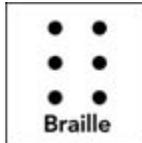


# Accessibility Plan 2011



Large  
Print



**Town of Whitby  
May 2011**

# **Town of Whitby Accessibility Plan 2011**

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## **Executive Summary**

The *Ontarians with Disabilities Act, (ODA)*, 2001 was established by the Province of Ontario to improve access and opportunities for people with disabilities across Ontario. In 2005, the *Accessibility for Ontarians with Disabilities Act* was established to build on the ODA, with the aim of providing a fully accessible Province in 20 years.

The Accessibility Advisory Committee (AAC) and the Accessibility Working Committee (AWC) provide the Town with the ability to create an Accessibility Plan and implement the objectives of the Plan on an annual basis. The primary purpose of the Accessibility Plan is to provide an opportunity for persons with disabilities to become involved in identifying, removing and preventing barriers to their full participation in life.

The 2011 Accessibility Plan is organized by Town Department. Each Department has outlined their Accessibility Achievements for 2010 and Targets and Actions for 2011. The Accessibility Achievements section outlines the accomplishments of each Town Department to date including the identification, removal and prevention of barriers to persons with disabilities. The Targets and Actions for 2011 outline the measures each Town Department will be taking in 2011 to identify, remove and prevent barriers to persons with disabilities.

As of January 1<sup>st</sup>, 2006, Transit services within The Regional Municipality of Durham were amalgamated and are now a division of the Durham Region Transit. Therefore, accessibility issues related to transit have become a component of Durham Region's Accessibility Plan.

## **Section 1**

### **Corporate Mission Statement**

The Town's Corporate Mission Statement in the Community Strategic Plan states:

- Council and Staff of the Town of Whitby are dedicated to ensuring accessible, responsive representation and providing innovative, efficient and affordable services that will enhance the quality of life of our growing and diverse community.

The annual Accessibility Plan is an important part of what Whitby is doing in making its facilities and programs accessible to its users.

## **Section 2**

### **Ontarians with Disabilities Act, 2001 (ODA) and Accessibility for Ontarians with Disabilities, 2005 (AODA)**

#### ***Ontarians with Disabilities***

The *Ontarians with Disabilities Act, (ODA)*, 2001 was established by the Province of Ontario to improve access and opportunities for people with disabilities across Ontario. The legislation applies to all provincial and municipal governments, school boards, colleges and universities and hospitals. Municipalities with a population of 10,000 or more residents must establish an Accessibility Advisory Committee, prepare an annual Accessibility Plan and provide opportunity for community involvement through the Accessibility Advisory Committee in the identification, removal and prevention of barriers for persons with disabilities.

#### ***Accessibility for Ontarians with Disabilities***

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* was introduced by the Provincial government on October 12<sup>th</sup> 2004 and was proclaimed June 13<sup>th</sup>, 2005. The purpose of the Act is to build upon some components of the *ODA*. The AODA's purpose is to remove all barriers in the Province of Ontario by the year 2025 and create an accessible Ontario. The Municipal Accessibility Advisory Committee will remain in place; however the AODA requires the establishment of Accessibility Standards and these standards will apply to both the public sector and private sector businesses.

Individuals with disabilities represent a significant and growing part of Canada's population. According to Statistics Canada, the Participation and Activity Limitation Survey 2006, about 1.8 million Ontarians have a disability - approximately 15.5% of the population. It is estimated that by the year 2021 Canadians aged 65 and older will number close to 6.7 million or 1/5 of the total population. The primary purpose of the Accessibility Plan is to provide an opportunity for persons with disabilities to become

involved in identifying, removing and preventing barriers to their full participation in life. The plan is intended to identify existing barriers to persons with disabilities to remove such barriers over time and help to prevent new barriers from being created.

The definition of disability is extensive and follows that of the Human Rights legislation. A glossary of key terms and definitions has been provided in Appendix A to this Plan.

Some examples of barriers are as follows:

### **Types of Barriers:**

**Physical:** A door knob that cannot be operated by an elderly person with limited upper body mobility and strength

**Architectural:** A hallway or door that is too narrow for a wheelchair or scooter

**Informational:** Typefaces that are too small to be read by a person with low vision

**Communication:** A person who talks loudly when addressing a deaf student

**Attitudinal:** A receptionist who ignores a customer in a wheelchair (i.e. stigma & prejudice)

**Technological:** A paper tray on a laser printer that requires two strong hands to open

**Policy/Practice:** A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly

*Source: A Guide to Municipal Accessibility Planning, Ministry of Citizenship, Accessibility Directorate of Ontario. August 2002*

## **Accessibility Standards, AODA**

The Accessibility for Ontarians with Disabilities Act (AODA) 2005 requires the Minister of Community and Social Services to develop accessibility standards that will remove barriers for people with disabilities. It is required for both public and private sectors in Ontario to work towards a fully accessible province by 2025. This legislation in conjunction with the Ontarians with Disabilities Act (ODA) 2001, require municipalities to develop Accessibility Plans and Accessibility Advisory Committees. The intent of the AODA is to develop common standards, and some case specific standards that will integrate accessibility as part of regular business and capital planning for public and private sectors. The five standard areas to be developed under the AODA include Accessible: Customer Service, Transportation, Information and Communications, Employment and Built Environment.

### ***Accessible Customer Service Standard***

The Accessibility Standards for Customer Service became law on January 1, 2008. All businesses or organizations that provide goods or services to the public or to other third parties in Ontario are legally required to comply with the requirements of the standard. The public sector organizations have been in compliance as of January 1, 2010.

- Private sector organizations must: comply with the standard by January 1, 2012.

### ***Proposed Integrated Accessibility Regulation***

On September 2, 2010, the Ministry of Community and Social Services released the Integrated Accessibility Regulation for public comment; deadline for submissions was October 16, 2010. February 1, 2011, this Regulation was released for public information and comment for a second time, closing March 18, 2011. The Integrated Accessibility Regulation is an amalgamation of the Accessible Transportation Standard, the Accessible

Information and Communications Standard and the Employment Accessibility Standard. The following is the Provincial summary of requirements for obligated organizations under the proposed Integrated Accessibility Regulation:

**Employment:**

- Deliver accessibility awareness training to employees
- Accommodate persons with disabilities in the recruitment process
- Develop individual accommodation plans for employees with disabilities, upon request
- Deliver individualized workplace emergency information to employees with disabilities
- Take into account the accommodation needs of employees with disabilities in existing performance management, career development and redeployment processes
- Develop procedures for return-to-work of employees who are absent from work due to a non-workplace injury or illness that uses individual accommodation plans, where appropriate

**Information and Communications:**

- Provide information and communications to people with disabilities in a way that accommodates their disability
- Make websites accessible

**Transportation:**

- Focus on making transportation services accessible, including buses, trains, subways, streetcars and ferries; some requirements include:
  - Providing on-board announcements of stops and connections
  - Establishing criteria and processes to determine eligibility for specialized transit services; and
  - Having features such as grab bars and allocated spaces for people with mobility disabilities

***Please note that the proposed regulation is currently not law***

## ***Proposed Accessible Built Environment Standard***

The **Final Proposed Accessible Built Environment Standard** is the fifth standard to be released for public information in July 2010. The committee has now given the final proposed standard to the Minister of Community and Social Services for review and consideration to become law.

The proposed standard would apply to all new construction and extensive renovations to the existing built environment.

Information released in 2011, originally indicated components of this standard would be included in the second round of public consultation of the Ontario Building Code. On February 22<sup>nd</sup> the Ministry of Municipal Affairs and Housing released the second round of public consultation, and the Proposed Accessible Built Environment Standard are not included in this latest series. The Ministry has indicated they will be at a later date.

***Please note that the final proposed standard is currently not law***

## **Section 3**

### **Objectives of the Accessibility Plan**

This report describes the measures that the Town has taken over the past year and the measures to be taken in the next year and in the future, to identify, remove and prevent barriers to persons with disabilities who use the facilities and services of the Town of Whitby.

The 2011 Accessibility Plan includes:

- Actions the Town has taken over the past year to remove barriers;
- Processes by which the Town of Whitby has identified, removed and prevented barriers to persons with disabilities;
- A list of known and suspected barriers;
- Measures the Town will be taking in 2011 to identify, remove and prevent barriers to persons with disabilities;
- The monitoring process for the Accessibility Plan; and,
- Actions to be taken to communicate the Whitby Accessibility Plan to the public.

The 2011 Accessibility Plan has been prepared in accordance with the requirements of the ODA, 2001 and the AODA, 2005.

## **Section 4**

### **Description of the Town of Whitby**

Whitby is situated on the north shore of Lake Ontario, and is the fastest growing municipality in the Region of Durham. It is a progressive community with a population of 123,930 (May 2010 - Durham Region Monitoring of Growth Trends - Commissioner's Report). Recent population forecasts predict the population of the Town will exceed 131,000 by mid 2014 and be close to 200,000 by 2031.

The Town of Whitby includes the Village of Brooklin and a network of hamlets including: Myrtle, Myrtle Station, Ashburn Macedonian Village and Almond Village. This rural settlement pattern is supported by the urban area of Whitby, including Downtown Whitby and the lakefront Port Whitby area. The residents of the Town share a sense of community and a lifestyle characterized by both small-town and urban environments offering the sophistication and range of amenities of a large urban centre.

## Section 5

### The Town of Whitby Accessibility Advisory Committee

The *Ontarians with Disabilities Act (ODA), 2001* requires that Municipalities create an Accessibility Advisory Committee with a majority of the members being persons with disabilities. In accordance with the requirements of the ODA, the following persons have been appointed to the Whitby Accessibility Advisory Committee:

Councillor Don Mitchell		
<b>Richard Turner - Chair</b>	Term Ends	2011
Colin McCarthy - Vice Chair	Term Ends	2011
Denyse Newton	Term Ends	2011
Susan Berzins	Term Ends	2011
Kalpna Sheth	Term Ends	2011
Joy Higgins	Term Ends	2011
Jim Lawrie	Term Ends	2014
Lisa Binns	Term Ends	2014
Greg Fiet	Term Ends	2014
Joan Sheffield	Term Ends	2014
Pamela McPherson	Term Ends	2014

### Responsibilities of the Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) is responsible to provide advice to municipal Council to plan for accessibility on a wide range of municipal processes.

Provide input to staff reports on the following issues;

- Reviewing official plans
- Reviewing zoning by-laws
- Reviewing site plans; and
- Reviewing plans of subdivision and condominium

Further, provide advice on budgeting for accessibility and promoting accessible voting for municipal elections.

The Accessibility Advisory Committee meets on a monthly basis, with a minimum of 6 meetings held each year.

## Section 6

### **Accessibility Working Committee**

The Accessibility Working Committee (AWC) was established in the summer of 2003 and comprises staff representatives from the Town's Planning, Community and Marketing Services, Corporate Services, Public Works and Fire Departments, the Whitby Public Library and the Administrator's Office.

### **Responsibilities of the Accessibility Working Committee**

The AWC provides support and advice to the *Accessibility Advisory Committee (AAC)* as dictated by *The Ontarians with Disabilities Act, 2001 (ODA)* and provides input and direction on the Town's Accessibility Plan.

In 2010, the AWC:

- Provided input and direction to the AAC with regards to the 2010 Accessibility Plan;
- Implemented the Targets and Actions identified in the 2010 Accessibility Plan;
- Provided clarification and attended meetings where necessary to discuss questions and/or comments the AAC may have with regards to the status of projects that are ongoing throughout the Town;

The Accessibility Working Committee also serves as an internal source of information by operating as a point of contact for their respective departments. Committee members attend AAC meetings as required, respond to requests for information from the AAC or the Coordinator of the AWC and disseminate relevant information to their respective departments.

Each Department has considered accessibility and barrier removal from two perspectives:

- what has been done in the past to address and remove barriers
- what formal process will be developed in the coming years and beyond to identify and remove barriers

## **Accessibility Working Committee is as follows:**

	<u>Phone #</u>	<u>Ext. #</u>
Kathleen Power, Planning Department & Chair	905-430-4306	2335
Michele Cotton, Planning Department	905-430-4306	2331
Matt Powers, Community & Marketing Services	905-430-4303	2215
Sarah Klein, Community & Marketing Services	905-430-4303	2217
Mary Jo Sitter, HR, Administrator's Office	905-430-4313	2310
Martha Pettit, Clerk's Dept, Corporate Services	905-430-4315	2226
Mat Payne, Info Services, Corporate Services	905-430-4308	2417
Jennifer Hess, Treasury Services, Corp. Services	905-430-4304	2700
Steve Smythe, Bldg Section, Public Works Dept	905-430-4305	2319
Sandy Fevreau, Engineering, Public Works Dept	905-430-4307	2263
Rhonda Jessup, Whitby Library	905-668-6531	2033
Dave Speed, Fire & Emergency Services	905-668-3312	5222
James Terpstra, Engineering, Public Works Dept	905-430-4307	2329

### **Coordinator**

Michele Cotton, Accessibility Coordinator for the Town of Whitby, working as a member of the Whitby Planning Department, is the coordinator of the Accessibility Working Committee and the annual Accessibility Plan. The Accessibility Coordinator also works as staff support to the Accessibility Advisory Committee.

## Section 7

### Organizational Structure, Achievements and Targets /Actions 2011

Municipal Departments and Organizations included under the scope of this Plan are:

- Planning Department
- Whitby Public Library
- Whitby Fire and Emergency Services
- Public Works Department
- Community and Marketing Services
- Corporate Services
- Administrator's Office

#### Definitions for the Following Section:

- ***What barrier was identified?***
  - Give a description of the barrier and indicate where the barrier was found. For example, was the barrier a program, service By-Law, policy, practice or facility?
- ***What type of barrier was it?***
  - i.e. was it a physical, architectural, informational, communicational, attitudinal, technological, policy/practice
- ***Disability type***
  - Physical, Sensory, Cognitive or other
- ***How were the barriers addressed?***
  - Describe what action was taken to identify, remove or prevent the barrier

#### Timing

Timing for the purposes of this plan, as found under the Targets and Actions sections is defined as follows:

<b>Season</b>	<b>Corresponding Months</b>
Winter 2011	January, February, March 2011
Spring 2011	April, May, June 2011
Summer 2011	July, August, September 2011
Fall 2011	October, November, December 2011

## **Planning Department**

- The Planning Department consists of four (4) working divisions, Planning Administration, Development Control, Design & Technical Services, Long Range Planning and Strategic Design and Downtown Development.

The Town of Whitby's Planning Department function is to assist Town Council and Council appointed Committee members, members of the public, professionals, agencies and organizations in matters relating to land use planning, the Town's Official Plan and Zoning By-laws and processing of development applications, such as plans of subdivision and condominium, site plan, minor variances, and Official Plan and Zoning By-Law amendments. This Department is also responsible for architectural control, providing staff support and administration for various Committees of Council including the Local Architectural Conservation Advisory Committee, the Accessibility Advisory Committee, the Lynde Shores Monitoring Committee and the Downtown Development Steering Committees.

## Planning Department - Accessibility Achievements 2010

What barrier was identified?	What type of barrier was it?	How were these barriers addressed?	Achieved
<b>PD1</b> - Continue to audit the remaining municipal facilities on a priority basis	Physical/ Architectural • All	Staff and members of the AAC completed the audit of four facilities • Fire Station #6 • Fire Station #1 • Heydenshore Park Washroom • Brooklin Memorial Park Washroom	Completed
<b>PD2</b> - Provincial Accessibility Standards	Informational / Policy / Practice • All	Provided comments on proposed standards to the Accessibility Directorate of Ontario, in consultation with the AAC and AWC.	Completed
<b>PD3</b> - Update Accessibility Advisory Committee (AAC) Terms of Reference	Informational / Policy / Practice • All	Utilized the updated provincial document "Making Accessibility Happen" and revised the AAC's terms of reference to reflect updates.	Completed
<b>PD4</b> - Participate in the Region Accessibility Expo	Informational / Attitudinal • All	Participated on the event planning committee and with members of the AAC, represented the Town of Whitby at the Accessibility Expo	Completed

What barrier was identified?	What type of barrier was it?	How were these barriers addressed?	Achieved
<b><i>PD – Additional Achievements</i></b>	All <ul style="list-style-type: none"> <li>All</li> </ul>	<ul style="list-style-type: none"> <li>Filed Accessible Customer Service report by required deadline of March 31, 2010.</li> <li>Developed and implemented the 2010 audit implementation plan</li> <li>Met with utility companies to discuss Accessible Customer Service standard and their requirements.</li> <li>Hosted an International Day for Persons with Disabilities in partnership with the AAC</li> <li>Completed a review of the Accessible parking spaces on Municipal property</li> <li>Completed application for grant to make accessibility improvements at the Marina</li> <li>Worked with Health and Safety Officer and Fire Prevention to develop site specific emergency plan for Town Hall</li> </ul>	Completed

## Planning Department - Targets and Actions 2011

What by-law, policy or practice will be reviewed?	Action to take place	Timing
<b>PD1</b> - Continue to audit the remaining municipal facilities on a priority basis	Staff and members of the AAC to undertake the audit of four facilities <ul style="list-style-type: none"> <li>• Fire Station #2</li> <li>• Fire Station #3</li> <li>• Pringle Park Washroom</li> <li>• Brock Street Activity Centre</li> </ul>	Fall 2011
<b>PD2</b> – Provincial Accessibility Standards	Continue to provide comment on proposed standards to the Accessibility Directorate of Ontario, in consultation with the AAC and AWC. Also, work with AWC and AAC to develop implementation plans and strategies as the proposed standards are released and approved by the Minister.	Ongoing
<b>PD3</b> – International Day for Persons with Disabilities Event	Work in partnership with the AAC and the Whitby Public Library to host an event for International Day for Persons with Disabilities	Fall 2011
<b>PD4</b> – Audit Implementation Plan	Continue to develop and monitor the Audit Implementation Plan for accessibility improvements identified through the audits.	Fall 2011

## Whitby Public Library

The Whitby Public Library is responsible for library and information services including community information in the Town of Whitby. This includes information in a variety of formats: print, electronic, audio, video, DVD and in a variety of languages. The community is served by the Whitby Central Library and two branches. The library offers programs for all ages, with an emphasis on children's programming and reading readiness.

### Whitby Library – Accessibility Achievements 2010

What barrier was identified?	What type of barrier was it?	How were these barriers addressed?	Achieved
<b>WL1 - Collections</b>	Physical <ul style="list-style-type: none"> <li>• Sensory</li> </ul>	Further developed the large print and audiobook collections by adding <b>2825</b> items in 2010 for a total collection of <b>9665</b> items. The library also offers <b>11215</b> DVDs with closed captioning and <b>2593</b> downloadable audiobooks and <b>8271</b> ebooks ( <b>3254</b> are downloadable to portable devices)	Ongoing
<b>WL2 - New Brooklin Branch</b>	Physical/ Architectural	Work with architects on library program to ensure accessibility standards are met	Yes - Opened November 2010
<b>WL3 - Meetings, Programs and Events</b>	Physical	Purchased portable assistive listening device to be used in meeting rooms and public library programming at the Central Library	Yes

<b>What barrier was identified?</b>	<b>What type of barrier was it?</b>	<b>How were these barriers addressed?</b>	<b>Achieved</b>
<b>WL4 -</b> Rossland Branch	Physical	Begin work on new accessible service desk	Not completed – deferred with opening of new Brooklin Branch and new staffing
<b>WL5 –</b> Other Achievements	Policy / Practice / Attitudinal	Hosted an Autism Spectrum education session for Library, Recreation and Town staff	Completed

### **Whitby Library - Targets and Actions 2011**

<b>What by-law, policy or practice will be reviewed?</b>	<b>Action to take place</b>	<b>Timing</b>
<b>WL1 –</b> Collections	Further develop audiobook and large print collections, including downloadable audiobooks. Where available, ensure an accessible format is purchased for titles selected from bestseller lists.	Ongoing
<b>WL2 -</b> Washroom Doors - Main Branch	Install an automatic door opener on one family washroom on the main floor	Summer 2011
<b>WL3 -</b> Rossland Branch	Begin design work on new accessible service desk.	Fall 2011

## Fire and Emergency Services

The Fire and Emergency Services is responsible for fire prevention and suppression within the Town of Whitby. Whitby Fire & Emergency Services provides numerous programs to the residents of the Town of Whitby, including: the Junior Fire Department; Learn Not to Burn; the Arson Prevention Program for Children; Alarmed for Life, It Happened on Your Street, and the TAPP-C Program, intended to promote fire safety among children and youths aged 2 to 17 years.

### Fire and Emergency Services – Accessibility Achievements 2010

What barrier was identified?	What type of barrier was it? • Disability Type	How were these barriers addressed?	Achieved
<b>FES1</b> – Emergency Evacuation plans for Town facilities	Policy / Practice / Attitudinal • All	Audit Town facilities and develop a template to implement emergency evacuation plans	Ongoing
<b>FES2</b> – Accessibility Improvement to Hall #5	Physical/ Architectural • Physical	Modify parking area to improve accessible parking spaces; also modify or construct accessible portion of reception counter	Parking area deferred to 2011 Counter completed

## Fire and Emergency Services – Targets and Actions 2011

What by-law, policy or practice will be reviewed?	Action to take place	Timing
<b>FES1</b> – Emergency Evacuation plans for Town facilities	Audit Town facilities and develop a template to implement emergency evacuation plans	Fall 2011
<b>FES2</b> - Accessibility Improvement to Hall #5	Modify parking area to improve accessible parking spaces	Fall 2011
<b>FES3</b> - Accessibility Improvement to Hall #6	Modify parking area to improve accessible parking spaces – including installation of sidewalk along front of spaces. Modify entrance to building, including installation of a power door operator	Fall 2011
<b>FES4</b> - Accessibility Improvement to Hall #1	Modify entrance to building, including installation of a power door operator	Fall 2011

## **Public Works Department**

The Town of Whitby's Public Works Department function is to assist Town Council, Committees, members of the public, professionals and other organizations in matters relating to infrastructure management, waste management, winter control program, capital works program, engineering approvals and inspection services.

This Department is organized into three (3) Divisions:

### ***Engineering Services – Capital***

The Engineering Services Section of the Public Works Department is responsible for the development and implementation of the major projects related to all roads and road-related municipal infrastructure (roads, bridges, storm sewers, storm water management ponds, street lighting, traffic signals, sidewalks, etc.) Responsibilities include undertaking Functional, Preliminary and Detailed Designs, Transportation Planning and Environmental Assessments, Traffic Engineering, Water Resource Engineering, Construction Administration and Inspection and Engineering Permits.

### ***Development Services***

The Development Services Section of the Public Works Department acts as our liaison between Town Council, Committees, members of the public, professionals and other public and private agencies and organizations and new development projects within the Town of Whitby.

They provide technical engineering review and approvals for new developments projects such as Commercial, Industrial, Residential Subdivisions and Site Plans including Lot Grading Certificates.

### ***Operational Services –***

Operational Services is responsible for the maintenance of: all roads under the jurisdiction of the Town of Whitby also including sidewalks, streetlights, downtown decorations, storm sewers, storm water management ponds, roads/driveway culverts parks

and open space lands including sports fields, park fencing, park washrooms, playgrounds, parking lots, naturalization programs which include planting, pruning and tree removal; roadside fences and school crossing guards. We are also responsible for the Winter Maintenance of Town roads, solid waste collection, municipal parking lots and designated sidewalks on arterial and collector roads, sidewalks adjacent to Town property and the Seniors windrow and driveway program.

**Building and By-law Services –**

Building and By-law Services is responsible for: enforcing the Ontario Building Code Act and the Ontario Building Code, which includes a plans review and inspection element; advising the general public and building professionals on the building permit approval processes and technical Building Code information; Zoning By-law interpretation and reviews; building location and survey approvals; processing of property legal inquiries; coordinating development agreement requirements prior to issuing building permits; addressing all properties within the Town; accepting, reviewing, and investigating complaints from the general public in regards to Municipal By-law enforcement; enforcing regulatory, zoning and property standards By-laws which may include charges being laid and presentation of evidence in court; processing pool enclosure permits and inspections; liaison with other municipalities and associations.

**Public Works - Accessibility Achievements 2010**

What barrier was identified?	What type of barrier was it?	How were these barriers addressed?	Achieved
<b>PW1 –</b> Operations Centre	Physical/ Architectural • Physical	Modify parking area for safe passage across heavy equipment driveway; also modify reception counter to include an accessible portion	Parking deferred until Spring 2011 Counter completed







What barrier was identified?	What type of barrier was it?	How were these barriers addressed?	Achieved
		<ul style="list-style-type: none"> <li>• Victoria Street – (Charles St. west to existing sidewalk, south side)</li> </ul> <p><b>Replacement Sidewalks</b></p> <ul style="list-style-type: none"> <li>• Bradley Dr. – (Manning Rd. to Ivanic Crt.), west side</li> <li>• Anderson Street – (Dundas St. to Crawford St., both sides)</li> <li>• Burns Street – (Oshawa border to 200m westerly, north side)</li> <li>• Calais Street – (86 Calais to 80m south, east side)</li> <li>• Walton Boulevard – (Rossland Rd. to Palmerston Ave., east side)</li> <li>• Baldwin Street from Cassels Road to Pearl Street</li> </ul> <p><b>Traffic Signals –</b></p> <ul style="list-style-type: none"> <li>• Baldwin Street at Campbell Street</li> </ul>	<p>Completed</p> <p>Completed</p> <p>West Side deferred until 2011</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>

## Public Works - Targets and Actions 2011

What by-law, policy or practice will be reviewed?	Action to take place	Timing
<b>PW1</b> – Operations Centre	Modify parking area for safe passage across heavy equipment driveway	Spring 2011
<b>PW2</b> - Removal and replacement of curb, gutter and sidewalk ramp program throughout the Town of Whitby, trip ledges and dangerous sidewalk <ul style="list-style-type: none"> <li>• All intersecting side street sidewalks and curbs will also be replaced to meet accessibility standards</li> </ul>	<b>Resurfacing - Urban</b> <ul style="list-style-type: none"> <li>• Bassett Boulevard -(Rossland to Garden) – 8 intersecting streets</li> <li>• Cambridge Court - (Bradley to end of court)</li> <li>• Dawson Street - (Michael to Annes)</li> <li>• Forbes Street - (Wentworth to south end)</li> <li>• Graham Court – (Pilkington to end of court)</li> <li>• Greenwood Crescent - (McCullough to McCullough)</li> <li>• Janedale Crescent - (Kirby to Kirby)</li> <li>• Kirby Crescent - (Nichol to Nichol) – 4 intersecting streets</li> <li>• McEwen Drive - (Wentworth to Forbes)</li> <li>• Pine Hills Road - (Glen Hill to Elizabeth)</li> <li>• Reedaire Court - (Dunlop to the end of court)</li> <li>• Reynolds St - (Garden to Gilbert) – 3 intersecting streets</li> <li>• Scotia Court - (Wentworth to Crown)</li> <li>• Vanessa Place - (Kirby to Vanessa)</li> <li>• White Ash Drive - (Cochrane to Palmerston) – 6 intersecting streets</li> </ul>	Fall 2011

What by-law, policy or practice will be reviewed?	Action to take place	Timing
<p><b>PW2</b> - Removal and replacement of curb, gutter and sidewalk ramp program throughout the Town of Whitby, trip ledges and dangerous sidewalk</p> <ul style="list-style-type: none"> <li>All intersecting side street sidewalks and curbs will also be replaced to meet accessibility standards</li> </ul>	<p><b>Downtown Laneways</b>  Laneway 1 – From Dundas Street East northerly in between the CICB bank and W.C. Town Funeral Chapel - approximately 40m in length</p> <ul style="list-style-type: none"> <li>Laneway 2 – From Mary Street East southerly in between 105 and 123 Mary Street.- approximately 140m in length</li> </ul> <p><b>Provisional Streets</b></p> <ul style="list-style-type: none"> <li>Fulwood Crescent - (Bradley to Bradley)</li> <li>Reedaire Court - (Dunlop to the end of court)</li> </ul> <p><b>Road Rehabilitation - Rural</b></p> <ul style="list-style-type: none"> <li>Avon Ct - (Cochrane to end)</li> <li>Gilbert Street West – (Centre to King)</li> <li>Lynde Ct - (Cochrane to end)</li> <li>Maple Street East - (Ash to Hickory)</li> <li>Maple Street West - (Palace to Euclid)</li> <li>Park Road - (Stevens to Phillip)</li> <li>Valley Ct - (Cochrane to end)</li> <li>Ward Street - (Stevens to Phillips)</li> <li>Walton Boulevard - (Donavan to Rossland)</li> </ul>	<p>Fall 2011</p>

<b>What by-law, policy or practice will be reviewed?</b>	<b>Action to take place</b>	<b>Timing</b>
<p><b>PW2</b> - Removal and replacement of curb, gutter and sidewalk ramp program throughout the Town of Whitby, trip ledges and dangerous sidewalk</p> <ul style="list-style-type: none"> <li>All intersecting side street sidewalks and curbs will also be replaced to meet accessibility standards</li> </ul>	<p><b>Road Reconstruction</b></p> <ul style="list-style-type: none"> <li>St John Street - (Brock to Henry) - 3 intersecting streets</li> <li>Perry Street - (Chestnut to end) - 2 intersecting streets</li> <li>Colborne Street - (Henry to Francis)</li> </ul> <p><b>New Sidewalks</b></p> <ul style="list-style-type: none"> <li>Anderson Street - (Dundas to Crawford, west side, 3.0m multi use path)</li> <li>Cochrane Street - (Giffard to Walnut, west side)</li> <li>Colston Avenue - (Missing link of 30m, east side)</li> <li>Baldwin Street - (French school property line to Broadleaf, east side)</li> <li>Baldwin Street - (In front of the Lambert Gas Station, east side)</li> </ul> <p><b>Replacement Sidewalks - Provisional</b></p> <ul style="list-style-type: none"> <li>Cochrane Street - (Dundas to Giffard, west side)</li> <li>Wellington Street - (Dundas to end of the street, east side)</li> <li>Ribblesdale Street - (Church fence to Pringle, east side)</li> </ul>	<p>Fall 2011</p>

What by-law, policy or practice will be reviewed?	Action to take place	Timing
<p><b>PW2</b> - Removal and replacement of curb, gutter and sidewalk ramp program throughout the Town of Whitby, trip ledges and dangerous sidewalk</p> <ul style="list-style-type: none"> <li>• All intersecting side street sidewalks and curbs will also be replaced to meet accessibility standards</li> </ul>	<p><b>Sidewalks to be Completed by Others – (Developer/Regional Projects)</b></p> <ul style="list-style-type: none"> <li>• Baldwin Street - (Sleepy Hollow to 300m North, east side) - <i>Consultant</i></li> <li>• Consumers Drive - (Thickson to east limit, south side) - <i>Regional Works</i></li> <li>• Thickson Road - (Victoria to Consumers) - <i>Regional Works</i></li> <li>• Thickson Road - (Consumers to Burns, west side) - <i>Regional Works</i></li> </ul>	<p>Fall 2011</p>
<p><b>PW3</b> – Update signage and paint for accessible parking spaces located on municipal properties</p>	<p>Install updated signage and re-fresh paint on all accessible parking spaces located on municipal properties.</p>	<p>Summer 2011</p>

## **Community and Marketing Services Department**

The Community and Marketing Services Department is organized into two (2) Divisions:

### ***Marketing and Economic Development***

Marketing and Economic Development prepares a number of economic and community profile publications to assist businesses, investors and entrepreneurs, in better understanding the local economy and development and investment potential including the Inventory of Land and Space, Industrial Business Directory, and the Community Profile.

### ***Parks and Recreation***

This Division is responsible for 116 Parks, the design and development of parkland and open space improvements, a variety of recreational and leisure programs including those offered through the Community Connections (Community Recreation and Leisure Programming), the Youth Advisory Committee, aquatics, fitness and seniors services and programming. The facilities managed by this Division include Port Whitby Marina, Whitby Civic Recreation Complex, Whitby Seniors Activity Centre, Iroquois Park Sports Centre and all arenas and community centres.

## Community and Marketing Services - Accessibility Achievements 2010

What barrier was identified?	What type of barrier was it?	How were these barriers addressed?	Achieved
<b>CMS1</b> - Wetherburn Trail Connection	<ul style="list-style-type: none"> <li>• Physical</li> </ul>	A trail connection from Wetherburn Drive to the existing Bio-Diversity trail will be constructed to accessible standards.	Completed
<b>CMS2</b> - Heydenshore Park	<ul style="list-style-type: none"> <li>• Physical</li> </ul>	This waterfront park will have the existing parking lot redeveloped to provide better access to the trail systems as well as providing proper accessible parking spaces	Completed
<b>CMS3</b> - Willow Park Phase II	<ul style="list-style-type: none"> <li>• Physical</li> </ul>	Construction of accessible parking lot and redevelopment of existing washroom	Completed, <i>Washroom will begin in 2011</i>
<b>CMS4</b> - EA6 District Park (Darren Park)	<ul style="list-style-type: none"> <li>• Physical</li> </ul>	Construction of accessible splash pad and pathways	Completed
<b>CMS5</b> - Manning Trail	<ul style="list-style-type: none"> <li>• Physical</li> </ul>	Construct accessible pathway (taking out steps to make path accessible)	Expected to be completed by Summer 2011
<b>CMS6</b> - Seniors Centre	<ul style="list-style-type: none"> <li>• Physical</li> </ul>	Modify or rebuild brochure racks and displays	Completed
<b>CMS7</b> - Country Lane Accessible Playground	<ul style="list-style-type: none"> <li>• Physical</li> </ul>	Accessible play facility in Country Lane Park	Deferred until Fall 2012 – due to staffing

<b>What barrier was identified?</b>	<b>What type of barrier was it?</b>	<b>How were these barriers addressed?</b>	<b>Achieved</b>
<b>CMS8</b> - Heydenshore Park Accessible Playground	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Accessible playground in Heydenshore Park to replace existing	Completed
<b>CMS9</b> - Anne Ottenbrite Pool (AOP)	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Renovations to pool, change rooms and entrance to improve accessibility	Expected to be completed by Spring 2011
<b>CMS10</b> - IPSC - Arena #1 (Iroquois Park Sports Complex)	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Barrier Free access, addition of 4 universal barrier free washrooms, increase size of change room for specific needs, the introduction of 2 new elevators	Expected to be completed by Winter 2011
<b>CMS11</b> - IPSC - Whitney Hall	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Barrier free access, addition of a universal barrier free washroom	Expected to be completed by Winter 2011
<b>CMS12</b> - IPSC - Mezzanine	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Barrier free access, addition of two universal barrier free washrooms <b>Project changed to one universal washroom</b>	Expected to be completed by Winter 2011
<b>CMS13</b> - CRC	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Modify or rebuild brochure racks and displays	Completed
<b>CMS14</b> - CRC Civic Recreation Complex	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Allowance to address miscellaneous items <b>Research conducted to address accessibility improvements to elevator</b>	Completed research

<b>What barrier was identified?</b>	<b>What type of barrier was it?</b>	<b>How were these barriers addressed?</b>	<b>Achieved</b>
<b>CMS15</b> - CRC	<ul style="list-style-type: none"> <li>Physical</li> </ul>	To provide improved access to expanded parking lot	Completed
<b>CMS16</b> - CRC	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Install railing to limit access to area underneath lower level stairwell <b><i>Project changed to provide warning indicators to stairs</i></b>	Completed
<b>CMS17</b> - AOP	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Purchase accessible pool equipment, including pool wheelchairs	Completed
<b>CMS18</b> - Marina	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Improve accessible accessories in washrooms and install new grab bars and door pulls	Completed
<b>CMS19</b> - Rotary Park	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Provide ramped path to stage area from existing pathway; add wheelchair / scooter areas beside recessed park benches; modify washroom / change room by splash pad	Expected to be completed by Fall 2011
<b>CMS20</b> - McKinney	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Modify parking area by additional line markings for safe crossing of driveway; install door openers on exterior washroom doors; install door openers on upper level washroom doors; install opener on access door to upper level washrooms	Completed

<b>What barrier was identified?</b>	<b>What type of barrier was it?</b>	<b>How were these barriers addressed?</b>	<b>Achieved</b>
<b>CMS21</b> - IPSC	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Modify or rebuild condiment counter to have a portion lowered to be accessible	Completed
<b>CMS22</b> – Centennial Building	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Install power door opener leading to lower rooms; improve washroom accessories in main washrooms	Completed
<b>CMS23</b> – Station Gallery	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Provide curb cut to IPSC parking lot to improve accessibility to Gallery; update emergency evacuation plan; find alternate to loose floor mats; install power door openers on main washrooms and improve signage for accessible parking space	Parking and Curbs deferred until Fall 2011  Interior modifications completed.
<b>CMS 25</b> – Activity Guide Font Size	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Increased the font size in the seniors section of the quarterly activity guide	Completed
<b>CMS 26</b> – Accessible Playground Strategy	<ul style="list-style-type: none"> <li>All</li> </ul>	Parks staff to convene working group for best practices for Accessible Playgrounds	Deferred to May 2011 – were attempting to coordinate with release of Built Environment

<b>What barrier was identified?</b>	<b>What type of barrier was it?</b>	<b>How were these barriers addressed?</b>	<b>Achieved</b>
<b>CMS 27</b> – Parkland Development & Open Space Policy	<ul style="list-style-type: none"> <li>Physical</li> </ul>	Parks staff to update Parkland policy to include requirements of Town’s Accessibility Plan	Deferred – to be coordinated with the Official Plan Review and Sports Facility Strategy

### **Community and Marketing Services - Targets and Actions 2011**

<b>What by-law, policy or practice will be reviewed?</b>	<b>Action to take place</b>	<b>Timing</b>
<b>CMS1</b> – Centennial Building Changes in Panic Hardware	Changes in panic hardware: exit doors need slim line panic to conform to minimum opening	Spring 2011
<b>CMS2</b> – Centennial Building Power Operator on Access Doors	Install power operator on men’s and women’s main and second floor washrooms	Spring 2011
<b>CMS3</b> – Marina Washroom Power Operator on Access Doors	Install power operator on access door to private accessible washroom, lounge and rear door outside main office	Spring 2011
<b>CMS4</b> – Marina Outdoor Benches	Add 3 accessible benches to outdoor area	Spring 2011
<b>CMS5</b> – Luther Vipond Power Operator on Access Doors	Install power operators on south leaf of south double doors to seating area and players benches	Spring 2011

<b>What by-law, policy or practice will be reviewed?</b>	<b>Action to take place</b>	<b>Timing</b>
<b>CMS6</b> – Luther Vipond Outdoor Bench	Add an accessible bench to the outdoor area	Spring 2011
<b>CMS7</b> – Luther Vipond Misc Items	Allowance to address misc items	Fall 2011
<b>CMS8</b> – McKinney Counter Height	Modify or rebuild concession service and condiment counter to lower portion to 0.86m	Spring 2011
<b>CMS9</b> – McKinney Drinking Fountains	Replace existing drinking fountains with accessible standard	Spring 2011
<b>CMS10</b> – McKinney Outdoor Benches	Add 2 accessible benches to outdoor area	Spring 2011
<b>CMS11</b> – IPSC Power Operator on Access Doors	Install power operator on south entry doors, south entry to Sports Garden Café and west entry to Sport Garden Café	Spring 2011
<b>CMS12</b> – IPSC Outdoor Bench	Add 4 accessible benches to outdoor area	Spring 2011
<b>CMS 13</b> – Willow Park Phase II	Redevelopment of existing washroom	Fall 2011
<b>CMS 14</b> – Manning Trail	Construct accessible pathway (taking out steps to make path accessible)	Summer 2011
<b>CMS 15</b> – Rotary Park	Provide ramp path to stage area from existing pathway; add wheelchair/scooter areas beside recessed park benches; modify washroom/change room by splash pad	Fall 2011
<b>CMS 16</b> – Guthrie Park Pathway Restoration	Restoration and resurfacing which will improve accessibility of pathway	Summer 2011

<b>What by-law, policy or practice will be reviewed?</b>	<b>Action to take place</b>	<b>Timing</b>
<b>CMS 17</b> – Bonacord Trail Pathway Resurfacing	Restoration and resurfacing which will improve accessibility of pathway	Summer 2011
<b>CMS 18</b> - Deverall Park Walkway	Restoration and resurfacing which will improve accessibility of walkway	Summer 2011
<b>CMS 19</b> – Country Lane Pathway to St. Luke’s	Restoration and resurfacing which will improve accessibility of pathway	Summer 2011
<b>CMS 20</b> – IPSC Parking Lot and Walkway	Redesign of parking and walkway into facility to improve accessibility	Spring 2011
<b>CMS 21</b> – Anne Ottenbrite Pool	Renovations to pool, change rooms and entrance to improve accessibility	Spring 2011
<b>CMS 22</b> – IPSC Arena #1	Barrier Free access, addition of 4 universal barrier free washrooms, increase size of change room for specific needs	Winter 2011
<b>CMS 23</b> – IPSC Whitney Hall	Barrier free access, addition of a universal barrier free washroom	Winter 2011
<b>CMS 24</b> – IPSC Mezzanine	Barrier free access, addition of a universal barrier free washroom	Winter 2011
<b>CMS 25</b> – McKinney Arena Access Re-grading	Re-grading of concrete at north entrance to improve accessibility	Fall 2011
<b>CMS 26</b> – Vanier Park	Inclusion of accessible playground in new park	Fall 2011
<b>CMS 27</b> – McQuay Trail CPR	Restoration and resurfacing which will improve accessibility of trail	Fall 2011
<b>CMS 28</b> – Lynde Creek (Dundas to D’Hillier)	New accessible trail	Fall 2011

<b>What by-law, policy or practice will be reviewed?</b>	<b>Action to take place</b>	<b>Timing</b>
<b>CMS 29</b> – Hydro Electric Power Corridor (Lofthouse to Darren and Hannam Trail)	New accessible trail	Fall 2011
<b>CMS 30</b> – Scott Trail	Restoration and resurfacing which will improve accessibility of trail	Fall 2011
<b>CMS 31</b> – D’Hillier Trail	Restoration and resurfacing which will improve accessibility of trail	Fall 2011
<b>CMS 32</b> – Station Gallery	Provide curb cut to IPSC parking lot to improve accessibility to Gallery and improve signage for accessible parking space	Fall 2011
<b>CMS 33</b> – CRC	Accessibility modifications to elevator – including annunciation panel, emergency phone and motion sensors	Spring 2011

## **Corporate Services Department**

Corporate Services is organized into three (3) Divisions:

### ***Clerks Services***

The Clerk's Division acts as secretariat to the Council and its standing committees; responsible for the statutory notices of the municipal Clerk, including the Vital Statistics Act, Marriage Act, Municipal Freedom of Information and Protection of Privacy Act; managing the Town's records, conducting municipal elections; co-ordinating Town Hall meetings; administering business and lottery licensing; managing animal services; and, co-ordinating certain special events.

### ***Municipal Information Systems Services (MIS)***

The Municipal Information Systems Services Division provides leadership in the design and development of the Town's information systems and e-technologies. The Municipal Information Systems team is in the business of providing computer based technology and associated support services to Town Staff.

### ***Treasury***

The Treasury Department is responsible for the following services and functions: Town properties, including the sale, rental, purchase; accounting; budget preparation and control; income investment and control; property tax collection and other revenue; tenders, quotations and municipal insurance.



## Corporate Services - Accessibility Achievements 2010

What barrier was identified?	What type of barrier was it? • Disability Type	How were these barriers addressed?	Achieved
<b>CS1</b> - Lower Level Accessible Washroom	All • All	Develop a universal barrier-free accessible washroom facility in the lower level of the Municipal building.	Deferred to Summer 2011
<b>CS2</b> – Municipal Building Entry Doors	Policy / Practice / Attitudinal • All	Modify main entry doors at the Front and Rear of building to provide accessible access.	Deferred to Spring 2011
<b>CS3</b> – Customer Service Counters	All • All	Modify department customer service counters to meet Accessible Standards.	Plans dependent on Municipal Office Needs Assessment
<b>CS4</b> – Animal Services	Physical • Physical	Modify accessible parking; front entrance and service counter to improve accessibility	Front entrance completed Parking and counters deferred to Fall 2011
<b>CS5</b> – Municipal Election	Physical • Physical	Provide Accessible Customer Service training to Elections staff, work with AAC to make enhancements to accessibility for advanced polls for 2010 Municipal Election	Completed

## Corporate Services - Targets and Actions 2011

What by-law, policy or practice will be reviewed?	Action to take place	Timing
<b>CS1</b> - Lower Level Accessible Washroom	Develop a universal barrier-free accessible washroom facility in the lower level of the Municipal building.	Summer 2011
<b>CS2</b> – Municipal Building Entry Doors	Modify main entry doors at the Front and Rear of building to provide accessible access.	Spring 2011
<b>CS3</b> – Animal Services	Modify accessible parking and service counter to improve accessibility	Fall 2011
<b>CS4</b> – Municipal Building – After Hours Staff Entry	Installation of security access program for Town staff at accessible entrances for after hours entry.	Fall 2011
<b>CS5</b> – Municipal Building – Door Openers Installed at Committee Rooms	Installation of door openers for doors to Committee Rooms 1 and 2 and at bottom of stairs leading to CMS and Building Departments	Fall 2011
<b>CS6</b> – Website Improvements	Revamp of Town’s website to ensure compliance with Accessibility legislation and improve communication with the public	Fall 2011

## **Administrator's Office**

The Administrator's Office is responsible for public relations and the management, coordination and financial control of Town departments. As well, they implement Town policies, conduct training and provide development opportunities for Staff.

### ***Human Resource Services***

The Human Resource Services staff functions include: development and implementation of initiatives designed to attract and retain key personnel; implement various recruitment initiatives; coordinate employee accommodation requirements; provide training and development; administer benefits, including short and long term disability; succession planning, transfers and promotion; maintain compensation, including payroll and job evaluation; human rights; employee relations; union relations, including grievance management and negotiations; administer three collective agreements; and adhering to Health and Safety legislation, including the establishment of a Joint Health and Safety Committee responsible for inspections and ergonomics.

## Administrator's Office - Accessibility Achievements 2010

What barrier was identified?	What type of barrier was it? • Disability Type	How were these barriers addressed?	Achieved
<b>AO1 -</b> Recruitment & Application Process:	Policy / Practice • All	To amend the Town of Whitby Employment Application forms and Job Postings /Advertisements to reflect the option of requesting an alternate document format.	Deferred until Fall 2011; awaiting release of Provincial Regulation
<b>AO2 -</b> Employment Standards:	Policy / Practice • All	Awaiting the final proposed Employment Provincial Regulation and drafting policies and procedures accordingly. Completion of this target will be consistent with the Regulation.	Provincial Regulation has not been released to date.
<b>AO3 -</b> Additional Achievements	Policy / Practice • All	Organized a presentation to SMT in 2010, speaking about the successes local businesses have experienced in hiring people with disabilities, i.e. lower absenteeism.	Completed

## Administrator's Office - Targets and Actions 2011

What by-law, policy or practice will be reviewed?	Action to take place	Timing
<b>AO1</b> - Recruitment, Advertising and Application processes	Work with Corporate Services (Municipal Information Systems) regarding on-line advertising and application processes  Reviewing and Updating Application Forms	Fall 2011
<b>AO2</b> - Applicant assessment practices	Providing alternate and accessible formats for communication and testing	Fall 2011
<b>AO3</b> - Policies and Procedures to comply with the Employment Provincial Regulation	Policy development regarding employee accommodation and Return To Work process	Fall 2011

## **Section 8**

### **Consultation Activities**

Input on this Plan has been received from municipal staff and the members of the Accessibility Advisory Committee (AAC). The Accessibility Working Committee (AWC) has developed the review of past initiatives and targets for 2010, and they will continue to apply their professional experience to address the accessibility issues and barriers identified. Review and comments on this Plan will provide the framework for the development of the next annual Accessibility Plan.

The Town's AWC and the AAC will continue to meet regularly and collaborate to implement the components of the 2010 Accessibility Plan. Information will be communicated to Town staff and the public on the progress of accessibility initiatives through reports to the Accessibility Advisory Committee and through annual staff reports presented to the Planning and Development Committee of Council.

## **Section 9**

### **Review and Monitoring Process**

This is the Town's eighth Accessibility Plan. Following the approval of the Accessibility Plan, staff will monitor the progress made on the actions required in the Plan on a monthly basis. The Accessibility Coordinator will advise the AAC on the progress being made on the implementation of the Plan at each Committee meeting.

In terms of updating the Accessibility Plan on an annual basis, a report will be prepared under the guidance of the Accessibility Coordinator, following consultation with the Accessibility Working Committee and the public. This report will be presented to the Accessibility Advisory Committee, and following that consultation, an updated Plan will be presented to Council for approval.

## **Section 10**

### **Communication of the Accessibility Plan**

Copies of this Plan will be made available at the Town Hall, at the Community Centers and Recreation facilities and on the Town's website at [www.whitby.ca](http://www.whitby.ca). Should a Braille copy be requested, the CNIB will be contacted to determine if the Plan can be translated. As an alternative, an audio copy may be made available. Notice will also be placed on the Town of Whitby website and in the Whitby This Week newspaper on the availability of the Plan.

Key Contact for this Plan:

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## **Appendix A**

### **Glossary of Key Terms and Definitions**

#### ***Barrier***

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (obstacle).

#### ***Barrier Identification Process***

Any process or methodology used to determine what barriers exist, where barriers exist and other information. Examples of a barrier identification process may include surveys, audits or customer feedback.

#### ***Disability Means:***

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

## **Types of Disabilities and Functional Limitations**

A person's disability may make it physically or cognitively hard to perform everyday tasks. Listed below are different kinds of disabilities and the effects of these limitations on an individual's ability to perform everyday tasks.

### **1. Physical**

Physical disabilities include minor difficulties moving or coordinating a part of the body, muscle weakness, tremors and in extreme cases, paralysis in one or more parts of the body.

Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendonitis.

Physical disabilities affect an individual's ability to:

- Perform manual tasks, such as hold a pen, grip and turn a key, type on a keyboard, click a mouse button, and twist a doorknob
- Control the speed of one's movements
- Coordinate one's movements
- Move rapidly
- Experience balance and orientation
- Move one's arms or legs fully, e.g. climb stairs
- Move around independently, e.g. walk any distance, easily get into or out of a car, stand for an extended period
- Reach, pull, push or manipulate objects
- Have strength or endurance

### **1. Sensory**

#### **• Hearing**

Hearing loss includes problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness. A person who is deaf, deafened or hard-of-hearing may be unable to use a public telephone, understand speech in noisy environments, or pronounce words clearly enough to be understood by strangers.

- **Speech**

Speech disability is a partial or total loss of the ability to speak. Typical voice disorders include problems with:

- Pronunciation
- Pitch and loudness
- Hoarseness or breathiness
- Stuttering or slurring

- **Vision**

Vision disabilities range from slightly reduced visual acuity to total blindness. A person with reduced visual acuity may have trouble reading street signs, recognizing faces, or judging distances. They might find it difficult to maneuver, especially in an unfamiliar place. He or she may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night, or require bright lights to read. Most people who are legally blind have some vision.

- **Deaf-blind**

Deaf-blindness is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living. Deaf-blind disabilities interfere with communication, learning, orientation and mobility.

- **Smell**

Smell disability is the inability to sense, or a hypersensitivity to, odours and smells. A person with a smelling disability may have allergies to certain odours, scents and chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

- **Taste**

Taste disability limits the ability to experience the four primary taste sensations: sweetness, bitterness, saltiness and sourness. A person with a taste disability may be unable to identify ingredients in food, spoiled food, or noxious substances.

- ***Touch***

Touch disability alters the ability to sense surfaces and their texture or quality, including temperature, vibration and pressure. Touching sensations may be heightened, limited, absent (numbness), or may cause pain or burning. A person with a touch disability may be unable to detect (or be insensitive to) heat, cold or changing temperatures. Alternatively, a person with a touch disability may be hypersensitive to sound, physical vibrations, or heated surfaces or air.

### **3. Cognitive**

- ***Intellectual***

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (i.e. Down Syndrome), exposure to environmental toxins (as in Fetal Alcohol Syndrome), brain trauma and psychiatric conditions.

A person with an intellectual disability may have difficulty with:

- Language: understanding and using spoken or written information
- Concepts: understanding cause and effect
- Perception: taking in and responding to sensory information
- Memory: retrieving and recognizing information from short-or-long term memory
- Recognizing problems, problem solving and reasoning

- ***Mental Health***

There are three main kinds of mental health disabilities:

- Anxiety: a state of heightened nervousness or fear related to stress
- Mood: sadness or depression
- Behavioural: being disorganized; making false statements or inappropriate comments; telling distorted or exaggerated stories

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behaviour; be perceived as being pushy or abrupt; start laughing or get angry for no apparent reason.

- ***Learning***

Learning disabilities are disorders that affect verbal and non-verbal information acquisition, retention, understanding, processing, organization and use. People with learning disabilities have average or above-average intelligence, but take in information, retain it, and express knowledge in different ways. Learning disabilities affect reading comprehension and speed; spelling; the mechanics of writing, manual dexterity; math computation; problem solving; processing speed; the ability to organize space and manage time; and orientation and way finding.

#### **4. Other**

Disabilities result from other conditions, accidents, illnesses and diseases, including ALS (Lou Gehrig disease), asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.

*Source: Ministry of Citizenship, 2002*

## **Appendix B**

### **Terms of Reference Accessibility Advisory Committee**

#### **Mandate**

The role of the Accessibility Advisory Committee (AAC) is to advise and assist Council in developing strategies to identify and eliminate barriers for people with disabilities and to carry out its responsibilities under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), which will include:

1. Advising municipal council on the requirements and implementation of accessibility standards and the preparation of accessibility reports and policies.
2. Review site plans and drawings that form part of the site plan application for all municipal projects.

#### **Responsibilities**

The Accessibility Advisory Committee (AAC) is responsible to provide advice to municipal Council to plan for accessibility on a wide range of municipal processes.

Provide input to staff reports on the following issues;

- Reviewing official plans
- Reviewing zoning by-laws
- Reviewing site plans; and
- Reviewing plans of subdivision and condominium

Further, provide advice on budgeting for accessibility and promoting accessible voting for municipal elections.

## **Committee Membership and Structure**

In accordance with the ODA requirements, the majority of Accessibility Advisory Committee members shall include persons with disabilities. In accordance with past Town practice and the Provincial guideline for Establishing a Municipal Accessibility Advisory Committee, members classified as a person with a disability for the ODA requirements should not be municipal employees.

The Accessibility Advisory Committee shall consist of (up to) twelve (12) members, the preferred membership structure listed below.

The quorum for this Committee shall be five (5) members.

### **Up to 12 Members**

- At least 7 members who are people with disabilities
- 1 member of Council
- 2 members who are citizen volunteers
- 2 members who are professionals from the stakeholder community

The Accessibility Coordinator provides support to the Committee

### **Term**

The length of term for committee members shall be staggered having a mix of 1-year, 2-year and 3-year terms to ensure the continuity of knowledge and work. A committee member may have their membership renewed by Council.

### **Chairperson**

A Chairperson shall be elected from committee members on an annual basis at the first meeting every year, to preside over meetings and committee business.

### **Number of Meetings**

The Accessibility Advisory Committee shall generally meet once a month, with a minimum number of 6 meetings per year.

## **Conflict of Interest**

A conflict of interest may arise for committee members when their personal or business interests clash with the duties and decisions of the Committee. Municipal conflict of interest requirements as defined by legislation will apply to the Accessibility Advisory Committee and all municipal guidelines in place regarding conflict of interest will be applied to the Accessibility Advisory Committee members.

## **Absences**

If a Committee member is absent for three consecutive meetings, they have forfeited their membership, unless their absence is justifiable.

## **Administrative Support**

A Town staff working group, with representatives from each department, shall provide support and advice to the Accessibility Advisory Committee. The Planning Department through the Accessibility Coordinator shall provide support in the form of a recording secretary, who shall record and prepare meeting minutes, meeting preparation and other required support necessary to convening an accessible meeting. This shall also include advising Council, through reports to Planning and Development Committee and Council and supporting and coordinating the preparation of the municipal audit, and accessibility plan and design guidelines for sites plans, subdivision and parks and open space plan review.

## **Establishing Sub-Committees**

The Accessibility Advisory Committee may form sub-committees as necessary to explore or address specific issues. These sub-committees shall consist of members of the Accessibility Advisory Committee and may include members of the staff working group and outside resource members (i.e. volunteers from the supportive stakeholder groups) as deemed necessary. The chairperson of a sub-committee shall be a voting member of the Accessibility Advisory Committee.