will also include the primary contact for that operational area.

1. Site Plan Review and Planning- Scott Hannah
2. Procurement Strategies – Mark Bolzon
3. Public Transportation – Randall French
4. Employment policies and practices – Anne Barden/Dave Bush

5. Municipal Facilities – Murray McCrae
6. Building Services – Adrian Van Eck
7. Parks – Jay Kivell
8. General Mobility – Parking and Traffic – Randall French/Bob Chapman
9. Surface Operations – right of ways – Dean Wyman
10. Libraries – Kate Gilchrist
11. Community Services – recreation programs, financial assistance – Cindy Richardson
12. Culture – Rob McKay
13. Multiple Formats and Public Participation – Lois Giles
14. Communication policies and practices – Lois Giles
15. Volunteering – Cindy Richardson
16. Council Meetings and Public Consultation – Lois Giles
17. Technology – Pam Ross
18. Economic Development – Jim Mairs
19. Visitor and Convention Services (Tourism) – Sue Trerise
20. Museum – Laurence Grant

6.1.2 Summary of Operational Review

This section identifies barriers and recommends solutions, responsibilities, timing, sources of funding and estimated costs, if known, associated with addressing identified barriers. This information is contained within Appendix F – “**City of Guelph – Barriers Identified – 2003**” It lists the results from all City Departments/branches/programs that address accessibility issues.

The following information is included:

- a. Type of barrier – e.g. physical, communication etc.
- b. Description of barrier – e.g. explanation of barrier, issue etc.
- c. Section or area that barrier pertains to – e.g. Information Services, Community Services etc.
- d. Recommended strategy for removal or prevention.
- e. Funding recommendation – e.g. estimated cost and associated budget.
- f. Resources required – e.g. funds, staff time etc
- g. Timing of completion - timing for completion of goals is based on Short term goals to take place in 03-04 (indicated by ST), long term goals to take place 05+ (indicated by LT)
- h. Responsibility for action – identifies person(s) responsible for coordinating task completion.

The *Plan* includes actions related to the following service areas:

- General municipal practices
- Communications/information technology
- Human resources

- Planning and Building Services
- Operations and Public works
- Transportation and Traffic
- Parking and By-Law Enforcement
- Recreation, Leisure and Culture
- Library
- Facilities, Property and Project Management
- Housing
- Fire and Police
- Economic Development and Visitor and Convention Services (Tourism)

6.1.3 Recommendations

The ODA Corporate Steering committee has made recommendations on what policies, programs, services, practices and facilities have been identified as priorities for 2003 and the forthcoming years based on the barriers identified from the Accessibility Inventory Checklist. This information is provided in **Appendix F- City of Guelph - Barriers Identified - 2003**.

7: Monitoring Process and Audit Function

A process of monitoring the activities included in the *Plan* will take place each year by the ODA Corporate Steering Committee with assistance from the AAC. This process is outlined below:

1. Each member of the Corporate Steering Committee will be assigned a section(s) of the *Plan* that they will be responsible to monitor to completion. The committee members will meet 3 times per year to provide a progress report on their area of responsibility. These areas and staff contacts are outlined below:
 - General Municipal Practices - L Payne/M Bolzon
 - Communication/Information tech- L Payne/M Bolzon
 - Human Resources - L Payne/M Bolzon
 - Planning/Development -A Van Eck
 - Public Works -D Wyman
 - Traffic/Transportation/Parking – R French
 - Recreation/culture/libraries/museum – C Richardson
 - Facilities/Property and Management/Safety – B Richard
 - Housing – B Richard
 - Economic Development and Visitor and Convention Services (Tourism) – B Richard
2. Progress of the *Plan* will be monitored by the Steering Committee who will make recommendations each year for priorities to be reset for following

year(s). Since a Municipal *Accessibility Plan* is required on an annual basis, reviews will occur during mid-year (May-June) prior to the budget preparation cycle. Discussions with appropriate staff will take place as necessary, e.g. management staff, finance etc. Discussions and consultation with the AAC will also take place within this process.

3. The Accessibility Advisory Committee (AAC) and the ODA Corporate Steering Committee will host **one public forum** each year inviting input and consultation with the general public regarding municipal barriers. The meeting will be held in accessible location and ensure the accommodations of persons with disabilities.
4. The AAC will hold **4 public meetings** per year at the West End Community Centre for the purpose of gathering information on municipal barriers. Meetings will be held in an accessible location and ensure the accommodations of persons with disabilities.
5. A presentation by the ODA Corporate Steering Committee to management staff will be made once/year to communicate progress of *Plan* and to obtain feedback.
6. A progress report will be prepared each year by the ODA Corporate Steering Committee for Community Services Committee and City Council approval.

8: Communication of Plan

Once the Municipality's *Accessibility Plan* has been approved by Guelph City Council it will be made available to the public through the following means:

1. A PDF document will be placed on the City's website
2. Copies of the plan will be printed and provided from the City's Information Services Department or through mail. Formats such as large print (15pt font), CD, Braille and disk will be made available upon request
3. Communication of the Plan will be provided to the media and the public through our Corporate Communications Committee through media releases etc.
4. All general information relating to the Municipal *Plan* will be posted on the City's website.

9: Conclusion

The ODA has legislated municipalities across Ontario to improve access for persons with disabilities. As providers of municipal services, the City of Guelph plays a crucial role in ensuring that persons with disabilities have access to all the public services, programs and opportunities that it provides to the community.

The City of Guelph's commitment to addressing barriers and ensuring accessibility for its residents who have disabilities is conducted in partnership with those in need, the organizations that serve them, and citizen volunteers who care and are concerned.

This commitment to be progressive and develop innovative solutions to accessibility issues began well before the passing of the *ODA* in 2001 and is evident in the previous section of this report which details the broad base of progress and accomplishments achieved to date.

Guelph's sustained commitment towards minimizing barriers and improving accessibility has been recognized by the Ministry of Citizenship as an example of "municipal best practices" within the Province of Ontario.

Guelph City Council and city employees will continue to develop and support initiatives that move our community closer to full inclusion as demonstrated in the Municipalities Barrier Free Policy Statement (Appendix E) and 2003 *Municipal Accessibility Plan*.

Appendix A

THE ACCESSIBILITY ADVISORY COMMITTEE TERMS OF REFERENCE

1.0 PREAMBLE:

The *Ontarians with Disabilities Act, 2001* (ODA) received Royal Assent on December 14, 2001. The purpose of the ODA is to improve opportunities for people with disabilities through identification, removal and prevention of barriers to participation in the life of the province.

The new legislative requirements set out standards that all municipalities must follow to ensure that existing barriers for people with disabilities are removed over time and that no new barriers are created.

Under the ODA, all municipalities must prepare and make public all accessibility plans. Municipalities with populations of over 10,000 must appoint an Accessibility Advisory Committee (AAC) to help them prepare the plan.

The contents of this “*Terms of Reference*” may be modified as the *Ontarians with Disabilities Act* is adapted and changes are made.

2.0 DEFINITIONS:

Within this Terms of Reference the term:

“the organization” refers to:

The City of Guelph and may refer to the City’s Agencies, Boards and Commissions. It is intended that the Accessibility Advisory Committee shall advise comprehensively upon issues for a barrier-free Guelph which may entail forwarding recommendations to the City’s Agencies, Boards and Commissions and/or other outside organizations.

“the AAC” refers to:

The Accessibility Advisory Committee appointed by Council on Sept 3, 2002 for a period of one year.

“barrier” means:

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an

architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, a policy or practices (“obstacle”);

“disability” means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- (b) a condition of mental impairment;
- (c) a condition of a developmental disability;
- (d) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (e) a mental disorder; or,
- (f) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

3.0 MANDATE;

In accordance with the Ontarians With Disabilities Act, Chapter 32, Statutes of Ontario, 2002, the AAC shall advise and assist “the organization” in promoting and facilitating a barrier-free Guelph for citizens of all abilities (universal accessibility), including persons with disabilities. This aim shall be achieved through the review of municipal policies, programs and services and the identification, removal and prevention of barriers faced by persons with disabilities.

4.0 DUTIES:

The Accessibility Advisory Committee (AAC) shall report to City Council, through the Community Services Committee. The AAC shall be responsible for the following:

Duties Required by the Ontarians with Disabilities Act (2001)

- a) participating in the annual development and/or refinement of “the organization’s” Accessibility Plan(s) which are intended to improve the quality of life for all Guelphites, including persons with disabilities;
- b) advising “the organization” on the implementation, and effectiveness of the City’s annual Accessibility Plan to ensure that it addresses the identification, removal and prevention of barriers to persons with disabilities in “the organization’s” by-laws, and all policies, programs, practices and services;
- c) selecting and reviewing in a timely manner the site plans and drawings for new developments, described in section 41 of The Planning Act;
- d) reviewing and monitoring existing and proposed procurement policies of “the organization” for the purpose of providing advice with respect to the accessibility for persons with disabilities to the goods or services being procured;
- e) the committee shall meet each year to review the effectiveness of the plan, and to assist/advise municipal staff on the preparation and presentation of an annual report to Council;
- f) reviewing access for persons with a disability to building, structures and premises (or parts thereof) that the City purchases, constructs, significantly renovates, leases or funds for compliance with the City of Guelph Accessibility Guidelines (GAG).

Other Duties

- g) reviewing “the organizations” policies and standards and advising “the organization” on issues and concerns (barriers) faced by persons with disabilities and the means by which the organizations may work towards the elimination of these barriers;
- h) reviewing and advising “the organization” on universal transportation issues, their policies and standards, and how to enable barrier-free access for persons with disabilities;
- i) advising, consulting and reporting findings and recommendations to “the organization” on matters related to the status of persons with disabilities. The AAC shall be informed on matters of policy (municipal, provincial or federal gov’t and CSA) affecting persons with disabilities and shall inform “the organization” about the impact of these policies on Guelph;
- j) annually reviewing and recommending changes to the City of Guelph Accessibility Guidelines (GAG);

m) coordinating the immediate and ongoing dissemination of information in various formats to persons with disabilities, etc and to the public at large regarding issues faced by persons with all types of disabilities and regarding the work undertaken by the AAC; and,

n) supporting, encouraging and being an ongoing resource to “the organization”, individuals, agencies and the business community by education and building community awareness about measures (such as employment accommodations, business accessibility, etc.) for improving the quality of life for persons with disabilities, through the removal of physical barriers, incorporation of universal design standards and education to overcome attitudinal barriers to make Guelph an accessible, livable City for all people.

5.0 MEMBERSHIP:

Voting Members

A maximum of 15 members consisting of:

a) a majority of the members (minimum of seven (7) shall be persons with disabilities. These Committee members shall be representative of gender, ethnicity and different types of visible and invisible disabilities noted in the “ODA 2001” such as persons with a physical (visual, speech, hearing, deaf, brain injury, use of a wheelchair or assistive device); cognitive (intellectual impairments); perceptual (learning disability) and mental health issues;

b) a maximum of six (6) members who may not have a disability:

- one member of Municipal Council;
- one member (parent) representing children with disabilities; and
- four members at large, interested in issues related to persons with disabilities

c) The City of Guelph Disability Resource Coordinator who will act as a resource to the AAC but will not be a voting member.

The length of term for AAC committee members will be up to three years as per Council’s policy.

The Accessibility Advisory Committee may form sub-committees and working groups as may be necessary to address specific issues. These sub-committees and working groups shall draw upon members from the Guelph-Wellington Barrier Free Committees as well as outside resource members as deemed necessary. The Chair of a sub-committee and/or working group shall be a voting member of the Accessibility Advisory Committee.

Staff Support Group:

Staff from the following Depts./Divisions are recommended to sit on the Corporate Steering Committee: CS, Transportation, Works, Engineering Services, Purchasing, and Planning. The Disability Resource Coordinator will act as the committee chair.

Staff from other Depts./Divisions will be appointed by the Directors/Commissioners to work with the Corporate Steering committee and staff within their dept/division to identify barriers and recommend solutions. They will include: Legal, Finance, Community Services, Museum, Traffic Services, Human Resources, Library, Building/Zoning Division, Economic Development, and Information Services

Appendix B

1998 Barrier - Free Advisory Committee Questionnaire Results

The following survey was completed in August-September 1998 by the Guelph-Wellington Barrier Free Committee. The BFAC is a group of concerned citizens committed to Breaking down Barriers for persons with disabilities in the City of Guelph. The projects and initiatives of the Guelph Wellington Barrier-Free committees support all citizens including and in particular, those with disabilities, through the preservation of the Canadian Charter of Rights and Freedoms. The Committees of Barrier - Free include an Advisory and Education Committee and in the near future both a Recreation and Transportation Committee. Surveys were sent out to agencies, newsletters and community newspapers to encourage individuals with disabilities and the staff that support them to comment on the barriers they face. A total of 43 respondents participated in this survey.

1) Please check off areas you feel are an issue/concern in our community:

Area of Concern	Number of people	Percentage
Accessibility of existing buildings	28	65.1
Curb cuts	26	60.5
Training of individuals who work with people who have a disability	24	55.8
Accessible transportation	23	53.5
Information regarding suitable employment opportunities	23	53.5
Attitudinal barriers towards persons with a disability	22	51.2
Snow removal from ramps and sidewalks	22	51.2
Community education	20	46.5
Information relating to accessible and affordable housing	19	44.2
Pothole and sidewalk repair	18	41.9
Accessible recreation	17	39.5
Accessibility of new facilities	17	39.5
Accessible parking areas	15	34.9
Audible traffic signals for visually impaired	14	32.6
Signage-simple/audible	13	30.2
Access to trails, paths and parks	9	20.9

Other issues that participants view as important:

Transportation issues:

*when scooters are not available, or can not be used, it takes too long to wait for other types of transportations and results in exhaustion

- *transportation should be more affordable
- *transportation specifically for the elderly
- *conditions of the sidewalks and roads need to be improved because canes and wheels get caught in the cracks of the sidewalk and they can not be easily removed
- *it is very difficult to manoeuvre wheelchairs over raised and uneven segments of the sidewalk
- *some neighbourhoods do not have any sidewalks
- *trim the trees that overhang above the sidewalks
- *the amount of time that pedestrian lights allow for walking across the streets should be increased
- *increased regulation of handicap passes to prevent the use of handicap passes by individuals who are not disabled
- *increase the number of disabled parking spaces available
- *more parking control officers are needed to monitor the correct usage of handicapped parking spaces
- *drivers: driving too fast around corners when persons with disabilities are in the car causes individuals to be thrown off balance and results in individuals being afraid to use available transportation

Accessibility issues:

- *accessibility and mobility is reduced when aisles in public institutions, stores, etc. are cluttered, and when there are displays in aisles
- *accessibility for the deaf
- *provide assistance within stores, for example, help during grocery shopping
- *provide assistance with placing merchandise in cars, taking merchandise out of cars, and putting merchandise away
- *put handrails on both sides of the stairs regardless if there is a wall present or not
- *seatings in public places should be more accommodating (i.e. chairs with higher backs for more support)
- *make machines more user-friendly (i.e. front-loading on washing machines is troublesome)
- *metres: feeding coins into a metre, or reaching for a ticket is very difficult because of the distance between the car and the metre and because of the fine motor skills involved in feeding coins into a metre
- *enlarge the writings on labels for foods and medicines for the visually impaired and elderly with reduced vision

Awareness and information issues:

- *providing information at the high school level to guidance counsellors so that they are aware of available agencies and required processes
- *disability rights: relating to how disabilities rights apply to individuals with an unknown disability

Safety issues:

- * self-defence issues: handicapped people may be seen as easy targets for crimes, so perhaps safety issues should be discussed and safety defence classes would be beneficial

2) From the above, list your top 3 priorities. (Explain your experiences if you wish):

Priority	Number
Accessibility of existing buildings	13
Accessible transportation	11
Attitudinal barriers towards persons with a disability	11
Curb cuts	8
Training of individuals who work with people who have a disability (i.e. transportation)	8
Pothole and sidewalk repair	8
Information regarding suitable employment opportunities	8
Community Education	8
Accessible recreation opportunities	6
Accessible parking areas	6
Snow removal from ramps and sidewalks	6
Audible traffic signals for visually impaired	4
Information relating to accessible and affordable housing	4
Accessibility of new facilities	3
Access to trails, paths and parks	2
Signage-simple/audible	2
Increase time of traffic signals	1
Provide assistance within a store (i.e. to help with shopping)	1
Provide assistance to car to help load merchandise into car	1
Telephone-computer linkages for hearing impaired	1
Trouble feeding coins into metres	1
Trim trees	1

Appendix C

Status Report - Barrier Free Projects/Issues that could be included in the City's Accessibility Plan ODA updated Nov 2002

The following is a list that has been identified by the Barrier Free Advisory Committee (BFAC) and Disability Resource Coordinator as areas/issues that should be addressed by the City when developing their Accessibility Plan as directed under the Ontarians with Disabilities Act (Bill 125). Note that some issues are in the process of completion while others still need to be addressed. Staff and individuals are listed who have been or should be involved. Department staff is encouraged to bring forth barriers that they may have identified and to provide input into based on their expertise.

Note: The Disability Resource Coordinator would be involved in all areas listed as a staff resource

Note: In Sept 2002 City council appointed the Guelph-Wellington Barrier Free Advisory committee as the City's Accessibility Advisory Committee as legislated under Bill 125.

It is understood that the AAC may call upon any of the other BF committees (Transportation, Education, Recreation) when advising on the City's Accessibility Plan (AAC/BFAC – Accessibility Advisory Committee/Barrier Free Advisory Committee; BFEC – Barrier Free Education Committee, BFRC – Barrier Free Recreation Committee; BFTC – Barrier Free Transportation Committee; BFC'S – all committees)

PROJECT/ ISSUE	STATUS/CONCERN
Disability awareness training	- All city staff should receive disability awareness training (including part-time and volunteers)
CURB – RAMP Audit of problem areas Development of standards	- Limited # of curbs retrofitted each year - PW to receive curb ramp concerns and to prioritize retrofits with Barrier Free - BF and Engineering working on developing curb-ramp standards, but still not approved by BFAC
PARKING ISSUE(S): - East/West Parkade - Baker Street - Down town – Wyndham - Malls - Apartments - Hospitals	- Not enough accessible spots within lots - Frequent violations in accessible spots with no permit. - Parking accessibility audit for down town lots and on-street parking to be conducted - Problems with path of travel from lots to destination - Policy relating to parking fees for

	<p>persons with disabilities needs to be reviewed</p>
<p>POTHOLE AND SIDEWALK REPAIR</p>	<ul style="list-style-type: none"> - Many sidewalks are difficult to use for persons using wheelchairs so they use the road - lack of consistent path of travel (i.e. some curb ramps missing or in need of repair) - Standards for slope, width, surface etc need to be addressed
<p>AUDIBLE TRAFFIC SIGNALS</p>	<ul style="list-style-type: none"> - Location of signals installed based on need expressed by public or recommendation by Barrier Free - Policy for installation needs to be developed
<p>WARD 1 (St Patrick's) ACCESSIBILITY AUDIT</p>	<ul style="list-style-type: none"> - Planning Dept conducted accessibility audit to review issues for pedestrians regarding sidewalks, curbs, lighting, bridges etc - Staff to discuss, and implement recommendations and communicate to BFC's
<p>SNOW REMOVAL</p>	<ul style="list-style-type: none"> - program to assist seniors and persons with disabilities with Snow Windrow removal - Effectiveness of program should be reviewed yearly and standards/policy needs to be developed
<p>TRANSIT SERVICES: Low floor buses</p> <p>Subsidized bus pass</p>	<ul style="list-style-type: none"> - Issue with lack of service after hours and out of town on Mobility service - Not all transit routes use low floor buses - Driver training on disability awareness needed - Approx. 250 persons/month have been approved - Numbers are increasing and more funding is needed
<p>AUDIT OF TRAILS/PARKS</p>	<ul style="list-style-type: none"> - Parks trail Master Plan -
<p>CITY FACILITY AUDIT</p>	<ul style="list-style-type: none"> - Audit of City owned facilities completed Nov 2002 - Recommendation included in 5 year capital budget - Facility management staff to monitor progress

TACTILE SIGNS AT CITY HALL	<ul style="list-style-type: none"> - signs are not in proper place - have recommended they be moved (safety concern and not useable by Blind) - no further action to date
SPORTS AND ENTERTAINMENT CENTRE	<ul style="list-style-type: none"> - BF provided input into design but some suggestions not incorporated. - Some recurring problems with parking, elevator, accessible seating, signage, court house laneway, washrooms etc - Information has been provided to Nustadia regarding changes.
<p>AQUATICS: REPLACEMENT OF ACCESSIBLE LIFT AT VRRC POOL</p> <p>AQUATICS NEEDS ASSESMENT</p>	<ul style="list-style-type: none"> - present lift is not accessible/safe - GSPD has offered to purchase new lift for City - facility to be audited before new one is purchased - no further action to date - aquatic needs assessment being conducted for city - BFC members will be consulted
PROGRAMS AND SERVICES	<ul style="list-style-type: none"> - review of programs, services and policies to ensure recreation programs are integrated and inclusive
ACCESS AT COUNCIL MEETINGS	<ul style="list-style-type: none"> - Have not addressed this situation yet - Meetings are not accessible to persons with a hearing disability and some access issues for persons with a physical disability - Policy needs to be developed around this and funding made available - Issues should be addressed when new Civic Centre is built
CITY BY-LAWS	<ul style="list-style-type: none"> - Have not addressed this area - City Bylaws could be reviewed to determine if they are inclusive for persons with disabilities

OFFICIAL PLAN	<ul style="list-style-type: none"> - input into the city's official plan regarding barrier free access requirements - Universal design should become a component of city's plan
DOWNTOWN REALM PLAN	<ul style="list-style-type: none"> - input regarding access requirements into the city's downtown realm plan - all future initiatives such as this should seek input regarding Universal access
SITE PLANS	<ul style="list-style-type: none"> - determine process whereby plans are reviewed for accessibility as stated in the ODA requirements, i.e. accessibility checklist for staff to use when reviewing - accessibility standards should be developed for the built environment which should include: Site plan standards, upgraded city accessibility facility standards, curb ramp and sidewalk standards, exterior ramp standards, outdoor recreation areas/furnishings. Retrofit projects, heritage buildings, traffic signal standards, parking standards etc
ONTARIO BUILDING CODE	<ul style="list-style-type: none"> - OBC has limitations regarding barrier free access - Building inspectors should receive training regarding access issues relating to Section 3.8 of the code
CITY OF GUELPH ACCESS GUIDELINES	<ul style="list-style-type: none"> - Access standards have been developed passed by Council June 2001. - Standards need to be updated - Compliance of standards for city owned/leased facilities should be enforced by Planning, Building and CSC Depts. - Building dept cannot enforce standards for private sector
ACCESSIBILITY GUIDE OF SERVICES	<ul style="list-style-type: none"> - A directory of accessible services including hotels, restaurants, shopping areas and recreational facilities should be developed for tourists and community members - Should be coordinated with Tourism
MAIN BRANCH SUB-BRANCHES	<ul style="list-style-type: none"> - Audit conducted to identify accessibility issues (automatic door buttons, heavy doors, book carts block aisle, no accessible equipment i.e. large print screens, reader, tables, lowered

	<p>counters/computers, parking problems)</p> <ul style="list-style-type: none">- BFAC has indicated to Library board they will assist with making our library accessible- Library should be included in city's Accessibility Plan- No further action to date- Library standards and policies for access need to be developed
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Appendix D

Accessibility Inventory Checklist

The following tool is designed for municipal staff as an accessibility inventory checklist to gather the required information and best practices from each service area within the Corporation.

It will help determine the municipalities' relative strengths and weaknesses in these areas and help to form the basis for the Municipalities Accessibility Plan as legislated by the Province of Ontario (Bill 125).

It has become law that each Municipality must develop and submit an Accessibility Plan each year to the Province of Ontario.

This tool is based upon *The Accessibility Quotient (ACTMO)*, *The Accessibility Checklist for Municipalities (Canadian Federation of Municipalities)* and *The Accessible Canadian Library (National Library of Canada)*.

This tool will encompass various areas of municipal service delivery including:

- General municipal practices
- Communications/information technology
- Human resources
- Planning, development and technical services
- Operations and Public works
- Transportation and Traffic
- Parking and By-Law Enforcement
- Recreation, Leisure and Culture
- Library
- Facilities, Property and Project Management
- Housing

Instructions:

1. The questions have been separated into various sections. **Please complete Section A applying to general municipal practices as well as any other section that applies to your department/area of responsibility.** More than one section may apply to you. Please add comments below each section to add clarification or submit additional pages if necessary.
2. Complete the questionnaire by marking an '**X**' next to your *Yes, No or Don't Know* answer.
3. Return the results to: Betty Richard, Community Services Group, Delhi Community Centre, / 837-5625 ext 228 **by June 18th, 2003**
4. Please include the following information: Name: **35 returned (some multiple staff contribution)** Position: _____

Phone/Ext: _____ Department/Area of Responsibility: _____
Department _____

ACCESSIBILITY INVENTORY CHECKLIST		YES	NO	DON'T KNOW
SECTION A				
GENERAL MUNICIPAL ACCESSIBILITY PRACTICES				
1	Does your municipality have a main contact person/department identified to handle inquiries related to accessibility?	33		
2	Can this person provide information to the public about your municipality's barrier-free environment?	33		
3	Does staff in your area know who this person is and how to contact them?	23	4	6 (clerks)
4	If this information is available via a telephone or on the web site, is it also available through TTY (Teletype) for people who are deaf as well?	11	1	21
5	Does your municipality provide information in alternate formats to persons with disabilities to enable them to participate in public meetings etc (i.e. large print, audio tapes, computer diskettes, Braille)	7	5	21
6	Is there a process in place to inform persons with disabilities how to request such information in alternate formats?	2	2	29
7	Is Sign Language interpretation available at public meetings including City Council? Some	2	15	16
8	Does your municipality have: A municipal policy or by-law that requires all municipal programs, services and facilities to be accessible to persons with disabilities? I would think so	13	5	14
	A by-law to ensure that all new buildings are accessible? no	15	3	14
	An existing municipal process to identify barriers and gaps in existing Services/programs? In some depts. Annual or ongoing budgets to remove identified	14	3	16

	barriers and improve overall accessibility, either separate or included in the operational budgets? An advisory committee on accessibility that includes members with disabilities?	11 21	6 2	16 10
9	Does your municipality maintain an updated inventory of accessible municipal features, services and facilities that is available to the public?	10	2	21
10	Does your municipality provide funding support or services in kind <u>for organizations of persons with disabilities?</u> Subsidized bus and parking pass/FAIR	10		22
11	Does your municipality provide funding support or services in kind <u>for organizations involved in the provision of services to persons with disabilities</u> (recreation, transportation, housing)?	16	1	16
12	Does your municipality encourage the private sector to retrofit existing buildings for accessibility (restaurants, commercial spaces, businesses, etc?) <i>the goal of developing the Acc. Guidelines was to have staff use in our developments as well as have them recommend that private sector use. A more proactive approach is recommended</i>	13	2	20
13	Does your municipality give consideration to accessibility for persons with disabilities in the purchasing of goods and services?	10		23
14	Does your municipality provide incentives to religious institutions, schools, colleges, universities, etc to upgrade their buildings to make them accessible?		3	29
15	Does your municipality provide accessible services within voting places for electors with	23		10

	disabilities?			
16	Does your municipality give consideration to the needs of electors with disabilities when selecting locations for voting places? I think so, I only know of the few I have used	21		13
17	Does all municipal staff receive awareness training with respect to interaction with persons with disabilities and understanding issues concerning persons with disabilities?	2	18	13
SECTION A COMMENTS				
<p>I have never needed any information regarding accessibility of disabled persons, so I don't know much about it. I do know the farmers market received a request for accessible washrooms, which was completed, however the outside doors/entrance doors were not made accessible for those with disabilities (wheelchair access) even though it was recommended by Betty Richard</p> <p>OBC sets Barrier Free requirements for new construction and is enforced by building division</p> <p>Need more awareness as our (building) division is not ware of a lot of the issues asked in this section</p> <p>17. I (Seniors) have had training as have others, I do not know if this is available to all municipal staff or as a need to know basis or compulsory</p>				
SECTION B				
COMMUNICATIONS/INFORMATION TECHNOLOGY				
1	Is information on the municipality's web site available in a text-based format to make it accessible to people who are blind and use reading software?	1	4	5
2	Is the web site presented in a format that is accessible and "user friendly" to persons with disabilities?		3	9
3	Is there a staff contact clearly provided on the web site for municipal inquiries regarding access?	4	1	7

4	Does the web site meet accessibility requirements for a barrier free or universally designed web site?		2	9
5	Are there existing policies ensuring publications, and web sites are accessible to persons with disabilities?		2	9
6	Are documents available in alternate formats? (e.g. Braille, large print, audio cassettes) for persons who cannot read regular print?		37	9
7	Do municipal publications include information explaining documents are available in alternate formats? Do publications include a process outlining how to obtain those formats?		3	8
8	Are promotional materials regarding your municipality, the municipal administration, tourism, transportation, recreation, housing, education and employment opportunities available in alternate formats?		2	8
9	Are Sign Language interpreters available at public meetings? Unless requested		8	8
10	Does your municipality use International and Universal Symbols and tactile signage? In some areas	2	3	5
SECTION B COMMENTS				
SECTION C				
HUMAN RESOURCES				
1	Does your municipality have policies to accommodate employees with disabilities? HR standards and human rights	4		5
2	Does your municipality have policies and procedures to <u>determine</u> accommodations for employees? We (HR) have unwritten practices		2	7
3	Is funding provided for technical aids, attendant care and accessibility renovations for employees who may require these accommodations in the workplace?	2		7
4	Do municipal policies and recruitment practices encourage the hiring of persons with	1	2	6

	disabilities? i.e. provision of alternate formats for job postings, sign language interpretation for interviewing persons who are Deaf? Job postings on internet/info job line/ counter/newspapers			
5	Is there a formal process in place to provide disability awareness training to new staff?		5	4
6	Is there a formal process in place to provide ongoing disability awareness training to staff? Under review for Orientation program currently being developed		5	4
7	Are there mechanisms in place for persons with disabilities to voice their concerns to decision making and policy advisory bodies involved in employment?	4	1	4
8	Is there an Employment Advisory Committee? There is an Accessibility Advisory Committee		5	5
9	Does the committee include staff members with disabilities?		4	5
10	Does the Committee report to Municipal Council?		4	6
11	Does this Committee recommend policies based on needs identified by persons with disabilities?		4	5
12	Does your municipal government have an action plan to improve the present level of access to employment for persons with disabilities?	2	2	5
13	Are job postings available in alternate format? Website, phone, hardcopy, newspaper	1	1	7
14	Is there assistance available for the completion of forms by job applicants?	1	2	6
15	Are accommodations available for the interview process (Sign Language interpreter or Oral interpreter, infra-red, FM, induction loop systems, etc.)? Could be provided on an as-		3	6

	needed basis			
16	Are there partnerships between your municipality, other levels of government, business, the Chamber of Commerce, educational, training and religious institutions that seek to improve employment options for persons with disabilities?		2	7
SECTION C COMMENTS				
Comments are based on staffs experience with HR				
Accommodated hearing impaired employee				
Braille on depts. signs in city hall and 2 Wyndham				
Variety of temporary accommodations with our modified work program				
SECTION D				
PLANNING, DEVELOPMENT, TECHNICAL SERVICES, TRAFFIC OPERATIONS & PUBLIC WORKS				
1	Does your municipal official plan contain policies promoting a barrier-free municipality?	4		11 from eng/ plan
2	Does your municipal zoning by-law include regulations to require barrier-free provisions?	2	3	10
3	Does your municipality ensure barrier-free designs are incorporated into new construction projects and redevelopment in outdoor public spaces?	9		6
4	Is accessibility considered in the approval of development applications (subdivisions) and site plan approvals? Via engineering design standards	7	1	7
5	Does your municipality have accessibility/ barrier free guidelines for the site plan approvals process?	5	3	8
6	Does your municipality encourage private owned facilities to become accessible (fitness centres, movie theatres, clubs, cultural centres, museums, etc.)?	4	3	7
7	Does your municipality ensure that	6		8

	<p>developers meet building accessibility standards?</p> <p><i>How? Through OBC, permit review</i></p>			
8	Is barrier-free design information readily available and accessible through the municipality or other source?	3		6
9	Does your municipality collect and analyze data regarding persons with disabilities including numbers, locations and demographics?	3		12
10	Are curb ramps accessible so that persons who use wheelchairs and other pedestrians with disabilities are provided with easy access to sidewalks, crosswalks, etc.? Some	12		3
11	Is there an effective process in place to identify curbs that require accessible ramps and/retrofits?	9		6
12	Does your municipality have a regular replacement policy and budget provision for curb cuts? If yes, are funds adequate to deal with Curb-ramp retrofits/installation?	6		11
13	In planning sidewalks and walkways, does the municipality implement accessibility features such as: curb cuts, ramps, grate design and location and grade elevations?	8		7
14	Have staff, inspectors and contractors been trained on the accessible design features?	6		9
15	Does your municipality monitor the availability and usage of barrier-free features? (i.e. accessible parking spaces, curb cuts, etc.)	4		11
16	Are curb cuts, ramps and staircases designed so as not to create hazards to visually impaired persons (textural change, colour contrast, etc.)	5	1	9
	Are handrails and grab bars located along staircases, ramps and other changes in level?	2		6
17	Are measures taken for early and thorough snow removal in areas where persons with disabilities live and work? Same services for all residents	1	1	6
	At bus shelters?			6

18	Are curb cuts and walkways kept clear of snow, ice and other obstructions on a priority basis?		3	13
19	Does your municipality's maintenance and snow removal plans consider persons with disabilities (i.e. access for wheelchairs, canes, strollers, etc.)? General access for all	3	1	11
20	Does your municipality get complaints about cluttered sidewalks and paths?	6	1	7
21	Does your municipality have a process in place to deal with complaints/concerns related to above?	5	1	8

SECTION D COMMENTS

Many questions (sidewalks etc) are works matters not planning

Site plan approval is not aggressive enough to ensure accessibility guidelines

Barrier Free design information is readily available through the Building Division and on the OBC

SECTION E

TRANSPORTATION & TRAFFIC

(includes information on Taxi Service)

1	Is public transportation available to people with disabilities in your municipality?	10		
2	Do drivers and transportation staff receive disability awareness training?	1	1	8
3	Is there a mechanism in place for persons with disabilities to voice their concerns to transportation decision-making and policy advisory bodies?	6		4
4	Is there a Transit Advisory Committee with members with disabilities? BF committee	4		7
	Does the Committee recommend policies based on needs identified by persons with disabilities?	3		7
	Does the Committee report to Municipal Council? Through PET	3	2	5
5	Does your municipal government have an action plan and budget to improve the present level of accessibility of transportation?	5	1	4
6	Are there accessibility and accommodation features on buses, taxis and related			

	infrastructures, such as:			
	<ul style="list-style-type: none"> • Kneeling buses • low floor buses (lift equipped) • extra floor lighting • designated priority seating • colour contrast on steps • accompanying volunteers • large signage • accessible bus shelters • rescheduling • route deviations • driver training • next stop request 	5 7 3 3 2 3 2 1 2 2	1 2 1 1	4 2 8 5 5 4 6 7 6 7 7 6 7
7	Are there accessible taxis within your municipality?	4	5	1
	Do licensing regulations ensure the provision of accessible taxis?	3	2	7
	In some municipalities, in order to be economically viable, accessible taxis must be allowed to serve the entire community (both persons with disabilities and those without). Does a municipal by-law eliminate barriers to the economic viability of accessible taxi services?		1	9
	Does your municipality have incentives, which encourage local taxicab companies to provide accessible vehicles in their fleet? (I.e. lower fees, special licenses, etc.)			9
8	Is there a parallel transportation system?	6		4
	Do the boundaries of the system and the hours of operation ensure full service for recreation, employment, medical appointments, holidays, etc.? restricted to city limits/parallel	2	1	6
	Are there enough vehicles, full and part-time drivers, and other staff?	1		9
	Is the fare structure the same as that of the conventional system, including single use and monthly passes?	2	1	7

	Can children, an attendant or companion travel on the system?	2		8
	Are eligibility criteria perceived to be fair and equitable by persons with disabilities who require access to the parallel transportation system?	2		8
	Are their priority request and advance booking policies?	3		7
	Do drivers receive disability awareness training?	2	1	7
	Can reservations be made by TTY?		1	9
	Is there safe, sheltered drop-off and pick up areas for passengers, near the accessible entrances to all public buildings? Usually	3		7
	Are there audible traffic and crosswalk signals in strategic locations? Some	8		3
SECTION E COMMENTS				
SECTION F				
PARKING & BY-LAW ENFORCEMENT				
1	Are there designated parking spaces for persons with disabilities in municipal parking lots and near main accessible entrances to all municipal facilities?	10		
2	Does a by-law ensure designated parking spaces for drivers with disabilities?	7		3
3	Does the bylaw state minimum acceptable requirements for the width of the space, signage, proximity to building entrance, appropriate curb cuts where required, etc?	3		7
4	Is there a fine for violations of the by-law? Is the by-law being enforced?	12		1 1
5	Is there appropriate signage for designated parking spaces?	8		3
6	Does the Municipality keep an inventory of accessible parking spaces, both public and private?	7		5

SECTION F COMMENTS

**SECTION G
RECREATION, LEISURE, CULTURE, LIBRARIES, MUSEUM**

1	Does recreation staff have representation on local committees/boards of agencies representing disability groups and persons with disabilities?	8	1	10
2	Are there existing policies ensuring recreation, leisure and cultural services are accessible to persons with disabilities?	11		8
3	Are there municipal grants available to agencies offering recreation programs for persons with disabilities?	5	1	13
	Is there a communication plan to make agencies aware of grants?	3		16
4	Is there a mechanism in place for persons with disabilities to voice their concerns to decision-making and policy advisory bodies involved in recreation?	9		10
5	Is there a Recreation Advisory Committee that includes members with disabilities? Barrier Free	6	1	12
	Does the Committee recommend policies based on needs identified by persons with disabilities?	7		11
	Does the Committee report to Municipal Council? on an "as need" basis	4	1	13
6	Are all existing municipal recreational facilities and services accessible to persons with all types of disabilities, including:	4	4	10
	<ul style="list-style-type: none"> • pools (easy ladders, ramps, lifts accessible change rooms, showers and washrooms), working on addressing these now, not in parks 	2	2	2
	<ul style="list-style-type: none"> • parks, and playgrounds some 	4	4	3
	<ul style="list-style-type: none"> • paths and trails, master plan to address 	1	2	1
	<ul style="list-style-type: none"> • libraries, 	2		1
	<ul style="list-style-type: none"> • arenas (spectator viewing and accessible ice surface) 2 facilities have accessible areas 	2		1

7	Does your municipality have an action plan in place to improve the current level of access to recreational facilities and services?	10		9
8	Does your municipal budget provide for improving access to recreation facilities in the community? Capital process, building repairs	9		10
9	Does your municipality support community based recreation programs for persons with disabilities?	11	1	7
10	Are community sports and recreation programs inclusive? Include persons with disabilities? Some, more needed	5	2	10
11	Are there specialized programs for persons with disabilities? Some, not in parks	13	1	6
12	Is there a coordinator specifically designated to oversee these programs? Yes but only Part Time. Working on becoming Full time	7	2	4
13	Is there a support program (volunteer or paid staff) to assist persons with disabilities to participate in municipal recreation programs and activities?	10		9
14	Is there disability awareness training for staff and volunteers working in recreational programs and facilities? Some programs not all, not in facilities Is staff trained on proper use of pool lifts?	6 4	1	12 8
15	Does your municipality encourage neighborhood associations, sport groups and recreational organizations to reduce or eliminate barriers in order to provide inclusive programming (i.e. fee subsidy, volunteer/paid support, and barrier free access)?	6		13
16	Does your municipality encourage private recreational clubs to reduce or eliminate barriers in order to provide inclusive programming (i.e. fee subsidy, volunteer/paid support, and barrier free access)?	3	1	15
17	Does your municipality consider the needs of persons with disabilities in the organization and implementation of Special Events? Some events are still not fully accessible	9	1	8

18	Do public libraries have talking books, large print collections and adaptive devices to allow persons who are blind or visually impaired to access reading materials, library catalogues and reference materials? 2 out of 3, some	9		10
19	Do public libraries have materials relating to disability issues?	9		11
20	Do public libraries have a collection of open captioned videotapes for the use of deaf and hard of hearing persons?	4		16
21	Do public libraries have a collection of videotapes with descriptive narration for the use of persons who are blind or visually impaired?	5		16
22	Is the circulation counter designed to provide "split level" service with one section low enough to serve children and persons with mobility disabilities?	3	1	15 no answer from library
23	Are all areas to which the public is admitted, accessible? Staff will cooperate in getting material that is not accessible (parks)	4	5	10 same as above
24	Is there adequate clear space under counters, tables and desks to accommodate a wheelchair?	2		17 same as above
25	Is equipment in the library that is available for public use (photocopy machines, computer terminals etc) accessible to all patrons, when this is appropriate?	3		17
26	Is there a support program (volunteer or paid staff) to assist persons with disabilities?	5		15

SECTION G COMMENTS

#23 – 2 of the 3 branch libraries do not have accessible washrooms

#22 – Branches have split level service, Main Branch – Adult, Children do not have split level service The 3 Branches all have a section of their circulation desk which is low enough (30 inches high) to serve children or to serve wheelchair customers. The circulation desks at the main branch are all the standard 40 inch height.

No TTY

Farmers market building in not wheelchair accessible. Farmers market clerk has had no training in dealing with disabled persons, although there are a few vendors/customers who are

City is working on getting one large fully accessible play structure in each ward. Trail master plan has invited a member from the barrier free committee to join the trail steering committee to address accessibility in Parks

SECTION H

FACILITIES, PROPERTY & PROJECT MANAGEMENT/SAFETY

1	<p>Has your municipality; Met or surpassed building code specifications or barrier free design criteria to ensure accessibility, and considered items such as:</p> <ul style="list-style-type: none"> • access to building; automatic doors, lever handles, glare proof and slip resistant floors; considered in audit • sufficient lighting; inside and outside • signage; visual, tactile, audible information; • safety and emergency measures (safe evacuation of persons with disabilities; areas of refuge; audible and visual alarms; awareness training for police officers/fire fighters, etc. • Location of elevators; audible and visual signals; reachable, raised, Braille controls; 	7 7 3 2 2 NA	3 1 4 4 NA	6 8 9 9 11
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	<ul style="list-style-type: none"> • Safe stairs with contrasting nosings and no open risers; no contrast nosings • Handrails and grab bars; • Public telephones accessible to persons who use wheelchairs • Public telephones with TTY • Public telephones with volume control • Accessible public washrooms, water fountains; • Lower service counters; • Accessible controls for lights, power outlets, thermostats, etc? <p>Many areas do not apply in parks</p>	2/NA	3	10
		5	2	9
		3/NA	2	10
		1	5	10
		3	3	10
		6	2	8
		1	2/NA	8
		3	2/NA	10
2	Are barrier-free designs incorporated into <u>new</u> construction projects and redevelopment in <u>outdoor</u> public spaces? OBC, when possible	12		2
3	Are there existing policies ensuring municipal facilities are accessible to persons with disabilities?	9		6
4	Is there a policy or by-law that encourages private sector to build accessible facilities? OBC	3	1	11
5	Does your municipality ensure barrier-free designs are incorporated into <u>retrofits</u> of existing public facilities and spaces?	11		4

6	Is there an overall emergency/evacuation strategy for persons with disabilities?	1	2/NA	12
	Is staff familiar with appropriate methods of assisting persons with disabilities in an emergency/evacuation situation? Not all	1	3	9
	Is specialized evacuation equipment available?		5	9
	Is staff aware of and trained to utilize specialized evacuation equipment?		2	3
	Is there access to all emergency services by teletype writers (TTY) for persons who are deaf-fire department, police department, hospitals, and ambulances?	1	5	9
7	Are infra red, FM and induction loop systems available for persons who are hard of hearing in municipal facilities? River Run and Evergreen	2	4/NA	9
	If facilities are not equipped for FM systems, is such a system available through loan?		1	12
	Is there a budget for repair, maintenance, upkeep and/or replacement of the equipment?	3	2	8 NA
	Is the FM system regularly checked and maintained?		2	10 NA
8	Are courtesy wheelchair(s) available for persons with disabilities in municipal facilities? Yes at Evergreen	1	7	8
9	Is informational and directional signage appropriate for persons with all types of disabilities, both inside and outside buildings?	2	6	6

SECTION H COMMENTS

Hoping that many of these facility issues will be addressed through the implementation of the audits recommendations

SECTION I

HOUSING

(NA – county of Wellington deals with housing)

1	Is there a mechanism for persons with disabilities to voice their concerns to Housing decision-making and policy advisory bodies?	1		5
2	Is there a Housing Advisory Committee with members with disabilities?			6
	Does this committee recommend policies based on needs identified disabilities?	1		5
	Does the committee report to Municipal Council?			6
3	Does your municipal government have an action plan to improve the present level of accessibility to housing?			6
4	Do by-laws ensure the accessibility of new apartment buildings?	1		5
5	Are there by-laws that ensure the retrofitting of existing apartment buildings?	1		5

6	Does your municipality fund accessibility renovations to existing homes?			6
7	Is information on available funding for renovations provided and accessible? (i.e. in alternate formats)			6
8	Are there by-laws or zoning regulations relating to public housing in the community (location of homes, percentage of housing units)?			6
9	Are housing options available to people with all types of disabilities?	1		5
10	Are there accessible transitional homes (rehabilitation services, halfway houses, and shelters for victims of family violence)?			6
11	Does your municipality ensure that housing developers meet building accessibility standards? How? OBC	1		5
12	Is barrier-free design information readily available and accessible through the municipality or other source? Yes I believe as we used some from Facility Audit	2		4

SECTION I COMMENTS

Building division provides barrier free design upon request

OBC is available at Public Library

SECTION J

TOURISM AND ECONOMIC DEVELOPMENT

1	Does your municipality include information on accessibility when marketing for tourism and conventions?	1		5
2	Does your municipality maintain an updated inventory of accessible municipal features, services, facilities, restaurants, hotels, etc., that is available to the general public and tourists? Don't know how updated	2	1	4
3	Is there support for entrepreneurship (programs to encourage the start up or operation of businesses run by persons with disabilities)?	1	1	5
4	Are promotional materials regarding your municipality, the municipal administration, tourism, transportation, recreation, housing, education and employment opportunities available in alternate formats?		1	6
5	Does your municipality collect and analyze data regarding persons with disabilities including numbers locations and demographics?		1	6

SECTION J COMMENTS**SECTION K
FIRE AND POLICE SERVICES**

1	Are all public spaces within Police and Fire facilities accessible to persons with disabilities?	3 police		6
2	Are work areas accessible to employees who may be on back to work adapted programs?	1 police	2	6
3	Does staff receive awareness training with respect to interaction with persons with disabilities and understanding issues concerning persons with disabilities? Does staff receive training on how to transfer persons with mobility disabilities?	2 2	1	6 6
4	Do police services have provision for accessible cells or alternative accommodations for persons with a mobility disability?	1		8
5	Does the Fire Dept have policies and procedures on fire safety for persons with disabilities? Is this information communicated in alternate format to the public?	2	2 2	7 5

SECTION K COMMENTS

Fire just finished a pre-planner for disabled students at Lourdes high school. It included Fire fighters moving the students in a practice session.

Students learned fire capability and to treat them

FF's learned how to safely move them and their wheelchairs

The October 2002 City of Guelph Facility accessibility audit submitted by Nexus Architects identifies a number of barriers that need to be addressed within the police building at 15 Wyndham St s

In most cases public access is provided better than access for employees who may at some point be disabled

The Guelph police service have a TTY machine in our dispatch center however if we had a prisoner that was deaf and needed to use a TTY machine there is not one available in the cell area

The Guelph police service use AT&T translation services 24 hours a day seven days a week for prisoners, victims or witnesses who need to utilize language services.

ADDITIONAL COMMENTS

Generally, the City of Guelph is proactive in the area of persons with disabilities. There is a subsidized rate for organizations/groups for persons with disabilities for facilities and specific programs. The re-organization of the Recreation and Parks Department has changed the face of “who does what” but not the commitment to be inclusive in programming and services.

New code changes forthcoming (comment proves over already)

There should be incorporated into New City hall design (see attached proposed changes)

Also accessibility guidelines need to be updated to reflect OBC and CSA standard changes

There were a number of questions on this survey that I believe the answer is yes but because I have no direct knowledge or don't know the particulars, I responded “don't know”

We have a long way to go in some areas

Appendix E



Barrier Free Policy Statement

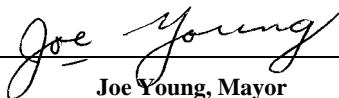
The City of Guelph is an innovative, caring community, and is committed to being responsive to the needs of its citizens. We want Guelph to be a great place to call home for everyone who lives here. To do this, we must recognize the diverse needs of our residents and respond by striving to provide services and facilities that are accessible to all.


Our vision of Guelph is that of a well-designed community that is safe, convenient and comfortable. To this end, the City of Guelph has developed this Barrier Free Policy and associated action statements.

Goals

The City of Guelph as an employer and provider of services is committed to Barrier Free access and thus will:

- 1) Take a leadership role in achieving and setting an example to the business, institutional and volunteer sectors in terms of access and integration, employment equity, communications, recreation, transportation, housing and education.
- 2) Establish a process to identify barriers and gaps in existing services and facilities.
- 3) Continuously improve the level of accessibility of existing municipal services and facilities.
- 4) Actively encourage input from all segments of the community in the design, development and operation of new and renovated municipal services and facilities.
- 5) Provide resources and support to give effect to this policy.


Joe Young, Mayor


David Creech, City Administrator

Appendix F		City of Guelph - Barriers Identified - 2003						
SECTION A - General Municipal Accessibility Practices								
	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing *	Responsibility
1	Some indication that staff do not know Disability Coordinator exists	Communicative	Information Services, Corporate Property Management	Communicate to all City Staff	No funding required	Staff time	ST	Betty Richard, Leslie La Celle
2	Not all staff aware of the availability of a TTY phone at Delhi Rec. Centre, Main Fire Hall, & Police Station,	Communicative	Information Services Community Services Corporate Property Management	Communicate to all City Staff	No funding required	Staff time	ST	Betty Richard, Leslie La Celle, Corporate Communications Committee
3	Provision of information in alternate formats is not done consistently and is not being communicated or promoted	Communicative	Information Services, Communications Group	Research Alternate formats. Develop and communicate policy and procedures. Determine funding required.	Corporate Communications Budget	Staff time	ST	Betty Richard, Leslie La Celle, Communications Group
4	No formal process for requesting sign language interpretation at public meetings, including City Council,	Participatory	Information Services, Communications Group.	Develop and communicate policy and procedures for sign language interpretation. Funding needs to be allocated	Corporate Communications Budget	Staff time	ST	Charlene Lavigne, Betty Richard
5	Barrier Free Policy Statement not known to all staff	Communicative	Corporate Property Management.	Barrier Free Policy statement needs to be communicated and promoted amongst staff	No funding required	Staff time	ST	Betty Richard, Leslie LaCelle, Murray McCrae
6	No official public input system to identify barriers and gaps in existing services/programs	Participatory	Corporate Property Managements	Develop tools that can be used by public to provide input into municipal barriers. Coordinate information gathering with Synergyn complaint tracking program	No funding required	Staff time	ST	Betty Richard, Gail Kennedy, Kim Lawrence, Leslie LaCelle
*Timing for completion of goals is based on Short term goals to take place in 03-04 (indicated by ST), long term goals to take place 05+ (indicated by LT)								

	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing *	Responsibility
7	No inventory of accessible municipal features/services/facilities/bus shelters/drop-off areas etc	Informational	Corporate Property Management, Parks Dept, Economic Development, V&CS, other depts. as required	Develop a chart/tool indicating all accessible features of municipal property. Information to be made available to community and actively promoted. Student/summer student placement to gather information and develop template.	HRDC funds, Corporate Property Management, \$4,000 for student wages	Staff time	ST	Betty Richard, Murray McCrae, Jim Mairs, Sue Trerise, Jay Kivell
8	Limited funding support for organizations involved in the provision of services with disabilities	Finance	Finance	Finance dept to research any available community funds	No funding required	Staff time	ST	Ryan Hagey
9	No consistency in the consideration to accessibility in the purchasing of goods and services	Physical & Part	Purchasing/Risk Management, all Depts. as necessary	Review possible changes to purchasing policy	No funding required	Staff time	ST	Mark Bolzon
10	No incentives to religious institutions & schools etc., to upgrade buildings to make them accessible.	Financial	Finance Building Planning Legal	City staff will investigate whether the City can impose additional requirements to those set out in the Ontario Building Code. Better promotion of Guelph Accessibility Guidelines to ensure facilities are accessible, promotion can occur through Community services (partnerships) and Planning Depts. (Building permits). No recommended City funding dollars to be allocated at this time.	No funding required	Staff time	ST	Susan Smith Adrian Van Eck Jim Forbes
11	Not all voting places accessible to persons with disabilities	Physical & Architectural	Information Services, Barrier Free Advisory Committee	review voting stations to determine level of accessibility, research other potential locations, information can be coordinated with #7 section A	See #7	Staff time, student	ST	Marilyn Schmidt, Betty Richard, BFAC

Appendix F		City of Guelph - Barriers Identified - 2003						
SECTION B - Communications/Information Technology								
	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing*	Responsibility
1	Information not available on City website in text based format to make it accessible to people who are blind and use reading software.	Technological	Information Services, Corporate Property Management	Determination of whether website meets accessibility requirements for a barrier free or universally designed website. Develop policies ensuring that publications and websites are accessible to persons with disabilities.	Determine funding requirements for 2005	Staff Time	ST	Kim Lawrence, Betty Richard
2	Inconsistent use of international and universal symbols and tactile signage	Informational	Corporate Property Management	Develop procedure to ensure standards across all facilities	no funding	Staff time	ST	Murray McCrae Betty Richard
*Timing for completion of goals is based on Short term goals to take place in 03-04 (indicated by ST), long term goals to take place 05+ (indicated by LT)								

Appendix F		City of Guelph - Barriers Identified - 2003						
SECTION C - Human Resources								
	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing*	Responsibility
1	Written policies on recruitment practices are required.	Employment Policy/ practice	HR	Initiate the development of a recruitment policy	To be determined by HR	HR Staff Time	ST and LT	Anne Barden
2	Written accommodation policy for existing employees is required.	Employment Policy/ practice	HR	Initiate the development of an accommodation policy	To be determined by HR	HR Staff Time	ST and LT	Gord Hunt Brenda Campbell
3	Need for disability awareness training. Needs to be assessed.	Attitudinal	HR	Conduct a training needs assessment & implementation of a training program	To be determined by HR	HR Staff Time Training materials	ST and LT	Dave Bush Lisa Lee
*Timing for completion of goals is based on Short term goals to take place in 03-04 (indicated by ST), long term goals to take place 05+ (indicated by LT)								

Appendix F		City of Guelph - Barriers Identified - 2003							
SECTION D - Planning, Development, Technical Services, Traffic Operations & Public Works									
	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing*	Responsibility	
PLANNING									
1	Lack of staff awareness of: Accessibility Guidelines, Official Plan provisions regarding access, etc	Communicative	Planning and Building, Engineering	Educate/inform staff Communicate information at staff meetings	Department Operating Budget	Staff time	ST	Betty Richard Adrian Van Eck Rick Tolkunow Jim Forbes	
2	Lack of awareness by commercial/institutional contractors and designers(Architects and Engineers) of barrier free design requirements(OBC requirements) and Guelph's Accessibility Guidelines (recommendations)	Architectural Informational Communicative	Planning and Building	Facilitate information/training session	Department Operating Budget	Staff time + trainer	ST and LT	Betty Richard Adrian Van Eck Rick Tolkunow Jim Forbes	
3	Lack of accessibility guidelines for site plan approval process	Architectural Physical policy/practical	Planning and Engineering, Corporate Property Management, AAC Site Plan Approval Committee	Develop accessibility guidelines for site plan approval process Determine which site plans the AAC will review yearly	Department Operating Budget	Staff time	ST and LT	Dan Ritz Gary Austin Betty Richard, Scott Hannah Pat Sheehy Mgr Dev Services (E&T) AAC Site Plan Review Committee	
4	Zoning provisions need to be reviewed to ensure consistency with Guelph's Accessibility Guidelines	Architectural Physical policy/practice	Planning, Engineering,	Review and amend Zoning By-law to be consistent with Accessibility Guidelines	Department Operating Budget	Staff time	ST 2004 Admin Amendment	Scott Hannah Betty Richard Mgr Dev Services (E&T) AAC Site Plan Review Committee	
5	Policy required for corporate construction projects stipulating full compliance with latest edition of Guelph's Accessibility Guidelines	policy/practice	Corporate Property Management Purchasing E&T Dev Eng	Develop policy for new city facilities for approval by city council (See section H # 3 and 4)	Department Operating Budget	Staff time	ST	Murray McCrae Mark Bolzon Mgr. Dev Services (E&T)	
6	Policy required for corporate renovation projects and redevelopment of public outdoor spaces, etc. stipulating level of compliance with Guelph's Accessibility Guidelines	Policy/practice	Purchasing Corporate Property Management Parks	Develop policy for renovations, and redevelopment of outdoor spaces for approval by city council (see section H #3)	Department Operating Budget	Staff time	ST	Murray McCrae Mark Bolzon Dan Ritz	
7	No official collection of data pertaining to persons with disabilities.	Policy/practice	Planning	Review data collection and analysis opportunities regarding persons with disabilities including numbers, locations, and demographics and if practical implement a system	Department Operating Budget	Staff time	LT	Jim Forbes	

	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing*	Responsibility
8	PUBLIC WORKS No Municipal encouragement of private owned facilities to become accessible (fitness centers, movie theatres, clubs, cultural centers, museums, etc.)	Architectural	Building, Economic Development Planning Legal	City staff will investigate whether the City can impose additional requirements to those set out in the Ontario Building Code Investigate the possibility/opportunities to encourage private facilities to become accessible as OBC only provides minimal standards. Promote accessible establishments through ED	N/A	Staff Time	ST	Bruce Poole Jim Mairs Jim Forbes Susan Smith
9	Not all curb ramps are accessible so that persons who use wheelchairs and other pedestrians with disabilities are provided with easy access to sidewalks, crosswalks, etc.? Not all sidewalks and walkways, implement accessibility features such as: curb cuts, ramps, grate design, and location and grade elevations	Architectural	E&T Public Works Corporate Property Management AAC Curb Ramp Review Committee	Curb ramp list to be retrofitted or installed has been developed by the Environment & Transportation Group and the Barrier Free Advisory Committee for completion. Process has been developed to allow the public to call in or submit information regarding curbs that need to be fixed or installed. Maintain current process; look at timing of submission from Barrier Free Cttee to ensure updated list is submitted before next year's budget A process is in place to identify curbs that require accessible ramps and retrofits? Ward studies have also been conducted that will identify curb requirements.	N/A	internal staff time Barrier Free Cttee	ST	Mgr. Roadside Operations
10	Funding for replacement of curb cuts is not adequate to keep up with amount of retrofits required	Financial	E&T Works Corporate Property Management AAC Curb Ramp Review Committee Finance	Identify amount of funding required to deal with replacement of curb ramps presently identified Determine yearly budget to meet demand	Works Budget, to be Determined	Staff time, committee time	ST	Bob Thompson Betty Richard AAC Curb Ramp Committee
11	Construction inspectors and contractors not trained on accessible design features.	Attitudinal	Human Resources staff (PW & Eng)	Once standards have been approved/adopted, research training program for inspectors	Engineering Budget, Funds for training to be determined	internal staff time external consultant?	ST (after standards have been adopted)	HR Corporate Trainer

	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing*	Responsibility
12	Not all curb cuts, ramps and staircases designed so as not to create hazards to visually impaired persons (textural change, colour contrast, etc.) Not consistent with handrails and grab bars located along staircases, ramps and other changes in level	Architectural	Building Division E&T PW & Eng staff	City staff to develop design standards	N/A	internal staff time	ST	Mgr. Design & Construction (E&T)
13	Removal of snow in areas where persons with disabilities live and work as well as bus shelters is an issue Some issues with snow and ice removal at curb ramps	Physical	E&T Public Works Corporate Property Management AAC Curb Ramp Review Committee	Winter Control Plan identifies arterial roads as first priority. Recommend discussion with Public Works to ensure best possible and timely solution that is cost effective. Discuss possibility of adjusting priorities. Continue to use Volunteer centre at University as a means to assist seniors and disabled with removal of snow windrow	May be some budget considerations to Winter Control Plan if priorities are changed	Staff Time	ST	Sam Mattina Betty Richard AAC Curb Ramp Review Committee
14	Consistency of complaints received about cluttered sidewalks and paths, curbs ramps, snow removal etc	Physical policy/practice	E&T Public Works C/S IT Parking	A pedestrian travel concern form has been developed to assist with gathering information on problem areas related to curbs and sidewalks. Use Synergen Customer complaint tracking system to record complaint and action taken	N/A	internal staff time (training on Synergen)	ST	I/T Synergen BSA
*Timing for completion of goals is based on Short term goals to take place in 03-04 (indicated by ST), long term goals to take place 05+ (indicated by LT)								

Appendix F		City of Guelph - Barriers Identified - 2003						
SECTION E - Transportation & Traffic								
	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing*	Responsibility
1	Not all conventional buses are low floor and therefore accessible to persons with disabilities	Physical Participatory	Transit	Policy to purchase low floor buses has been developed 3 buses per year, 4 in 2005. Refer to Transit acquisition budget for details	Capital budget -	Staff	ST and LT	R. French
2	Not all drivers and transportation staff receive disability awareness training	Attitudinal	Transit	Provide training	\$50,000.00	Staff/Consultant	ST	B. Richard R. French L. Lee
3	Community and staff may not be aware of mechanism for persons with disabilities to voice concerns to transportation decision-making and policy advisory groups	Participatory	Transit/BFTC/GTAC	Communication through BFTC & GTAC	None required	Staff/volunteers	As required	B. Richard
4	Transit Advisory Committee not always representative of persons with disabilities.	Participatory	BFTC/GTAC	Encourage volunteer participation	None required	Staff/volunteers	As required	B. Richard
5	Accessibility of some bus shelters is an issue	Physical	Transit	Conduct audit on shelters and determine necessary upgrades		Staff	ST	R. French
6	Next stop request	Technological	Transit	New vehicles have this feature	In Place	N/A	ST	R. French
7	Lack of accessible taxis within the municipality	Participatory Attitudinal	Police Services BFTC	Committee working on a By-law Change Encouraging Taxi companies to purchase low floor vehicles Investigation on the Taxi companies to come to Guelph to provide service	\$10,000	Staff	ST	BFTC
8	Fare structure not the same as that of the conventional system, including single use and monthly passes?	Financial	Transit TAC BFTC	Investigating the possibility of introducing a Monthly Pass	\$100,000.00	Staff	ST	R. French BFTC TAC
9	Eligibility criteria may not be perceived to be fair and equitable by persons with disabilities who require access to the parallel transportation system	Policy/ Practical	Transit TAC BFTC	Will develop survey to determine customer satisfaction	Transit Operating Budget	Staff	ST	R. French
10	No priority request and advance booking policies	Policy/ Practical	Transit	Policy Required	None Required	Staff	ST 2004	R. French
11	Reservations cannot be made through TTY	Communicative	Transit	Introduce Technology	\$1,000.00	Staff/Suppliers	ST 2004	R. French

Appendix F		City of Guelph - Barriers Identified - 2003						
SECTION F - Parking & By-Law Enforcement								
	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing*	Responsibility
1	Not all designated parking spaces for persons with disabilities in municipal parking lots and near main entrances to all municipal facilities?	Physical	Parking Community Services	Parking Facility Audit has identified necessary changes to sites	None required	Staff	Annually	D. Godfrey L. Murphy
2	Many individuals park illegally in designated parking spaces for drivers with disabilities	Attitudinal	Traffic and Legal	Maintain and enforce By-law	None required	Staff	As required	S. Smith D. Godfrey
3	No by-law stating minimum acceptable requirements for the width of the space, signage, proximity to building entrance, appropriate curb cuts where required etc.	Policy/ Practical	Community Services Parking Services Legal	By-law being re-written and will include reference to minimum requirements	None required	Staff and BFTC	As required	B. Richard S Smith D Godfrey
5	Not all accessible parking locations on private property have appropriate signage for designated parking spaces	Communicative	Parking and Traffic	An audit to identify signage deficiencies will be conducted	None required	Staff	Daily	D. Godfrey
6	No Municipal inventory of accessible parking spaces, both public and private?	Informational	Parking	New Municipal Act will mandate disabled parking plan implementation	None required	Staff	As required	D. Godfrey
7	General lack of on or off-street disabled spaces	Physical	Parking	Monitor use of current spaces as well as number, location and type of requests	None required	Staff	As required	D. Godfrey
8	Cost of parking for persons with disabilities is sometime prohibitive for those on limited incomes	Financial	Parking Corporate Property Management	Development of a free parking pass for persons with disabilities. Will monitor use to ensure effectiveness	None required	Staff	As required	B. Richard C Hunter
9	Blocking of sidewalks i.e. newspapers, patio cafes causes problems for persons with disabilities	Physical	Parking/Traffic Legal	Enforce under Traffic By-law	None required	Staff	As required	D. Godfrey
*Timing for completion of goals is based on Short term goals to take place in 03-04 (indicated by ST), long term goals to take place 05+ (indicated by LT)								

Appendix F		City of Guelph - Barriers Identified - 2003							
SECTION G - Recreation, Leisure, Culture, Libraries, Museum									
Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing	Responsibility		
1	Lack of Recreation/Leisure/Culture Inclusion Policy	Policy/ Practical Participatory	Program Development and New Initiatives Division Corporate Property Management Division	Develop mission, values and inclusion philosophy for services and programs Conduct research Develop draft Circulate Adopt Communicate and educate	Department Operating Budget	Staff time leisure guide space	ST	Cindy Richardson Jane Serafini Kristen Levy	
2	Lack of disability awareness and proper referral of customers with disabilities by front line staff	Attitudinal	Corporate Initiative plus specific training from Rec. Dep't on services available	Research and development of front line staff training program Partnership between H.R. & Comm. Services to implement dev. of tools/resources	Corporate training budget (H.R.)	Staff time hiring of trainer (possibly) handouts, resources, manual	ST	Human Resources/Community Services Lisa Lee, Jane Serafini	
3	Lack of staff accommodations policies/procedures	Policy/ Practical Employment	H.R. & RSPD= Resource Services for Persons with Disabilities	Develop policy Identify accommodations Training	Operating budgets (H.R. to take the lead, Dep't operating budgets for implementation as required)	staff time to develop policy equipment, retrofits as required	ST	H.R. to take lead with input from RSPD, Senior Management	

	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing	Responsibility
7	Roles of Inclusion Coordinator and Disability Resource Coordinator not clear to employees and community	Communicative Informational	Program Development and New Initiatives Division	Develop job description Goal setting Identify "gaps" Research and program development Communicate	operating budget	staff time	ST	Supervisor of Program Development Inclusion Coordinator Disability Resource Coordinator and Corporate Property Manager
8	Lack of education for Leisure Providers in City on Inclusion Best Practices/Procedures	Attitudinal	RSPD, Inclusion Coordinator all areas Barrier Free Education Communication	Provide education as required Forward tools website information consultation as required resource sharing	operating budget (staff time) resource development copying etc.	RSPD, Inclusion Coordinator, Barrier Free Education Committee Manuals, resources	ST/LT	Community Services Department Staff Barrier Free Education Committee
LIBRARY								
9	Washrooms need to be modified to make them barrier free	Architectural	Bullfrog Branch and Scottsdale Branch	Convert 2 smaller washrooms to family style washroom with all the required handicap features	Corporate Accessibility Budget Estimated Cost: \$20,000 (\$10,000 each)	Contract work to local company	ST	Norman McLeod
10	Circulation desk not accessible.	Architectural	Main Branch-Adult and Children's Department	Modify so that they have a section low enough (30 inches high) so as to be accessible for children and wheelchair customers	Corporate Accessibility Budget Estimated Cost: \$15,000 (\$7,000 each)	Contract work to local company	ST	Norman McLeod
11	Library web site not accessible and "user friendly" to persons with disabilities	Technological	Library IT	Investigate software solutions and make appropriate modifications	Department Operating Budget	Staff time	ST	Linda Kearns Kim Lawrence
12	Some general issues around accessibility with services (ie. Assistance with locating materials, Shut in service, technical equipment etc)	Technological Policy/Practice Communicative Participatory Information	Library	Discussions/meetings with the AAC and Library Board related to accessibility should occur	None	Staff and volunteer time	ST	Norm McLeod Betty Richard AAC Library Board
*Timing for completion of goals is based on Short term goals to take place in 03-04 (indicated by ST), long term goals to take place 05+ (indicated by LT)								

Appendix F		City of Guelph - Barriers Identified - 2003						
SECTION H - Facilities, Property & Project Management/Safety								
Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing*	Responsibility	
1	Many issues with accessibility of City owned facilities	Architectural	Corporate property Management Library Recreation Culture Parks Fire Police Museum	Ensure recommendations identified in 2002 Facility Accessibility Audit are incorporated into Capital and operating budgets-review and prioritize recommendations yearly -ensure retrofits incorporate any recommendations as identified in report (see below)	\$200,000 per year has been identified in the Capital budgets for years 2006 - 2007 Additional funds in future years will be identified to complete audit Review yearly and make necessary recommendations for future projects identified in report incorporate necessary retrofits in Operating budgets yearly	Staff and funds	LT Beginning 2006 Unless some changes can be incorporated in any retro-fit or construction projects planned	Lawrence Murphy Murray McCrae Betty Richard Vikki Dupuis Cindy Richardson Ian Harris Daryl Fowler Allan Berberich Leslie Snell Laurence Grant Paul Deeves Shawn Armstrong Norm McLeod
2	City of Guelph Accessibility Guidelines (GAG) are out of date and must be updated to reflect new OBC and CSA changes Guidelines also are deficient in many areas i.e. illumination	Policy/ Practical	Corporate Property Management Building Planning	Hire consultant to perform a review of guidelines and make necessary updates to ensure standards are complete and up-to-date Consult with AAC and staff	Corporate Property Management Budget Estimated Cost: \$5,000	Staff and volunteer time	ST February 2004 To ensure all future developments meet accessibility standards	Corporate Property Management Division Betty Richard Facilities Sub-Committee of AAC E & T staff (all staff involved in development of previous accessibility guidelines)
3	Need to ensure barrier-free designs incorporated into <u>new</u> construction projects and redevelopment in <u>outdoor</u> public spaces	Communicative Policy/ Practical	Parks Planning Corp Prop Man	Develop policy to ensure all outdoor spaces incorporate accessible design features GAG's should incorporate outdoor accessibility standards related to public spaces (trails, parks, play spaces, splash facilities, picnic shelters etc) Trail Master Plan to ensure accessibility design features. Master plan committee to include member of AAC Site plan accessibility standards to be developed that will address outdoor public and private development (See SectionD #6)	Cost associated with including design features in GAG can be included with overall update as indicated above	Staff and volunteer time	ST Sept. 2003 - Sept. 2004 June 2003-Jan 2004	Parks Division Janet Sperling Dan Ritz Scott Hannah Gary Austin Pat Sheehy Betty Richard AAC Site plan review committee AAC Facility standards sub-committee

	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing*	Responsibility
7	Evacuation procedures for persons with disabilities (staff or customers) does not exist, nor does specialized equipment that may be necessary to ensure safe evacuation	Policy/practical	Corporate Property Management Fire Recreation	Research evacuation and emergency procedures Develop strategy/policy Communicate to staff Ensure all facilities have a wheelchair to assist with evacuation and emergency procedures Research other evacuation equipment necessary Train staff on procedures once developed Research feasibility of purchasing TTY's for facilities	Wheelchairs can be donated Specialized equipment that may be necessary should come out of operating budget for facility	Staff	ST Complete by Dec. 2004	Fire Staff Betty Richard Lawrence Murphy Murray McCrae Vikki Dupuis Cindy Richardson Leslie Snell Daryl Fowler
8	Communication devices for persons who are deaf and hard of hearing are only available in Riverrun and Evergreen	Communicative	Corporate Property Management Information Services Recreation and Culture Depts.	Research communication devices for persons who are deaf/hard of hearing Inventory facilities for public use i.e. meetings etc. Determine which facilities require assistive listening devices Develop budget line Purchase equipment Educate staff and communicate to public	Operating budget costs to purchasing equipment will be based on recommendations made	Staff	ST Completed by Dec. 2004	Info services staff Betty Richard Facility Managers
9	Information and directional signage within each facility	Informational	Corporate Property Management	Direction and information signage within facilities was identified within the Facility Accessibility audit and is to be addressed as part of the audit plan (refer to #1)	Funding identified in #1	Staff	LT Beginning 2006 unless some changes can be incorporated in any retro-fits or construction projects planned	Lawrence Murphy Murray McCrae Daryl Fowler Betty Richard Vikki Dupuis Cindy Richardson Ian Harris Allan Berberich Leslie Snell Laurence Grant Shawn Armstrong Norm McLeod
*Timing for completion of goals is based on Short term goals to take place in 03-04 (indicated by ST), long term goals to take place 05+ (indicated by LT)								

Appendix F		City of Guelph - Barriers Identified - 2003						
SECTION I - Housing								
	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing*	Responsibility
	HOUSING							
1	Lack of accessible/affordable housing within our community	Architectural Participatory Policy/practical	Corporate Property Management Building Planning Legal	Begin discussions with County regarding need to develop more accessible and affordable housing Include persons with disabilities in discussion Ensure MPP is involved in meetings Review any by-laws or zoning regulations relating to housing to ensure the accessibility of new apartment buildings Actively promote City Accessibility Guidelines to developers to assist with ensuring housing is accessible Continue support of Council Affordable Housing Initiative Provide input in the County's Social Housing Strategy	None	Staff and volunteer time	ST and LT	Paul Kraelling Betty Richard
*Timing for completion of goals is based on Short term goals to take place in 03-04 (indicated by ST), long term goals to take place 05+ (indicated by LT)								

Appendix F		City of Guelph - Barriers Identified - 2003						
SECTION J - Tourism & Economic Development								
	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing*	Responsibility
1	Lack of information on accessible restaurants and amenities in the community	Informational Participatory Communicative	Tourism Economic Development Community Services Information Services	Gather information on community amenities identifying accessible features and put in booklet format communicate information to the community (could be done by hiring summer student) ensure information is available on web-site and in alternate formats upon request	Economic Development \$3,000	Staff time	ST	Jim Mairs Kim Lawrence Sue Trerise Betty Richard Leslie Lacelle
*Timing for completion of goals is based on Short term goals to take place in 03-04 (indicated by ST), long term goals to take place 05+ (indicated by LT)								

Appendix F		City of Guelph - Barriers Identified - 2003						
SECTION K - Fire & Police Services								
	Barrier/Issues	Type of Barrier	Sections/Areas	Recommended Solution	Funding Recommendation	Resources	Timing	Responsibility
	FIRE AND POLICE							
1	No policies and procedures on fire safety and education to general public on access issues faced by persons with a disability	Informational Attitudinal	Fire	complete education material on safety and evacuation of persons with disabilities (aimed at persons with disabilities and public) Ensure material is available on web-site and in alternate formats and distributed by Fire Services to established community development network and neighbourhood districts.	\$500.00	Department Operating Budget	Staff Time	Ken Bourghese
*Timing for completion of goals is based on Short term goals to take place in 03-04 (indicated by ST), long term goals to take place 05+ (indicated by LT)								