

Accessibility Plan Report 2009



Submitted by:

Leanne Warren

Coordinator, ODA Corporate Accessibility Steering Committee
Accessibility Advisory Committee

This document is available in alternate formats such as:

- Braille
- Audio
- CD
- Larger font size

NOTE: This document has been prepared in 14pt font

Contact information:

E-mail: accessibility@guelph.ca

Telephone: (519) 822-1260 ext. 2670,

TTY: (519) 837-5688

Online: guelph.ca



Contents

Page

4	City of Guelph Barrier Free Policy Statement
5	SECTION 1: Executive Summary

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

7	2.1 Municipality
7	2.2 Mailing Address
7	2.3 Introduction
8	2.4 Population
8	2.5 Municipal Highlights
9	2.6 City of Guelph Vision
9	2.7 City of Guelph Mission

SECTION 3: Guelph Transit

10	3.1 Organization
10	3.2 Mailing Address
10	3.3 Description

SECTION 4: ODA Working Committees

13	4.1 ODA Corporate Staff Steering Committee
13	4.2 Accessibility Advisory Committee
14	4.3 Key Contact/Accessibility Plan Coordinator

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

15	5.1 Barrier Priorities 2009
38	5.2 Accessibility for Ontarians with Disabilities Act Regulation
40	5.3 Initiative 2009/10
40	5.4 Review Process
40	5.5 Communication

SECTION 6: Conclusion

41	6 Conclusion
----	--------------

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.

A handwritten signature in black ink, appearing to read "K. Farbridge".

Karen Farbridge,
Mayor

A handwritten signature in black ink, appearing to read "H. Loewig".

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 sixth 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 as of September 1, 2009, and the measures that the

Section 1: Executive Summary

City will take during the remaining months of 2009 and into 2010, 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.

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 goals during 2009 and into 2010, to:

- a. Work to complete the priorities identified in this Accessibility Plan
- b. Monitor the release of draft and/or final versions of Provincial Standards under the Accessibility for Ontarians with Disabilities Act 2005 (AODA)
- c. Respond to the release of draft Provincial Standards under the Accessibility for Ontarians with Disabilities Act 2005
- d. Develop policies, procedures and practices to comply with the AODA Accessible Customer Service Standard
- e. Promote and encourage the removal of barriers for our customers who access City of Guelph programs 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, 1 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.

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

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

Guelph Accessibility Guidelines in 2001 governing all municipal buildings and facilities; undertook an extensive Accessibility Audit of its 21 owned and leased properties and facilities in 2002; and appointed its Accessibility Advisory Committee, its Staff ODA Corporate Accessibility Steering Committee in 2003, and developed the 2005 Facility Accessibility Design Manual in partnership with the County of Wellington, Homewood Health Centre and the Upper Grand District School Board.

The manual, adopted as a standard by the Guelph City Council, applies to all City owned or leased property and replaces the Guelph Accessibility Guidelines for a more extensive approach to accessibility and universal design.

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

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,

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

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

Guelph Transit provides conventional and mobility transit service within the City of Guelph. Guelph Transit and Mobility Services operate 7 days a week, with parallel service hours. Mobility Service provides service from accessible door to accessible door within the City limits of Guelph.

3.1 Organization – Agency

Guelph Transit

3.2 Address

Mailing Address:

Guelph Transit
c/o City Hall, 1 Carden St
Guelph, ON N1H 3A1

Site Address:

170 Watson Rd S,
Guelph, ON 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 2008, Guelph Transit conventional service carried 5.9 million passengers and travelled over 4.5 million kilometres. Mobility Services provided service to over 1400 active registrants and booked over 50,000 trips in the same time frame.

As a strong supporter of the accessible community, Guelph Transit has implemented numerous initiatives to ensure that “getting around” has become easier for everyone. A detailed listing of in-progress and implemented initiatives are included in this document.

- **Accessible Transit Routes** – All Guelph Transit base routes are serviced by low floor buses. In uncontrollable, extenuating or

Section 3: Guelph Transit

unforeseen circumstances, a high floor bus may be substituted for a low floor bus.

- **Bus Stop Upgrades** - Guelph Transit is currently working on upgrades to each bus stop to ensure that they are fully accessible to persons who rely on mobility aids.
- **Seasonal Qualification for Mobility Service** – Implemented in 2008, persons with a visual impairment can qualify for seasonal use of Mobility Service.
- **New Initiative Since September 1, 2009** - Guelph Transit currently has a fleet of sixty-one (61) accessible low floor vehicles. These vehicles are designed to assist in accommodating customers who use mobility aids such as a wheelchair, scooter, etc. Drivers will assist with securing an assistive device upon request. For more information please contact Guelph Transit or visit the City website.

Mobility Services:

Mobility Service provides service from accessible door to accessible door within the City limits of Guelph. Drivers provide assistance to passengers who use a wheelchair or scooter via an accessible ramp from a street level door to a street level door (walking assistance will also be provided to ambulatory passengers). Service is provided on specialized mobility buses, or sub-contracted to mobility vans operated by a local taxi company.

TaxiScrip:

In 2007, the TaxiScrip program was implemented for passengers using wheelchairs and scooters only. The TaxiScrip program provides discounted coupons for use with Red Top Taxi accessible vehicles. Customers may reserve their trips directly with the taxi company. Books of coupons may be purchased at the Guelph Transit office or by mail. A \$40 value coupon book may be purchased each month at a cost of \$20.00.

Conventional Transit:

Guelph Transit conventional service operates 61 low floor vehicles providing full accessible service to all base routes operating in the City of Guelph.

These vehicles are designed to assist in accommodating customers who use a mobility aid such as a wheelchair, scooter, or walker. In uncontrollable, extenuating or unforeseen circumstances, a high floor bus may be substituted for a low floor bus. Please contact Guelph Transit for more information.

Base Routes:

- 1 Woodlawn
- 3 Waterloo Fife
- 4 York Road
- 6 Auden Eastview
- 7 St. Joseph's
- 8 General Hospital
- 9 Stone Road Mall
- 10 College Niska
- 22 Conestoga
- 23 Paisley Imperial
- 24 Industrial
- 51 Gordon
- 52 University Kortright
- 54 Arkell
- 61 Victor Davis

Service Hours, Conventional and Mobility Service:

- Monday – Friday: 5:40 a.m. – 12:15 p.m.
- Saturday: 5:45 a.m. – 12:15 p.m.
- Sunday: 9:15 a.m. – 6:15 p.m.

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 reflects 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 that actively consulted with other staff and groups within each service area to ensure their expertise has been included in the development of the Accessibility Plan under the direction of the Administrator of Disability Services.

4.2 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 2009 Term:

Paul Reeve - Citizen (Chair)
Jennifer Popkey Bergen - Citizen (Vice-Chair)
Cathy McCormack - Citizen
Cory Chisholm - Citizen
Doug Grove - Citizen
Jane McNamee - Citizen
Janice Pearce-Faubert - Citizen
Julia Phillips - Citizen
Laurie Lanthier - Citizen
Mary Grad - Citizen
Patricia Ann Candlish - Citizen (resigned)
Sharon Van Manen - Citizen
Tanya Davies - Citizen
Tom Goettler - Citizen
Murray McCrae - City Staff
Leanne Warren - Committee Liaison

Section 4: ODA Working Committees

4.3 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,
1 Carden St.,
Guelph, ON N1H 3A1
(519) 822-1260 ext 2670
leanne.warren@guelph.ca

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

Public Transit

Barrier/Issue

Persons with disabilities have difficulty traveling within the city

Procedure to Remove Barrier

Increase the number of accessible transit routes

Status as of Sept 1, 2009

1. Complete – All base routes; route 55 (while in operation) and all Perimeter Routes are 100% accessible buses.
2. Outstanding – 4 high floor buses
3. There are 61 Low Floor Buses in a fleet of 65 total buses.

Lead Staff/Department

F. Gerrior – Supervisor of Scheduling & Service Planning

Barrier/Issue

Persons with disabilities have difficulty traveling within the city

Procedure to Remove Barrier

Establish priority for accessible bus stop audit. Retrofit bus stops to comply with the Facility Accessibility Design Manual

Status as of Sept 1, 2009

40 bus stops updated 2008

35 bus stops updated 2009

26 total upgrades from 2006 audit. (note: audit did not review some routes/new audit to begin Oct 2009)

Lead Staff/Department

F. Gerrior – Supervisor of Scheduling & Service Planning

Barrier/Issue

Mobility service may not be meeting the requirements of persons with disabilities

Procedure to Remove Barrier

Meet with community to better identify, review and improve Mobility service

Status as of Sept 1, 2009

- Growth Strategy is dealing with overview of mobility services; providing recommendations.
- Consultants are completing survey exercises with customers; they have consulted with the AAC.
- It is an expected deliverable from the Growth Strategy to determine the community needs.
- Transit Technology Plan study will determine the electronic booking mechanism that would work for mobility to improve efficiencies; possibly create online booking capabilities; reduce ride time set forth by parameters set in software.
- 2 new mobility vehicles for purchase in 2009 and 1 new mobility vehicle for purchase in 2010

Lead Staff/Department

F. Gerrior – Supervisor of Scheduling & Service Planning

Barrier/Issue

Transit drivers may voluntarily assist in securing mobility device upon request, however this isn't widely known.

Procedure to Remove Barrier

1. Change the Low Floor Bus Policy to include language that specifies the Drivers will assist passengers to secure restraint 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)

Status as of Sept 1, 2009

1. All drivers (new, returning from leave, refresher training) trained in Skilform.
2. Signs to be erected on buses to match Low Floor Bulletin “with the message that securement of assistive device is encouraged, driver will assist”.
3. Communication of all changes to take place.

* Note: See “**New Initiative...**” update on Page 11

Lead Staff/Department

F. Gerrior – Supervisor of Scheduling & Service Planning

Barrier/Issue

Flexibility in Mobility service dispatching – rider changes and dispatch changes in schedules

Procedure to Remove Barrier

Continue to improve flexibility in Mobility bookings and decrease changes to rider's scheduled rides

Status as of Sept 1, 2009

Growth Strategy and Technical Plan will assist with growth and efficiencies.

Lead Staff/Department

F. Gerrior – Supervisor of Scheduling & Service Planning

Barrier/Issue

Miscommunication about ride bookings between Transit and accessible taxi service company has resulted in people not having an expected ride

Procedure to Remove Barrier

Increase efficiency in dispatching the two services

Status as of Sept 1, 2009

New RFP and contract needs to be designed to ensure Taxi Companies comply with AODA Service Standards by providing Skilform Training to operators who drive accessible taxis. City to develop RFP and above as stipulation for submission.

Lead Staff/Department

F. Gerrior – Supervisor of Scheduling & Service Planning

Barrier/Issue

Individuals with low vision are not aware when city bus has arrived at their stop

Procedure to Remove Barrier

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

Status as of Sept 1, 2009

Part of the Transit Technical Study will focus on purchase of "Bus Stop Call Out" and "digital display".

Expected 2010 implementation depending on availability of system purchase / installation.

Lead Staff/Department

F. Gerrior – Supervisor of Scheduling & Service Planning

Barrier/Issue

Same service with Mobility and accessible taxi service

Procedure to Remove Barrier

Provide training opportunities to standardize service

Status as of Sept 1, 2009

New RFP and contract needs to be designed to ensure Taxi Companies comply with AODA Service Standards by providing Skilform Training and City Policy training to operators who drive accessible taxis. City to develop RFP as requirement.

Lead Staff/Department

F. Gerrior – Supervisor of Scheduling & Service Planning

Barrier/Issue

Consistent time for all buses as people can't always phone for details once at the bus stop

Procedure to Remove Barrier

1. Introduce a new operating schedule to improve the 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.

Status as of Sept 1, 2009

Complete

Lead Staff/Department

F. Gerrior – Supervisor of Scheduling & Service Planning

Barrier/Issue

People who are blind do not meet the existing Mobility criteria – it can be difficult to use regular transit due to snow

Procedure to Remove Barrier

Conduct a best practices review with other municipalities operating similar service in the Province of Ontario.

Status as of Sept 1, 2009

Complete – if physician signs application for temporary period persons who have a visual impairment will be approved based on the signature of physician / application.

Lead Staff/Department

F. Gerrior – Supervisor of Scheduling & Service Planning

Barrier/Issue

Better snow clearing at bus stops so people can wheel onto the bus and the kneeling bus can kneel

Procedure to Remove Barrier

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

Status as of Sept 1, 2009

Complete

Lead Staff/Department

F. Gerrior – Supervisor of Scheduling & Service Planning

Barrier/Issue

Promote to private property owners that Mobility vans need snow removed to deploy the ramp

Procedure to Remove Barrier

Prepare a communications bulletin for distribution to private property owners explaining the need to clear snow from the Mobility bus loading area.

Status as of Sept 1, 2009

Complete – bulletin sent out before winter months; notices on buses; mobility operators will inform dispatcher on a case by case basis.

Lead Staff/Department

F. Gerrior – Supervisor of Scheduling & Service Planning

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

Recreation and Culture

Barrier/Issue

Develop Inclusion Policy to guide provision of Municipal Recreation, Leisure and Cultural Programs

Procedure to Remove Barrier

Research inclusion policies developed by neighbouring communities. Develop policy with assistance of stake holders.

Status as of Sept 1, 2009

Complete. Next steps; endorse departmentally, communicate to staff/education

Lead Staff/Department

J. Maddock, Community Services

Barrier/Issue

Program for Persons with Complex Disabilities

Procedure to Remove Barrier

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.

Status as of Sept 1, 2009

Initial investigation identified the development and delivery of a program for Complex Disabilities was not within the capacity of current staff compliment.

Lead Staff/Department

J. Maddock, Community Services

Barrier/Issue

Upgrading of stair nosing and treads at Delhi Community Centre

Procedure to Remove Barrier

Replace linoleum and stair nosing according to FADM.

Status as of Sept 1, 2009

Facility closed and not in use

Lead Staff/Department

None

Barrier/Issue

Grab bars needed at West End Community Centre

Procedure to Remove Barrier

Install a fold down grab bar in washrooms at WECC

Status as of Sept 1, 2009

Planned for 2010 along with several other renovations to improve accessibility

Lead Staff/Department

L. Warren, Corporate Property

Barrier/Issue

Corridor between Evergreen Seniors Centre and attached residence requires door openers

Procedure to Remove Barrier

Install a device that will open door to Evergreen during hours of operation.

Status as of Sept 1, 2009

Completed 2009

Lead Staff/Department

L. Warren, Corporate Property

Barrier/Issue

Washrooms in upper part of Riverside Park are inaccessible.

Procedure to Remove Barrier

Retro-fit washrooms to Facility Accessibility Design Manual

Status as of Sept 1, 2009

Completed 2009

Lead Staff/Department

L. Warren, Corporate Property

Barrier/Issue

Washrooms at Guelph Lake sports field are not accessible.

Procedure to Remove Barrier

Retro-fit accessible washroom

Status as of Sept 1, 2009

Completed 2009

Lead Staff/Department

L. Warren, Corporate Property

Barrier/Issue

Promote the programs that are available

Procedure to Remove Barrier

1. Develop a generic brochure and direct community to website/leisure guide.
2. Enhance the “accessibility” & recreation accessibility section of the website.

Status as of Sept 1, 2009

Section enhancements made to Community Guide, generic brochure not started, website enhancements ongoing.

Lead Staff/Department

J. Maddock, Community Services
All Recreation
Programmers

Barrier/Issue

Accessible weight room (workout equipment)

Procedure to Remove Barrier

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.

Status as of Sept 1, 2009

1. Noted
2. Complete

Lead Staff/Department

1. L. Warren, Corporate Property

2. B. Sloss, Community Services

Barrier/Issue

Create an awareness brochure for people with disabilities so they know what is available to them

Procedure to Remove Barrier

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.

Status as of Sept 1, 2009

- 1 & 3 - Complete
2. Individual facility flyers not developed, community guides at all facilities

Lead Staff/Department

1. All Facility Managers
- 2 & 3 - J. Maddock

Barrier/Issue

Guelph Farmer's Market is not fully accessible

Procedure to Remove Barrier

Renovate to meet Facility Accessibility Design Manual

Status as of Sept 1, 2009

1. Current renovations to the Market washrooms are anticipated to be completed by December 30, 2009
2. Further renovations planned for 2010/11

Lead Staff/Department

1. Operations
2. L. Warren, Corporate Property

Barrier/Issue

Hastings Stadium not fully accessible

Procedure to Remove Barrier

Renovate to meet Facility Accessibility Design Manual.

Status as of Sept 1, 2009

2009 Researching appropriate material for stair nosing. Installation budgeted for 2010

Lead Staff/Department

L. Warren, Corporate Property
Operations

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

Sidewalks, Roads, Parking

Barrier/Issue

Snow cleared unevenly at tracks

Procedure to Remove Barrier

1. Crossings are currently plowed by mechanical sidewalk plows.
2. Identify specific crossings that are problematic and Operations department will assess.

Status as of Sept 1, 2009

2. Staff will respond to complaints received from the public through Operations Administrative offices. Ongoing

Lead Staff/Department

- 1& 2 - B. Thompson
2. L. Warren, Corporate Property

Barrier/Issue

Wheelchair wheels can get stuck in rails of railroad tracks on Alma.

Procedure to Remove Barrier

1. Up to two crossings repaired per year as per regular road improvement program. Needs coordination with CN Rail, City and traffic.
2. Public should contact Operations to identify which locations are current problem. Ongoing

Status as of Sept 1, 2009

1. Alma - completed 2008
2. Assist public in notifying Operations as needed - Ongoing

Lead Staff/Department

1. S. Mattina, Operations
2. L. Warren, Corporate Property

Barrier/Issue

Improve sidewalks and curb cuts in downtown

Procedure to Remove Barrier

Downtown Inspection conducted during May 2007. List of deficiencies were identified. A plan is being developed to address. Sidewalk deficiencies were noted.

Status as of Sept 1, 2009

Infrastructure Stimulus Funding allocated to repair sidewalk deficiencies identified in 2007 and 2009. Repairs to be performed in fall 2009 and summer 2010 in downtown area.

Lead Staff/Department

S. Mattina, Operations

Barrier/Issue

Joints in sidewalks create a lot of discomfort/vibration for those who use wheelchairs and scooters.

Procedure to Remove Barrier

1. Once identified, Operations will assess and determine if and when they can be smoothed over.
2. Public asked to contact Operations.

Status as of Sept 1, 2009

Infrastructure Stimulus Funding allocated to repair sidewalk deficiencies identified in 2007 and 2009. Repairs to be performed in fall 2009 and summer 2010 city wide.

Lead Staff/Department

1. S. Mattina, Operations
2. L. Warren, Corporate Property

Barrier/Issue

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.

Procedure to Remove Barrier

1. Line painting is an annual program (June-August) performed by contractors. All intersections and school crossings are priority. Funds are not available to increase frequency as weather becomes barrier in winter months.
2. Public should notify Operations if location is deficient and they will inspect.

Status as of Sept 1, 2009

1. Lines are painted annually. Ongoing

2. Assist public in notifying Operations as needed.

Lead Staff/Department

1. B. Thompson, Operations
2. L. Warren, Corporate Property

Barrier/Issue

Varying sizes of City accessible parking spaces and location of access ramp.

Procedure to Remove Barrier

1. Audit municipal parking space to Facility Accessibility Design Manual (FADM) standard.
2. Develop retro-fit plan.

Status as of Sept 1, 2009

1. Bylaw staff have completed audit of accessible parking in the downtown.
2. Efforts to develop retro-fit plan underway

Lead Staff/Department

1. Bylaw Staff
2. L. Warren, Corporate Property

Barrier/Issue

Review of by-law related to accessible parking.

Procedure to Remove Barrier

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

Status as of Sept 1, 2009

Bylaw changes are ongoing; however a process is now underway for the creation of enforceable accessible parking spaces on new property developments and changes to current developments during the site plan review process.

Lead Staff/Department

D. Godfrey, Parking and Downtown Operations

Barrier/Issue

Pay and display spitter at Wilson Lot is not easily accessible.

Procedure to Remove Barrier

Audit to Accessible Standards

Status as of Sept 1, 2009

Kiosks were renovated just prior to the FADM. Re-evaluate when Provincial Accessible Built Environment standard is released.

Lead Staff/Department

- A. O'Connell, Parking
- L. Warren, Corporate Property

Barrier/Issue

Larger buttons to activate pedestrian crossing and persons with visual impairments have difficulty using crosswalks.

Procedure to Remove Barrier

1. Upgrade signalling systems and devices so that persons with low vision or who are blind are able to use intersections. To include larger activation buttons (maximum of 4 intersections annually).
2. Accessibility Advisory Committee, Accessible Pedestrian Signal Sub-Committee to work with Operations to recommend list of intersections for installation for 2009/10. The Committee could develop a prioritizing tool similar to the curb ramp prioritizing tool used by Operations.

Status as of Sept 1, 2009

1. Under the advisement of the Accessibility Advisory Committee a new style of signal was selected and is now being installed. System includes several tactile cues with extra audible cues that could be activated in future.
2. Accessible Pedestrian Sub-Committee formed during 2009 and will meet during January 2010 and ongoing

Lead Staff/Department

- 1& 2 - R. Barr, Operations
- 2. L. Warren, Corporate Property

Barrier/Issue

Several pedestrian route barriers identified in past plans however research has show that there are few or no best practices to follow.

Procedure to Remove Barrier

Form an AAC sub-committee to address accessible pedestrian route barriers; committee to work with staff to resolve concerns

Status as of Sept 1, 2009

Accessible Pedestrian Sub-Committee formed during 2009 and will meet during January 2010 and ongoing

Lead Staff/Department

L. Warren, Corporate Property

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

Neighborhood Parks and Trails

Barrier/Issue

Existing tennis courts not accessible due to entrance path and door through fence.

Procedure to Remove Barrier

Audit and develop plan including cost estimates, to retro-fit tennis courts in accordance with Facility Accessibility Design Manual (FADM)

Status as of Sept 1, 2009

Inventory and condition assessment being established.

Lead Staff/Department

1. M. Cameron, Operations
2. L. Warren, Corporate Property

Barrier/Issue

Pathways around the play area are in need of repair

Procedure to Remove Barrier

Repair rubberized surface in play areas. Identify locations in need to help prioritize.

Status as of Sept 1, 2009

Costing to be determined in 2010. No budget specific to this work. Fibar wood carpet added to Riverside playground summer of 2009.

Lead Staff/Department

M. Cameron, Operations

Barrier/Issue

Issues with accessibility to parks buildings and public open spaces.

Procedure to Remove Barrier

Retrofit parks buildings and public open spaces for accessibility.

Status as of Sept 1, 2009

Completed Guelph Lake Park washrooms 2009.

Inventory of park buildings to be developed along with capital budget to address retrofits.

Lead Staff/Department

M. Cameron, Operations

L. Warren, Corporate Property

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

General: Buildings

Barrier/Issue

Review and make amendments to Council approved Facility Accessibility Design Manual (FADM)

Procedure to Remove Barrier

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)

Status as of Sept 1, 2009

Tentatively scheduled to begin during January 2010 but is dependent on participation of original development group.

Lead Staff/Department

L. Warren, Corporate Property
M. McCrae, Corporate Property

Barrier/Issue

People with low vision or who are blind have difficulty identifying which floor they are on when using an elevator

Procedure to Remove Barrier

Investigate retro-fit of existing elevators in City facilities with voice enunciator.

Status as of Sept 1, 2009

Targeted for 2009 or 2010

Lead Staff/Department

L. Warren, Corporate Property

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

Libraries

Barrier/Issue

Washroom not accessible at main library branch

Procedure to Remove Barrier

Retro-fit according to FADM

Status as of Sept 1, 2009

Complete

Lead Staff/Department

L. Warren, Corporate Property

Barrier/Issue

Washrooms at sub-branch library branches not accessible

Procedure to Remove Barrier

Retro-fit according to FADM

Status as of Sept 1, 2009

Planning 2010/11 – Issue: not enough floor space

Lead Staff/Department

L. Warren, Corporate Property

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

Information and Communication

Barrier/Issue

Lack of information on accessible City services and some amenities in the community

Procedure to Remove Barrier

Under the direction of the Accessibility Advisory Committee work with the Guelph Barrier Free Committees to investigate regularly update and existing resources such as Guelph Information.

Status as of Sept 1, 2009

Ongoing

Lead Staff/Department

L. Warren, Corporate Property

Barrier/Issue

Lack of Public Payphones with TTY

Procedure to Remove Barrier

Encourage Phone Contractor to add more TTY payphones throughout the city.

Status as of Sept 1, 2009

TTY payphones have recently been installed at West End Community Centre, Police Services and Guelph City Hall.
Ongoing as gap areas are identified.

Lead Staff/Department

L. Warren, Corporate Property

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

Healthy Environment

Barrier/Issue

Persons with chemical sensitivities experience health concerns related to environmental sensitivities.

Procedure to Remove Barrier

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

Status as of Sept 1, 2009

- 1 & 2 – Ongoing
3. City staff guidelines developed

Lead Staff/Department

L. Warren, Corporate Property - Contact

Finance and City Treasurer

Barrier/Issue

Limited funds identified to go towards Municipal accessibility improvements

Procedure to Remove Barrier

The Capital budget of \$200,000 from 2006 – 2011 for accessibility deficiencies identified in the 2002 Facility Accessibility Audit

Status as of Sept 1, 2009

Secured for 2010

Lead Staff/Department

L. Warren, Corporate Property

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

Emergency Services

Barrier/Issue

People with disabilities would like safety preparedness information material prepared that is suitable for their use.
To be offered in alternate formats

Procedure to Remove Barrier

Guelph Fire Department in consultation with the Community Emergency Management 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

Status as of Sept 1, 2009

Community Emergency Preparedness Coordinator, Red Cross Educator and Fire Services have provided information through an information session to employees of Kids Ability, Guelph Independent Living, and the Guelph Wellington Senior Association Make Yourself at Home program.

Available materials include the City of Guelph 'Your Personal Preparedness Guide', the Ontario 'Emergency Preparedness Guide for People with Disabilities / Special Needs', on-line pamphlets on guelph.ca and at the libraries. Other formats of these materials are available.

As well in September 2009 a presentation will be made to individuals with a disability who are associated with Guelph Independent Living. Ongoing – as opportunities become available the City will provide this type of information.

Lead Staff/Department

Chief Fire Prevention Officer / Emergency Services - Fire Department
L. Warren, Corporate Property

Barrier/Issue

Concerns of actual response efforts compared to perceived response efforts regarding people with disabilities

Procedure to Remove Barrier

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.

Status as of Sept 1, 2009

This information was and will be included in information sessions.

Lead Staff/Department

Chief Fire Prevention Officer / Emergency Services - Fire Department
L. Warren, Corporate Property

Barrier/Issue

Some residents with specialized health equipment would like the Guelph Fire Department to be aware of their equipment

Procedure to Remove Barrier

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.

Status as of Sept 1, 2009

Fire Safety Plan box bylaw is now in place. Residents with a disability with specialized health equipment such as oxygen can place information about their health equipment in the Fire Safety Plan box by contacting the manager of their apartment building. Fire Safety Plan Lock Box Personal Information Consent Form information is available on the Fire Department web page under by-laws. This program will be ongoing.

Individuals requesting information about a key box for their individual residence can obtain that information by calling the Administrator of Disability Services. This information will be ongoing

Lead Staff/Department

Chief Fire Prevention Officer / Emergency Services - Fire Department
L. Warren, Corporate Property

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 in 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 Accessible Customer Service Standard. During 2009, departments in the City of Guelph prepared 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
- 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 2009 and 2010

In our efforts to address barriers for people with a disability the City of Guelph Departments, the AAC and Disability Services will work together during 2009/10 to continue to review accessibility trends, best practices and will work to address the barriers identified in this plan and comply to the Accessibility for Ontarians with Disabilities Act Standards as their respective compliance dates approach.

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 which will be included in each year's Accessibility Plan.

5.5 Communication

The 2009 Accessibility Plan was prepared by the Administrator of Disability Services in consultation with ODA-Corporate Accessibility Steering Committee members and the Accessibility Advisory Committee as well as 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.

The 2009 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 Administrator of Disability Services either by pick-up or through the mail.

3. Alternate 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 a media release, etc.;
5. All general information relating to the 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 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 is 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 and previous reports which details the broad base of progress and accomplishments achieved to date.

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

