

2014 Accessibility Status Report – Road Map to an Accessible City

The City of Guelph is committed to removing barriers to our programs, services and facilities. This report celebrates the progress that we have made and often exceeding the Accessibility for Ontarians with Disabilities Act (AODA).

Vision: We are working toward an Accessible Guelph by 2025. That means that:

- Services, programs and facilities are more available for more people.
- Barriers to participation are gone.
- Customers only need to inform us of their individual accommodation related to their disability.

During 2014 the City

Making documents accessible for our website.

New knowledge is required for employees to make documents accessible to people who use assistive technology. It's important that documents are prepared with accessibility in mind so people who use assistive technology can equally access the information. With this in mind, several approaches have been taken to help employees to learn this new skill, for example, 170 existing templates were transformed into accessible formatted templates and an "accessibility" ribbon was developed for use in Microsoft Word software on City computers. The ribbon makes available accessible Microsoft Word tools and eliminates the tools that are not considered accessible, for example tables can be inserted into a document but the draw-tables function is not included in the ribbon as this function cannot be made accessible. As well, employees who prepare documents attended training on how to prepare accessible documents. It was identified that the knowledge needed to ensure that documents are accessible is quite complex and therefore requires further training for employees. Training will be offered to employees in 2016.

Set out steps on how we will follow up when you give us your feedback about how accessible our programs, services and buildings are.

Feedback can be given in many formats including through email at info@guelph.ca, by telephone or calling 519-822-1260 or TTY: (519) 826-9771.

Once feedback has been received, the City will follow up with the person who submitted the feedback if more clarification is needed, or if the person has requested that follow up take place. All feedback will be provided to relevant City employees who will follow up and take action as needed.

Updated design manual to meet AODA requirements.

In 2005 the City Council adopted the Facility Accessibility Design Manual which is a manual that provides standards for employees and consultant to follow when building and renovating City facilities. This document is updated each time Provincial legislation

is developed. Following the release of the Design of Public Spaces within the AODA the City updated their manual to reflect the new requirements.

Renovated 10 bus stops to be accessible.

Guelph Transit consulted with people with a disability and the Accessibility Advisory Committee on the design of accessible bus stops. During 2014 ten bus stops were renovated to meet this accessible bus stop design.

During 2015 the City will

Consult with the Accessibility Advisory Committee on outdoor play spaces and trails.

The AODA Design of Public Spaces requires consultation with the public, people with a disability and the municipal Accessibility Advisory Committee (AAC) on several aspects of this regulation. The City values feedback that it gains when consulting with the public and the AAC. This feedback help the organization provide services and facilities that are truly universally designed so that few or no barriers are encountered.

Continue to provide training opportunities for employees and volunteers

Accessibility training for employees and volunteers will continue in an ongoing manner. AAC members will plan to contribute to the training messages.

Update design manual to meet the Ontario Building Code accessibility section.

The Facility Accessibility Design Manual (FADM), the corporation's guiding standard for building in an accessible way will be updated to meet the Ontario Building Code accessibility requirements.

Further, tools to guide employees on interpreting the FADM will be updated and promoted to employees.

An accessibility checklist for developers will be developed in 2015 and incorporated into the developer guidelines for the site plan review process that will be update in 2016.

Invite your feedback on how accessible our services, programs and facilities are for you.

To receive this document in an accessible format or to provide us with feedback, please contact Leanne Warren at 519-822-1260 ext. 2670; TTY 519-826-9771; By mail: Accessibility City Hall, 1 Carden Street, Guelph, Ontario N1H 3A1 or visit us at Guelph.ca