

Accessibility Plan



CITY OF
Guelph

Making a Difference

Submitted by:

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Accessibility Advisory Committee

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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:

- 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

Hans Loewig,
Chief Administration Officer

SECTION 1: Executive Summary

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 per cent of the population. It is estimated that 20 per cent 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 fifth year that a plan has been prepared by the ODA Corporate Accessibility Steering Committee (ODA-CASC) of the City of Guelph. The report describes the measures that the City of Guelph has taken in the past, and the measures that the City will take during 2008, 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 continues to make 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.

SECTION 1: Executive Summary

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, 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 and/or final versions of Provincial Standards under the Accessibility for Ontarians with Disabilities Act 2005 (AODA).
- d. Respond to the release of the Provincial Standards under the Accessibility for Ontarians with Disabilities Act 2005.
- e. Establish opportunities to implement the AODA Customer Service Standard.

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 eliminating 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 support persons with disabilities. We have established networks within the community in an effort to gain feedback from individuals who have disabilities regarding barriers to full participation. Our efforts 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 that 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 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.

SECTION 2: Municipal Jurisdiction(s) Participating in this Plan

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 120,000 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 nine service areas and approximately 850+ full time employees. The service areas consist of Environmental Services, Operations, Finance, Community Services, Emergency Services, Information Services, Human Resources, Corporate Services, and 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

To be the City that makes a difference...

Acting locally and globally to improve the lives of residents, the broader community and the world.

2.7 City of Guelph Mission

To achieve excellence through leadership, innovation, partnerships and community engagement.

SECTION 3: Guelph Transit

The City's public transit service, Guelph Transit, includes conventional service and a specialized parallel service, called Guelph Mobility Service, a pre-booked, door-to-door service for passengers who are not able to board a conventional bus. This ODA Plan includes Guelph Transit's annual report in Sections 3 and 5.

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, Ontario N1L 1C1

3.3 Description

Public Transit has been operating in Guelph since 1895. The mandate of the Guelph Transit Services Division is to be a leader in the provision of Transit Services, with a focus on safety, the environment and service excellence. In 2007, Guelph Transit conventional bus service carried a total of 5,720,000 passengers and the mobility service carried a total of 49,963. Guelph Transit service is offered Monday to Saturday beginning at 5:45 a.m. to 12:15 a.m. within the city limits of Guelph. Sunday and statutory holiday service runs from 9:15 a.m. to 6:15 p.m.

As a strong supporter of the accessible community, Guelph Transit has implemented numerous initiatives to ensure that "getting around" has become easier for everyone. Currently 14 bus routes are fully accessible with a view to making all bus routes fully accessible. Furthermore, 29 of 55 conventional buses are low floor accessible. In 2007, a taxi scrip program was implemented, whereby mobility passengers using a wheelchair or scooter are now able to book directly with Red Top Taxi. A \$40.00 coupon book may be purchased for \$20.00.

SECTION 4: ODA Working Committees

4.1 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 who 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**, Plan Coordinator, Corporate Services
2. **Randall French**, Transit Services
3. **Susan Smith**, Corporate Services
4. **Murray McCrae**, Corporate Services
5. **Kristen Quennell**, Community Services
6. **John Tsilogianis**, Finance
7. **Beth Brombal**, Operations
8. **Scott Hannah**, Community Design and Development Services
9. **Dave Sharpe**, Emergency Services
10. **Dana Nixon**, Human Resources

SECTION 4: ODA Working Committees

4.2 Key Contact/Accessibility Plan Coordinator

The key contact for inquiries regarding the Municipality's Accessibility 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, Administrator of Disability Services/Plan Coordinator,
Corporate Property Management, Corporate Services,
City of Guelph,
59 Carden St.,
Guelph, ON N1H 3A1
(519) 822-1260 ext 2670
leanne.warren@guelph.ca

4.3 Accessibility Advisory Committee

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

City Council appointed the following individuals to the AAC for the 2007 Term:

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

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

5.1 Public Transit

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
1	Persons with disabilities have difficulty traveling within the city.	Increase the number of accessible transit routes.	Identified: 2005 2008 – Routes #6 and #23 to be added to our inventory of accessible routes. 2009 –Route #54 to be added to our inventory of accessible routes.	F. Gerrior
2	Persons with disabilities have difficulty traveling within the city.	Establish priority for accessible bus stop audit. Retrofit bus stops to comply with the Facility Accessibility Design Manual.	Identified: 2005 2008 – Prioritized, Retrofit ongoing	F. Gerrior
3	Mobility service may not be meeting the requirements of persons with disabilities.	Meet with community to better identify, review and improve Mobility service.	Identified: 2005 2007/08 – Underway – meetings with AAC and members of the community to identify areas for improvement	F. Gerrior
4	Transit drivers may voluntarily assist in securing mobility device upon request, however this isn't widely known.	Staff will consider the following: 1. Change the Low Floor Bus Policy to include language that specifies the Drivers will assist passengers to secure restraintment devices. 2. Train Drivers on changes to the policy. 3. Create a plan to communicate the policy changes. 4. Promote PAL Program (personal assistant to ride for free).	Identified: 2007 2008 – All four steps	F. Gerrior

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Public Transit – cont'd

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
5	Flexibility in Mobility service dispatching – rider changes and dispatch changes in schedules.	Continue to improve flexibility in Mobility bookings and decrease changes to rider's scheduled rides.	Identified: 2007 2008 – Ongoing in conjunction with #3. Ongoing promoting Taxi Scrip program	F. Gerrior
6	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.	Identified: 2007 2008 – Investigate procedure to ensure accuracy Working with Taxi service providers – joint training an option	F. Gerrior
7	Individuals with low vision are not aware when city bus has arrived at their stop.	Investigate the implementation of new technology on all conventional transit buses that will be capable of providing our customers with an automated digital display, and audio announcement, of the next bus stop.	Identified: 2006 2008 Target	F. Gerrior
8	Same service with Mobility and contracted accessible service.	Provide training opportunities to standardize service.	Identified: 2007 2008 – Target	F. Gerrior
9	Consistent time for all buses as people can't always phone for details once at the bus stop.	<ol style="list-style-type: none"> 1. Introduce a new operating schedule to improve time performance of the system. 2. Develop hard copy time tables for distribution to our customers. 3. Provide hard copy schedule information at 'info-posts' located at high volume bus stops. 	Identified: 2007 2008 – Target	F. Gerrior

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Public Transit – cont'd

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
10	Mobility services need to better accommodate the increasing volume of users with more low floor buses.	Conduct an operational review of the Mobility Service with the assistance of a working group created through the Accessibility Advisory Committee.	Identified: 2007 2008 – Target	F. Gerrior
11	People who are blind do not meet the existing Mobility criteria – it can be difficult to use regular transit due to snow.	Conduct a best practices review with other municipalities operating similar service in the Province of Ontario.	Identified: 2007 2008 – Target	F. Gerrior
12	Better snow clearing at bus stops so people can wheel onto the bus and the kneeling bus can kneel.	<ol style="list-style-type: none"> 1. Establish a standard for the clearing of snow from bus stops 2. As of Dec 2007, Operations Department has assumed the responsibility of clearing bus stops. Sidewalk plow operators will clean snow in conjunction with high priority sidewalks and 4 cm snowfall threshold as per Council approved standard. 	Identified: 2007 <ol style="list-style-type: none"> 1. Target –2008 2. Ongoing and will continue to monitor and improve needs and methods 	F. Gerrior
13	Has current training been assessed by people with disabilities?	All Transit Staff have received SkillForm training – a sensitivity training program developed by the Ontario Public Transit Association and endorsed by the Provincial Government.	Identified: 2007 Ongoing	F. Gerrior
14	People with disabilities should help to deliver sensitivity training.	Transit Staff will consider this request for future refresher training programs however, scheduling could become problematic.	Identified: 2007	F. Gerrior

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Public Transit – cont'd

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
15	Difficulty reaching office.	To be addressed as part of the operational review addressed in item #10.	Identified: 2007	F. Gerrior
16	Promote to private property owners that Mobility vans need snow removed to deploy the ramp.	Prepare a communications bulletin for distribution to private property owners explaining the need to clear snow from the Mobility bus loading area.	Identified: 2007 2008 – Target	F. Gerrior

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Recreation and Culture

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
1	Develop Inclusion Policy to guide provision of Municipal Recreation, Leisure and Cultural Programs.	Research inclusion policies developed by neighbouring communities. Develop policy with assistance of stake holders.	Identified: 04-05 Plan 2007/08 – Underway	J. Doherty
2	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.	Identified: 05 Plan 2008 – Target	J. Doherty
3	Upgrading of stair nosing and treads at Delhi Community Centre.	Replace linoleum and stair nosing according to FADM.	Identified: 03-04 Plan 2008-Underway	C. Richardson
4	Grab bars needed at West End Community Centre.	Install a fold down grab bar in washrooms at WECC.	Identified: 2007 2007/08-Underway	L. Warren
5	Corridor between Evergreen Seniors Centre and attached residence requires door openers.	Install a device that will open door to Evergreen during hours of operation.	Identified: 2007 2007/08-Underway	L. Warren
6	Washrooms in upper part of Riverside Park are inaccessible.	Retro-fit washrooms to Facility Accessibility Design Manual.	Identified: 2007 2009-Target	L. Warren
7	Washrooms at Guelph Lake sports field are not accessible.	Plan to retro-fit washrooms.	Identified: 2007 2008–Target to assess	L. Warren
8	Promote the programs that are available.	1. Develop a generic brochure and direct community to website/leisure guide. 2. Enhance the “accessibility” & recreation accessibility section of the website.	Identified: 2007 #1&2-Target-2008	J. Doherty All Recreation Programmers

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Recreation and Culture – cont'd

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
9	Accessible weight room (workout equipment).	<ol style="list-style-type: none"> 1. At VRRRC – any future equipment should have accessibility considerations. 2. Locate or purchase quad cuffs for WECC and develop process for public access to cuffs. 	Identified: 2007 #1-Future #2-2007	B. Sloss
10	Accessible whirlpool at least one facility.	<ol style="list-style-type: none"> 1. Consideration for a whirlpool at the proposed South End facility. 2. Promote the therapeutic benefits of the WECC pool through leisure guide, website, flyers, and brochures. 	Identified: 2007 #1-Future-2010 or more #2- Target-2008	#1. R. Mackay #2. E. Millie
11	Create an awareness brochure for people with disabilities so they know what is available to them.	<ol style="list-style-type: none"> 1. In the leisure guide ensure the facility descriptions state if facility is accessible. 2. Ensure the flyer is available at all facilities. 3. Review the information in leisure guide for succinctness. 	Identified: 2007 #1,2,3-Target-2008	#1. All Facility Managers # 2&3. J. Doherty
12	More assistance from lifeguards needed in the pool for the hearing impaired. Teach lifeguards basic sign language to communicate safety instructions such as "everyone out of the pool!" etc.	<ol style="list-style-type: none"> 1. Currently due to the number of staff and high turn over rates, we are unable to teach sign language to staff. City of Guelph Aquatic emergency procedures currently do include visual and auditory communication with the public during pool evacuations. We will continue to remind staff in training sessions to utilize both. 2. Pool Clear Hand Signal currently being used: arm bent at 90 degrees hand in the air making a horizontal circle. 	Identified: 2007 # 1 – 2007/08 # 2 – 2008	# 1&2. A. Nant for K. Watson (2008) and E. Millie

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Recreation and Culture – cont'd

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
13	Guelph Farmer's Market is not fully accessible.	Renovate to meet Facility Accessibility Design Manual	Identified 2002 2007 – North/West entrance renovated complete Demarcation added to support posts – 2007 – complete 2007 improved accessible parking – complete Further renovations – 2009	L. Warren Operations
14	Hastings Stadium not fully accessible.	Renovate to meet Facility Accessibility Design Manual.	Identified 2002 2008 – Stair nosing to be done –audit other to Facility Accessibility Design Manual	L. Warren Operations
15	Riverside Park Offices are not fully accessible to persons with disabilities.	Renovate to meet Facility Accessibility Design Manual.	Identified 2002 Riverside Offices have taken a lower priority as there is no public access and limited staff working from the facility.	L. Warren Operations

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Sidewalks, Roads, Parking

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
1	Snow not cleared in a timely fashion on sidewalks.	Council Adopted Service Standards (2005) – Sidewalks are all plowed, salted or sanded by mechanical sidewalk plows, when snow accumulates to 4cms, and 8cms in residential areas within 20 hours of snow fall. Manual shoveling, sanding, salting downtown.	Identified: 2007 Service Standard is communicated with Operations' phone number and protocol to rectify problem, on an annual basis in the Tribune, City of Guelph Leisure brochure and City website.	S. Mattina
2	Snow cleared unevenly at tracks.	<ol style="list-style-type: none"> 1. Crossings are currently plowed by mechanical sidewalk plows. 2. Identify specific crossings that are problematic and Operations department will assess 	Identified: 2007 2-Ongoing	1&2-B. Thompson 2-L. Warren
3	Snow - Not aware of sidewalk clearing policy and snowfall threshold.	Service standard and response time are communicated every Oct/Nov in newspapers, City Holler and website.	Identified: 2007 See #1 above.	S. Mattina
4	Snow at curb ramps from sidewalk to road not well cleared and are often a barrier.	<ol style="list-style-type: none"> 1. Ramps are hand shoveled downtown, new service since 2006, AAC committee request. 2. Identify specific areas that are problematic 	Identified: 2007 2- Assist public in notifying Operations as needed-Ongoing	1-B. Thompson 2-L. Warren
5	Sidewalk is uneven at railroad tracks.	<ol style="list-style-type: none"> 1. Two crossings repaired per year as per regular road improvement program. Needs coordination with CN Rail, city and traffic. 2. Identify which locations are current problem. 	Identified: 2007 1-Current Program 2- Assist public in notifying Operations as needed -Ongoing	1-S. Mattina 2-L. Warren

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Sidewalks, Roads, Parking – cont'd

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
6	Wheelchair wheels get stuck in rails of railroad tracks – Edinburgh and on Alma.	<ol style="list-style-type: none"> Two crossings repaired per year as per regular road improvement program. Needs coordination with CN Rail, city and traffic. Public should contact Operations to identify which locations are current problem. 	Identified: 2007 Edinburgh complete 2007 Alma - TBD 2. Assist public in notifying Operations as needed.	1&2-S. Mattina 2-L.Warren
7	Improve sidewalks and curb cuts in downtown.	Downtown Inspection conducted in May 2007. List of deficiencies were identified. Plan being developed to address. Sidewalk deficiencies were noted.	Identified: 2007 Downtown Inspection completed during May 2007 Ongoing	S. Mattina
8	Improve sidewalks and curb cuts in older parts of town and Willow Rd area.	Curb ramps are repaired according to the prioritized curb ramp repair list. Intake for list is ongoing. Prioritizing tool developed by the AAC.	Identified: 2007 Ongoing	S. Mattina
9	Joints in sidewalks create a lot of discomfort/vibration for those who use wheelchairs and scooters.	<ol style="list-style-type: none"> Once identified, Operations will assess and determine if and when they can be smoothed over. Public asked to contact Operations. 	Identified: 2007 2- Assist public in notifying Operations as needed-Ongoing	S. Mattina 2. L. Warren
10	Need a consistent time allocated for pedestrian crossings.	All should be consistent. Identify which locations are not, and they will be investigated. Crosswalk button needs to be pressed to trigger longer crossing time. Otherwise, will default to 8 seconds.	Identified: 2007 See # 13 below	R. Barr
11	Lower Pedestrian crosswalk buttons at Willow/Silvercreek intersection and at the pedestrian crossing on Willow.	Willow Rd. and Applewood Cr. crosswalk corrected.	Identified: 2007 Complete	R. Barr

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Sidewalks, Roads, Parking – cont'd

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
12	Larger buttons to activate pedestrian crossing.	<ol style="list-style-type: none"> 1. All new signalized intersections will have larger buttons. 2. Investigating new style of Accessible Pedestrian Signal before purchasing. 	Identified: 2007 <ol style="list-style-type: none"> 1. Ongoing 2. 2008 	<ol style="list-style-type: none"> 1&2-R Barr 2-L. Warren
13	Educate public on how Pedestrian Crossing signals work - push button for longer time, flashing doesn't mean you're out of time, etc.	<ol style="list-style-type: none"> 1. Pamphlets and on line information already exist. 2. Pamphlets will be distributed. 	Identified: 2007 <ol style="list-style-type: none"> 2. 2008 	<ol style="list-style-type: none"> 2-L. Warren
14	Pedestrian crossing lines should be repainted more often as those with low vision have difficulty seeing them, as well visible lines may help drivers remember that pedestrians have the right of way.	<ol style="list-style-type: none"> 1. Line painting is an annual program (June-August) performed by contractors. All intersections and school crossings are priority. Funds not available to increase frequency as weather becomes barrier in winter months. 2. Public should notify Operations if location is deficient and will inspect. 	Identified: 2007 <ol style="list-style-type: none"> 2. Assist public in notifying Operations as needed. 	<ol style="list-style-type: none"> B. Thompson 2. L. Warren
15	Varying sizes of City accessible parking spaces and location of access ramp.	<ol style="list-style-type: none"> 1. Audit municipal parking space to Facility Accessibility Design Manual (FADM) standard. 2. Develop retro-fit plan. 	Identified: 2006 <ol style="list-style-type: none"> 1&2-Scheduled for 2007/08 	<ol style="list-style-type: none"> 1-Bylaw staff 2. L. Warren
16	By-law related to persons with disabilities is not current.	Update by-law related to persons with disabilities Bylaw section relating to the misused of accessible parking permits was finalized in October '07, to Council Dec. '07. Entire bylaw scheduled for review by end of 2008	Identified: 2006 Scheduled to be completed end of 2008	<ol style="list-style-type: none"> D. Godfrey

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Sidewalks, Roads, Parking – cont'd

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
17	Persons with visual Impairments have difficulty using crosswalks.	<p>1. 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).</p> <p>2. Accessibility Advisory Committee, Accessible Pedestrian Signal Sub-Committee to work with Operations to recommend list of intersections for installation for 2008.</p> <p>Committee to develop a priority tool similar to the curb ramp priority tool used by Operations.</p>	<p>Identified: 2006</p> <p>2. Tasks in # 2 targeted for 2008</p>	<p>1&2-R. Barr</p> <p>2. L. Warren</p>
18	Pay and display spitter at Wilson Lot is not easily accessible.	Reduce height of pay and display spitter at Wilson Lot.	<p>Identified: 2006</p> <p>Tentatively Scheduled for 2009</p>	A. O'Connell
19	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.	<p>Identified: 2006</p> <p>Tentatively Scheduled for 2009</p>	A. O'Connell
20	Persons who use Wheelchairs are unable to access kiosk	Enlarge kiosk at Macdonell Lot	<p>Identified: 2006</p> <p>Tentatively Scheduled for 2009</p>	A. O'Connell
21	Persons who use wheelchairs are unable to access kiosk.	Enlarge kiosk at Wilson.	<p>Identified: 2006</p> <p>Tentatively Scheduled for 2009</p>	A. O'Connell
22	Retaining curb is located in an unexpected location on sidewalk.	Mark or eliminate unexpected curb, edges such as Quebec St and Norfolk.	<p>Identified: 2006</p> <p>Painting of curb edges Spring of 2007 – Complete</p>	B. Thompson

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Neighborhood Parks and Trails

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
1	Pathways/walkways are overgrown with branches.	Trails inspected annually and problematic areas trimmed. Public can report problem areas to Operations department, will be investigated.	Identified: 2007	M. Cameron
2	A lot of goose droppings on walkways - dangerous for people who propel their wheelchair with their hands.	No action feasible at this time. Naturalization of river banks is being explored to reduce geese activity.	Identified: 2007	M. Cameron
3	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)	Identified: 2006 Tentatively Scheduled for 2009	M. Cameron
4	Pathways around the play area are in need of repair.	Repair rubberized surface in play areas. Identify locations in need to help prioritize.	Identified: 2006 Tentatively Scheduled for 2009	M. Cameron
5	Issues with accessibility to parks buildings and public open spaces.	Retrofit parks buildings and public open spaces for accessibility.	Identified: 2003/04 Ongoing to incorporate retrofits into annual budgets. Open Spaces - Develop into 10 yr Capital Forecast	L. Warren – Buildings, M. Cameron – Open Spaces
6	Lack of accessible and inclusive gardens in Guelph for person with disabilities to enjoy	Guelph Enabling Garden opened summer of 2005. 2008/09 focus on Programming	Ongoing staff, administration support to continue	L. Warren

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

General: Buildings

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
1	Building and business - Is there a staff expert(s) who could consult for businesses wishing to comply with the FADM?	The Building Code is far less stringent than the FADM, which is over a hundred pages and breaks down the requirements into separate (public) facility types. As Building Officials we can only enforce what is in the Building Code and since the FADM exceeds what the Building Code asks for we would have no authority to enforce these regulations. Any of the Plans Examiners in the Building Division would be available to assist in interpreting the requirements in the FADM if requested.	Identified 2007 Contact Building Department or Disability Services	Building Services Or L. Warren
2	Commercial Developments - Parking lots in commercial developments should be all one level with little change to the grade - Clair Rd plaza is very difficult to travel by manual wheelchair from Shopper's Drug Mart to TD	The Site Plan Review Committee will ensure that this issue is reviewed when examining new commercial developments to ensure that pedestrian movement (including those with disabilities) on site is adequately provided.	Identified 2007	S. Hannah
3	Review and make amendments to Council Approved Facility Accessibility Design Manual (FADM).	Approach original development group to take part in review. Include items identified in previous ODA Plans (2007 ODA Plan, Section: Service Area: Corporate Services and City Solicitor, item 7 and 10; 2007 ODA Plan, Section: Community Design and Development Services, item 3)	Identified 2007 2008	L. Warren M. McCrae

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

General: Buildings – cont'd

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
4	Tables often difficult to sit up to when using a wheelchair	Communicate Facility Accessibility Design Manual dimensions for knee clearance	Identified 2007 Continue to monitor 2008	L. Warren
5	People with low vision or who are blind have difficulty identifying which floor they are on when using an elevator.	<ol style="list-style-type: none"> 1. Investigate retro-fit of existing elevators in City facilities with voice enunciator. 2. New elevators to have this feature. 	Identified 2007 <ol style="list-style-type: none"> 1. Target-2009 2. Since 2006 	L. Warren

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Libraries

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
1	Washrooms not accessible at main library branch.	Add permanent signage. Retro-fit according to Facility Accessibility Design Manual (Outstanding from list of barriers determined by Accessibility Advisory Committee in 2005).	Identified 2005 2008-Capital Budget	L. Warren
2	Washroom at sub-library branches not accessible.	Upgrade according to Facility Accessibility Design Manual. (Outstanding from list of barriers determined by Accessibility Advisory Committee in 2005)	Identified 2005 2008/09-Capital Budget	L. Warren
3	Library Website not accessible and "User Friendly" to persons with disabilities.	An additional text enlargement feature has been added to each website page. With more accessible features, Internet Explorer version 7 to be deployed on system computers. (Outstanding from list of barriers determined by Accessibility Advisory Committee in 2003/04)	Identified 2003/04 Complete	L. Kearns

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Information and Communication

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
1	Lack of information on accessible City services and some amenities in the community	<p>Access Guelph booklet difficult to keep up to date.</p> <p>Promote accessible City services in the City of Guelph Leisure Guide.</p> <p>Under the direction of the Accessibility Advisory Committee, work with the Guelph Barrier Free Committee to investigate regularly updated, existing resources such as Guelph Information and Abilities website.</p>	Identified 2003/04 2008	L. Warren
2	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	Identified 2007 Complete	L. Warren
3	Lack of public pay-phones with TTY	<ol style="list-style-type: none"> 1. Installation of new TTY pay phone at West Community Centre. 2. Encourage Phone Contractor to add more TTY pay phones throughout the city. 	<ol style="list-style-type: none"> 1. Complete 2. On hold due to CRTC ruling. 	L. Warren

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Healthy Environment

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
1	Persons with chemical sensitivities experience health concerns related to environmental sensitivities.	<ol style="list-style-type: none"> 1. Consult with the public to identify and prioritize concerns 2. Continue to research policies and practices in other North American municipalities as this is an emerging topic 3. Begin review of existing policies and possibilities of new policies and investigate immediate and future opportunities to address concerns 	<p>Identified 2005</p> <p>Examples of policies and best practices were researched during 2007</p> <p>#1, 2 - 2008</p> <p>3 - Report back to AAC - 2008</p>	L. Warren

Finance and City Treasurer

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
1	Limited funds identified to go towards Municipal accessibility improvements	The Capital budget of \$200,000 from 2006-2011 for accessibility deficiencies identified in the 2002 Facility Accessibility Audit	<p>Identified 2003/04</p> <p>Ongoing until 2011</p>	<p>M. Humble</p> <p>L. Warren</p>

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

Emergency Services

	Barrier/Issue	Procedure To Remove Barrier	Status & Comments	Staff Member
1	People with disabilities would like safety preparedness information material prepared that is suitable for their use. To be offered in alternate formats.	Guelph Fire Department in consultation with the Community Emergency Preparedness Coordinator (for content), other stakeholders and agencies with expertise in communication with people with various disabilities will prepare suitable materials and plan opportunities to disseminate emergency information.	Identified 2007 2008 – Target	D. Sharpe H. Dunning L. Warren
2	Concerns of actual response efforts compared to perceived response efforts regarding people with disabilities	Meet with persons with disabilities and those who have responsibility in different venues to provide information on Guelph Fire Department capabilities with regard to emergency service.	Identified 2007 2008 - Target	D. Sharpe L. Warren
3	Some residents with specialized health equipment would like the Guelph Fire Department to be aware of their equipment	Prepare a bylaw for fire plan boxes to hold information about locations and needs for persons with disabilities in their premises. Examine other methods of tracking information for future opportunities. Promote the fire plan boxes by-law to the greater community. Provide key box information to those people for whom it is a good solution for their individual circumstances.	Identified 2007 Target 2008/09	D. Sharpe L. Warren

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

5.2 Accessibility for Ontarians with Disabilities Act Regulations

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), is a law passed by the Ontario Legislature that allows the government to develop specific standards of accessibility and to enforce them. The standards are made into laws called regulations and they provide the details to help meet the goal of the AODA. The AODA is the foundation on which the regulations or standards are built.

Expected to be released between 2008 and 2010 are the following standards:

Transportation

Employment

Information and Communication

Built Environment

As of January 1, 2008, the first of these specific standards came into effect. This initial standard is called the Customer Service Standard. During 2008, departments in the City of Guelph will prepare to meet the follow requirements by 2010:

- Establish policies, practices and procedures on providing goods/services to people with disabilities
- Set policy on allowing people to use their own personal assistive devices to access goods and services
- Make reasonable efforts to ensure that policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity
- Communicate with a person with a disability in a manner that takes into account his or her disability
- Train staff, volunteers, contractors and any other people who interact with the public or other third parties on the City's behalf on a number of topics as outlined in the customer service standard
- Train staff, volunteers, contractors and any other people who are involved in developing policies, practices and procedures on the provision of goods/ services on a number of topics as outline in the customer service standard
- Allow people with disabilities to be accompanied by their guide dog or services animal in those areas of the premises owned or operated by the City that are open to the public, unless the animal is to be excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability
- Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

- Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability
- Provide notice when facilities or services that people with disabilities rely on to access or use City goods or services are temporarily disrupted
- Establish a process for people to provide feedback on how the City provides goods or services to people with disabilities and how the City will respond to any feedback and take action on any complaints. Ensure the information about the feedback process readily available to the public.
- Document in writing policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard
- Notify customers that documents requested under the customer service standard are available upon request.
- When providing documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.

Source Document: the Accessibility Directorate of Ontario Guide to the Accessibility Standards for Customer Service. For further details, please contact the City of Guelph Administrator of Disabilities Services or refer to the Accessibility for Ontarians with Disabilities Act Standard for Customer Service, Ontario Regulation 429/07: www.mcass.on.gov

5.3 Initiatives for 2008

The City of Guelph Human Resources Department and Disability Services will work together during 2008 to continue to review trends, best practices and the Accessibility for Ontarians with Disabilities Act Employment Standards (release date not known at this time).

SECTION 5: Status of Barriers Identified and Initiatives to Remove and Prevent Them

5.4 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 Administrator of Disability Services 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.

5.5 Communication

The 2008 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 4.2 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 2008 Accessibility Plan will be made available to the public through the following means:

1. A PDF document will be available on the City's website;
2. Copies of the plan will be available to the public from the Corporation's Community Services either by pick-up or through the mail.
3. Formats such as CD, Braille and audio, 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 6: 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 with a disability, 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.

Accessibility Plan

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