ACCESSIBILITY PLAN UPDATE

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

September 2019

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 2019 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 2019 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 County's Integrated Accessibility Standard Plan specifies completion or target dates to meet the requirements of the Regulation.

Accomplishments for 2019 include:

Architectural or Structural:
- **Addition of new door opener and accessible entrance to Tourism Centre at the side of the building, including signage**
- **Addition of new door opener at Tourism main entrance**
- **New seating in the POA waiting area**
- **Library continues to review layout of furniture in all branches to ensure accessibility and makes necessary changes**

Informational and Communications:
- **Ongoing review of forms for accessibility improvements**
- **Installation of TV in reception area for communication for court dockets, payment info, etc.**
- **Explored alternative formats for publications (PressReader provides text to speech, Libby and Flipster offer font sizing)**
- **Additional technical training to enhance ability to provide accessible information**
- **Addition of large print books and books on tape – (Library)**

Technology:
- **Increasing on-line availability of forms**
- **Purchase of accessible keyboards for computers (Library)**

Systemic:
- **Revised procedures due to new security measures in the building, such a process for access to accessible washroom**
- **Reviewed procedure to ensure proper notice for service disruption (elevator)**
- **Attended training October 24th and October 30th, 2019 on Accessibility Requirements**
- **Included AODA compliance reference in all purchasing documents**
- **Included the installation of tactile walking surface indicators in all pedestrian crossing work that is being completed in 2018/2019**
- **Included policies on accessibility into the new Official Plan**
- **Included AODA requirements for new traffic signals at intersection of SDG34/43 (Alexandria)**

Attitudinal:
- **Training for all new staff on accessible customer service**

Targets for 2020 include:

Architectural or Structural:
- **Replace help light in accessible washroom to bell**
- **Provide wider accessible parking spaces at County Building (hashmarks to allow for exiting and entering vehicle)**
- **Replace accessible button on door at 26 Pitt Street to larger button or add signage to highlight location of opener**
- **Provide accessible parking spots at Tourism Centre**
- **Create accessible sitting area in Tourism Centre**
- **Work with local municipalities regarding the installation of automatic doors and accessible washrooms at various library branches**

Informational and Communications:
- **Review Tourism material and practices to ensure accessibility**
- **Narrate important information on the website such as emergency messaging**
- **Continue to work with Communications Division to ensure that external communication conforms with latest accessibility standards**
- **Ensure that updates regarding the current appeal of the County Official Plan are posted on the County website in an accessible form**
- **Continuous purchase of large print books and books on tape.**
- **Review website and ensure compliance with AODA standards. Process in place to generate AODA compliant documents to post on website**

Technology:
- **Create a virtual jail tour**
- **In-house office ergonomic assessment of workstations**
- **Enhance service of conference phone and video conferences in courtroom as it presently lags or has bad connection**
- **Increase volume on paging system**
- **Continue to invest in technology that can accommodate accessibility needs**
- **Update all laptops and computers to Windows 10 operating system to make available built-in accessibility features and assistance technology support to all staff**

Systemic:
- **Review fire evacuation plan as it relates to secured areas and location of safe zones and possible identification of staff in safe zone (red vest or hat)**
- **Review process for individuals coming into building for safety purposes and exiting during a possible emergency**
- **Review procedures with reception to ensure proper and timely access to accessible washroom**
- **Continue to include the installation of tactile walking surface indicators in all pedestrian crossing work**

Attitudinal:
- **Continuous training on Accessible Customer Service**

The attached chart documents accomplishments achieved in previous years, together with targeted accomplishments for 2020.

Highlighted in green are accomplishments completed in 2019.

Highlighted in yellow are targets for 2020.

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 2013 or prior	2014	2015	2016	2017	2018	2019	2020
BUILDINGS								
1 – County Administration Office and Tourism								
No handicap signage outside								
Add signage directing to 26 Pitt								
Add cup dispenser in bathroom								
Tourism office inaccessible (ramp, reception area, washroom)								
Additional signs for handicap parking spaces when Committee meets								
Investigating warning/strobe light for disabled washroom								
Installation of air conditioner to accommodate employee with Multiple Sclerosis								
Accessibility was incorporated into furniture layout of Corporate Services Office								
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			

Accessibility Plan Update - 2019

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
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			
Addition of new accessible door opener and accessible entrance to Tourism Centre at side of building, including signage							Completed	
New accessible door opener on south door of Tourism Centre							Completed	
New seating – Reception waiting area							Completed	
Provide wider accessible parking spaces -County Building (hashmarks to allow for exiting and entering vehicle)								Targeted
Provide accessible parking at Tourism Centre								Targeted
Create assessible sitting area in Tourism Centre								Targeted
Replace button on automatic opener at 26 Pitt to larger button or add signage to highlight location of button								Targeted
Replace help light in accessible washroom to bell								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**							

Accessibility Plan Update - 2019

Financial Services

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
BUILDINGS								
1 – Financial Services and Court Services Offices								
Accessible furniture and new office layout								
New office provides employees with more space and privacy, reducing noise/interference for staff and public								
Large windows with natural light in new offices – to assist with vision								
Widen Courtroom Door								
Filing system modified to accommodate disabled employee								
Doorway was widened to accommodate wheelchairs.								
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 2013 or prior	2014	2015	2016	2017	2018	2019	2020
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 existing workstations and identify means/process on how to serve customers requiring full accessibility (e.g. mobile workstation and serve customer in boardroom								Targeted

Library Services – (architectural/structural covered in Township Plans—major improvements highlighted below)** 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.

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
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			
Accessibility was considered in decision to close three library branches					Completed			

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Automatic door and removal of pillar between doors at Alexandria Branch to improve accessibility						Completed		
Discussion with municipalities for installation of automatic doors at Finch, Lancaster, Crysler, Chesterville, Library Branches								Targeted
Discussions with municipalities for installation of accessible washrooms at Winchester, Alexandria Williamstown and Chesterville Branches								Targeted
Review the layout of furniture at all branches to ensure accessibility and make any necessary changes	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Targeted

Information Technology (IT) – No architectural/structural

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020

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 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Website add text-only version.								
Text only version on website designed with large print, black on white, to accommodate the visually impaired.								
Design and have made "Level of accessibility signs" for buildings owned by the Counties.								
Revise accessibility plan to reflect direction from committee.								
Accessibility plan- summarized original plan on chart.								
Revision of total SDG Accessibility Plan to reflect direction in Ontarians with Disabilities Act.								
Review all previous completed items to ensure continuous accessibility.								
Review recent changes in legislation and move towards compliance. Attended training seminar in Kingston & Calabogie on the Integrated Accessibility Standards Regulation. (IASR)								
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						

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
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.								
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 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Large print forms & staff policies available upon request								
Large print Documents provided upon request								
Reviewed the Communication barriers and have arranged with Courts Administration to use hearing impaired equipment and/or phonic ears when required.								
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.								
All Ministry of the Attorney General's Interpreters were tested by an independent testing service.								
Revision of Court interpretation program.								
Researched and enter into contract for use of "Language Line" to assist individuals with language needs.								
Fire Evacuation Plan and Managing the Bomb Threat sections of our Health and Safety Manual are being reviewed to simplify the processes and language								
Video Interpretation tested in 2014, budget approval targeted for 2015	Completed	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		
The Ministry of the Attorney General will continue to work with the Unaccredited		Completed	Completed	Completed	Completed	Completed		

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Interpreters and the recruitment of individuals to increase the number of accredited Interpreters.								
Video interpretation implementation				Completed				
Installation of TV in reception area for communication for court dockets, payment information, etc.							Completed	

Transportation and Planning Services

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Redo forms for policies with larger print and counter assistance as required.								
Initiate revision of forms to ensure consistency and clarity.								
Review existing text and update information on County Website to ensure accuracy.								
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.								
Create a summary version of County Official Plan in large print.								
Continue to work with Communications Division to ensure that external communication conforms with latest accessibility standards.								Targeted
Ensure that updates regarding the current appeal of the Official Plan are posted on the County website in an accessible form.								Targeted

Library Services

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Signs to be added to Library indicating the accessible services.								
More widespread distribution of large print and special services pamphlet.								
Purchase CNIB book on "Clearing our Path" for all libraries in Counties.								
Build CNIB audiobook collections								
Incorporate text only section to library website.								
A number of information brochures were rewritten to update information and improve the clarity of the documents.								
Purchased more large print materials in English and French								
New, redesigned, accessible website						Completed		
Improved interior signage at all branches		Completed						
Review of Accessible Customer Service Standard Policy at staff training meeting		Completed						
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, (PressReader provides text to speech, Libby and Flipster offer font sizing)							Completed	
Additional training to enhance our ability to provide accessible information.							Completed	
Addition of large print books and books on tape.	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Targeted

Information Technology (IT)

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Website: Review website and ensure compliance with AODA standards. Process in place to generate AODA compliant documents to post on website.								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 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Apply for funding to update website to prescribed WCAG AA standard –		Completed						
Update website in accessible format – not to WCAG AA Standard – IT Department								Targeted
Increasing on line availability of forms	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Targeted
Create virtual jail tour								Targeted
In-house office ergonomic assessment of workstations.								Targeted

Financial Services

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Proper ergonomic standards reviewed with all staff during 2013 performance reviews to increase awareness								
Obtained new desk with elevation feature to enable employee to stand periodically, availability made aware to other County staff								
Ergonomic chair, keyboard and mouse being investigated for various staff			Completed					
Two ergonomic keyboards installed. One ergonomic mouse.								
Wireless headsets for courtroom staff								
Preauthorized Debit Agreements established for payment of defaulted fines								
Increased use of Language Line interpreters in Early Resolution Court via conference telephone								
Increasing on line availability of forms	Completed	Completed	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
Narrate important information on the website such as emergency messaging								Targeted

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Enhance service of conference phone and video conferences in courtroom as it presently lags or has bad connection								Targeted
Increase volume of paging system								Targeted

Transportation Services

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Purchase of Ergonomic keyboard trays and monitor support arms installed for staff								
Review accessibility standards with local Municipalities as it relates to County infrastructure (case-by-case)								
Increasing online availability of forms	Completed	Completed	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 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Increased accessibility to books on tape and large print through the production and distribution of booklists and pamphlets.								
Purchase books on CD for visually impaired.								
CNIB pool of "Daisy Chain" CDs introduced to collections								
Purchase of 6 E-readers that have provided patrons with access to digital technology								
Partnered with the CNIB to provide material to patrons with sight disabilities								
Update Library website to accessible format			Completed		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	

Information Technology (IT)

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Update all laptops and computers to Windows 10 operating system to make available built-in accessibility features and assistive technology support to all staff								Targeted

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 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Develop a voluntary Accessibility Standards Policy to include all municipalities in SDG to set accessibility standards.								
Leasing Policy-include "the Counties will have regard to compliance with the accessibility guidelines for buildings when it enters into new leasing agreements."								
Purchasing Policy-Add to purchasing policy "the Counties will have regard to accessibility in the purchasing of goods and services".								
Personnel Policy-Review hiring practices to eliminate barriers.								
Budget for one Committee member to attend the Accessibility Conference.								
Draft a policy dealing with the use of fragrances by County employees. (no policy necessary)								
Revise fire evaluation plan to include safe room.								
Adoption of Accessible Customer Service Standard Policy								
Review Accessible Customer Service Standard Policy								
Revised Personnel Policy to include policies as per the Integrated Accessibility Standards Regulation		Completed						

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
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	
Reviewed procedure to include proper notice for service disruption (ie elevator)							Completed	
Attended training on Accessibility – Oct. 24th and October 30th, 2019							Completed	
Review fire evacuation plan as it related to secured areas and location of safe zones and possible identification of staff in safe zone (red vest or hat)								Targeted
Review process for individuals coming into building for safety purposes and exiting during a possible emergency								Targeted
Review procedures with reception to ensure proper and timely access to accessible washroom								Targeted

Accessibility Plan Update - 2019

Financial Services

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Adoption of Accessible Customer Service Standard Policy								
Dept staff instructed on new safe zone in fire evacuation plan & proper process to assist disabled during an evacuation								
New Purchasing Policy has requirements concerning accessibility								
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		Completed				
Accommodated disabled employee in office								
Adoption of Accessible Customer Service Standard Policy								

Transportation Services

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Compare pedestrian times with accepted standards at intersections to ensure they were adequately timed to include the less mobile users.								
Implement reserved parking in Hamlets for persons with disabilities. No target date.								
Adoption of Accessible Customer Service Standard Policy								
Prepare model handicap parking regulations								
Adoption of Accessible Customer Service Standard Policy								
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							Completed	
Have included the installation of tactile walking surface indicators in all new pedestrian crossing installations.							Completed	Targeted
Including AODA requirements for new traffic signals at intersection of SDG 34/43 Alexandria							Completed	
Include AODA compliance reference in all purchasing documents released by Department.							Completed	

Library Services

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Adoption of Accessible Customer Service Standard Policy								
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			

Information Technology (IT) no Systematic Accomplishments/Targets

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020

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 2013 or prior	2014	2015	2016	2017	2018	2019	2020
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.								
Managers and Supervisors would be required to receive training on the legislation and government obligations regarding accessibility in employment.								
Have Committee Meeting with CNIB to learn more about disability issues.								
Organize an Accessibility Awareness Workshop								
Certified 4th member on Joint Health and Safety Committee to facilitate workplace inspections, accident investigations, etc.								
Training for all department staff and Councilors 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

Financial Services

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
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.								
Municipal Prosecutor received training								
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 2013 or prior	2014	2015	2016	2017	2018	2019	2020
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.								
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 2013 or prior	2014	2015	2016	2017	2017	2019	2020
Additional staff to attend "Accessibility Awareness" workshop.								
Increase Awareness of accessible services provided at the library.								
Presentation to staff on disability issues with guidelines for public service.								
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

Information Technology (IT)

	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020
Review Accessibility Standards for Customer Service Policy and provide training to all IT staff								Targeted