

# Annual Multi Year Accessibility Plan Report

## City of Guelph

Date: 2015 and 2016

### Introduction

Organizations in Ontario, such as the City of Guelph, are actively aligning their operations with the Accessibility for Ontarians with Disabilities Act (AODA) to enhance accessibility for individuals with disabilities. This commitment involves developing a multi-year accessibility plan (MYAP), creating and maintaining written accessibility policies, and filing an accessibility compliance report. These measures aim to identify, prevent, and remove barriers to accessibility in various areas, including customer service, employment, information access, how public spaces are designed, and transportation. By adhering to the AODA standards, companies demonstrate their dedication to fostering an inclusive environment for all Ontarians.

### Achievements

During the period of this report, the City's MYAP outlined the following requirements and how the City will accomplish these milestone. The City's success in meeting the following milestone is evident in the day-to-day work of the corporation:

- General Requirements
  - Employee and volunteer training
  - Continuing to meet the Customer Service Standard and Integrated Accessibility Standards Regulations that have come into effect prior to the report
- Information and Communication
  - Responding to feedback
  - Procuring or acquiring goods, services or facilities
  - Accessible formats and communication supports
  - Emergency procedure, plans or public safety information
- Employment
  - Workplace emergency response information
  - Recruitment, general; Recruitment, assessment or selection process; Notice to successful applicants
  - Informing employees of supports
  - Accessible formats and communication supports for employees
  - Documented individual accommodation plans
  - Return to work process
- Transit (Conventional and Mobility)
  - Accessibility training
  - Fares, support persons
- Conventional Transit
  - Requirements regarding grab bars, floors and carpeted surfaces, allocated mobility aid spaces, stop-requests and emergency response controls, lighting features, signage, lifting devices, etc., steps, indicators and alarms
- Mobility Service
  - Eligibility application process
  - Emergency or compassionate grounds

- Booking a reservation
- Trip restrictions

The following departments were consulted specifically regarding their compliance as they had prescribed requirements:

- Guelph Transit
- Human Resources
- Information and Technology Services (ITS)
- Procurement and Risk Management Services

## **Challenges and Improvements**

Beyond the required training, ongoing evaluation of the City's accessible services, programs and facilities will assist in identifying potential education and awareness opportunities. This system will help ensure compliance with the legislation and keep the topic of accessibility front and centre.

## **Conclusion**

Guelph is a municipal leader in ensuring all citizens have equal access. Training, implementing the Corporate Accessibility Policy and the Multi Year Accessibility Plan has provided staff with the knowledge and guidance to "ensure a well-designed, safe, inclusive, appealing and sustainable City." Building on our knowledge and experience will continue to ensure our status as a municipal leader in accessibility.

For an accessible version of this document, questions or feedback, please contact [accessibility@guelph.ca](mailto:accessibility@guelph.ca) or 519-822-1260 or TTY 519-826-9771