

## BARRIER REMOVAL – RECENT ACHIEVEMENTS – UPDATED JANUARY 2017

<b>CUSTOMER SERVICE STANDARD</b>	
<p>Staff developed and implemented an “Accessible Customer Service Policy” in December 2009 and provided training to all staff regarding accessibility, the Customer Service Standard (Ontario Regulation 429/07), and the Township of Essa’s Accessible Customer Service Policy in December of 2009. This Policy and “Best Practice Tips and Procedures” (A-001) is available on the Township of Essa’s website located at <a href="http://www.essatownship.on.ca">www.essatownship.on.ca</a>.</p>	
<b>FACILITIES / PARKS / TRAILS – Updated January 2017</b>	
<p><b>Essa Public Library- Angus Branch (2012)</b></p>	<p>The Angus branch of the Essa Public Library relocated into a new joint-use facility located at the Nottawasaga Pines Secondary School.</p> <ul style="list-style-type: none"> <li>• An audit was conducted on this new branch by members of the Accessibility Advisory Committee, and noted that several improvements were made in the layout of the facility.</li> <li>• Main entrance is fully accessible;</li> <li>• Assistive technology is now offered on one computer within the facility;</li> <li>• Desk area(s) can accommodate width/height of wheelchair(s);</li> <li>• Aisles can accommodate one wheelchair and one able-bodied user to pass through with ease;</li> <li>• Additional lighting was incorporated for patrons on the shelving units;</li> <li>• Books/Materials are available in accessible formats, and can be made available for those in need upon request;</li> <li>• Accessible Parking spaces are clearly identified. The spaces exceed the minimum requirement through the Zoning Bylaw.</li> </ul>
<p><b>Angus Recreation Centre (2010-2011)</b></p>	<p>This facility had renovations that included improvements to accessibility. The following is a listing of such improvements:</p> <ul style="list-style-type: none"> <li>• Lift was installed;</li> <li>• Stair edges have tonal contrast;</li> <li>• Front entranceway has wide motion-censored double doors;</li> <li>• Banquet room has ice-viewing area with glass for people to sit and watch games/events;</li> <li>• Banquet room bathrooms are accessible.</li> </ul>
<p><b>Thornton Recreation Centre (2010)</b></p>	<p>This facility had renovations that included improvements to accessibility. The following is a listing of such improvements:</p> <ul style="list-style-type: none"> <li>• Lift was installed.</li> </ul>
<p><b>Pine River Trail (2012)</b></p>	<p>This trail was developed taking into consideration users with mobility aids. The trail is constructed of a hard-compacted surface that is wide enough for mobility-devices and able-bodied users to easily get by (“two-way traffic”).</p> <p>The Pine River Trail signage located at the start of the trail uses tonal contrast for clear identification of the trail.</p> <p>One bench has been installed for a rest area along the border of the trail.</p>

<b>Stonemount Park Thornton Arena Park (2014)</b>	<p>Stonemount Park and the Thornton Arena Park had play equipment installed that took into consideration the needs of children with disabilities. As such, tenders were reviewed with the municipal AAC representative, whereby recommendations were made based on accessible features incorporated into their design.</p> <p>Wood chips were laid surrounding the structures.</p> <p>Accessible picnic tables were installed at these two parks.</p>
<b>Administration Centre (2013-14)</b>	<p>Accessibility-related improvements made to this building including re-working upper level outer entrance (levelling the pathway leading into building and installing automatic door openers), installation of wider doors that will allow room for wheelchairs to easily maneuver into building (upper and lower level entrances), and improvements to upper and lower level washrooms (automatic door openers, removal of counters and installation of floating sink basins, “accessible” mirrors installed, re-vamping accessible toilet stalls to allow for wheelchair maneuverability in the stall-grab bars installed, new toilets installed, toilet paper dispenser at appropriate height, etc.).</p>
<b>Community Park Glen- Eton/Wildflower Park (2015)</b>	<p>Community Park and Glen-Eton/Wildflower Park had accessible play equipment installed at each location. Wood chips were laid as surface protection. The play equipment was reviewed with the municipal AAC representative, whereby recommendations were made based on the accessible features of the equipment.</p>
<b>Community Park (2016)</b>	<p>Application to New Horizons for Seniors Program (NHSP). Project included purchase and install of adult exercise equipment.</p> <p>Application approved for \$25,000.</p> <p>Exercise equipment installed September 2016.</p> <p>Ribbon Cutting Ceremony – October 2016.</p>

**ADMINISTRATION / OTHER-Updated January 2016**

<p><b>Accessible Customer Service Policy / Best Practice Tips and Procedures A-001 (2010)</b></p>	<p>The Township implemented an Accessible Customer Service Policy and provided training to all staff regarding the requirements under Ontario Regulation 429/07. They also created an Accessible Customer Service Procedure which is available for viewing on the Township's website <a href="http://www.essatownship.on.ca">www.essatownship.on.ca</a> under "Accessibility".</p>
<p><b>Taxi Cab Owner Training (2012)</b></p>	<p>Training session conducted with Taxi Cab Company Owners on the changes that will affect the licensing of taxicabs (conducted jointly with Town of New Tecumseth).</p>
<p><b>Zoning By-law (2012)</b></p>	<p>The Township of Essa Zoning By-law was amended to include specifications relating to accessible parking spaces. Changes were made to include Type A and Type B parking spaces, as well as an accessible aisle.</p>
<p><b>Enabling Accessibility Funding Application Round One (2012)</b></p>	<p>Two applications submitted in 2012 for funding to renovate facilities (Thornton Arena and Administration Centre). Thornton Arena – declined by Province. Administration Centre – for consideration by Province in Round Two.</p>
<p><b>Township Website (2013)</b></p>	<p>Staff worked with Simcoe County IT to develop and unveil new website. Accessibility related features are built into the software (Sharepoint) which allows easier navigation / use for accessibility-related software to read (ie: Read Aloud). Site Improve Report forwarded to Township regarding WCAG Level 2.0 (A and AA) criteria.</p>
<p><b>Accessibility Plan (2013)</b></p>	<p>Staff developed Multi-Year Accessibility Plan 2013-2018. The Plan is posted on the Township's website at <a href="http://www.essatownship.on.ca">www.essatownship.on.ca</a> under "Accessibility". The Plan will be updated once every five years in accordance with section 4 (1) (c) of O. Regulation 191/11.</p>
<p><b>Integrated Accessibility Standard Policy HR13-01 (2013)</b></p> <p><b>Information and Communication Procedure A-002</b></p> <p><b>Employment Procedure A-003</b></p>	<p>Staff created an Integrated Accessibility Standard Policy HR13-01 which was approved by Council in June 2013 via Resolution CW129-2013.</p> <p>The Township provided training to staff regarding the new accessibility standards (O. Regulation 191/11) and the Human Rights Code as it pertains to persons with disabilities (video created by the Ontario Human Rights Commissioner and available on the following website: <a href="http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda">www.ohrc.on.ca/en/learning/working-together-code-and-aoda</a> ).</p> <p>Staff implemented and reviewed procedures for Information and Communication (A-002), and Employment (A-003), as they relate to the standards.</p>
<p><b>Procurement Policy A04-04 Amended (2013)</b></p>	<p>Subsection 2.14 and Section 21 were added to the Procurement Policy in April 2013 so as to comply with requirements outlined in O. Regulation 191/11.</p>
<p><b>Accessibility Advisory Committee Deputation to Parks and Recreation Committee (May 2013)</b></p>	<p>Members of the AAC made a deputation to the Parks and Recreation Committee to advise of the new requirements under the Integrated Accessibility Standards. They presented the Committee with audits that had been performed from an accessibility perspective on the facilities and parks within the Township.</p> <p>AAC Committee members advised the P&amp;R Committee of the requirements for planning to include accessibility features and criteria in new playgrounds and purchases (ie: play equipment, accessible picnic tables, accessible pathways, etc.).</p>

<b>Enabling Accessibility Funding Application (2014) Round Two</b>	<p>Application approved for improvements to the Administration Centre. Walkway for upper level entrance has been leveled to comply with the slope requirements introduced in the Design for Public Spaces (O. Regulation 413/12). Front doors (upper and lower level entrances) have been removed and replaced with wider doors. Renovations have been made to both the washroom facilities (counter removal and replaced with wash basins; accessible stall was widened to allow for wheelchairs and toilets replaced; lever handles installed; etc.)</p>
<b>Public Space Challenge (2015)</b>	<p>AAC challenged Council and Committee members to a Public Space Challenge on June 1<sup>st</sup>, 2015. The Challenge saw all in attendance participating with the utilization of assistive mobility devices at Community Park. The Challenge assisted all members in identifying barriers for those utilizing the equipment on a daily basis; barriers that would otherwise have been deemed to not be barriers. This exercise kicked off National Accessibility Week, and assisted other committees in their planning stages for up-coming projects.</p>
<b>New Horizons for Seniors Program (2015)</b>	<p>Application was submitted to the Province requesting funds (\$25,000) to assist with the purchase of exercise equipment for seniors. If approved, the equipment will be installed at Community Park and will be the first “Intergenerational” Park that has something for all generations (not just kids).</p>
<b>Reporting 2010 2013 2015</b>	<p>The Township submitted its reporting to the Province, as outlined in O. Reg. 429/07 (2010) and O. Reg. 191/11 (2013). The Township will submit its next report prior to December 31, 2015.</p>
<b>Accessible Customer Service Policy A-001 Amended (2016)</b>	<p>November 6, 2016 – Amendments to AODA were made by O. Reg. 165/16. Thus Accessible Customer Service Policy A-001 was amended accordingly. Council approved via CW212-2016.</p>
<b>Integrated Accessibility Standards Policy HR13-01 Amended (2016)</b>	<p>Due to amendments made to the Accessibility for Ontarians with Disabilities Act (AODA) by O. Reg. 165/16, Policy HR13-01 was amended and approved by Council at their meeting of November 6, 2016.</p>
<b>Accessible Event “LISTEN” (2016)</b>	<p>Essa’s AAC hosted an event “LISTEN”. Catherine from the Canadian Hearing Society was the guest speaker. Event was well attended by those in the community.</p>