

ACCESSIBILITY PLAN UPDATE



United Counties of Stormont, Dundas and Glengarry
26 Pitt Street Cornwall, Ontario K6J 3P2

September, 2017

This document is available in alternative format if requested.

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Update Summary

The United Counties of Stormont, Dundas and Glengarry Accessibility Plan includes a summary of the original plan and subsequent updates. The Updated Plan for 2017 is divided into sections titled Architectural or Structural, Information and Communications, Technology, Systemic and Attitudinal. These areas were highlighted as possible barriers in the Ontarians with Disabilities Act and should be addressed in Accessibility Plans. The 2017 plan reflects a summary of all updates.

Also included as part of the Accessibility Plan is the Integrated Accessibility Standard Plan for the United Counties of Stormont, Dundas and Glengarry. The Integrated Accessibility Standard Regulation came into effect on January 1, 2012 and the requirements set out in the Regulation will be phased in between 2011 and 2025. The Counties Integrated Accessibility Standard Plan specifies completion or target dates to meet the requirements of the Regulation.

Accomplishments for 2017 include:

Architectural or Structural:

- Posted Fire Evacuation Safe Zones
- Painted hallways and added LED lights in County Administration Building to improve lighting
- Completed fully accessible boardroom on second floor with LED lighting
- Changed processes due to new security measures in building
- Completed renovation of reception area on third floor with accessible counter area
- Review office and furniture arrangements
- Created single area for intra-Departmental customer reception for Transportation and Planning that can accommodate a variety of accessibility issues.
- Removed carpet in Transportation and Planning and replaced with better traversable floor (linoleum)
- Renovations to library branch in Crysler
- Relocation of library branch in Williamstown to building with improved accessibility
- Reviewed layout of furniture in all branches

Informational and Communications:

- Ongoing review of forms for accessibility improvements
- Reviewed layout and all print promotions for library
- The library website included alternative text for images used
- Staff assist patrons that are unable to use internet.

Technology:

- Updated website in accessible format
- Increasing on line availability of forms
- Purchase of accessible keyboards for public computers
- Upgraded field staff and some internal staff in Transportation and Planning to have laptops and tablets to provide the flexibility to work at home (if faced with mobility issues) or the ability to move their workstation to deal directly with customers in areas that suit their needs.

Systemic:

- Have included the installation of tactile walking surface indicators in all pedestrian crossing work that is being completed in 2016/2017.
- Revised procedures due to the new security measures in the building

- Passed a pedestrian crossing policy that should be applied for all County Road pedestrian crossings. This policy includes a note that new pedestrian crossings must conform with the latest AODA requirements.
- Adopted Rules of Conduct policy for library which includes provision for the use of a registered service animal
- Adopted Facilities Policy for libraries which includes provision that the Accessible Built Environment and Accessible Customer Service be used to determine suitability of space provided by a municipality for a library
- Casual staff with physical limitations was accommodated to work only in accessible library branch

Attitudinal:

- Annual first aid and defib training
- Training for all new staff on accessible customer service

Targets for 2018 include:

Architectural or Structural:

- Review all physical barriers in County Administration Building, including Tourism/Jail area upon completion of renovations
- Review furniture and desk arrangements
- Upgrading Planning Admin workplace (improve area for clients to sit while reviewing files).

Informational and Communications:

- Review Tourism material and practices to ensure accessibility
- Ongoing review of forms for accessibility improvements
- Explore alternative formats for library publications
- Additional training to enhance ability to provide accessible information
- Continuously work with Communications Division to ensure that external communication confirms with latest accessibility standards.

Technology:

- Create a virtual jail tour
- Update documents on website to accessible format
- Increasing online availability of forms
- Continuous invest in technology that can accommodate accessibility needs

Systemic:

- Have included the installation of tactile walking surface indicators in all pedestrian crossing work that is being completed in 2017/2018.

Attitudinal:

- Annual First Aid and Defib Training
- Continuous training on Accessible Customer Service

The attached chart documents accomplishments achieved in previous years, together with targeted accomplishments for 2018.

Highlighted in green are accomplishments completed in 2017.

Highlighted in yellow are targets for 2018.

This plan is updated annually and forms part of the multi-year accessibility plan that is updated every five years.

Architectural or Structural

These barriers may result from the design of a building such as stairs, doorways, the width of hallways and even room layout.

Corporate Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
BUILDINGS								
1 – County Administration Office and Tourism								
No handicap signage outside	Completed							
Add signage directing to 26 Pitt	Completed							
Add cup dispenser in bathroom	Completed							
Tourism office inaccessible (ramp, reception area, washroom)	Completed							
Additional signs for handicap parking spaces when Committee meets	Completed							
Investigating warning/strobe light for disabled washroom	Completed							
Installation of air conditioner to accommodate employee with Multiple Sclerosis		Completed						
Accessibility was incorporated into furniture layout of Corporate Services Office			Completed					
Post signage for fire evacuation safe zones							Completed	
Explore lighting options for hallways in Administration Building – Painted Hallways lighter colour and LED Bulbs							Completed	
Boardroom, Second Floor, Accessible							Completed	

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Due to the new security system in building, practices on accommodating individuals with disabilities was reviewed and new practices set in place to assure access to accessible washroom, safe zone and access through secured areas as required.							Completed	
Review all physical barriers in County Administration Building, including Tourism/Jail area upon completion of renovations								Targeted
2 – Dundas Registry Office	BUILDING SOLD							
3 – Glengarry Registry Office	BUILDING SOLD							
4 – Stormont Registry Office	BUILDING SOLD							
5 – O. P. P. Building	BUILDING SOLD							
6 – Naomi's Family Resource Center	COMPLETELY ACCESSIBLE							
7 – Offices at 7 Water Street	OFFICE AREA, ACCESSIBLE / JAIL TOUR PORTION, NOT ACCESSIBLE							

Financial Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
BUILDINGS								
1 – Financial Services and Court Services Offices								
Accessible furniture and new office layout			Completed					
New office provides employees with more space and privacy, reducing noise/interference for staff and public			Completed					
Large windows with natural light in new offices – to assist with vision			Completed					
Widen Courtroom Door	Completed							
Filing system modified to accommodate disabled employee	Completed							
Doorway was widened to accommodate wheelchairs.	Completed.							
Review of furniture and desk arrangement in Court Services office for accessibility after completion of reception area.	Completed						Completed	
Add footrest to reception counter							Completed	
Court Services counter area has been reconstructed with ergonomic design and glass enclosure. There is a counter designed to service the public requiring accessibility (wheelchair) Renovated again in 2017.			Completed				Completed	

Transportation and Planning Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
BUILDINGS								
1 – Finch Garage		No public access – not required to be accessible						
2 – Green Valley Garage		No public access – not required to be accessible						
3 – St. Andrew's Garage		No public access – not required to be accessible						
4 – Winchester Spring's Garage		No public access – not required to be accessible						
5 – County Transportation Office								
Doorways to some offices in the Department are not accessible							Completed/ Accommodated	
Created single area for intra-Departmental customer reception that can accommodate a variety of accessibility issues.							Completed	
Removed carpet and replaced with better traversable floor (linoleum)							Completed	
Upgrading Planning Admin workspace (improve area for clients to sit while reviewing files)								Targeted
Review furniture and desk arrangement in County Transportation, including Planning Division for accessibility upon completion of renovation.			Completed	Completed	Completed	Completed	Completed	Targeted

Library Services – (architectural/structural covered in Township Plans)**

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
New, accessible branch in Morrisburg				Completed				
Alexandria Branch – new carpeting for accessible door at entrance				Completed				
Williamsburg Branch – new facility; fully accessible				Completed				
Library Branch renovation in Crysler, improved accessibility and emergency egress.							Completed	
Relocation of Library Branch in Williamstown, improved accessibility (doors, ramp, etc.) improved layout including wider aisles between shelving and better sightlines							Completed	
Addition of accessible doors at Ingleside and Long Sault branches							Completed	
Review the layout of furniture at all branches to ensure accessibility and make any necessary changes	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Targeted
Accessibility was considered in decision to close three library branches							Completed	
Automatic door and removal of pillar between doors at Alexandria Branch to improve accessibility								Targeted

**Complete architectural/structural analysis of Library Branches will be included in local municipal plans, as the buildings are owned and operated by the individual municipalities.

Information and Communications

These barriers can make it difficult for people to receive or convey information. Things like small print size, low colour contrast between text and background, confusing design of printed materials and the use of language that is not clear or plain can all cause difficulty.

Corporate Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Website add text-only version.	Completed							
Text only version on website designed with large print, black on white, to accommodate the visually impaired.	Completed							
Design and have made “Level of accessibility signs” for buildings owned by the Counties.	Completed							
Revise accessibility plan to reflect direction from committee.	Completed							
Accessibility plan- summarized original plan on chart.	Completed							
Revision of total SDG Accessibility Plan to reflect direction in Ontarians with Disabilities Act.	Completed							
Review all previous completed items to ensure continuous accessibility.			Completed					
Review recent changes in legislation and move towards compliance. Attended training seminar in Kingston & Calabogie on the Integrated Accessibility Standards Regulation. (IASR)		Completed						

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Research funding for financial assistance to upgrade County and Library website to the WCAG AA standard as required in the IASR regulations. Prepare documentations for possible funding application.				Completed				
Updated County website to an accessible format providing information and communication.						Completed		
Made public safety information available to the public in accessible format in all County owned buildings, or buildings used by the Counties. Designated safe zone in fire evacuation plan for persons with disabilities in County Administration Building and posted information.		Completed						
Draft accessible format and communication supports procedure to include timely manner to provide information request and in an accessible format, at no extra cost, to consult with person making request and provision to notify public about the availability of accessible format and communication support				Completed				
Provide audio narration for accessibility training material				Completed				
Review Tourism material and practices to ensure accessibility.								Targeted
Narrate important information on the website such as emergency messaging								Targeted

Financial Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Large print forms & staff policies available upon request			Completed					
Large print Documents provided upon request	Completed							
Reviewed the Communication barriers and have arranged with Courts Administration to use hearing impaired equipment and/or phonic ears when required.	Completed							
Reviewed all Communication barriers and will assist other departments in providing a list of interpreters available for hire if required which includes American sign-language in both French and English.	Completed							
All Ministry of the Attorney General's Interpreters were tested by an independent testing service.	Completed							
Revision of Court interpretation program.	Completed							
Researched and enter into contract for use of "Language Line" to assist individuals with language needs.		Completed						
Fire Evacuation Plan and Managing the Bomb Threat sections of our Health and Safety Manual are being reviewed to simplify the processes and language			Completed					
Video Interpretation tested in 2014, budget approval targeted for 2015				Completed				
Increased use of Language Line interpreters in Early Resolution Court via conference telephone			Completed					
Ongoing review of forms (employment opportunities) for accessibility improvements	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Targeted
The Ministry of the Attorney General will continue to work with the Unaccredited		Completed	Completed	Completed	Completed	Completed	Completed	Targeted

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Interpreters and the recruitment of individuals to increase the number of accredited Interpreters.								
Video interpretation implementation						Completed		

Transportation and Planning Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Redo forms for policies with larger print and counter assistance as required.	Completed							
Initiate revision of forms to ensure consistency and clarity.	Completed							
Review existing text and update information on County Website to ensure accuracy.	Completed							
Communication barriers were reviewed; Application forms are small print, brochures, etc. Identified the need to re-create applications, by-laws and brochures in large print and possible other methods are required.	Completed							
Create a summary version of County Official Plan in large print.	Completed							
Continue to work with Communications Division to ensure that external communication conforms with latest accessibility standards.	Completed							Targeted

Library Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Signs to be added to Library indicating the accessible services.	Completed							
More widespread distribution of large print and special services pamphlet.	Completed							
Purchase CNIB book on “Clearing our Path” for all libraries in Counties.	Completed							
Build CNIB audiobook collections	Completed							
Incorporate text only section to library website.	Completed							
A number of information brochures were rewritten to update information and improve the clarity of the documents.	Completed							
Purchased more large print materials in English and French		Completed						
New, redesigned, accessible website						Completed		
Improved interior signage at all branches				Completed				
Review of Accessible Customer Service Standard Policy at staff training meeting				Completed				
Addition of large print books and books on tape.	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Targeted
Reviewed layout and design of all print promotions							Completed	
Included alternative text for images used on website							Completed	
Staff assist patrons that are unable to use the internet.							Completed	
Explore alternative formats for publications								Targeted
Consider additional training to enhance our ability to provide accessible information.								Targeted

Technology

Lack of Technology can prevent people from accessing information. Everyday tools like computers, telephones and other aids can all present barriers.

Corporate Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Apply for funding to update website to prescribed WCAG AA standard				Completed				
Update website in accessible format						Completed	Completed	Targeted
Increasing on line availability of forms			Completed	Completed	Completed	Completed	Completed	Targeted
Create virtual jail tour								Targeted
In-house office ergonomic assessment of workstations.								Targeted

Financial Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Proper ergonomic standards reviewed with all staff during 2013 performance reviews to increase awareness			Completed					
Obtained new desk with elevation feature to enable employee to stand periodically, availability made aware to other County staff			Completed					
Ergonomic chair, keyboard and mouse being investigated for various staff					Completed			
Two ergonomic keyboards installed. One ergonomic mouse.	Completed							
Install ergonomic keyboard trays in office	Completed							
Wireless headsets for courtroom staff	Completed							
Preauthorized Debit Agreements established for payment of defaulted fines			Completed					
Increased use of Language Line interpreters in Early Resolution Court via conference telephone			Completed					
Increasing on line availability of forms			Completed	Completed	Completed	Completed	Completed	Targeted
Ontario Regulation 7/12 – Electronic Documents and Remote meeting – This legislation paves the way for Municipal Court Offices to implement e-filing, end to end electronic management of POA cases and electronic court notices (Electronic signing, filing and delivery)								Targeted
Electronic delivery of Notices of Trial and Notices of Early Resolution pursuant to Ont. Reg. 67/12								Targeted

Transportation Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Purchase of Ergonomic keyboard trays and monitor support arms installed for staff		Completed						
Review accessibility standards with local Municipalities as it relates to County infrastructure (case-by-case)				Completed				
Increasing on line availability of forms			Completed	Completed	Completed	Completed	Completed	Targeted
Upgraded field staff and some internal staff to have laptops and tablets to provide the flexibility to work at home (if faced with mobility issues) or the ability to move their workstation to deal directly with customers in areas that suit their needs.							Completed	
Continue to invest in technology that can accommodate accessibility needs								Targeted

Library Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Increased accessibility to books on tape and large print through the production and distribution of booklists and pamphlets.	Completed							
Purchase books on CD for visually impaired.	Completed							
CNIB pool of "Daisy Chain" CDs introduced to collections	Completed							
Purchase of 6 E-readers that have provided patrons with access to digital technology	Completed							
Partnered with the CNIB to provide material to patrons with sight disabilities	Completed							
Update Library website to accessible format					Completed			
Introduction of hand-held devices that have accessibility features (font size, ease of use) for in-house use			Completed					
Purchase of hand-held devices with accessibility features for use in house				Completed				
Purchase of 6 "Daisy Reader" for CELA (formerly CNIB) collections				Completed				
Increasing online availability of forms			Completed	Completed	Completed	Completed	Completed	Targeted
Purchase of accessible keyboards for computers							Completed	

Systemic

These barriers can occur through policies and procedures. These are any practices or rules that restrict people with disabilities – for example, denying access to a person with a service animal.

Corporate Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Develop a voluntary Accessibility Standards Policy to include all municipalities in SDG to set accessibility standards.	Completed							
Leasing Policy -include “the Counties will have regard to compliance with the accessibility guidelines for buildings when it enters into new leasing agreements.”	Completed							
Purchasing Policy -Add to purchasing policy “the Counties will have regard to accessibility in the purchasing of goods and services”.	Completed		Updated					
Personnel Policy -Review hiring practices to eliminate barriers.	Completed							
Budget for one Committee member to attend the Accessibility Conference.	Completed							
Draft a policy dealing with the use of fragrances by County employees. (no policy necessary)	Review Completed							
Revise fire evaluation plan to include safe room.	Completed							
Adoption of Accessible Customer Service Standard Policy		Completed						
Review Accessible Customer Service Standard Policy		Completed						
Revised Personnel Policy to include policies as per								

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
the Integrated Accessibility Standards Regulation		Completed						
Revised Purchasing Policy to include policies on procurement or acquiring goods, services or facilities as it relates to accessibility as per the Integrated Accessibility Standards Regulation.		Completed						
Prepared and included as part of the Accessibility Plan the Integrated Accessibility Standards Plan for the United Counties of Stormont, Dundas and Glengarry.		Completed						
Revised procedures due to the new security measures in the building.							Completed	
Review fire evacuation plan as it related to secured areas and location of safe zones.								Targets

Financial Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Adoption of Accessible Customer Service Standard Policy	Completed							
Dept staff instructed on new safe zone in fire evacuation plan & proper process to assist disabled during an evacuation			Completed					
New Purchasing Policy has requirements concerning accessibility			Completed					
New IT Technician hired & accessibility training to be completed next time it is offered. Additional IT services to be provided to the township offices/users; must keep accessibility in mind when dealing with this new customer base				Completed				
Accommodated disabled employee in office	Completed							
Adoption of Accessible Customer Service Standard Policy	Completed							

Transportation Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Compare pedestrian times with accepted standards at intersections to ensure they were adequately timed to include the less mobile users.	Completed							
Implement reserved parking in Hamlets for persons with disabilities. No target date.								
Adoption of Accessible Customer Service Standard Policy	Completed							
Prepare model handicap parking regulations	Completed							
Adoption of Accessible Customer Service Standard Policy	Completed							
Passed a pedestrian crossing policy that should be applied for all County Road pedestrian crossings. This policy includes a note that new pedestrian crossings must conform with the latest AODA requirements.							Completed	
Incorporate planning policies on accessibility into the Official Plan								Targeted
Have included the installation of tactile walking surface indicators in all pedestrian crossing work that is being completed in 2016/2017.								Targeted

Library Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Adoption of Accessible Customer Service Standard Policy	Completed							
Inclusion of Accessibility considerations in all job postings and hiring procedures				Completed				
Adopted Rules of Conduct Policy including provision for the use of a registered service animal							Completed	
Adopted Facilities Policy, which includes provision that the Accessible Built Environment and Accessible Customer Service be used to determine suitability of space provided by a municipality for a library							Completed	
Casual staff member with physical limitations was accommodated to work only in an accessible library branch							Completed	

Attitudinal

These barriers are perhaps the most difficult barrier to overcome. Some people don't know how to communicate with those who have visible or non-visible disabilities. Or they simply discriminate against them because of stereotypes. They may feel that they could offend the individual with a disability by offering help or they ignore or avoid people with disabilities altogether.

Corporate Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Staff knowledge on communicating with people with disabilities was reviewed with the recommendation that an advocate from the County's Disability Committee make a presentation to staff on disability issues and provide guidelines for public service.	Completed							
Managers and Supervisors would be required to receive training on the legislation and government obligations regarding accessibility in employment.	Completed							
Have Committee Meeting with CNIB to learn more about disability issues.	Completed							
Organize an Accessibility Awareness Workshop	Completed							
Certified 4th member on Joint Health and Safety Committee to facilitate workplace inspections, accident investigations, etc.	Completed							
Annual First Aid and Defib training.	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Targeted
Training for all department staff and Councilors on accessible customer service. New staff annually.	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Targeted

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Train all department staff on the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to people with disabilities. New staff annually.			Completed	Completed	Completed	Completed	Completed	Targeted

Financial Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Asset Management Plan to include statement "Building and equipment asset management will have due consideration towards reducing hazardous materials, achieving accessibility standards and improving energy efficiencies."				Completed				
Employee Orientation Checklist to include accessibility training				Completed				
Staff knowledge on assisting people with disabilities was reviewed with the recommendation that an advocate from the County's Disability Committee make a presentation to staff on disability issues and provide guidelines for public service.	Completed							
Municipal Prosecutor received training	Completed							
Training for all department staff on accessible customer service. New staff annually.	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Targeted
Train all department staff on the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to people with disabilities. New staff annually.			Completed	Completed	Completed	Completed	Completed	Targeted

Transportation and Planning Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Staff knowledge on communicating with people with disabilities was reviewed with the recommendation that an advocate from the County's Disability Committee make a presentation to staff on disability issues and provide guidelines for public service.	Completed							
Training for department staff on accessible customer service. New staff annually.	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Targeted
Train all department staff on the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to people with disabilities. New staff annually.			Completed	Completed	Completed	Completed	Completed	Targeted

Library Services

	Completed 2011 or prior	2012	2013	2014	2015	2016	2017	2018
Additional staff to attend "Accessibility Awareness" workshop.	Completed	Completed						
Increase Awareness of accessible services provided at the library.	Completed							
Presentation to staff on disability issues with guidelines for public service.	Completed	Completed	Completed					
Staff training on accessible customer service. New staff annually.	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Targeted
Train all department staff on the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to people with disabilities. New staff annually.			Completed	Completed	Completed	Completed	Completed	Targeted
Review of Accessible Customer Service Standard Policy at staff training meeting(s)								Targeted