



**Northumberland County 2017 Accessibility Status Report
Prepared: January, 2018**

An update on actions by the County of Northumberland to prevent and remove barriers for people with disabilities and implement the County's 2013-2021 Multi-Year Accessibility Plan



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This document is available in an accessible format upon request.

Please contact the County's Accessibility Coordinator at 905-372-3329 ext.2327 or accessibility@northumberlandcounty.ca to request an alternative format that meets your needs.

Glossary of acronyms

AODA	Accessibility for Ontarians with Disabilities Act
IASR	Integrated Accessibility Standards Regulation
NAAC	Northumberland Accessibility Advisory Committee
ODA	Ontarians with Disabilities Act
OHRC	Ontario Human Rights Code
PDF	Portable Document Format

Introduction

What is accessibility? It simply means giving all people the ability to participate fully in everyday life.

The Accessibility for Ontarians with Disabilities Act (also referred to as the AODA), was passed in 2005 and provides for the development, implementation, and enforcement of mandatory standards for accessibility in all areas of daily life. These standards set out mandatory legal requirements for organizations, businesses, and municipalities. The AODA was preceded by the Ontarians with Disabilities Act, 2001 (ODA), which set the foundation for accessibility in the public sector.

Ontario's first accessibility standard under the AODA, the Accessibility Standards for Customer Service (Ontario Regulation 429/07), became law on January 1, 2008, and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11 or IASR for short) which covers Employment, Information and Communication, and Transportation was released in June, 2011. An amendment to the IASR was released by the Province in December, 2012 to include the Accessibility Standard for the Design of Public Spaces. Further changes came into force on July 1, 2016. Now all accessibility standards — including the accessible customer service standard — are part of the IASR.

One of the requirements of the IASR is to establish, implement, maintain and document a multi-year accessibility plan to outline strategies the organization will take to prevent and remove barriers and meet the requirements under the legislation. This plan must be reviewed at least once every 5 years. The IASR also requires an annual status report to be prepared to report on the progress of measures taken to implement the strategies referenced in the multi-year plan.

The key purpose of this report is to outline the Corporation of the County of Northumberland's (the County's) progress towards meeting the requirements of the IASR and to update the County's multi-year plan.

Statement of Commitment

The County of Northumberland is committed to complying with the AODA and all of the standards under it in order to create a barrier-free Ontario. The County is committed and guided by the four core principles of dignity, independence, integration, and equal opportunity. The County supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms, and the AODA.

Northumberland Accessibility Advisory Committee

Under the AODA, all municipalities with a population greater than 10,000 are required to establish accessibility advisory committees. The majority of the members of the committee must be persons with disabilities. The main duty of the committee is to advise Council about

the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which Council may seek its advice.

The Northumberland Accessibility Advisory Committee (NAAC) provides significant input, advice, recommendations, and support to County Council and all County departments regarding matters related to accessibility including the development and maintenance of the County's accessibility plan in accordance with the AODA.

Agency Representatives

Cheryl Blodgett, Canadian Blind and Deaf Association
Clare Paterson, Northumberland Child Development Centre
Jessica Hoskin, Community Care Northumberland

Community Representatives

Debra Ouellet
Hope Bergeron (2016 – 2017 Committee Vice-Chair, 2018 - 2019 Committee Vice-Chair)
Janet Warren (2018 - 2019 Committee Chair)
Joan Dingman
Kathy Richards
Robert Robertson (2016 - 2017 Committee Chair)

Staff Representatives

Kirsty Brown, Northumberland County Human Resources and Accessibility Coordinator
Ken Stubbings, Northumberland County Health & Safety and Emergency Planning Manager

Multi-Year Accessibility Plan

The County of Northumberland strives to provide goods, services, and facilities that are accessible. Our multi-year accessibility plan is designed to support the principles and requirements outlined in the AODA and the IASR. The plan serves as a road map to help us meet the legislative requirements and remove barriers to accessibility.

The County reports annually on the progress and implementation of the plan, posts the information on the County's website, and provides the plan in an alternative format upon request.

2017 Accomplishments

IASR general Requirements

- Completed and submitted bi-annual accessibility compliance report to the Accessibility Directorate of Ontario
- Provided training to all new staff and volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities

Customer Service Standard

- Completed an accessibility compliance review of 600 Williams Street, Cobourg, looking at service related elements
- Provided accessible customer service training to all new staff and volunteers

Information & Communication Standard

- Continued upgrading current County websites (www.northumberlandcounty.ca, www.northumberlandpartners.ca, www.produlynorthumberland.ca, www.investnorthumberland.ca, www.oafvc.ca, www.welcometonorthumberland.ca, www.northumberlandtourism.com)
 - Utilized “SiteImproved” program which scans websites for accessibility, as well as spelling, grammar, etc.

Employment Standard

- Reached out to all staff reminding them of the County’s commitment and process for requesting individualized workplace emergency response information
- Continued to communicate with all potential new hires that accommodations are available, upon request, to support candidates with disabilities throughout the recruitment process.

Design of Public Spaces Standard

- Facilities department ensured new shared services Paramedic/Fire station in Colborne was constructed meeting all of the requirements of the Design of Public Spaces standard. Accessibility features were reviewed with the NAAC
- Forest department modified an existing trail to make it accessible and the NAAC toured to ensure accessibility prior to grand opening
- Completed an accessibility compliance review of 600 Williams Street, Cobourg, looking at accessible public spaces-related elements
- Transportation and Waste department finalized the Audible Pedestrian Signal Evaluation and Prioritization policy and procedure and began construction on Elgin/Strathy Road intersection in Cobourg

Other Actions Taken

- Council recognized and proclaimed the week of May 28 to June 3, 2017 as National Access Awareness Week in Northumberland County
- Promoted accessibility awareness to the public through local media
- NAAC prepared and presented a video, “Creating a Barrier Free Northumberland” to County Council
- Established Helping Hands certificate to recognize County staff members who embrace accessibility
- Hosted a “Learn to be a Sighted Guide” workshop facilitated by CNIB for County Council and County employees.
- Distributed and promoted Directory of Accessibility Services for people with disabilities in Northumberland County

- NAAC members participated in emergency management field exercise facilitated by the County and the municipality of Trent Hills held on November 24, 2017
- Recruited 2 new members for the NAAC

2018 Goals

Please note - In the 2018 budget, an issue paper was put forward to request approval to contract an external Accessibility Consultant to complete an accessibility compliance audit for the County of Northumberland. The purpose of the audit is to review all existing accessibility policies, practices and training to ensure compliance with the AODA, to identify any gaps and to develop an action plan for moving forward. Pending the results of the audit, the following goals may shift throughout the year.

IASR General Requirements

- Transition to online training module for training new employees and volunteers on the AODA and the Human Rights Code as it pertains to people with disabilities as part of orientation
- Research a process to ensure persons who provide goods, services or facilities on behalf of the County are trained in the requirements of the IASR and have training on the OHRC as it pertains to people with disabilities, including reviewing existing contracts with goods, service, and facility providers

Customer Service Standard

- Transition to online training module for training new employees and volunteers on accessible customer service
- Complete 1 to 2 department accessibility reviews with the NAAC, looking at service related elements
- Review and revise existing Accessible Customer Service policies, specifically Service Animals and Support Persons

Information & Communication Standard

- Review and update Accessibility section of County website
- Review pdf and word documents on County website to ensure accessibility
- Work with Communications department to further pursue creation of County's Visual Identity Guidelines, which includes AODA standards

Design of Public Spaces Standard

- Complete 1 to 2 department accessibility reviews with the NAAC, looking at accessible public spaces-related elements
- Complete an inventory of all existing public space
- Facilities department to install single story lift at 112 Front Street in Campbellford
- Consult with Facilities to ensure the new shared services Paramedic/Fire station in Roseneath is built meeting all accessibility requirements (estimated completion: September, 2018)

- Consult with Facilities to ensure the new shared services Paramedic/Fire station in Campbellford is built meeting all accessibility requirements (estimated completion: end of 2019)
- NAAC to tour and review audible pedestrian signal installation at Elgin and Strathy intersection in Cobourg

Other Actions to be taken

- Proclaim the week of May 27 to June 2, 2018 as National Access Awareness Week and promote accessibility awareness through events to be determined
- Select County staff member(s) to be awarded 2018 Helping Hands certificate and present certificate(s) at May, 2018 County Council session
- Prepare accessibility orientation for new Council (early 2019)

Ongoing Commitments

IASR General Requirements

- Maintain accessibility policies and multi-year plan
- Prepare annual status report on progress of multi-year plan and post on website
- Provide accessibility policy and multi-year plan in an accessible format, when requested
- Incorporate accessibility criteria and features when procuring or acquiring any goods, services or facilities (including self-serve kiosks)
- Provide training to all new staff and volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities

Customer Service Standard

- Maintain accessibility policies governing the provision of goods, services and facilities to people with disabilities
- Notify the public that policies are available, upon request
- Allow a person with a disability who is accompanied by a service animal to enter our premises and keep animal or support person with them, unless otherwise excluded by law
- Allow a person with a disability who is accompanied by a support person or uses and assistive device to enter our premises and not be prevented from having access to that support person or assistive device
- Provide notice of temporary service disruptions when a facility or service that a person with a disability would usually use is unavailable
- Provide accessible customer service training to all new staff and volunteers
- Maintain a feedback process

Information & Communication Standard

- Ensure process for receiving and responding to feedback is accessible by providing accessible formats and communication supports, upon request
- Provide or arrange for the provision of accessible formats or communication supports for persons with disabilities, upon request

- Provide publicly available emergency procedures, plans, and safety information in an accessible format, when requested. Consult with the individual making the request to determine a suitable format
- Work towards updating all County websites and content on websites to conform with WCAG 2.0 Level AA

Employment Standard

- Notify the public and staff of the availability of recruitment and workplace-related accommodations (including accessible formats and communication supports)
- Upon request, provide or arrange for the provision of accessible formats or communication supports for information that is required for an individual to do their job and information that is generally available in the workplace
- Provide individualized workplace emergency response information to employees with disabilities, upon request
- Maintain a process for the development of individual accommodation plans
- Maintain a process for employees to return to work after being absent due to a disability and require disability-related accommodations
- Take into account individual accommodation needs and/or plans when using any performance management processes, providing career development and advancement opportunities, and/or redeploying employees

Design of Public Spaces Standard

- Consult with the public and people with disabilities and meet specific technical requirements when building any new, or making any significant changes to recreational trails/beach access routes, outdoor public eating areas, outdoor play spaces, outdoor paths of travel (sidewalks, ramps, stairs, curbs, pedestrian signals), accessible parking, or service-related elements (service counters, fixed queuing lines and waiting areas)
- Continue reviewing County owned/operated public spaces to assess accessibility and determine where improvements may be needed

Conclusion

The purpose of the AODA is to develop, implement, and enforce accessibility standards with respect to customer service, information and communication, employment, transportation and the design of public spaces. In addition to being obligated by law to continue our pursuit of the prevention and removal of barriers for people with disabilities, it is simply the right thing to do.

The County has made several improvements within our policies, by-laws, facilities, programs, and practices, and we are committed to continuing our work in order to create a universally accessible organization for all.

Feedback on accessibility within the County of Northumberland is always welcome. Please contact the County's Accessibility Coordinator at 800-354-7050 ext.2327 or accessibility@northumberlandcounty.ca



2012 – 2021 Multi-Year Accessibility Plan

Updated January, 2018

The County of Northumberland's Multi-Year Accessibility plan is designed to support the principles and requirements outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation (IASR).

This plan will serve as a road map to help us meet the legislative requirements and remove barriers to accessibility.

Glossary of acronyms

AODA	Accessibility for Ontarians with Disabilities Act
HR	Human Resources
HRIS	Human Resources Information System
HS	Health & Safety
IASR	Integrated Accessibility Standards Regulation
MOC	Management Operating Committee
NAAC	Northumberland Accessibility Advisory Committee
ODA	Ontarians with Disabilities Act
OHRC	Ontario Human Rights Code
PDF	Portable Document Format
RFP	Request for Proposal
WCAG	Worldwide Web Consortium Accessibility Guidelines

Part 1 - General Requirements	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Establishment of Accessibility Policies (3)					
Develop, implement and maintain policies governing how we will achieve accessibility	January 1, 2013	Accessibility Coordinator with input from MOC, unions, and NAAC	Approved by Council: February 20, 2013	Complete	One overarching policy was developed (AODA 9.1 - Integrated Accessibility Standards) which provides the overall strategic direction that the County will follow to provide accessibility to Ontarians with disabilities.
Must include statement of organizational commitment	January 1, 2013	Accessibility Coordinator with input from MOC, unions, and NAAC	Approved by Council: February 20, 2013	Complete	Policy states, "The Corporation of the County of Northumberland is committed to complying with the AODA and all of the standards under it in order to create a barrier-free Ontario. The County is committed and guided by the four core principles of Dignity, Independence, Integration and Equal Opportunity and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms, and the AODA."

Policies must be written	January 1, 2013	Accessibility Coordinator	Approved by Council: February 20, 2013	Complete	Hard copy or electronic policy distributed to all Directors, Managers and Supervisors Electronic copies of written policy available on common drive of County's electronic network, on the intranet and on the County's website.
Policies must be made available to the public	January 1, 2013	Accessibility Coordinator Front line/ administrative staff	Ongoing	Ongoing	Copy of policy will be provided to the public, upon request or can be accessed from the County's website. Notices have been placed at all reception counters notifying the public that all policies are available, in alternative formats, upon request.
Policies must be available in accessible formats, upon request	January 1, 2013	Accessibility Coordinator Front line/ administrative staff	Ongoing	Ongoing	Policies will be provided in an accessible format or with appropriate communication support, upon request. Individual making request must be consulted on suitable format. See "Accessible Formats and Communication Supports" (Section 12) for more information.

Part 1 - General Requirements	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Accessibility Plans (4)					
Establish, implement and maintain a multi-year accessibility plan outlining the strategies to prevent and remove barriers and meet requirements of the Regulation	January 1, 2013	Accessibility Coordinator with input from MOC, unions, and NAAC	Original approved by Council: February 20, 2013	Complete but living document which gets updated annually	Multi-year accessibility plan (*this document) outlining how the requirements of the IASR will be met has been developed and approved. *Northumberland Accessibility Advisory Committee (NAAC) to review 1 – 2 department(s) a year until all complete then start again.
Plan must be posted to website, if any	January 1, 2013	Accessibility Coordinator	Ongoing	Complete	Current, approved multi-year plan posted to “AODA” section of County website.
Plan must be available in accessible format upon request	January 1, 2013	Accessibility Coordinator Front line reception/ administrative staff	Ongoing	Ongoing	Plan will be provided in an accessible format or with appropriate communication support, upon request. See “Accessible Formats and Communication Supports” (Section 12) for more information.
Plan must be reviewed at least once every 5 years	January 1, 2018	Accessibility Coordinator with input from MOC, unions, and NAAC	January 1, 2018	Ongoing	Plan is reviewed annually (see next 2 requirements).

Plan must be established, reviewed and updated in consultation with people with disabilities and Accessibility Advisory Committee	January 1, 2013	Accessibility Coordinator and NAAC	Original plan established January 1, 2013 Ongoing thereafter	Updated plan going forward to County Council in March, 2018	
Prepare an annual status report on the progress of measures taken to implement the strategy referenced in plan	January 1, 2014	Accessibility Coordinator and NAAC	2013 review completed and approved by Council: February 19, 2014 Annually thereafter	Annual status report going forward to County Council in March, 2018	First annual status report for 2013 prepared and approved by Council on February 19, 2014 Second annual status report summarizing 2014 prepared and approved by Council on February 18, 2015 Third annual status report summarizing 2015 prepared and approved by Council on February 17, 2016 Fourth annual status report summarizing 2016 prepared and approved by Council on May 17, 2017 Fifth annual status report summarizing 2017 to go forward to Council in March, 2018
Annual status report must be posted to website, if any	January 1, 2014	Accessibility Coordinator	2016 report currently posted	2017 summary status report to be posted after approval at	Current annual status report posted on County's website.

				March, 2018 Council meeting	
Plan must be available in accessible format upon request	January 1, 2013	Accessibility Coordinator Front line reception/ administrative staff	Ongoing	Ongoing	Annual status report will be provided in an accessible format or with appropriate communication support, upon request. See "Accessible Formats and Communication Supports" (Section 12) for more information.
Part 1 - General Requirements	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Procuring or acquiring goods, services and facilities (5)					
Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities	January 1, 2013	Accessibility Coordinator Purchasing Manager	Initial requirements complete March 20, 2013 Requirements triggered with every purchase	Ongoing	Purchasing By-Law amended March 20, 2013. Statement of commitment to accessibility added to by-law. Purchasing By-Law updated, reviewed, and passed by Council in September 2016, which imbedded accessibility within the by-law. More training needed for Managers and those who develop RFPs, etc. on including accessibility criteria and features

					in specifications for Procurement Project Plans.
If not practicable, provide an explanation, upon request	January 1, 2013	Accessibility Coordinator Purchasing Manager	Ongoing	Explanation will be provided and will be different based on nature and circumstances of each situation	Upon request, explanation will be provided.
Part 1 - General Requirements	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Self Service Kiosk (6)					
Incorporate accessibility features when designing, procuring or acquiring self-serve kiosks	January 1, 2013	Accessibility Coordinator Purchasing Manager	Requirement triggered with every design or purchase	Ongoing	The County of Northumberland does not currently offer services and/or products through self-serve kiosks. *When/if we start using self-serve kiosks, when designing or buying the kiosk, we will consider the needs of all our customers and clients and ensure they are accessible to the widest range of users.
Part 1 - General Requirements	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Training (7)					
Provide training on the requirements of the IASR and the Human Rights Code as it pertains to	January 1, 2014	Accessibility Coordinator Human Resources	Initial requirement complete January 1,	Ongoing	Comprehensive training program developed by the Human Resources department touching on all of the

<p>persons with disabilities to all employees and volunteers</p>			<p>2014</p>		<p>requirements of the IASR and the OHRC.</p> <p>Training delivered to all current staff in summer/fall of 2013</p> <p>New hires provided training during orientation</p> <p>Looking into transitioning to online training</p>
<p>Provide training on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities to all policy developers</p>	<p>January 1, 2014</p>	<p>Accessibility Coordinator</p> <p>Human Resources</p>	<p>Initial requirement complete January 1, 2014</p>	<p>Ongoing</p>	<p>Comprehensive training program developed by the Human Resources department touching on all of the requirements of the IASR and the OHRC.</p> <p>Training delivered to all County Directors and Managers at Management Development Day October 29, 2013</p> <p>Training delivered to County Council at July, 2015 Council session</p> <p>Looking into transitioning to online training</p>

Ensure that training is provided on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities to all persons who provide goods, services or facilities on behalf of the County	January 1, 2014	Accessibility Coordinator Human Resources Purchasing	Ongoing	Research process to ensure persons who provide goods, services, or facilities on behalf of the County are trained Train County Managers and those who develop RFPs	Currently built into contracts More work needed to ensure accessibility training is provided for contactors, caterers, consultants, etc.
Training should be appropriate to the duties of the employees, volunteers, and all other persons	January 1, 2014	Accessibility Coordinator Human Resources	Ongoing	Ongoing	Training covers all aspects of the IASR so that people have an understanding of everything that is happening to make Ontario more accessible.
Training must be provided as soon as practicable	January 1, 2014	Accessibility Coordinator Human Resources	Ongoing	Ongoing as new employees and volunteers come on board	All current staff and volunteers have been trained. Training for new employees is provided during new hire orientation.
Training with respect to any changes to the policies described in section 3 must be provided on an ongoing basis	January 1, 2014	Accessibility Coordinator Human Resources	Ongoing	Ongoing as changes are made	When policies are updated, information regarding changes to policies are communicated to all staff: - Directors/Managers - Team meetings - Mandatory training - Jostle - "In the Loop" - Memos

A record of training must be kept including the dates and the number of individuals to whom the training was providing	January 1, 2014	Accessibility Coordinator Human Resources	Ongoing	Ongoing as training is provided	Sign in sheets were passed around every training session and logged into HRIS by HR team. New hires sign acknowledgement and agreement as a part of new hire orientation
Part 2 - Information & Communication Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Feedback (11)					
Ensure process for receiving and responding to feedback are accessible by providing or arranging to provide for accessible formats and communication supports, upon request	January 1, 2014	Accessibility Coordinator Each department seeking feedback	Ongoing	Ongoing as feedback is requested	Feedback can be provided in person, over the phone, in writing, via email or any other way that is accessible to the individual – Individual to specify preferred format.
Part 2 - Information & Communication Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Accessible Formats and Communication Supports (12)					
Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request (in a timely manner that	January 1, 2015	Accessibility Coordinator Communications Department Each department	Ongoing	AODA standards have been incorporated within the visual identity guidelines, which is outlined in the draft	Information and communication will be provided in an accessible format or with appropriate communication support, upon request. County has adopted Guide to

takes into account the person's needs and at a cost no more than regular cost)		creating and/or providing information and communication		Corporate Image Standard policy	Accessible Documents – more work needed to promote it
Must consult the person making the request in determining the suitability of an accessible format or communication support	January 1, 2015	Accessibility Coordinator Communications Department Each department creating and/or providing information and communication	Ongoing	Ongoing	Information and communication will be provided in an accessible format or with appropriate communication support, upon request.
Notify the public about the availability of accessible formats and communication supports	January 1, 2015	Accessibility Coordinator Communications Department Each department creating and/or providing information and communication	Ongoing	Ongoing	Notices placed at all reception counters that notify the public that alternative formats and communication supports are available, upon request. Information and communication being distributed to the public should contain a statement indicating that alternative formats are available upon request – more work needed to promote this requirement
Part 2 - Information & Communication Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Emergency Procedures, Plans and/or Public Safety Information (13)					

Provide publicly available emergency procedures, plans and/or public safety information in an accessible format or with communication supports, as soon as practicable, upon request	January 1, 2012	Accessibility Coordinator H&S/EP Coordinator JH&S Committees	Ongoing	Ongoing	Emergency procedures, plans and/or public safety information will be provided in an accessible format or with appropriate communication support, upon request. Must consult with the requester on the format needed/provided.
Part 2 - Information & Communication Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Accessible Website and Web Content (14)					
New internet websites and web content must conform to WCAG 2.0 Level A	January 1, 2014	IT Accessibility Coordinator Communications Department	Ongoing for any new websites or significant refresh of existing	Content posted after 2012 will need to be updated prior to 2021	Only applies to NEW websites so current website is not effected. Any NEW website after January 1, 2014 will need to comply.
All internet websites and web content must conform to WCAG 2.0 Level AA (exceptions: success criteria 1.2.4 - live captions & 1.2.5 - pre-recorded audio descriptions)	January 1, 2021	IT Accessibility Coordinator Communications Department	January 1, 2021	AODA standards have been incorporated within the visual identity guidelines, which is outlined in the draft Corporate Image Standard policy	Accessible document training conducted in July 2014, established standards for document accessibility (whether print or electronic). Further promotion of guidelines required Corporate Image Standard policy to be communicated to all County staff once finalized

				Website accessibility audit to be conducted in early 2020	
Part 3 - Employment Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Recruitment General (22)					
Notify employees and the public about the availability of recruitment-related accommodations	January 1, 2014	Human Resources	January 1, 2014 then ongoing with every new recruitment	Recruitment & Selection policy updated – Passed by Council June 18, 2014 Ongoing with every recruitment	Every stage of employment cycle must incorporate accessibility. Reasonable accommodation will be provided in all recruitment processes to enable a qualified applicant with a disability to have an equal opportunity. All job ads now include statement indicating: "Accommodations are available, upon request, to support the participation of persons with disabilities in the recruitment process" and "This document is available in an alternative format, upon request." Career Opportunities section of website states the same. Employment postings will be written in plain language.

Part 3 - Employment Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Recruitment, Assessment or Selection Process (23)					
<p>Notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used (interviews, testing, etc.)</p>	<p>January 1, 2014</p>	<p>Human Resources</p>	<p>January 1, 2014 then ongoing with every new recruitment</p>	<p>Recruitment policy updated and passed by Council – June 18, 2014 includes reference to process for arranging suitable accommodation (See HR policy 4.18.1)</p> <p>Accommodating Disabilities policy developed and passed by Council thoroughly outlines accommodation process (See HR policy 4.1.4)</p> <p>Ongoing with every recruitment</p>	<p>Reasonable accommodation will be provided in all assessment and selection processes to enable a qualified applicant with a disability to have an equal opportunity.</p> <p>The Human Resources department will let selected candidates know that accommodations are available upon request in relation to the materials or processes used in the assessment and selection process.</p> <p>Any recruitment accommodations provided will not change the nature of the qualification the County is assessing or the level at which it is assessed.</p> <p>Recruitment, assessment, and selection accommodations will be designed to allow for equitable assessment of candidates with accommodation needs without placing them at</p>

					an advantage or disadvantage when comparing them to other candidates.
Must consult with applicant if request for accommodation is made and provide or arrange to provide suitable accommodations in a manner that takes into account the applicant's disability	January 1, 2014	Human Resources	January 1, 2014 then ongoing with every new recruitment	When requested the HR department will consult with the individual to determine suitable accommodation	Recruitment accommodations will vary depending on the circumstances of each individual.
Part 3 - Employment Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Notice to Successful Applicant (24)					
When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities	January 1, 2014	Human Resources	January 1, 2014 then ongoing with every new recruitment	Ongoing with every recruitment	Offer letter template amended to add clause stating that reasonable employment accommodations are available.
Part 3 - Employment Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Informing Employees of Supports (25)					
Inform new and current employees of policies for supporting employees with disabilities, including but not limited to job	January 1, 2014	Human Resources	January 1, 2014 then ongoing with every new	Accommodating Disabilities policy developed and passed by Council thoroughly	Information about the availability of accommodations and other accessibility policies included in IASR training

accommodations that take into account an employee's accessibility needs due to disability			recruitment	outlines accommodation process (See HR policy 4.1.4)	New staff are provided information about policies for supporting employees with disabilities during orientation
Inform new as soon as practicable after they begin their employment	January 1, 2014	Human Resources	January 1, 2014 then ongoing with every new recruitment	Orientation package modified to add information regarding the County's policies for supporting employee's accessibility needs	Corporate orientation is delivered to new staff as soon as practicable after they begin their employment
Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability	January 1, 2014	Human Resources	January 1, 2014 then ongoing with an policy changes	Ongoing as policies change	When policies are updated, information regarding changes to policies are communicated to all staff: - Directors/Managers - Team meetings - Mandatory training - Jostle - "In the Loop" - Memos
Part 3 - Employment Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Accessible Formats (26)					
When an employee with a disability requests it, provide/arrange for provision of accessible formats and	January 1, 2014	Human Resources Employee's Manager	Ongoing As requested	Ongoing As requested	Information required for a person to perform their job will be provided in an accessible format or with appropriate communication support, upon

communication supports for information that is required to perform their job					request. Must consult with the requester on the format needed/provided.
When an employee with a disability requests it, provide or arrange for the provision of accessible formats and communication supports for information that is generally available in the workplace (i.e. agendas, meeting minutes, newsletters, forms, etc.)	January 1, 2014	Human Resources Employee's Manager Communications Department	Ongoing As requested	Ongoing As requested	Information that is generally available in the workplace will be provided in an accessible format or with appropriate communication support, upon request.
Must consult with the employee making the request in determining the suitability of an accessible format or communication support	January 1, 2014	Human Resources Employee's Manager	Ongoing As requested	When requested the HR department will consult with the individual to determine suitable format or communication support	Must consult with the requester on the format needed.
Part 3 - Employment Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Workplace Emergency Response (27)					
Provide individualized workplace emergency response information to employees who have a	January 1, 2012	Human Resources Health & Safety Employee's	Ongoing As identified	Emergency plans need to be reviewed with accessibility in	Memo sent annually to all County staff asking to self-identify whether assistance is needed. If it is, one-on-one

disability, if necessary		Manager		mind to identify and try to remove any barriers making the need for individualized plan unnecessary in some cases	meetings are held to determine what assistance is necessary and develop a plan. New staff are provided information and asked to complete form during orientation to identify if assistance is needed. Meeting guides and plan templates created.
If employee requires assistance, with their consent, provide individualized workplace emergency response information to person designated	January 1, 2012	Human Resources Health & Safety Employee's Manager	Ongoing	Meeting guides and plan templates created including a section that identifies and authorizes who can have access to the plan	
Information must be provided as soon as practicable after need has become known	January 1, 2012	Human Resources Health & Safety Employee's Manager	Ongoing	Meeting guides and plan templates created so that when need is identified there should be no delay in providing the information or planning an appropriate response	

Review individualized emergency response plans when 1) employee moves to different location, 2) needs change or when 3) reviewing general emergency response policies	January 1, 2012	Human Resources Health & Safety Employee's Manager	Ongoing	Ongoing as location, needs or general plans change Reminder sent out to all employees annually in the 4 th quarter	When employee's location, needs, or general emergency plans change, existing plans will need reviewed.
Part 3 - Employment Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Individual Accommodation Plans (28)					
Develop and have in place a written process for the development of document individual accommodation plans (IAPs)	January 1, 2014	Human Resources Health & Safety Occ Health Employee's Manager	Complete Policy passed by Council June 18, 2014	Existing job descriptions reviewed as positions become vacant to ensure essential duties are clearly identified and bona fide	Accommodating Disabilities policy developed and passed by Council outlines process for individual accommodation plans (See HR policy 4.1.4).
Process for the development of plans must include all the elements outlined in this section	January 1, 2014	Human Resources	Complete Policy passed by Council June 18, 2014		Accommodating Disabilities policy developed and passed by Council thoroughly includes all elements of the IAP section on the IASR – Employment Standard (See HR policy 4.1.4).
Part 3 - Employment Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Return to Work (29)					

Develop and have in a place a written return to work process for employees who have been absent from work due to a disability and require disability-related accommodations	January 1, 2014	Human Resources Health & Safety Occ Health Employee's Manager	Complete Policy passed by Council June 18, 2014	Ongoing	Return to Work following Medical Absence and Temporary Modified Work policy (HS 6.1) developed and passed by Council on June 18, 2014 outlines process and supports for employees returning to work following a disability-related absence.
Part 3 - Employment Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Performance Management (30)					
Take into account the individual accessibility needs and/or individual accommodation plans of an employee when using performance management processes	January 1, 2014	Human Resources Employee's Manager	Complete Policy updated and passed by Council June 18, 2014	Ongoing	Performance Management policy updated and passed by Council – June 18, 2014 includes reference to accessibility needs in the section outlining performance execution and coaching. Supervisor/manager accountabilities were augmented to include the responsibility for reviewing employee accommodation plans and the responsibility for conducting periodic discussions with employees was amended to ensure discussions are conducted in ways that are accessible (see HR policy 4.16.2).

Part 3 - Employment Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Career Development and Advancement (31)					
Take into account the individual accessibility needs and/or individual accommodation plans of an employee when using performance management processes	January 1, 2014	Human Resources Employee's Manager	Complete Policy passed by Council June 18, 2014	Ongoing	Accommodating Disabilities policy developed and passed by Council states that the accessibility needs of employees with disabilities, as well as individual accommodation plans will be taken into account when discussing career development opportunities (See HR policy 4.1.4). When we provide career development opportunities, we need to consider what accommodations our employees with disabilities may need to: - learn new skills, or - take on more responsibilities in their current position
Part 3 - Employment Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Redeployment (32)					
Take into account the individual accessibility needs and/or individual accommodation plans of an employee when	January 1, 2014	Human Resources Employee's Manager	Complete Policy passed by Council June	Ongoing	Accommodating Disabilities policy developed and passed by Council states that the accessibility needs of employees with disabilities, as well as

redeploying employees			18, 2014		individual accommodation plans will be taken into account when redeploying people so that employees can continue to have their accommodation needs met (see HR policy 4.1.4).
Part 4.1 - Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
*Applies to newly constructed or redeveloped public spaces on or after January 1, 2016					
Recreational Trails (80.6-80.8)					
*Does not apply to trails solely intended for cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles or wilderness trails, backcountry trails and portage routes					
Must consult with the public, persons with disabilities and municipal accessibility advisory committees before new or redeveloped existing recreational trails are constructed	January 1, 2016	County Forest Transportation & Waste Northumberland Accessibility Advisory Committee (NAAC)	Ongoing for any new or renovated recreational trail after January 1, 2016	Ongoing	All new plans to be submitted to the NAAC for review, consultation, and comment.
Must meet all technical requirements (see section 80.9, 80.11-80.13)	January 1, 2016	County Forest Transportation & Waste – Roads Transportation & Waste - Facilities Northumberland	Ongoing for any new or renovated recreational trail after January 1, 2016	Ongoing	

		Accessibility Advisory Committee (NAAC)			
Part 4.1 - Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Beach Access Routes (80.10)					
*Includes permanent and temporary routes and temporary routes that are established through the use of manufactures goods, which can be removed for the winter month					
Must meet all technical requirements (see section 80.10-80.13)	January 1, 2016	N/A	N/A	N/A	N/A at this time as we have no beach access routes
Part 4.1 - Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Outdoor Public Use Eating Spaces (80.16 - 80.17)					
*Applies to tables that are found in public areas, such as public parks, specifically intended for use by the public as a place to consume food					
Minimum 20 per cent of tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath table	January 1, 2016	County Forest Transportation & Waste – Roads Transportation & Waste - Facilities Community & Social Services - Housing	Ongoing for any new or renovated outdoor public use eating spaces after January 1, 2016	Currently compiling inventory of public use eating spaces	All new plans to be submitted to the NAAC for review, consultation, and comment.
In no case shall there be fewer than 1 table that meets this requirement	January 1, 2016	County Forest Transportation &	Ongoing for any new or renovated		

		Waste – Roads Transportation & Waste - Facilities Community & Social Services - Housing	outdoor public use eating spaces after January 1, 2016		
Ground surface leading to and under tables that are accessible must be level, firm and stable	January 1, 2016	County Forest Transportation & Waste – Roads Transportation & Waste - Facilities Community & Social Services - Housing	Ongoing for any new or renovated outdoor public use eating spaces after January 1, 2016		
Tables that are accessible must have clear ground space around them to allow for a forward approach to the table	January 1, 2016	County Forest Transportation & Waste – Roads Transportation & Waste - Facilities Community & Social Services - Housing	Ongoing for any new or renovated outdoor public use eating spaces after January 1, 2016		
Part 4.1 - Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe for	Action Plan or Status	Comments

			Completion		
Outdoor Play Spaces (80.18 - 80.20)					
*Applies to an area that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers					
Must consult with the public, persons with disabilities and municipal accessibility advisory committees on the needs of children and caregivers with various disabilities before constructing new or redeveloping existing outdoor play spaces	January 1, 2016	County Forest Transportation & Waste – Roads Transportation & Waste - Facilities Community & Social Services - Housing Accessibility Advisory Committee	Ongoing for any new or renovated outdoor play spaces after January 1, 2016	Currently compiling inventory of outdoor play spaces	All new plans to be submitted to the NAAC for review, consultation, and comment.
Must incorporate accessibility features, such as sensory and active play components	January 1, 2016	County Forest Transportation & Waste – Roads Transportation & Waste - Facilities Community & Social Services - Housing	Ongoing for any new or renovated outdoor play spaces after January 1, 2016		
Must ensure outdoor play spaces have a ground	January 1, 2016	County Forest	Ongoing for any new or		

surface that is firm, stable and has less impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers the abilities to move through, in and around		Transportation & Waste – Roads Transportation & Waste - Facilities Community & Social Services - Housing	renovated outdoor play spaces after January 1, 2016		
Part 4.1 - Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Exterior Paths of Travel (80.21 - 80.31)					
*Applies to outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. Does NOT apply to paths of travel regulated under the Ontario Building Code					
Must meet technical requirements (see section 80.23)	January 1, 2016	County Forest Transportation & Waste – Roads Transportation & Waste - Facilities	Ongoing for any new or renovated exterior paths of travel after January 1, 2016	Currently compiling inventory of exterior paths of travel	- Outdoor sidewalks and walkways - Ramps - Stairs, and - Curb ramps
Where an exterior path of travel is equipped with a ramp (section 80.24), stairs (80.25), curb ramps (80.26), depressed curbs (80.27), accessible pedestrian signals (80328), rest areas (80.29), specific	January 1, 2016	County Forest Transportation & Waste – Roads Transportation & Waste - Facilities	Ongoing for any new or renovated exterior paths of travel after January 1, 2016		

technical requirements must be met					
Part 4.1 - Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Off-street Parking (80.32 - 80.38)					
*Does not apply to off-street parking facilities that are used exclusively for the parking of buses, parking of delivery vehicles, parking of medical transportation vehicles (such as ambulances), parking lot use for impounded vehicles. Also does not apply if off-street parking facilities are not located on a barrier-free path of travel regulated under the Building Code AND multiple off-street parking facilities on a single site serve a building or facility					
Must provide two types of parking spaces: Type A (a wider parking space identified as "van accessible") and Type B (standard parking space)	January 1, 2016	Transportation & Waste – Roads Transportation & Waste - Facilities	Ongoing for any new or renovated off-street parking after January 1, 2016	Currently compiling inventory of off-street parking	
Access aisle (space between parking spots) must be provided for all parking spaces for the use of persons with disabilities	January 1, 2016	Transportation & Waste – Roads Transportation & Waste - Facilities	Ongoing for any new or renovated off-street parking after January 1, 2016		
Must have a minimum number of parking spaces for the use of persons with disabilities (see section 80.36)	January 1, 2016	Transportation & Waste – Roads Transportation & Waste - Facilities	Ongoing for any new or renovated off-street parking after January 1, 2016		

Must be distinctly indicated by erecting an accessible permit parking sign (see section 80.37)	January 1, 2016	Transportation & Waste – Roads Transportation & Waste - Facilities	Ongoing for any new or renovated off-street parking after January 1, 2016		
Part 4.1 - Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
On-street Parking (80.39)					
Must consult with the public, persons with disabilities and municipal accessibility advisory committees on the need, location and design of accessible on-street parking when constructing or redeveloping existing on-street parking spaces	January 1, 2016	Transportation & Waste – Roads Transportation & Waste - Facilities	Ongoing for any new or renovated on-street parking after January 1, 2016	Currently compiling inventory of on-street parking	All new plans to be submitted to the NAAC for review, consultation, and comment.
Part 4.1 - Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Obtaining Services - Service Counters (80.41)					
*Applies whether services are obtained in buildings or out-of-doors					
Must be a minimum of one service counter that accommodates a mobility aid for each type of service provided and must be clearly identified with	January 1, 2016	Transportation & Waste - Facilities	Ongoing for any new or renovated service counter after January 1,	Currently compiling inventory of service counters	

signage where there are multiple queuing lines and service counters			2016		
Each service counter must accommodate a mobility aid where a single queuing line serves a single or multiple counters	January 1, 2016	Transportation & Waste - Facilities	Ongoing for any new or renovated service counter after January 1, 2016		
Countertop height of service counter that accommodates mobility aids must be such that it is usable by a person seated in a mobility aid	January 1, 2016	Transportation & Waste - Facilities	Ongoing for any new or renovated service counter after January 1, 2016		
Service counter that accommodates mobility aids must have sufficient knee clearance for a person seated in a mobility aid, where forward approach to the counter is required	January 1, 2016	Transportation & Waste - Facilities	Ongoing for any new or renovated service counter after January 1, 2016		
Floor space in front of counter must be sufficiently clear so as to accommodate mobility aid	January 1, 2016	Transportation & Waste - Facilities	Ongoing for any new or renovated service counter after		

			January 1, 2016		
Part 4.1 - Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Obtaining Services - Fixed Queuing Guides (80.42)					
*Applies whether services are obtained in buildings or out-of-doors					
Must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices	January 1, 2016	Transportation & Waste - Facilities	Ongoing for any new or renovated fixed queuing guides after January 1, 2016	Currently compiling inventory of fixed queuing guides	
Must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction	January 1, 2016	Transportation & Waste - Facilities	Ongoing for any new or renovated fixed queuing guides after January 1, 2016		
Must be cane detectable	January 1, 2016	Transportation & Waste - Facilities	Ongoing for any new or renovated fixed queuing guides after January 1, 2016		
Part 4.1 - Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments

Obtaining Services - Waiting Areas (80.43)					
*Applies whether services are obtained in buildings or out-of-doors. Accessible seating is a space in the seating area where an individual using a mobility aid can wait					
Where seating is fixed to the floor, a minimum of 3 per cent of new seating must be accessible but in no case shall there be fewer than 1 accessible seating space.	January 1, 2016	Transportation & Waste - Facilities	Ongoing for any new or renovated waiting areas after January 1, 2016	Currently compiling inventory of waiting areas	
Part 4.1 - Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Maintenance of accessible elements (80.44)					
Multi-year accessibility plans must include procedures for preventative and emergency maintenance of accessibility elements in public spaces	January 1, 2016	Transportation & Waste - Facilities	Ongoing for all new or renovated public spaces after January 1, 2016		Facilities department maintains preventative maintenance schedule and addresses emergencies, as needed
Multi-year accessibility plans must include procedures for dealing with temporary disruptions when accessible elements required are not in working order	January 1, 2016	Transportation & Waste - Facilities			
Part 4.2 – Customer Service Standard	Legislated Compliance Date	Area of Responsibility	Timeframe for Completion	Action Plan or Status	Comments
Establishment of policies (80.46)					

Develop, implement and maintain policies governing provision of goods, services and facilities to persons with disabilities	January 1, 2010	Accessibility Coordinator with input from MOC, unions, and NAAC	Approved by Council: September 28, 2009	Complete	<p>Policies are consistent with the principles of dignity, independence, integration and equal</p> <p>When communicating with a person with a disability, must do so in a manner that takes into account the person's disability</p>
Policies must deal with the use of assistive devices	January 1, 2010	Accessibility Coordinator with input from MOC, unions, and NAAC		Complete	
Must prepare one or more documents describing the policies and, on request, provide to any person	January 1, 2010	Accessibility Coordinator with input from MOC, unions, and NAAC	Approved by Council: September 28, 2009	Complete	<p>All policies are written – hardcopies and electronic copies available</p> <p>Current policies:</p> <p>AODA - Introduction AODA Compliance</p> <p>AODA 1.1 Accessible Customer Service</p> <p>AODA 1.2 Alternative Format Documents</p> <p>AODA 1.3 Assistive Devices</p> <p>AODA 3.1 Customer Feedback</p>

					<p>AODA 14.1 Notice of Availability of Documents</p> <p>AODA 14.2 Notice of Temporary Service Disruption</p> <p>AODA 19.1 Service Animals and Support Persons</p> <p>AODA 20.1 Training</p>
<p>Must notify persons that documents are available upon request</p> <p>Notice must be posted in a conspicuous place on the premise, on website or other method that is reasonable</p>	January 1, 2010	<p>Accessibility Coordinator</p> <p>Front line reception/ administrative staff</p>	Ongoing	Ongoing	<p>Notices have been placed at all reception counters notifying the public that all policies are available, in alternative formats, upon request.</p>
Use of service animals and support persons (80.47)					
<p>Person with a disability who is accompanied by a guide dog or other service animal must be permitted to enter the premise and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premise</p>	January 1, 2010	All employees	Approved by Council: September 28, 2009	<p>Complete</p> <p>Policy needs update to reflect definition of service animal</p>	<p>If animal is excluded by law, must ensure other measures are available to enable person with disability to obtain, use or benefit from goods, services or facilities</p>

Person with a disability who is accompanied by a support person must be permitted to enter the premises together and that the person is not prevented from having access to support person while on premises	January 1, 2010	All employees	Approved by Council: September 28, 2009	Policy needs update to reflect under what circumstances a support person might be required	May require person with a disability to be accompanied by a support person but only if, after consulting with person and considering available evidence that support person is necessary to protect health or safety of person with disability or others on the premises and there is no other reasonable way to protect health or safety of person with disability or others on the premises
If an amount is payable for a person's admission, notice must be given in advance about the amount, if any, payable in respect of the support person	January 1, 2010	Accessibility Coordinator All employees	Approved by Council: September 28, 2009	Policy needs update to reflect waiving of payment under certain circumstances	If County requires support person (based on criteria outlined above), payment for the support person's admission must be waived
Notice of temporary service disruption (80.48)					
Must give notice of disruption to facilities or services that persons with disabilities usually use to obtain, use or benefit from goods, services or facilities	January 1, 2010	Accessibility Coordinator All employees	Ongoing	Need to collaborate with Facilities department to ensure process is being followed	Notice must include reason for disruption, anticipated length and description of alternative facilities or services (if any) that are available
Training for staff, etc. (80.49)					

<p>Must provide training about the provision of goods, services or facilities to persons with disabilities to:</p> <ol style="list-style-type: none"> 1. Every person who is an employee or volunteer 2. Every person who participates in developing policies 3. Every other person who provides goods, services or facilities on behalf 	January 1, 2010	Accessibility Coordinator	Ongoing	Training ongoing as new hires/volunteers are brought on board and as policies and practices change	<p>Training must include:</p> <ol style="list-style-type: none"> 1. How to interact and communicate with persons with various types of disabilities 2. How to interact and communicate with persons with disabilities who use assistive devices and/or service animals and/or support persons 3. How to use equipment or devices available on premises 4. What to do if a person is having difficulty accessing goods, services or facilities
Training must be provided as soon as practicable	January 1, 2010	Accessibility Coordinator	Ongoing		Training takes place during orientation and as policies/practice changes
Training must be provided on an ongoing basis in respect to any changes to policies	January 1, 2010	Accessibility Coordinator	Ongoing		
Record of training must be maintained	January 1, 2010	Accessibility Coordinator	Ongoing		Training records are logged in Human Resources Information System and kept in files
Document must be prepared summarizing training policy, content of training and when training is to be provided	January 1, 2010	Accessibility Coordinator with input from MOC, unions, and NAAC	Approved by Council: September 28, 2009		Document must be provided to any person, upon request

<p>Must provide notice of availability of document described above</p> <p>Notice must be posted in a conspicuous place on the premise, on website or other method that is reasonable</p>	January 1, 2010	<p>Accessibility Coordinator</p> <p>Front line reception/ administrative staff</p>	Ongoing		<p>Notices have been placed at all reception counters notifying the public that all policies are available, in alternative formats, upon request.</p>
Feedback process required (80.50)					
<p>Must establish a feedback process for receiving and responding to feedback about the manner in which goods, services or facilities are provided</p>	January 1, 2010	<p>Accessibility Coordinator with input from MOC, unions, and NAAC</p>	Approved by Council: September 28, 2009		<p>Process specifies actions to be taken when complaint is received</p>
<p>Feedback process must be accessible to persons with disabilities by providing for or arranging for the provision of accessible formats and communication supports, upon request</p>	January 1, 2010	<p>Accessibility Coordinator</p> <p>All employees</p>	Ongoing		
<p>Must make information about feedback process readily available to the public</p>	January 1, 2010	<p>Accessibility Coordinator</p> <p>Front line reception/ administrative staff</p>	Ongoing		<p>Notices have been placed at all reception counters notifying the public that all policies are available, in alternative formats, upon request.</p>

Document must be prepared summarizing feedback process	January 1, 2010	Accessibility Coordinator with input from MOC, unions, and NAAC	Approved by Council: September 28, 2009		Document must be provided to any person, upon request
Must provide notice of availability of document described above Notice must be posted in a conspicuous place on the premise, on website or other method that is reasonable	January 1, 2010	Accessibility Coordinator Front line reception/ administrative staff	Ongoing		Document must be provided to any person, upon request
Format of documents (80.51)					
Must provide or arrange for the provision of document, or the information contained in the document, to a person in an accessible format or with communication support	January 1, 2010	Accessibility Coordinator All employees	Ongoing		Must be provided in a timely manner, at a cost no more than the regular cost charged to others Must consult with the person making the request to determine suitability of accessible format or communication support