

The Corporation of the City of Guelph



2007

ACCESSIBILITY PLAN

Submitted By

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Coordinator,

ODA Corporate Accessibility Steering Committee

Accessibility Advisory Committee

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Barrier Free Policy Statement

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

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

Goals

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

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

Karen Farbridge, Mayor

Larry Kotseff, City Administrator

This report:

1. Describes the process by which **The City of Guelph** identifies, removes, and prevents barriers to people with disabilities.
2. Reviews the progress **The City of Guelph** has made in removing and preventing barriers that were identified last year in its facilities, policies, programs, practices and services.
3. Lists the facilities, policies, programs, practices and services that **The City of Guelph** will review in the coming year to identify barriers to people with disabilities.
4. Describes the measures **The City of Guelph** will take in the coming year to identify, remove and prevent barriers to people with disabilities.
5. Describes the ways that **The City of Guelph** will make this accessibility plan available to the public.

SECTION 1: EXECUTIVE SUMMARY

People with disabilities represent a significant and growing part of our population. According to Statistics Canada, about 1.5 million Ontarians have disabilities — about 13.5% of the population. It is estimated that 20% of the population will have disabilities in two decades. In the City of Guelph that represents over 20,000 people.

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The ODA mandates that all municipalities prepare annual accessibility plans.

This is the fourth year that a plan has been prepared by the ODA Corporate Accessibility Steering Committee (ODA-CASC) of the City of Guelph. The report describes (1) the measures that the City of

Guelph has taken in the past, and (2) the measures that the City will take during 2007, to identify, remove and prevent barriers to people with disabilities who use the facilities and services of the Municipality, including staff, and other members of the community.

This year, the City of Guelph committed itself to the continual improvement of access to facilities, and services for persons with disabilities; the participation of people with disabilities in the development and review of its annual accessibility plan; and the provision of quality services to all members of the community with disabilities.

The ODA Corporate Accessibility Steering Committee and Accessibility Advisory Committee identified several barriers to people with disabilities. The most significant areas that pose barriers are those that affect circulation of persons with disabilities such as curb ramps, parking, transportation services and sidewalks.

Our goal, during the coming year, is to:

- a. Work to complete the priorities identified in this Accessibility Plan
- b. Continue to promote and encourage the removal of barriers to City of Guelph policies, programs, practices and facilities.
- c. Monitor the release of draft or final versions of Provincial Standards under the Accessibility for Ontarians with Disabilities Act 2005.
- d. Respond to the release of the Provincial Standards under the Accessibility for Ontarians with Disabilities Act 2005.

SECTION 2: MUNICIPAL JURISDICTION(S) PARTICIPATING IN THIS PLAN

2.1 Municipality

The Corporation of the City of Guelph.

2.2 Mailing Address

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

2.3 Introduction

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

While the work is primarily designed for persons with disabilities, many of the accomplishments in improved and enhanced accessibility are of direct benefit to other residents of Guelph, their guests and visitors to Guelph. The Principles of Universal Design are predicated on the benefits to be derived by all.

The implementation of an ever-growing fleet of low-floor buses, for example, makes boarding and disembarking for elderly customers an easier and safer experience, as does the adoption of audible traffic signals. Easier entrance to and exit from Guelph's public buildings are an asset for all.

With the appointment of its first Disability Resource Coordinator in 1995, Guelph began its sustained and constantly enhanced commitment to serve persons with disabilities. Premised on an acceptance of the principles of Universal Design, the City has: promoted and supported the formation of the Guelph – Wellington Barrier Free Committees in 1998; adopted a corporate Barrier Free Policy Statement in 2001; devised and adopted the municipality's own Guelph Accessibility Guidelines in 2001 governing all municipal buildings and facilities; undertook an extensive Accessibility Audit of its 21 owned and leased properties and facilities in 2002; and appointed its Accessibility Advisory Committee, its Staff ODA Corporate Accessibility Steering Committee in 2003, and developed the 2005 Facility Accessibility Design Manual in partnership with the County of Wellington, Homewood Health Centre and the Upper Grand District School Board. The manual, adopted as a standard by the Guelph City Council, applies to all City owned or leased property and replaces the Guelph Accessibility Guidelines for a more extensive approach to accessibility and universal design.

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

2.4 Population

Guelph is a city with a population of some 119,200 residents and is located within the County of Wellington.

2.5 Municipal Highlights

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

The Corporation of the City of Guelph consists of 8 Service Areas and approximately 850+ full time employees. The Service Areas consist of Environment Services, Operations, Finance, Community Services, Emergency Services, Corporate Administration, Corporate Services, Community Design and Development Services. The City also works with a number of Boards including: Police Services, Library, River Run and Museum to deliver a wide-range of services, programs and activities.

2.6 City of Guelph Vision

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

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

2.7 City of Guelph Mission

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

Commitments

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

SECTION 3: ODA WORKING COMMITTEES

3.1 ODA Corporate Accessibility Steering Committee

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

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

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

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

The following is a list of the 2007 ODA Corporate Accessibility Steering Committee including which Department/Area they represent:

1. **Leanne Warren**, Administrator of Disability Services/Plan Coordinator, Corporate Services, leanne.warren@guelph.ca
2. **Susan Smith**, Corporate Services,

3. **Murray McCrae**, Corporate Services
4. **Kristen Quennell**, Community Services
5. **John Tsilogianis**, Finance
6. **Beth Brombal**, Operations
7. **Scott Hannah**, Community Design and Development Services

3.2 Key Contact/Accessibility Plan Coordinator

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

Leanne Warren , Community Services Department, Administrator of Disability Services/Plan Coordinator, Corporate Property Management, Corporate Services
City Of Guelph, 59 Carden St., Guelph, ON N1H 3A1
(519) 837-5618 ext 230, leanne.warren@guelph.ca, website: guelph.ca

3.3 Accessibility Advisory Committee

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

In 2006 City Council appointed the following individuals to the AAC:

Paul Reeve	Citizen (Chair)
France Tolhurst	Citizen (Vice-Chair)
Sharon Van Manen	Citizen
Doug Grove	Citizen
Cory Chisholm	Citizen
Jane McNamee	Citizen
Jennifer Popkey-Bergin	Citizen
Tom Goettler	Citizen
Mary Grad	Citizen
Laurie Lanthier	Citizen
Jolyne Neil	Citizen
Janice Pearce-Faubert	Citizen
Leanne Warren	Committee Liaison

SECTION 4: STATUS OF BARRIERS IDENTIFIED AND INITIATIVES TO REMOVE AND PREVENT THEM

4.1

2007 Accessibility Initiatives

Service Area: Community Services

	Access ibility Plan Ref # (if applica ble)	Barrier/Issue	Procedure To Remove Barrier	Status	Staff Member	Comments
1	04-05 Plan Sec 5.3 # 16	Develop Inclusion Policy to guide provision of Municipal Recreation, Leisure and Cultural Programs	Research other Inclusion Policies in neighboring communities. Develop policy with assistance of stake holders	Underway	J Doherty	
2	05 Plan Sec 5.4 # 4	Program for Persons with Complex Disabilities	Meet with Recreation Staff regarding current service levels Investigate	2007/08	J Doherty L Warren	

			adaptation possibilities. Meet with community agencies to identify gaps and where improvements can be made in programs			
3	03-04 Plan Appendix F Sec H - 1	Upgrading of stair nosing and treads	Replace linoleum and stair nosing according to FADM	Underway	C Richardson L Warren	
4	03-04 Plan Appendix F Sec H - 1	Doors to Family/Accessible washrooms not automatic	Automatic door buttons to be installed	Complete	M McCrae	Listed in 2006 Plan under Culture. Automatic Door opener installed at River Run
5	Transportation Business Plan 2005 Task 1.7.1	Persons with disabilities have difficulty traveling within the city	Increase the number of accessible transit routes	Complete	Transit Services	

6	Transpo rtation Busines s Plan 2005 Task 1.7.2	Persons with disabilities have difficulty traveling within the city	Establish priority for accessible bus stop audit	Audit completed summer 2006	Transit Services	
7	Transpo rtation Busines s Plan 2005 Task 1.7.3	Persons with disabilities have difficulty traveling within the city	Implement the accessible bus stop audit (Includes installation of bus cement pads) to comply with Facility Accessibility Design Manual	On-going project	S Sarafinovs ki	50 stops completed in 06 50 more in 07 to be completed
8	Transpo rtation Busines s Plan 2005 Task 1.7.9	Mobility service may not be meeting the requirements of persons with disabilities	Meet with community to better identify, review and improve Mobility service	On-going project	S Sarafinovs ki	Meetings planned for 2007
9	Transpo rtation Busines	Improve accessible bus service	Ensure that Transit fleet has enough low-	Completed	S Sarafinovs ki	All new buses will be low floor buses

	s Plan 2005 Task 1.7.12		floor buses to provide at least one bus for accessible service on all existing Transit routes			
10	New	Grab bars needed at West End Community Centre	Install a fold down grab bar in washrooms at WECC	2007	L Warren	
11	New	Lack of independence to ride low floor bus as people who use a wheelchair often have difficulty or cannot secure their wheelchair	Investigate and provide possible solutions	Completed	S Sarafinovs ki	95% of operators trained in proper securing of wheelchair
12	New	Flexibility in Mobility service dispatching – rider changes	Continue to improve flexibility in Mobility bookings and	2007	S Sarafinovs ki	Working on implementing a taxi script program – ½ price coupons

		and dispatch changes in schedules	lower changes to rider's scheduled rides			
13	New	Miscommunication about ride bookings between Transit and contracted accessible service company has resulted in people not having an expected ride	Increase efficiency in dispatching the two services	2007/2008	S Sarafinovski	Working with Taxi service providers – joint training an option
14	New	Corridor between Evergreen Seniors Centre and attached residence requires door openers	Install a device that will open door to Evergreen during hours of operation	Underway	L Warren	
15	New	Washrooms in upper part of Riverside Park are	Retro-fit washrooms to Facility Accessibility	Identified in Facility Audit consider for	L Warren	

		inaccessible	Design Manual	retro-fit capital budget 2008		
16	06 Plan section 5.3	Individuals with low vision are not aware when city bus has arrived at their stop	Communication - Drivers to announce verbally each stop	2008	S Sarafinovski	

2007 Accessibility Initiatives
Service Area: Corporate Services and City Solicitor

	Access ibility Plan Ref # (if applica ble)	Barrier/Issue	Procedure To Remove Barrier	Status	Staff Member	Comments
1	03-04 Plan Appendi x F Section A –	Develop a formal system for public to provide input on barriers and gaps in Municipal policy	City is investigating purchasing a survey/questionna ire tool to be used by staff. Program will have accessible features to ensure access by persons with visual limitations. A survey will be developed using programs and posted on City website	Purchase Complete Training/Imp lementation Ongoing	C Robertson L Warren	
2	03-04	Lack of	Booklet -“Access	Ongoing	L Warren	

	Plan Appendix F Section J – 1	information on accessible City services and some amenities in the community	Guelph” developed that provides information on accessible features to city and some private services			
3	NA	Council Approved Facility Accessibility Design Manual (FADM) requires review and amendments	City to work with Consultant and members of the Wellington County consortium to review Facility Accessibility Design Manual (FADM)	2008	L Warren	
4	03-04 plan Section 5.1	Lack of accessible and inclusive gardens in Guelph for persons with disabilities to enjoy	Guelph Enabling Garden opened Summer of 2005. Focus on Programming	On-going staff, administration support to continue	L Warren	
5	Transportation	Obstacles are blocking	Enforce by-law to ensure	Completed 2006	J Stokes L Warren	Accessible Standard for by-law developed

	Business Plan 2005 Task 1.7.10	sidewalks	that businesses do not block sidewalks with newspapers, patio cafes etc.			under advisement of Accessibility Advisory Committee and Downtown Board of Management. Resource document: Facility Accessibility Design Manual
6	03-04 Plan Appendix F Section A – 2	Increase awareness of existing corporate TTY phones, ensure staff are trained on its use and communicate to public.	- Re-locate Community Services TTY phone to Information Services for Corporate TTY - Purchase TTY phone for City's 24 hr emergency service - promote through website, media and promotional material	Completed Dec 2005	B Richard L. Giles L. LaCelle M. Mercier	
7	New	Soap dispensers and	Communicate importance of best	2007	L Warren	

		sinks are not always accessible for those who use wheelchairs	location of soap dispensers and sinks in City washrooms			
8	New	Sometimes there are too many signs for automatic door openers in a small area	Communicate importance of sign location and determining which door belongs to which button or reconsider layout of system	2007	L Warren	
9	New	Washrooms at Guelph Lake sports field is inaccessible	Investigate steps to make washroom accessible	2007	L Warren	
10	New	Tables often difficult to sit up to when using a wheelchair	Communicate Facility Accessibility Design Manual dimensions for knee clearance	2007	L Warren	
11	New	Lack of public pay-phones with TTY	Safety concerns – install two TTY pay phones and promote their location.	-Installation on hold until Bell Canada gains approval	L Warren	

			Promote location of two other TTY payphones in the city	from CRTC for new device. -2007 – promote location of TTYs within City.		
12	05 Plan	Persons with chemical sensitivities experience Chemical Sensitivities issues related to environmental sensitivities (including allergies) when using public facilities or buses due to chemicals and products used	Research other communities for policies affecting this issue including “scent-free” policy and use of chemical alternatives and ways to minimize risk to public and employees	2007	L Warren	
13	New	People with	Retro-fit existing	Target 2009	L Warren	

		low vision or blind can have difficulty identifying which floor they are on when using an elevator	elevators in City facilities with voice enunciator			
14	New	People who use mobility devices have difficulty using the sidewalk at the railway crossings on Woolwich St near Speedvale and Woolwich	Research who owner of railway is and submit request for the installation of a rubber guard at the sidewalk intersection	2007	L Warren	
15	02 Facility Accessibility Audit	Guelph Farmers market is not fully accessible to persons with disabilities	Renovate to meet Facility Accessibility Design Manual	2006/2007 Capital Budget	L. Warren	
16	02 Facility	Hastings' Stadium is not	Renovate to meet Facility	Audit Capital	L Warren Parks Dept	

	Accessi bility Audit	fully accessible to persons with disabilities	Accessibility Design Manual	budget		
17	02 Facility Accessi bility Audit	Riverside park offices are not fully accessible to persons with disabilities	Renovate to meet Facility Accessibility Design Manual	Audit Capital budget	L Warren Parks Dept	

2007 Accessibility Initiatives
Service Area: Finance and City Treasurer

	Access ibility Plan Ref # (if applica ble)	Barrier/Issue	Procedure To Remove Barrier	Status	Staff Member	Comments
1	2003 - 04, 2005 Accessi bility Plans	Limited funds identified to go towards Municipal accessibility improvements	The Capital budget of \$200,000 from 2006 to 2011 for accessibility deficiencies identified in the 2002 Facility Accessibility Audit.	Ongoing until 2011	M Humble L Warren	

2007 Accessibility Initiatives
Service Area: Libraries

	Access ibility Plan Ref # (if applica ble)	Barrier/Issue	Procedure To Remove Barrier	Status	Staff Member	Comments
1	03-04 Plan Appendi x F Sec G 12 and O5' Plan Sec. 5.3.17	Some General issues around accessibility with services (i.e. assistance with locating materials, shut-in service, technical equipment etc) Accessibility Advisory committee and Library Board to discuss	Sub-committee of Library formed consisting of seniors staff and board member to meet with AAC subcommittee	AAC prepared list of barriers to services at main branch	C McInnis Adult Services L Warren	

		general issues around access to library services				
2	03-04 Plan Appendix F Sec G 9	Washrooms not accessible at main library branch	Add permanent signage Retro-fit according to Facility Accessibility Design Manual	Underway	L Warren	To be completed 2006 – Capital Budget
3	05 Plan Sec 5.3.18	Washroom at sub-library branches not accessible	Upgrade according to Facility Accessibility Design Manual	2007/08	L Warren	Confirm work done to date – Propose remainder for 2007/08 Capital Budget
4	03-04 Plan Appendix F Sec G 11 And 05 Plan Sec 5.5.8	Library website not accessible and “user friendly” to persons with disabilities	All public access catalogues and library website have large print fonts available Text is larger than usual font size for websites. An additional text	Original text enlargement completed 2004. Internet Explorer version 7. Due to be deployed in February, 2007.	L Kearns Library Systems	Internet Explorer version 7 will have more font enlargement capacity and users will be able to adjust it themselves

			enlargement feature has been added to each website page Systems support investigating a text-only version of the web-site			
5	03-04 Plan Appendix F Sec G 12	Automatic door buttons at main library not working consistently	Inside door buttons tested regularly.	Corrected	C McInnis	
6	03-04 Plan Appendix F Sec G 12	Lack of directional signage to Elevator	Signs posted	Completed	C McInnis	
7	03-04 Plan Appendix F Sec G 12	Lack of directional signs to accessible washroom	On order	Completed	C McInnis	

8	03-04 Plan Appendix F Sec G 12	Obstruction of automatic door buttons at front door (outside)	Signage under investigation	Complete	C McInnis	
9	03-04 Plan Appendix F Sec G 12	Lack of mirrors in small elevator to assist persons who use mobility devices with backing out	Mirrors under investigation	Complete	C McInnis	
10	03-04 Plan Appendix F Sec G 12	Obstruction of elevator doors with book carts	Carts moved away from elevator doors on main and second floors	Complete	C McInnis	
11	03-04 Plan Appendix F Sec G 12	Buttons in elevator too high	Buttons have been lowered	Complete	C McInnis	

2007 Accessibility Initiatives
Service Area: Development and Parks Planning
Community Design and Development Services

	Access ibility Plan Ref # (if applica ble)	Barrier/Issue	Procedure To Remove Barrier	Status	Staff Member	Comments
1	New	South-End Park needs accessible parking located close to amenities	Install accessible parking closer to the amenities	The permanent solution may not be achieved in 2007.	S Hannah	There may be something that can be done on a temporary basis by operations until a more permanent solution can be designed and constructed
2	03-04 plan appendi x F Section D number 6	Policy for renovations and redevelopment of outdoor spaces stipulating level of compliance	Follow standard in development, renovation and redevelopment of public open spaces	ongoing	S Hannah in consultatio n with Parks Operations	The FADM will be followed in new development. In the design of upgraded parks, where is not possible to achieve full compliance with the FADM, Parks

		with standard				Planning will consult with the AAC
3	03-04 plan appendix F Section G number 4	Lack of standards for public open spaces	Develop standards for public open spaces	Developed Standards for parks in conjunction with FADM – to include tennis courts	S Hannah L Warren Parks Department	
4	New	Access to neighborhood parks not always accessible and cannot be retro-fitted	Develop process so that future neighborhood parks are accessible beginning with the entrance by meeting the Facility Accessibility Design Manual		S Hannah	FADM Standard will be followed.
5	03-04 plan appendix C	Audit of Trails and Parks for barriers	Ensure classification of Trail Master Plan meet FADM		S Hannah	Where new designs are necessary to be undertaken by Parks Planning, to correct a problem, Planning will follow the FADM

						in new development. In the design of upgrades, where is not possible to achieve full compliance with the FADM, Planning will consult with the AAC
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2007 Accessibility Initiatives
Service Area: Operations

	Access ibility Plan Ref # (if applica ble)	Barrier/Issue	Procedure To Remove Barrier	Status	Staff Member	Comments
1	New	Cement tiles around the trees in St Georges Square can be a hazard for those using a white cane	Replaced with tiles that meet the Facility Accessibility Design Manual (FADM)	Scheduled for 2007	B Thompson	
2	New	Varying sizes of City accessible parking spaces and location of access ramp	Audit municipal parking space to Facility Accessibility Design Manual (FADM) standard develop retro-fit plan	Scheduled for 2007/08	L Warren	Bylaw staff can assist
3	Transportation	Accessible parking permits	Develop policies and procedures to	Complete 2006	D Godfrey Parking &	

	Business Plan 2005 Task 1.7.5	are misused	prevent the misuse of accessibility parking permits		Downtown Operations	
4	Transportation Business Plan 2005 Task 1.7.11	By-law related to persons with disabilities is not current	Update disabled by-law	Scheduled for 2007	D Godfrey Parking & Downtown Operations	
5	Transportation Business Plan 2005 Task 1.8.2	Persons with visual impairments have difficulty using crosswalks	Upgrade signaling systems and devices so that persons with low vision or who are blind are able to use intersections (maximum of 4 intersections annually) Kathleen and Speedvale – Done 2006	On-going -Highway 6 at Woodlawn – tentative scheduled for 2007. -Speedvale and Woolwich – no current schedule – to be investigated	R Barr	

				- Norfolk at Paisley – tentative scheduled for 2009		
6	Transportation Business Plan 2005 Task 1.9.2	Pay and display spitter at Wilson Lot is not easily accessible	Reduce height of pay and display spitter at Wilson Lot	Scheduled for 2007	A O'Connell	Part of the Parking Accessibility Audit recommendations
7	Transportation Business Plan 2005 Task 1.9.3	Difficult for persons with disabilities to use the pay and display spitter at Wilson Lot	Increase visibility of pay and display screen at Wilson Lot and provide dexterity adaptations	Scheduled for 2007	A O'Connell	Part of the Parking Accessibility Audit recommendations
8	Transportation Business Plan 2005 Task 1.9.4	Persons who use wheelchairs are unable to access kiosk	Enlarge kiosk at Macdonell Lot	Scheduled for 2007	A O'Connell	Part of the Parking Accessibility Audit recommendations
9	Transportation	Persons who use	Enlarge kiosk at Wilson	Scheduled for 2007	A O'Connell	Part of the Parking Accessibility Audit

	Business Plan 2005 Task 1.9.5	wheelchairs are unable to access kiosk	Lot			recommendations
10	Transportation Business Plan 2005 Task 1.9.6	Provide additional exit from Baker Lot to provide greater accessibility	Remove meter space on Park Lane and provide a pedestrian exit from the Baker Lot (alternate exit)	Complete 2006	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
11	Transportation Business Plan 2005 Task 1.9.7	Persons with disabilities have difficulty using elevators	Automate Parkade doors to Old Quebec Street and River Run	Complete 2006	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
12	Transportation Business Plan 2005 Task 1.9.8	Elevator at East Parkade is only operational during specific hours	Change operating hours of East Parkade elevator to 24 hour service	Complete 2006	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
13	Transportation	Pay and	Reduce height of	Complete	D Godfrey	Part of the Parking

	rtation Busines s Plan 2005 Task 1.9.2	display spitter at Macdonell Street Lot is not easily accessible	pay and display spitter at Macdonell Street Lot	2006	Parking & Downtown Operations	Accessibility Audit recommendations
14	03-04 Plan Appendi x F Sec D - 9	Not all curb ramps are accessible so that persons who use wheelchairs and other pedestrians with disabilities are provided with easy access to sidewalks, crosswalks, etc. Not all sidewalks and walkways implement accessibility features such as curb cuts,	An additional \$100,000 has been allocated to retrofit and replace curb-ramps. A total of 84 Curb ramps to be retrofitted/installed in 2005.	Completed 2006 18 ramps identified for 2007 as priority 68 ramps identified as "2nd priority"	B Thompson	18 locations identified for 2007 With available funding, 18 locations can be done in 2007, plus start on "2 nd priority" list.

		ramps, grate design, and location and grade elevations				
15	03-04 Plan Appendix F Sec D - 13	Persons who use wheelchairs having difficulty reaching pedestrian crossing buttons on crosswalk poles in winter due to snow accumulation	Staff working on manual snow removal list have been directed to remove snow accumulation close to these poles as compounded by mechanical plowing	Initiated in January 2005 Divisional directive Ongoing	S Mattina	
16	03-04 Plan Appendix F Sec D - 13	Persons who use wheelchairs expressed concerns about lack of snow plowing service to pathway between	Initiated the mechanical plowing of this segment of pathway in conjunction with nearby sidewalk plowing.	Initiated in January 2005 Divisional directive Ongoing	S Mattina	

		Neeve and Wyndham St. as this is a convenient and safe shortcut used by many.				
17	New	Retaining curb is located in an unexpected location on sidewalk	Mark or eliminate unexpected curb edges such as Quebec St and Norfolk	Painting of curb edges Spring of 2007	B Thompson	
18	New	Existing tennis courts not accessible due to entrance path and door through fence	Audit and develop plan including cost estimates, to retro-fit tennis courts in accordance with Facility Accessibility Design Manual (FADM)	2007	I Haras	
19	Parks Dept 03-04 plan appendix F	Ensure barrier-free designs into new construction projects and redevelopment	Incorporate barrier free standard into new construction projects and redevelopment in public open	Standard of FADM will be followed	I Haras, Planning Parks Dept	Standard to include the Facility Accessibility Design Manual

	Section H number 3	in public open spaces	spaces			
20	New	Pathways around the play area are in need of repair	Repair rubberized surface in play area	2007	I Haras	
21	03-04 plan appendix F Section H number 1	Issues with accessibility to parks buildings and public open spaces	Retrofit parks buildings and public open spaces for accessibility	Ongoing	L Warren – Buildings, M Cameron – Open Spaces	Ongoing to incorporate retrofits into annual budgets. Open Spaces - Develop into 10 year Capital Forecast
22	03-04 plan appendix F Section H Number 9	Provide information and directional signage to parks buildings and public open spaces	Install information and directional signage to parks buildings and public open spaces	Developed Standards for parks in conjunction with FADM – to include signage	M Cameron L Warren	Incorporate retrofits into annual budgets. Develop into 10 year Capital Forecast

4.2 Initiatives Requiring Further Research

In this area it is expected that, within a reasonable amount of time, the research will be developed into a project plan.

Employment has been identified as an area of further research. The City of Guelph Human Resources Department and Disability Services will work together during 2007 to review trends, best practices and the Accessibility for Ontarians with Disabilities Act Employment Standards (release date not known at this time).

4.3 Review Process

The priorities identified each year will be reviewed on a regular basis by both the Accessibility Advisory Committee and ODA-CASC. Updates will be given at each meeting by the Accessibility Plan Coordinator. The Accessibility Advisory Committee meets six (6) times per year with the main objective to be to review progress and discuss actions taken.

As in previous years, Management staff, through their ODA-CASC representative, will be required to submit progress reports on their service area's initiatives yearly which will be included in each year's Accessibility Plan.

The ODA-Corporate Accessibility Steering Committee members will meet 1-2 times per year with the Accessibility Advisory Committee to discuss priorities and their progress.

Members of the ODA-Corporate Accessibility Steering Committee will ensure discussion of the Accessibility Plan and Priorities are discussed at upper management staff meetings.

4.4 Communication

The 2007 Accessibility Plan was prepared by the ODA-Corporate Accessibility Steering Committee in consultation with the Accessibility Advisory Committee and input from the community through the measures described in section 3.2 *Key Contact/Accessibility Plan Coordinator*. The consultative process also involved staff and management throughout the Corporation. Approval of the Plan was received by the Emergency Services, Community Services, Operations Standing Committee and Guelph City Council.

Upon approval, the 2007 Accessibility Plan will be made available to the public through the following means:

1. A PDF document will be placed on the City's website;
2. Copies of the plan are available to the public from the Corporations Community Services either by pick-up or through mail.
3. Formats such as CD, Braille, audio and disk are available upon request;
4. Communication of the Plan is provided to the media and the public through our Corporate Communications Division through media releases etc.;
5. All general information relating to the Municipal *Plan* is posted on the City's website.

SECTION 5: CONCLUSION

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

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

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

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

Guelph City Council and city employees will continue to develop and support initiatives that move our community closer to full inclusion.



City of Guelph

CORPORATE SERVICES

Report:

TO: Emergency Services, Community Services & Operations
Committee

DATE: 2007/03/14

**SUBJECT: CITY OF GUELPH ACCESSIBILITY PLAN (ONTARIANS WITH
DISABILITIES ACT 2001)**

RECOMMENDATION:

THAT the City of Guelph Accessibility Plan 2007 be approved and submitted to the Province of Ontario.

BACKGROUND:

The Ontarians with Disabilities Act 2001 (ODA) was passed to improve opportunities for people with disabilities through identification, removals and prevention of barriers to participation in the life of the Province. The ODA mandates that provincial government, municipal governments, public transportation providers, schools, colleges, universities and hospitals develop annual accessibility plans and make them public. Accessibility plans are intended to address existing barriers to people with disabilities and to prevent new barriers from being established.

New legislation in the form of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) received Royal Assent on June 13, 2005, but has not yet been proclaimed. The provisions of the Ontarians with Disabilities Act, 2001 (ODA) remain in force until the new Act is proclaimed.

REPORT:

The attached document, "City of Guelph 2007 Accessibility Plan", was developed by the staff ODA Corporate Accessibility Steering Committee (ODA-CASC) with consultation and input from the City's Accessibility Advisory Committee (AAC).

The document provides a listing/status of the barriers identified by the public during the ODA-CASC and AAC's Public Open House during 2006. Members of the ODA – CASC consulted with those in their service area to determine a plan of action for each item. The 2007 Accessibility Plan also fulfills the City of Guelph Transit Services obligations to complete an Accessibility Plan under the ODA.

The ODA-CASC and AAC will be responsible to monitor the progress of the Plan and to obtain public input to subsequent Plans that are to be submitted yearly.

CORPORATE STRATEGIC PLAN:

The elimination of barriers or development of documents identified in the Accessibility Plan will assist the City to enhance community wellness, Goal 4 of the City of Guelph Strategic Plan.

FINANCIAL IMPLICATIONS:

In cooperation with the ODA Corporate Accessibility Steering Committee and the Accessibility Advisory Committee, each service area will determine the costs associated with addressing each barrier under their area of responsibility. In some cases no cost will be required (i.e. Development of Inclusion Policy in Recreation). In other cases funds will be identified in general operating and capital budgets as well as from the City's Accessibility Reserve.

DEPARTMENTAL CONSULTATION:

The ODA Corporate Accessibility Steering Committee includes a wide representation of staff and service areas whose task is to oversee the process of preparing the Accessibility Plan under the direction of the Administrator of Disability Services.

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

COMMUNICATIONS:

The 2007 Accessibility Plan will be made available to the public through the following means:

1. A PDF document will be placed on the City's website;
2. Copies of the plan are available to the public from the City's Community Services either by pick-up or through mail.
3. Formats such as CD, Braille, audio and disk are available upon request;

4. Communication of the Plan is provided to the media and the public through our Corporate Communications Division through media releases etc.;
5. All general information relating to the Accessibility Plan is posted on the City's website.

The ODA-CASC will also assist in communicating this Plan with staff in their department.

ATTACHMENTS:

The recommended 2007 City of Guelph Accessibility Plan.

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