

**Municipality of Guelph – 2006 Accessibility Plan**

# **The Corporation of the City of Guelph**



**2006**

## **ACCESSIBILITY PLAN**

**Submitted By**

*Name*

*Betty Richard, Coordinator  
ODA Corporate Steering Committee*

**September 28, 2005**

**Municipality of Guelph – 2006 Accessibility Plan**

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# Municipality of Guelph – 2006 Accessibility Plan

## TABLE OF CONTENTS

### CITY OF GUELPH BARRIER-FREE POLICY STATEMENT

#### SECTION 1: EXECUTIVE SUMMARY

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

2.1 Municipality .....	pg 3
2.2 Mailing Address .....	pg 3
2.3 Introduction .....	pg 3
2.4 Population.....	pg 4
2.5 Municipal Highlights .....	pg 4
2.6 City of Guelph Community Vision .....	pg 5

#### SECTION 3: GUELPH TRANSIT

3.1 Organization - Guelph Transit .....	pg 6
3.2 Address .....	pg 6
3.3 Description .....	pg 6

#### SECTION 4: ODA WORKING COMMITTEES

4.1 ODA Corporate Staff Steering Committee.....	pg 8
4.2 Key Contact/Accessibility Plan Coordinator.....	pg 9
4.3 Accessibility Advisory Committee .....	pg 10

#### SECTION 5: STATUS OF BARRIERS IDENTIFIED AND INITIATIVES TO REMOVE AND PREVENT THEM

## Municipality of Guelph – 2006 Accessibility Plan

5.1 2005 Initiatives.....	pg 11
Departments:	
Corporate Property Division – Community Services Group.....	pg11
Parks – Community Services Group .....	pg 13
Recreation – Community Services Group .....	pg 17
Culture – Community Services Group .....	pg 19
Fire and Emergency – Community Services Group .....	pg 20
Engineering – Environment and Transportation Group .....	pg 21
Transportation - Environment and Transportation Group .....	pg 22
Public Works - Environment and Transportation Group .....	pg 32
Human Resources .....	pg 33
Information Services/Corporate Communications .....	pg 34
Legal .....	pg 35
Library .....	pg 36
Finance.....	pg 39
5.2 Barrier Identification Methodologies .....	pg 40
5.3 Barriers Identified in 2005 .....	pg 41
5.4 Barrier Priorities to be addressed in 2006 .....	pg 43
5.5 Review Process .....	pg 43
5.6 Communication .....	pg 43
<b>SECTION 6: CONCLUSION .....</b>	<b>pg 44</b>

# Municipality of Guelph – 2006 Accessibility Plan



## City of Guelph

### 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:

## **Municipality of Guelph – 2006 Accessibility Plan**

- 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.



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**Kate M. Quarrie, Mayor**



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**David Creech, City Administrator**

March 22, 2004

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. On October 12, 2004, the Ontario government introduced ***Bill 118, the Accessibility for Ontarians with Disabilities Act, 2004 (the AODA)***. The purpose of the AODA is to make Ontario accessible for persons with disabilities by the year 2025. Bill 118 is structured differently from the ODA (2001) and is intended to require a more proactive collaborative approach to

achieving full accessibility to persons with disabilities in Ontario through the development, implementation and enforcement of accessibility standards. Municipalities are still required to prepare accessibility plans under the new AODA.

This is the third year plan (2006) prepared by the ODA Corporate Steering Committee (ODA-CSC) 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 2006, 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.

The City of Guelph has 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 Accessibility Plans for 2003-04 and 2005 have identified close to 100 barriers to people with disabilities. The most significant barriers are those that affect circulation of persons with disabilities such as curb ramps, snow removal, speed humps, parking, transportation services and blocking of sidewalks.

Our goal, during the coming year, is to:

- a. Continue to monitor the progress of the barriers identified in the previous plans (03-04 and 05)
- b. Continue to promote and encourage the removal of barriers to City of Guelph policies, programs, practices and facilities.





## **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.

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. 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 a set of Facility Accessibility Standards (2005) with 3 other Wellington County public service providers 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 and its Staff ODA Corporate Steering Committee in 2003.

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 Departments and approximately 900+ full time employees. The Departments consist of Environment & Transportation, Finance, Community Services, Information Services, Legal Services, Human Resources, Planning and Building Services and Economic

Development. The City also works with a number of Boards including: Police Services, Library, River Run, Downtown Board of Management and Museum to deliver a wide-range of services, programs and activities.

## **2.6 City of Guelph Community Vision**

Guelph is a caring community, diverse in its heritage, vibrant in its neighborhoods and dedicated to:

- People
- Environment
- Innovation
- Investment

A place to live, work, learn and play...a great place to call home.

### **Corporate Responsibility:**

Council and staff will provide leadership for the City, services that fulfill the needs of our community, and opportunities to engage the public in making Guelph a better place to live.

### **Goals:**

- To strengthen our economic base
- To support our natural, cultural and architectural heritage

## **SECTION 3: GUELPH TRANSIT**

The City's public transit service, Guelph Transit, is under the jurisdiction of the Environment and Transportation Group and is included within this Plan. Specialized mobility services are also provided by and under the jurisdiction of Guelph Transit.

### **3.1 Organization-Agency**

Guelph Transit

### **3.2 Address**

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

Site Address: 170 Watson Rd S, Guelph, ON N1L 1C1

### **3.3 Description**

Public transit has been operating in Guelph since 1895. Today Guelph Transit operates 50 buses on 18 routes between the hours of 5:45 a.m. – 12:45 a.m. Monday through Saturday. In June, 2000, Sunday service was re-introduced and all regular routes operate on Sundays between 9:15 a.m. – 6:45 p.m.

Guelph Transit obtained 9 Nova low-floor buses in 1998 and recently received 8 Nova low-floor accessible buses. With a total of 25 accessible low floor buses in the fleet, Guelph Transit can now guarantee accessible service on ten regular routes. **Each year 3 – 4 new low floor buses will be added to the transit fleet until it is fully accessible.**

Rider-ship continues to grow each year. In 2004 over 5.9 million passengers used the service.

Guelph Transit service includes the Mobility Service, a pre-booked door-to-door service for passengers who are not able to board a conventional bus.

## SECTION 4: ODA WORKING COMMITTEES

### 4.1 ODA Corporate Staff 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 Steering Committee. This committee includes a wide representation of staff and departments whose task is to oversee the process of preparing the *Accessibility Plan*.

Under the direction of the Administrator of Disability Services, this corporate interdepartmental group was charged to:

- Develop and monitor the 2003 - 2006 Municipal Accessibility Plans.

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

The ODA Corporate 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 2005 ODA Corporate Staff Steering Committee including their position, which Department/Area they represent as well as their contact (email) information:

1. **Betty Richard**, Administrator of Disability Services/Plan Coordinator, Corporate Property Management, Community Services Group, [betty.richard@guelph.ca](mailto:betty.richard@guelph.ca)

2. **Lois Payne**, City Solicitor, Legal Department, [lois.payne@guelph.ca](mailto:lois.payne@guelph.ca)
3. **Murray McCrae**, Manager, Corporate Property Management, Community Services Group, [murray.mccrae@guelph.ca](mailto:murray.mccrae@guelph.ca)
4. **Randall French**, Director of Transportation, Environment and Transportation Group, [randall.french@guelph.ca](mailto:randall.french@guelph.ca)
5. **Adrian Van Eck**, Building Inspector, Planning and Building Services, [Adrian.vaneck@guelph.ca](mailto:Adrian.vaneck@guelph.ca)
6. **Dean Wyman**, Manager, Administration & Communication Division, Environment & Transportation Group, [dean.wyman@guelph.ca](mailto:dean.wyman@guelph.ca)
7. **John Travers Coleman**, AAC Chairperson, Accessibility Advisory Committee, [travc@rogers.com](mailto:travc@rogers.com)

## 4.2 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 Steering Committee and the Accessibility Advisory Committee (AAC). The role of the Administrator of Disability Services has been to coordinate all meetings, to ensure consistency and continuity in the preparation and implementation of the annual accessibility plan, to assign responsibility for its coordination and development, and arrange for public consultation and consultation with the AAC.

Administrator of Disability Services, Community Services Department  
City Of Guelph, 59 Carden St., Guelph, ON N1H 3A1  
(519) 837-5625 ext 228, [accessibility@guelph.ca](mailto:accessibility@guelph.ca), website: [guelph.ca](http://guelph.ca)

### 4.3 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 2005 City Council appointed the following individuals to the AAC:

John Travers Coleman	Citizen (Chair)
Leanne Warren	Guelph Services for Persons with Disabilities
Sharon Van Manen	Citizen
Emily Vincent	Guelph Community Health Centre
Doug Grove	Citizen
Lionel Sharpe	Citizen
Tony Wass	Citizen
Corie Chisholm	Citizen
David Birtwistle	City Councillor
Jane McNamee	Citizen
Cyndy McLean	Citizen
France Tolhurst	Citizen
Paul Reeve	Citizen
Betty Richard	Advisor, Administrator of Disability Services, City of Guelph



## SECTION 5: STATUS OF BARRIERS IDENTIFIED AND INITIATIVES TO REMOVE AND PREVENT THEM

### 5.1 2005 Initiatives

The 2003-2004 and 2005 Accessibility Plans identified over 100 barriers to City of Guelph programs, practices and services.

The following is a list of Department Initiatives to remove accessibility barriers. Items listed have been identified in previous Accessibility Plans (03-04 and 05). There are also items that were identified and completed by staff in 2005 but are not listed in previous Accessibility Plans.

#### Department: Corporate Property Division- Community Services

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
1	03-04 Plan Appendix F Section H - 2	City of Guelph Facility Accessibility Design Standards require updating	City to work with consultant to update Facility Design Standards	Completed	B. Richard M. McCrae	<ul style="list-style-type: none"> <li>- Project included members of Well. County Consortium.</li> <li>- Standards to receive City Council approval by years end</li> </ul>

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>2</b>	03-04 Plan Appendix F Section D – 5 Section H – 4, 6	Policy required for corporate construction project stipulating full compliance with latest edition of Accessibility Design Standards for new construction and retro-fits of City owned and leased facilities	Corporate policy was developed by Management team that guides construction and retrofits of City owned and leased properties.	Complete	M. McCrae	
<b>3</b>	03-04 Plan Appendix F Section A – 6	Develop a formal system for public to provide input on barriers and gaps in Municipal policy	City is investigating purchasing a survey/questionnaire 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	Ongoing	B. Richard J. Driscoll	(item also listed in Information Services)
<b>4</b>	03-04 Plan Appendix F Section J – 1	Lack of information on accessible restaurants, (City services) and amenities in the community	Booklet -“Access Guelph” developed that provides information on accessible features to city and some private services	Started July 2005	B. Richard	

**Department: Parks Department – Community Services Group**

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>1</b>	NA	South-end district of Guelph did not have an accessible playground.	Installation of a new accessible playground that incorporates “play for all” design features	Complete	D. Ritz B. Richard	Community committee was formed to develop design. Playground is named Nick’s Dragonfly playground
<b>2</b>		Trail Master Plan			J. Sperling	
<b>3</b>	03-04 plan appendix F Section D number 6	Policy for renovations and redevelopment of outdoor spaces stipulating level of compliance with guidelines	Follow guidelines in development, renovation and redevelopment of public open spaces	Ongoing	A. Berberich, I. Haras D. Ritz, H. White, J. Sperling Parks Dept	Guidelines are referred to and followed during any development, renovation and redevelopment of public open spaces
<b>4</b>	03-04 plan appendix F Section G number 4	Lack of standards for public open spaces	Develop standards for public open spaces	Not started	J. Kivell Parks Dept	Will incorporate into 2006 budget and work plan for Park’s Managers and Planners

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
5	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	A. Berberich, I Haras, D Ritz, H. White, J. Sperling Parks Dept	Incorporate retrofits into annual budgets.
6	03-04 plan appendix F Section H number 3	Ensure barrier-free designs into new construction projects and redevelopment in public open spaces	Incorporate barrier-free designs into new construction projects and redevelopment in public open spaces	Ongoing	A. Berberich, I Haras, D Ritz, H. White, J. Sperling Parks Dept	Guidelines are referred to and followed during any development, renovation and redevelopment of public open spaces

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>7</b>	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	Ongoing	A. Berberich, I Haras, D Ritz, H. White, J. Sperling Parks Dept	Incorporate retrofits into annual budgets.
<b>8</b>	02 Facility Accessibility Audit	Guelph Farmers market is not fully accessible to persons with disabilities	Refer to Item #5	To be incorporated into Capital budget	Parks Dept staff Corporate Property Staff	Incorporate retrofits into annual budgets.
<b>9</b>	02 Facility Accessibility Audit	Hastings' Stadium is not fully accessible to persons with disabilities	Refer to Item #5	To be incorporated into Capital budget	Parks Dept staff Corporate Property Staff	Incorporate retrofits into annual budgets.
<b>10</b>	02 Facility Accessibility Audit	Riverside park offices are not fully accessible to persons with disabilities	Refer to Item #5	To be incorporated into Capital budget	Parks Dept staff Corporate Property Staff	Incorporate retrofits into annual budgets.

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
11	NA	Lack of accessible and inclusive gardens in Guelph for persons with disabilities to enjoy	Parks and Works dept has supported the installation of the Guelph Enabling Garden in Riverside Park. The garden has been the main responsibility of a non-profit community group however the City has provided staff and in-kind resources.	Opened Summer of 2005. On-going support to continue	A. Berberich	

Department: Recreation Department – Community Services Group

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>1</b>	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 draft policy with assistance of Administrator of Disability Services and Culture staff	Draft policy is complete.	Inclusion Coord.	
<b>2</b>	05 Plan Sec 5.4 # 4	Program for Persons with Complex Disabilities	Meet with Recreation Staff regarding current service levels Investigate adaptation possibilities Meet with community agencies to identify gaps and where improvements can be made in programs	On hold until Inclusion Coord and Administrator of Disability Services positions are filled	Inclusion Coord and Administrator of Disability Services	
<b>3</b>	03-04 Plan Appendix F Sec H - 1	Parking spaces	Re-striped and widen spaces at rear of centre	Completed July 2004		

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>4</b>	03-04 Plan Appendix F Sec H – 1	Path of travel obstructed by plants	Removed plants	completed	C. Richardson	
<b>5</b>	03-04 Plan Appendix F Sec H – 1	Upgrading of stair nosing and treads	Replace linoleum and stair nosing	Fall 2005	C. Richardson	
<b>6</b>	03-04 Plan Appendix F Sec H – 1	Toilet paper dispensers too low	Replaced and lowered	completed	C. Richardson	
<b>7</b>	03-04 Plan Appendix F Sec H - 1	Towel dispensers too high	Replaced and lowered	Completed	C. Richardson	



Department: Culture – Community Services

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>1</b>	03-04 Plan Appendix F Sec H - 1	Doors to Family/Accessible washrooms not automatic	Automatic door buttons to be installed	To be completed in 2006	M. McCrae	Capital funds for audit retrofits to be used

**Department: Fire and Emergency Services – Community Services**

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
1	03-04 Plan Appendix F Sec H - 3	Need to ensure barrier-free designs are incorporated into new construction projects.	Construction of new fire hall Building design drawings reviewed to ensure public areas of building were accessible to persons with disabilities	Completed	M. McCrae B. Richard	

**Department:**      **Engineering – Environment and Transportation**

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>1</b>	03-04 Plan Appendix 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, ramps, grate design, and location and grade elevations	Develop accessible curb-ramp standards that incorporate accessible features for persons with low vision, mobility aids etc., to be used when installing and retrofitting all curb-ramps  Include standards as part of the City Accessibility Design Standards and obtain Council approval	Completed  Completed  To be completed by years end	B Richard M. McCrae I. Umar M. Christenson G. Ferguson	

**Department: Transportation Dept (Transit, Parking, Traffic) – Environment and Transportation**

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>1</b>	Transportation Business Plan 2005 Task 1.7.1	Persons with disabilities have difficulty traveling within the city	Increase the number of accessible transit routes	On-going project, 2005 portion to be completed by August	D Clarkson Transit Services	Part of the ODA Barrier-free Priority recommendations
<b>2</b>	Transportation Business Plan 2005 Task 1.7.2	Persons with disabilities have difficulty traveling within the city	Establish priority for accessible bus stop audit	Work has commenced	D Clarkson Transit Services	Part of the ODA Barrier-free Priority recommendations
<b>3</b>	Transportation Business 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)	On-going project	D Clarkson Transit Services	Part of the ODA Barrier-free Priority recommendations
<b>4</b>	Transportation Business Plan 2005 Task 1.7.4	Identify barriers for Persons with disabilities and make recommendations for improvements	Contribute to a 2006 ODA submission	To be completed by August 2005	R French B Chapman D Clarkson J Starr	Part of the ODA Barrier-free Priority recommendations

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>5</b>	Transportation Business Plan 2005 Task 1.7.5	Accessible parking permits are misused	Develop policies and procedures to prevent the misuse of accessibility parking permits	To be completed by March, 2006	D Godfrey Parking & Downtown Operations	Part of the ODA Barrier-free Priority recommendations
<b>6</b>	Transportation Business Plan 2005 Task 1.7.6	Residents with limited incomes have difficulty traveling throughout the city	Increase the number of subsidized bus passes	Complete	D Clarkson Transit Services	Part of the ODA Barrier-free Priority recommendations
<b>7</b>	Transportation Business Plan 2005 Task 1.7.7	Vertical traffic calming options impede residents with disabilities	Remove vertical measures as traffic calming options	Complete	J Starr Traffic Services	Part of the ODA Barrier-free Priority recommendations
<b>8</b>	Transportation Business Plan 2005 Task 1.7.8	Parking is often difficult for persons with disabilities	Re-evaluate Free Parking Pass program for persons with disabilities	Complete	B Chapman Parking & Downtown Operations	Part of the ODA Barrier-free Priority recommendations
<b>9</b>	Transportation Business 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	D Clarkson Transit Services	Part of the ODA Barrier-free Priority recommendations
<b>10</b>	Transportation Business Plan 2005 Task 1.7.10	Obstacles are blocking sidewalks	Enforce by-law to ensure that businesses do not block sidewalks with newspapers, patio cafes etc.	On-going project	D Godfrey Parking & Downtown Operations	Part of the ODA Barrier-free Priority recommendations

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>11</b>	Transportation Business Plan 2005 Task 1.7.11	By-law related to persons with disabilities is not current	Update disabled by-law	To be completed by March 2006	D Godfrey Parking & Downtown Operations	Part of the ODA Barrier-free Priority recommendations
<b>12</b>	Transportation Business Plan 2005 Task 1.7.12	Improve accessible bus service	Ensure that Transit fleet has enough low-floor buses to provide at least one bus for accessible service on all existing Transit routes	On-going project to be completed by February 2006	D Clarkson Transit Services	Part of the ODA Barrier-free Priority recommendations
<b>13</b>	Transportation Business Plan 2005 Task 1.7.13	Persons with disabilities are not able to easily travel within the City on short notice	Work with PSB and existing taxi companies to bring accessible taxis back to Guelph	Complete	R French Transportation	Part of the ODA Barrier-free Priority recommendations
<b>14</b>	Transportation Business Plan 2005 Task 1.8.0	Persons with disabilities need more on-street parking	Create policy on requests for disabled reserved on-street parking	Completed Sept 2005	D Godfrey Parking & Downtown Operations	Part of the Ward I Accessibility Audit recommendations

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>15</b>	Transportation Business Plan 2005 Task 1.8.1	Crossing at the S/E corner of Wellington and MacDonnell is difficult	Provide pedestrian and vehicular signal on the S/E corner of Wellington and MacDonnell	Complete	T Dam Traffic Services	Part of the Ward I Accessibility Audit recommendations
<b>16</b>	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) <ol style="list-style-type: none"> <li>1. Edinburgh Road at Kortright</li> <li>2. Edinburgh Road and Stone Road (south)</li> <li>3. Edinburgh Road and Stone Road (north and west side)</li> <li>4. Stone Road and Scottsdale Road</li> </ol>	Complete	T Dam Traffic Services	Part of the Ward I Accessibility Audit recommendations

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>17</b>	Transportation Business Plan 2005 Task 1.8.3	No signage on York/Auden Road route and on the Auden/Eastview route	Supply well placed and illustrated signage on the York/Auden Road route and on the Auden/Eastview route	To be completed by October 2005	D Clarkson Transit Services	Part of the Ward I Accessibility Audit recommendations
<b>18</b>	Transportation Business Plan 2005 Task 1.8.4	Parking is difficult for persons with disabilities	Review and investigate accessible parking by-law exemptions and allocations at the Audrey Avenue cul de sac	Complete Disabled parking spaces installed by Rec & Parks	J Starr Traffic Services	Part of the Ward I Accessibility Audit recommendations
<b>19</b>	Transportation Business Plan 2005 Task 1.8.5	Parking is difficult for persons with disabilities	Review and investigate accessible parking location at Menzie cul de sac	Complete Disabled parking spaces installed by Rec & Parks	J Starr Traffic Services	Part of the Ward I Accessibility Audit recommendations
<b>20</b>	Transportation Business Plan 2005 Task 1.8.6	Parking is difficult for persons with disabilities	Review and investigate accessible parking location at Kingsmill cul de sac	Complete Disabled parking spaces installed by Rec & Parks	J Starr Traffic Services	Part of the Ward I Accessibility Audit recommendations



	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>21</b>	Transportation Business Plan 2005 Task 1.8.7	Parking is difficult for persons with disabilities	Review and investigate accessible parking signage at Hayes cul de sac	Complete Disabled parking spaces installed by Rec & Parks	J Starr Traffic Services	Part of the Ward I Accessibility Audit recommendations
<b>22</b>	Transportation Business Plan 2005 Task 1.8.8	Parking is difficult for persons with disabilities	Review and investigate accessible parking signage at Brockville cul de sac	Complete Disabled parking spaces installed by Rec & Parks	J Starr Traffic Services	Part of the Ward I Accessibility Audit recommendations
<b>23</b>	Transportation Business Plan 2005 Task 1.8.9	Parking is difficult for persons with disabilities	Review and investigate accessible parking signage at Armstrong Avenue cul de sac	Complete Disabled parking spaces installed by Rec & Parks	J Starr Traffic Services	Part of the Ward I Accessibility Audit recommendations

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>24</b>	Transportation Business Plan 2005 Task 1.8.10	Parking is difficult for persons with disabilities	Review and investigate accessible parking signage at Boulton Avenue (cul de sac to trail)	Complete Disabled parking spaces installed by Rec & Parks	J Starr Traffic Services	Part of the Ward I Accessibility Audit recommendations
<b>25</b>	Transportation Business Plan 2005 Task 1.8.11	Parking is difficult for persons with disabilities	Review and investigate one accessible on-street parking location at or near the trail connection to the covered bridge and Royal Recreation Trail on York Road (on-street parking area)	Complete Disabled parking spaces installed by Rec & Parks	J Starr Traffic Services	Part of the Ward I Accessibility Audit recommendations
<b>26</b>	Transportation Business Plan 2005 Task 1.8.12	Parking is difficult for persons with disabilities	Review and investigate one accessible on-street parking location at or near the trail connection to the covered bridge and Royal Recreational Trail on York Road (South End)	Complete Disabled parking spaces installed by Rec & Parks	J Starr Traffic Services	Part of the Ward I Accessibility Audit recommendations

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>27</b>	Transportation Business Plan 2005 Task 1.8.13	Parking is difficult for persons with disabilities	Review and investigate one accessible on-street parking location at or near the trail connection to the covered bridge and Royal Recreational Trail on York Road (York Road parking lot to Park/covered bridge)	Complete Disabled parking spaces installed by Rec & Parks	J Starr Traffic Services	Part of the Ward I Accessibility Audit recommendations
<b>28</b>	Transportation Business Plan 2005 Task 1.9.1	Parking is difficult for persons with disabilities	Increase the size of disabled parking stall width at Wilson Lot	Complete	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
<b>29</b>	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	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
<b>30</b>	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	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>31</b>	Transportation Business Plan 2005 Task 1.9.4	Persons who use wheelchairs are unable to access kiosk	Enlarge kiosk at MacDonnell Lot	Scheduled for 2007	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
<b>32</b>	Transportation Business Plan 2005 Task 1.9.5	Persons who use wheelchairs are unable to access kiosk	Enlarge kiosk at Wilson Lot	Scheduled for 2007	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
<b>33</b>	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)	Scheduled for 2006	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
<b>34</b>	Transportation Business Plan 2005 Task 1.9.7	Persons with disabilities have difficulty using elevators	Automate Parkade doors to Old Quebec Street and Riverrun	Scheduled for 2006	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
<b>35</b>	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	Scheduled for 2006	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>36</b>	Transportation Business Plan 2005 Task 1.9.9	Persons with disabilities have difficulty using elevators	Replace external and internal Parkade elevators call buttons with accessible and illuminated call buttons	Complete	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
<b>37</b>	Transportation Business Plan 2005 Task 1.9.10	Persons with disabilities have difficulty using elevators	Provide audible elevator level indicator for Parkade elevators	Complete	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
<b>38</b>	Transportation Business Plan 2005 Task 1.9.11	Persons with disabilities have difficulty using elevators	Provide illuminated up and down arrows outside Parkade elevator	Complete	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
<b>39</b>	Transportation Business Plan 2005 Task 1.9.2	Pay and display spitter at MacDonnell Street Lot is not easily accessible	Reduce height of pay and display spitter at MacDonnell Street Lot	Scheduled for 2007	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations
<b>40</b>	Transportation Business Plan 2005 Task 1.9.3	Difficult for persons with disabilities to use the pay and display spitter at MacDonnell Street Lot	Increase visibility of pay and display screen at MacDonnell Street Lot and provide dexterity adaptations	Complete	D Godfrey Parking & Downtown Operations	Part of the Parking Accessibility Audit recommendations

**Department: Public Works – Environment and Transportation**

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>1</b>	03-04 Plan Appendix 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, ramps, grate design, and location and grade elevations	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.	To be completed by end of 2005	B Thompson  G. Ferguson	
<b>2</b>	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	
<b>3</b>	03-04 Plan Appendix F Sec D - 13	Persons who use wheelchairs expressed concerns about lack of snow plowing service to pathway between Neeve and Wyndham St. as this is a convenient and safe shortcut used by many.	Initiated the mechanical plowing of this segment of pathway in conjunction with nearby sidewalk plowing.	Initiated in January 2005 Divisional directive Ongoing	S. Mattina	

Department: Human Resources

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>1</b>	03-04 Plan Appendix F Sec H – 1	HR Department Door does not have automatic door button	Automatic door button installed	Installed June 2005	M. Conner	
<b>2</b>	03-04 Plan Appendix F Sec H – 1	HR Women’s Washroom Door difficult to open	Lever style handle installed Spring removed	June 2005	M. Conner	
<b>3</b>	03-04 Plan Appendix F Sec H - 1	Office Door difficult to open	Lever style handle installed	Lever handle installed June 2005	M. Conner	
<b>4</b>	03-04 Plan Appendix F Sec H - 1	Front Door lock set 2 Wyndham too high	Lock set lowered	Completed June 2005	M. Conner	
<b>5</b>	03-04 Plan Appendix F Sec H - 1	No accessible parking for 2 Wyndham	Established accessible parking and signage at City Hall	Completed	M. Conner	
<b>6</b>	03-04 Plan Appendix F Sec C - 3	Need for disability awareness training. Needs to be assessed	Customer service training workshops developed for front line staff that incorporated a disability awareness component	Completed	L. Lee	

**Department: Information Services/Corporate Communications**

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>1</b>	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	To be completed by end of 2005	B Richard L. Giles L. LaCelle M. Mercier	
<b>2</b>	03-04 Plan Appendix F Section A – 6	Develop a formal system for public to provide input on barriers and gaps in Municipal policy	City is investigating purchasing a survey/questionnaire tool to be used by staff. Program will hopefully have accessible features to ensure access by persons with visual limitations. A survey will be developed using programs and posted on City website	Ongoing	B. Richard J. Driscoll	(item also listed in Information Services)



Department: Legal

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>1</b>	2005 Plan Sec 5.4 – 12	Minimum fine (\$300) for parking violation of accessible parking spaces is often reduced	Investigate process with Court prosecutor/Justices to ensure minimum fine for parking violation of accessible parking spaces is collected	Complete	B Richard B Coutts L. Payne	Violation rate in Guelph is extremely low (average is less than one violation per space per year). High standard of convictions and fines imposed by the Courts.
<b>2</b>	2005 Plan Sec 5.4 – 14	Municipalities “Stoop and Scoop” by-law does not include proper terminology and is out of date	Update By-law	Complete	S. Smith B. Richard	

**Department: Library**

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
<b>1</b>	03-04 Plan Appendix F Sec G 12 and 05' 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 general issues around access to library services	Sub-committee of Library formed consisting of seniors staff and board member to meet with AAC sub-committee	Met in May 2005 meeting schedule for Sept 2005	C. McInnis Adult Services	AAC prepared list of barriers to services at main library branch.
<b>2</b>	03-04 Plan Appendix F Sec G 9	Washrooms not accessible at main library branch	Add grab bars Replace sink with smaller one Remove step stool Increase lighting levels Add signage	Outstanding Outstanding  Completed Completed Under investigation	M. McCrae	Work to be completed as part of the Capital forecast for Accessibility Retrofits beginning 2006
<b>3</b>	05' Plan Sec 5.3.18	Washrooms at sub-library branches not accessible. Determine if upgrades can occur before 2006 as schedule in Capital Budget	Upgrade according to Guelph Facility Accessibility Design Standards	Pricing obtained for Scottsdale.	M. McCrae	Retrofits to be included into the Capital forecast for Accessibility Retrofits beginning 2006. Actual completion may not occur until 2007 as per items prioritized.

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
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 assess catalogues and library website have large print fonts available Text is larger than usual font size for websites. An additional text enlargement feature has been added to each website page Systems support investigating a text-only version of the web-site	Original text enlargement completed 2004 New request for additional text enlargement feature to be completed August 2005 Text only version dependent on technology and staff resources available. No date but will report progress in 2006	L Kearns Library Systems	
5	05' Plan Sec 5.5.8	Computers at the Library not available in large font	Program added to permit large fonts at all public PC workstations	Completed – July 2004	L Kearns Library Systems	

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
6	03-04 Plan Appendix F Sec G 12	<p>Automatic door buttons at main library not working consistently</p> <p>Lack of directional signage to elevator</p> <p>Lack of directional signs to accessible washroom</p> <p>Obstruction of automatic door buttons at front door (outside)</p> <p>Lack of mirrors in small elevator to assist persons who use mobility devices with backing out</p> <p>Obstruction of elevator doors with book carts</p> <p>Buttons in elevator too high</p>	<p>Inside door buttons tested regularly.</p> <p>Signs posted</p> <p>On order</p> <p>Signage under investigation</p> <p>Mirrors under investigation</p> <p>Carts moved away from elevator doors on main and second floors</p> <p>Buttons have been lowered</p>	July 2005	C. McInnis	

Department: Finance

	<b>Access Plan Ref # (if applicable)</b>	<b>Barrier/Issue</b>	<b>Procedure To Remove Barrier</b>	<b>Status</b>	<b>Staff Member</b>	<b>Comments</b>
1	2003 -04, 2005 Accessibility Plans	Limited funds identified to go towards Municipal accessibility improvements	In 2005 Council set up a reserve and deposited \$200,000 to be used towards accessibility improvements identified in previous Accessibility Plans.	<p>\$200,000 was approved by Council during the 2005 budget process.</p> <p>This contribution will also be considered in the 2006 budget.</p> <p>In 2005, \$175,000 of the reserve funds was allocated towards curb ramps (\$100,000) and Nick's Dragonfly Playground (\$75,000).</p> <p>\$25,000 remains from the 2005 reserve allocation</p>	<p>W. O'Donnell</p> <p>P. Tollett</p> <p>M. McRae</p> <p>B. Richard</p>	<p>The Guelph Accessibility Advisory Committee (GAAC) was given Council approval to make recommendations each year as to how the reserve funds should be spent towards accessibility improvements.</p> <p>The Capital budget also identifies \$200,000 from 2006 to 2010 for accessibility deficiencies identified in the 2001 Facility Accessibility Audit. The Capital funds combined with the Reserve funds means a potential \$400,000 per year towards accessibility improvements for the City of Guelph</p>

## 5.2 Barrier Identification Methodologies

The following measures were undertaken by the City of Guelph in 2005 to identify barriers to accessibility:

- 1) As identified in the 2003-04 Accessibility Plan, an Accessibility Questionnaire is being developed and will be placed on the City of Guelph website;
- 2) A total of six (6) AAC meetings were held which were open to the public;
- 3) The AAC provided input into the development of the 2006 Accessibility Plan;
- 4) The City of Guelph customer tracking system (Synergyn) was updated to include Accessibility prompts for staff to use when reviewing a complaint/concern from the public related to accessibility. Staff training sessions will be conducted for those who require it.
- 5) Calls, letters and emails reviewed by the Disability Resource Coordinator throughout the year were dealt with through a number of means:
  - a. Referred to one of the 4 Barrier-free Committees (Advisory, Education, Recreation/leisure and Transportation) for action;
  - b. Referred to the AAC or ODA-CSC to discussed for inclusion into the 2006 Accessibility Plan, or;
  - c. Referred to the appropriate staff person for action.

**NOTE:** The above measures will continue each year to help the municipality to identify barriers to services along with any additional measures developed.

### 5.3 Barriers identified in 2005

The following is a list of barriers identified through measures outlined above under section 5.2 *Barrier-identification methodologies*. The information available includes the type of barriers and ideas on how to prevent or remove it.

	<b><i>Barrier</i></b>	<b><i>Barrier Type</i></b>	<b><i>Possible strategies for removal or prevention</i></b>	<b><i>Department/Staff Responsible</i></b>
<b>1</b>	Individuals with low vision are not aware when city bus has arrived at their stop	Communication	Drivers to announce verbally each stop	Transportation – Randall French
<b>2</b>	Private sector needs to do a lot more to ensure their businesses are accessible to persons with disabilities and the City can lead by example and assist	All types	Consider establishing a “barrier-free liaison committee” to work with private businesses to encourage/assist in their “buying-in” to providing accessibility.	Corporate Property AAC Economic Dev’p
<b>3</b>	Persons with chemical sensitivities experience	Chemical Sensitivities	Research other communities for	Corporate Property

	<b>Barrier</b>	<b>Barrier Type</b>	<b>Possible strategies for removal or prevention</b>	<b>Department/Staff Responsible</b>
	issues related to environmental sensitivities (including allergies) when using public facilities or buses due to chemicals and products used		policies affecting this issue including “scent-free” policy and use of chemical alternatives and ways to minimize risk to public and employees	AAC
<b>4</b>	City Barrier-Free Policy statement needs to be updated	Policy	AAC and staff to update	Corporate Property Corporate Management AAC



## ***5.4 Barrier Priorities to be addressed in 2006***

In 2006 City departments will continue to work on the barriers that were identified in the 2003-04 and 2005 accessibility plans as well as the items listed above that were identified in 2005. The 03-04 and 2005 Accessibility Plans are available on line at [guelph.ca](http://guelph.ca).

## **5.5 Review Process**

The barriers identified in each years Accessibility Plan will be reviewed on a regular basis by both the Accessibility Advisory Committee and ODA-CSC. Updates will be given at each meeting by the Accessibility Plan Coordinator. Both the Accessibility Advisory Committee and the ODA-CSC meet approximately 6 -10 times per year with the main objective to be to review progress and discuss actions taken.

Management staff will be required to submit progress reports on their depts. initiatives yearly which will be included in each year's Accessibility Plan.

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

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

## **5.6 Communication**

The 2006 Accessibility Plan was prepared by the ODA-Corporate Steering Committee in consultation with the Accessibility Advisory Committee and input from the community through the measures

described in section 5.2 *Barrier-identification methodologies*. The consultative process also involved staff and management throughout the Corporation. Approval of the Plan was received by the Community Services Committee of Council and Guelph City Council.

Upon approval, the 2006 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 and Information Services Department 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 Committee through media releases etc.;
5. All general information relating to the Municipal *Plan* is posted on the City's website.

## **SECTION 6: CONCLUSION**

The ODA and AODA has legislated service providers 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 the *AODA* in 2004.

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 as demonstrated in the Municipalities Barrier-free Policy Statement (Appendix 1) and 2003-2006 Municipal *Accessibility Plans*.

