

**TOWNSHIP OF ESSA
POLICY AND PROCEDURE MANUAL**

SUBJECT/TITLE:	INTEGRATED ACCESSIBILITY STANDARD POLICY	POLICY NO.:	HR13-01 as amended
DEPARTMENT:	Clerk's/Administration	DATE OF AMENDMENT: COUNCIL RESOLUTION NO.:	November 6, 2016 CW212-2016

1. LEGISLATIVE AUTHORITY

This policy is legislated under Section 3 of the Integrated Accessibility Standards (Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005*, as amended), which requires broader public sector organizations, including municipalities, to develop and implement policies, procedures, and best practices governing how they will meet the requirements set out within the Regulation.

More recently, the Integrated Accessibility Standard was amended to include the Accessible Customer Service Standard, whereby Ontario Regulation 165/16 was introduced to further develop requirements to be met by obligated organizations with respect to accessible customer service.

The following requirements are intended to support the purpose and application of the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act (AODA)*. At no time will this policy replace or supersede the rights afforded to persons with disabilities under the Code.

2. POLICY STATEMENT AND RATIONALE

The Township of Essa is committed to developing, implementing, maintaining, and enhancing accessibility in the areas of customer service, information and communications, employment, transportation, and the built environment for all residents with disabilities, in a manner that:

- Respects the individuals' dignity and independence;
- Provides an equal opportunity to utilize, and benefit from, the Township's goods and services; and
- Allows persons with disabilities to benefit from the same goods and services at the same time, and location, as all other residents.

3. PURPOSE

The purpose of this policy is to outline the requirements established under the *Accessibility for Ontarians with Disabilities Act*, as amended by Ontario Regulations 191/11, 413/12 and 165/16, which relate to standards dealing with information and communication, employment, transportation, the design for public spaces, and accessible customer service.

The accompanying procedures will set out the actions that the Corporation of the Township of Essa (the Township) will undertake in order to comply with these requirements.

4. SCOPE

4.1 Application

This policy applies to all employees, volunteers, elected officials, and third-party contractors who are conducting business on behalf of the Township.

4.2 Definitions

Accessible Formats: May include, but are not limited to, large print, plain language, recorded audio, or electronic, such as Word, PDF, Rich Text, or HTML, formats, Braille, and other formats usable by persons with disabilities.

Amenities: Items that provide conveniences or services for use by the public, examples of which include drinking fountains, benches and garbage receptacles.

Career Development and Advancement: Providing additional responsibility within an employee's position, and the movement of an employee from one job to another within the organization that may be higher in pay, provide greater responsibility, or be at a higher level in the organization.

Communication Supports: May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

Communications: The interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

Conventional Transportation Service Provider: A designated public sector transportation organization that provides conventional transportation services solely within the Province of Ontario.

Conventional Transportation Services: Any public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.

Conversion Ready: An electronic or digital source document or format that facilitates conversion into an accessible format. For example, a Word or text-based document into large print, plain language, accessible PDF or Braille-ready format.

Designated Authority: An individual, or group of individuals, who have the ability to make decisions related to the administration and operation of a particular good, service, or facility. For example, for transit services, the Chief Administrative Officer would be the authority when delivering local conventional and specialized transit services.

Disability:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997* (section 10, *Ontario Human Rights Code, 1990*).

Guide Dog: Means a guide dog as defined in Section 1 of the *Blind Persons' Rights Act*.

Information: Data, facts and knowledge that exists in any format, including text, audio, digital, or images, that convey meaning.

Medical Aid: An assistive device which may include, but is not limited to, respirators and portable oxygen supplies.

Mobility Aid: A device used to facilitate the transport, in a seated posture, of a person with a disability. Examples include, but not limited to, wheelchairs, scooters, and walkers.

Mobility Assistive Device: A cane, walker, or similar aid.

Performance Management: Assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.

Redeployment: To assign an employee to another job or department, within the organization, as an alternative to layoff, when a particular job or department has been eliminated within the organization.

Service Animal: A Guide dog as defined under Section 1 of the *Blind Persons' Rights Act*; An animal that is readily apparent that is used by a person with a disability for reasons relating to his or her disability; or, an animal for which a person with a disability can provide a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Specialized Transportation Service Provider: A designated public sector transportation organization that provides specialized transportation services that operate solely within the Province of Ontario.

Specialized Transportation Services: Public passenger transportation services that:

- Operate solely within the Province of Ontario
- Are provided by a designated public sector transportation organization
- Are designed to transport persons with disabilities.

Support Person: In relation to a person with a disability, another person who accompanies the person with the disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Off-Street Parking Facility: Includes open area parking lots and structures intended for the temporary parking of vehicles by the public, whether or not the payment of a fee is charged and includes visitor parking spaces in parking facilities.

On-Demand Taxicab: A motor vehicle as defined in the *Highway Traffic Act*, other than a car pool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by the municipality.

On-Street Parking: Includes parking spaces located on highways as defined in subsection 1 (1) of the *Highway Traffic Act*, that provides direct access to shops, offices and other facilities whether or not the payment of a fee is charged.

Recreational Trails: Public pedestrian trails that are intended for recreational and leisure purposes.

Redeveloped: Planned significant alterations to public spaces, but does not include maintenance activities, environmental mitigation or environmental restoration.

Timely Manner: An action or task performed and accomplished in an appropriate time frame, as determined by the staff identified in the corresponding procedure. For example, five business days for the transfer of a written document into an accessible format.

Transit Bus: A motor vehicle designed for carrying 10 or more passengers, and used for the transportation of persons.

5. INTEGRATED ACCESSIBILITY STANDARDS REQUIREMENTS

The following requirements are mandated under the Integrated Accessibility Standards (Ontario Regulation 191/11 and Ontario Regulation 413/12), and must be fulfilled by the Township in order to comply with this Regulation.

5.1 General Requirements (Part I of Ontario Reg. 191/11)

5.1.1 Establishment of Policies, Procedures and Best Practices

The Township shall develop, implement, and maintain policies governing how it achieves, or will achieve, accessibility through meeting the requirements referred to in the Regulation. Specifically, all policies shall include a statement of corporate commitment for meeting the accessibility needs of persons with disabilities in a timely manner. For example, "***The Township of Essa is committed to meeting the accessibility needs of persons with disabilities in a timely manner.***"

To fulfill the requirements set out in the policy, standard operating procedures will be developed. These documents will be publicly available and provided in an accessible format, upon request.

5.1.2 Accessibility Plans

The Township shall develop, implement and document a multi-year accessibility plan outlining a corporate strategy for identifying, removing, and preventing barriers, and meeting the requirements set out in the Regulation. The Plan will be updated at least once every five years.

An accessibility status report will be prepared on the progress of measures taken to implement the strategy referenced in the Plan and shall be filed with the Province every two years commencing December 31, 2013 as in accordance with Ontario Regulation 413/12. The Progress report referenced in the Multi-Year Accessibility Plan shall be updated accordingly.

These documents will be posted on the Township's website and provided upon request in an accessible format.

5.1.3 Procuring or Acquiring Goods, Services, or Facilities

When procuring or acquiring goods, services, or facilities, the Township shall incorporate accessibility design, criteria and features into relevant policies, procedures, by-laws, and/or specifications. If the municipality determines that it is not practicable to do so, then it shall provide an explanation upon request.

5.1.4 Training

The Township shall provide training to all employees, volunteers, elected officials, all persons who participate in developing the Township's policies, and provide goods,

services or facilities on behalf of the Township, on the requirements of the accessibility standards within the Regulation, and the *Ontario Human Rights Code*, as they pertain to persons with disabilities. Furthermore, training shall be appropriate to the duties of employees and volunteers.

In addition, the Township will include a review of the purposes of the *Accessibility for Ontarians with Disabilities Act* (AODA) and its regulations, and the requirements under Part IV.2 of O. Regulation 191/11, the Township's policies related to the customer service standard; how to interact and communicate with people with various types of disabilities; how to interact with people with disabilities who use assistive devices, or require the assistance of a service animal or a support person; how to use the equipment or devices available on-site or otherwise, that may help with providing goods, services or facilities to people with disabilities (TTY); what to do if a person with a disability is having difficulty in accessing the Township's goods, services or facilities; and, changes made (if any) to the Township's accessible customer service policies and procedures.

The Township shall keep a record of all training provided, including the dates on which the training was provided and the individuals to whom it was provided.

5.2 Information and Communications Requirements (Part II of Ontario Reg.191/11)

5.2.1 Feedback

The Township shall ensure its process for receiving and addressing feedback is accessible for persons with disabilities by providing, or arranging for, the provision of any document, related to this service, in an accessible format or communication support, upon request.

5.2.2 Accessible Formats and Communication Supports

The Township shall, upon request, provide, or arrange for the provision of any of its documents in an accessible format or communication support in a timely manner. When providing accessible formats the Township shall take into account the person's disability and individual communication needs by consulting the person directly.

For a listing of possible contacts to provide accessible or alternative formats, see Appendix "A" attached.

The Township shall not charge a cost that is more than the regular cost charged to other persons.

The Township shall notify the public about the availability of accessible formats and communication supports by incorporating the following statement on documents made public: ***"Documents are available in an accessible format, upon request."***

5.2.3 Emergency Procedure, Plans or Public Safety Information

The Township shall provide its emergency procedures, plans, and public safety information to the public, upon request, in an accessible format or communication support, and shall do so in a timely manner that takes into account the person's disability and communication needs.

5.2.4 Accessible Websites and Web Content

The Township shall make its website and web content conform to the *Worldwide Web Consortium's Web Content Accessibility Guidelines* (WCAG), initially at level A and increasing to level AA. All new websites, and web content, shall conform to level A by January 1, 2014, and level AA by January 1, 2021.

5.2.5 Public Libraries

Subject to Library Board approval, the Chief Executive Officer for the Township of Essa Public Library shall provide or arrange for the provision of access to accessible materials where they exist. Further to which, library staff shall inform the public of the availability of accessible materials, and provide these materials in an accessible format or appropriate communication support upon request. This may include accessible formats for archival materials, special collections, rare books and donations.

5.3 Employment Requirements (Part III of Ontario Reg. 191/11)

(Note: The requirements found in this section apply primarily to employees however they may also apply to volunteers that are accepted and/or appointed through a formal selection process, e.g. advertising, applications and/or interview process. In this case, employee and volunteer may be used interchangeably.)

5.3.1 Availability of Accommodations

The Township shall provide written notification to the public of the availability of accommodations for persons with disabilities, upon request, throughout the hiring process, including:

- All employment postings
- Upon participation in the interview process
- When an offer of employment is made

When arranging for the provision of accommodations, the Township shall consult with the applicant to determine their specific accessibility needs.

5.3.2 Informing Employees of Supports

The Township shall inform all employees of its policies and procedures used to support employees with disabilities, including but not limited to the provision of workplace accommodations. In doing so, the Township shall provide this information to new employees during their workplace orientation training.

5.3.3 Accessible Formats and Communication Supports for Employees

When requested, the Township shall consult the employee with a disability when providing or arranging for the provision of accessible formats or communication supports for information related to the employee's job performance, and information generally provided to all employees. For example, awards ceremonies and information sessions.

5.3.4 Workplace Emergency Response Information

The Township shall provide individualized emergency response information to employees with disabilities. This also applies to elected officials.

5.3.5 Individualized Accommodation Plans

The Township shall establish a written process for the development of individualized accommodation plans for employees with disabilities. This also applies to elected officials.

5.3.6 Return-to-Work Process

The Township shall develop and have in place, a written return-to-work process for employees who have been absent due to a disability, and require workplace accommodations in order to return-to-work.

5.3.7 Performance Management

The Township shall take into consideration the accessibility needs of employees with disabilities, and all individualized accommodation plans, when developing its performance management documents, tools, and resources.

5.3.8 Career Development and Advancement

When providing career development and advancement opportunities to its employees, the Township shall take into consideration their accessibility needs as well as any individualized accommodation plans of its employees with disabilities.

5.3.9 Redeployment

The Township shall take into consideration the accessibility needs as well as any individualized accommodation plans when redeploying employees with disabilities, unless such accommodation is considered an undue hardship to the Township.

5.4 Transportation Requirements (Part IV of Ontario Reg. 191/11)

5.4.1 Specialized and Conventional Transit Services

***The Township of Essa does not currently provide Transit Services to residents/visitors of the municipality. Should the municipality commence offering these services to residents/visitors in the future, they shall comply with all specifications as outlined in the Integrated Accessibility Standard Regulation 191/11.*

Duties of Municipalities

5.4.2 Duties of Municipalities: Accessible Taxicabs

The Township shall consult with the Essa Accessibility Advisory Committee, the public, and persons with disabilities on the appropriate proportion of on-demand accessible taxicabs, and shall report on the progress being made to provide on-demand accessible taxicabs in its municipal Accessibility Plan.

5.4.3 Duties of Municipalities – Taxicabs

By licensing taxicabs, the Township will ensure that brokers, owners and operators of taxicabs are:

- Not charging a higher fee to persons with disabilities than the fee charged to persons without disabilities for the same trip or distance
- Not charging a fare for the storage and transportation of assistive devices or mobility assistive devices.

In addition, the Township shall ensure that brokers, owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab, and that this information be made available in an accessible format to persons with disabilities who are passengers.

5.5 Design of Public Spaces (Part IV.1 of Ontario Reg. 191/11, as amended by Ontario Regulation 413/12)

Except as otherwise specified, this section applies to public spaces that are newly constructed or redeveloped on or after January 1, 2016.

5.5.1 Trails

The Township of Essa shall consult with the Accessibility Advisory Committee, the public and persons with disabilities on the following before constructing new or redeveloping existing trails:

- The slope of the trail;
- The need for and location of ramps on the trail;

- The need for, location and design of rest areas, passing areas, viewing areas, amenities on the trail, and any other pertinent feature.

The Township of Essa shall ensure that the technical requirements as stipulated in Ontario Regulation 413/12 are complied with, and that the appropriate signage is provided at each end of the recreational trail, as in accordance with the Regulation.

5.5.2 Outdoor Public Use Eating Areas

The Township of Essa shall ensure that at least 20 percent of tables that are provided in a newly constructed or redeveloped outdoor public use eating area are accessible to persons using mobility aids, or at a minimum one table, by having knee and toe clearance underneath the table, and that the ground surface leading to and under the tables is level, firm and stable, and that the tables have clear ground space around them to allow for a forward approach to the table(s).

5.5.3 Outdoor Play Spaces

When constructing new or redeveloping existing outdoor play spaces, the Township of Essa shall ensure that it consults with the Accessibility Advisory Committee on the needs of children and caregivers with various disabilities. The municipality shall incorporate accessibility features into the design of outdoor play spaces and ensure that the outdoor play space has a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers the ability to move through, in and around the outdoor play space.

5.5.4 Exterior Paths of Travel

When constructing new or redeveloping existing exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and maintained by the municipality, the Township shall ensure that it complies with all technical requirements as outlined in Ontario Regulation 413/12 (Sections 80.21 to 80.31), inclusive of the requirements outlined for ramps, stairs, curb ramps and depressed curbs.

The Township of Essa shall consult with the Accessibility Advisory Committee on the design and placement of rest areas along the exterior path of travel.

The municipality shall ensure that the installation of new or replacement of existing pedestrian signals complies with the requirements set out in Section 80.28 of Ontario Regulation 413/12.

5.5.5 Accessible Parking

When constructing new or redeveloping existing *off-street* parking facilities that the municipality intends to maintain, the Township of Essa shall comply with all requirements outlined in Ontario Regulation 413/12, inclusive of the incorporation of access aisles, Type A and Type B parking spaces, and appropriate signage.

When constructing new or redeveloping existing *on-street* parking spaces, the municipality shall consult on the need, location and design of accessible on-street parking spaces with the public, persons with disabilities, and the Accessibility Advisory Committee.

5.5.6 Obtaining Services

When constructing new service counters and fixed queuing guides at municipal facilities, and constructing new or redeveloping waiting areas at municipal facilities,

the Township of Essa shall incorporate all criteria required in Sections 80.40 to 80.43 of Ontario Regulation 413/12 into its design.

5.6 Accessible Customer Service Policy (Part IV.2 of Ontario Regulation 191/11 as amended by O. Regulation 165/16)

5.6.1 Providing Goods, Services or Facilities to People with Disabilities

The Township of Essa is committed to complying with its current and ongoing obligations under the *Ontario Human Rights Code* and the AODA. In its commitment to excellence, the Corporation shall serve all customers including people with disabilities in a way that respects the dignity and independence of each individual.

5.6.2 Assistive Devices

The Township is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices, and staff shall ensure that the person is not prevented from having access to the devices while on the Township's premises..

Management shall ensure that staff is familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. In the event that a person with a disability is hindered from accessing goods or services and after consulting with the customer, the Township will make every effort to accommodate the customer by using any other assistive measures available.

5.6.4 Service Animals

The Township of Essa welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

If a person with a disability is accompanied by a guide dog or other service animal, the Township shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him/her, unless the animal is otherwise excluded by law from the premises.

If a service animal is excluded by law from the premises, the Township of Essa shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the Township's goods, services or facilities.

If it cannot be easily identified that the animal is a service animal, staff may ask the person to provide documentation from a regulated health professional. This documentation must confirm that the person with the service animal needs that particular service animal for reasons relating to their disability.

5.6.5 Support Persons

The Township of Essa is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Township of Essa's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Provided that the person with a disability is a paying participant, where fees apply, then fees will not be charged for support persons for admission to the Township of Essa's premises, events or programs. If an amount is payable for a support

person's admission, the Township shall ensure that notice is given in advance about the amount, if any, that is payable in respect of the support person.

Request for Support Person

In certain situations, the Township of Essa may require a person with a disability to be accompanied by a support person when on the Township's premises, but only if a support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises. If required, the person with a disability shall make arrangements for and cover the costs for the required support person. Before making a decision, the Township will consult with the person with the disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

If the Township of Essa requires a person with a disability to be accompanied by a support person when on the premises, the Township shall waive payment of the amount, if any, payable in respect of the support person's admission.

5.6.6 Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Township will notify customers promptly. This clearly posted notice will include information regarding the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

This notice will be made publicly available by posting on the Township's website, as well as at the location that is ultimately affected by the temporary disruption.

5.6.7 Feedback Process

The Township of Essa welcomes feedback on how we provide accessible customer service. Customer feedback assists the Township in identifying barriers and responding to concerns. Customers can provide feedback to the Township of Essa by emailing feedback@essatownship.on.ca, by printing off and completing our Customer Service Feedback form (available under the Forms page of our website at www.essatownship.on.ca), by calling the Clerk at 705-424-9770 extension 116, or by writing a note and sending it to our office at: Township of Essa, Attention: Clerk, 5786 County Road 21, Utopia, ON L0M 1T0.

In the event that one of these formats is not compatible with the customer's disability, we will arrange for an alternative format and communication support, upon request.

5.6.8 Notice of Availability of Documents

The Township of Essa will notify the public that documents related to accessible customer service are available upon request by posting a notice in footer section of our website at www.essatownship.on.ca.

The Township will provide this document in an accessible format or with appropriate communication supports, upon request. We will consult with the person making the request in order to determine the suitability of the format or communication support. We endeavor to provide the accessible format in a timely manner and, at no additional cost.

5.6.9 Modifications to this or other Policies

Any policies of the Township of Essa that do not respect and promote the principles of dignity, independence and equal opportunity for people with disabilities will be modified or removed.

6. EXCLUSIONS

The Integrated Accessibility Standards Regulation Policy shall not apply during any period where Council has declared a “State of Emergency” as defined under the *Emergency Management Act*.

7. POLICY REVIEW AND PROCEDURE

This Policy will be reviewed as required, but in any case no later than five (5) years from the date of the most recent review. Progress reports will be updated annually so as to inform the public of measures taken by the municipality in mitigating and removing barriers. The municipality shall submit a report to the Province as legislatively required.

The Township Clerk shall be responsible for initiating the review of this Policy as well as that of the Multi-Year Accessibility Plan, reporting to the Province, updating the Progress Report and posting the Progress Report on the website, and to make improvements as needed (housekeeping, to conform with legislative amendments or continuous improvement procedures).

REFERENCES AND RELATED DOCUMENTS

Ontarians with Disabilities Act, 2001
Accessibility for Ontarians with Disabilities Act, 2005, as amended by Ontario Regulations 429/07, 191/11, 413/12, and 165/16
Ontario Human Rights Code
Township of Essa’s Multi-Year Accessibility Plan
Accessible Customer Service Standard Procedure (A-001)
Information and Communication Standard Procedure (A-002)
Employment Standard Procedure (A-003)

ATTACHMENTS

Appendix “A” – **Alternate Accessible Formats – Accessibility Services – List of Contacts**

APPENDIX "A"

TOWNSHIP OF ESSA
Alternate Accessible Formats – Accessibility Services
List of Contacts

All of the documents offered by the Township of Essa are available in alternative formats upon request. Some alternative formats (ie: large font, translation to audio CD, etc.) can be performed by municipal employees.

Contacts as outlined below are other alternatives available for employees to contact, should the need be required. Please remember - person(s) requesting an alternative format are not charged any additional fees for information that is readily available to those without a disability, and that the alternative format being offered takes into consideration the person's disability. Persons requesting information in an alternative format are subject to the same fee(s) as persons without a disability (ie: copy fee).

Brain Injury Services of Simcoe County

560 Bryne Drive, Barrie, Ontario L4N 9P6
705-734-2178

Breaking Down Barriers Independent Living Resource Centre

115 Hurontario Street, Unit#203, Collingwood, Ontario L9Y 2L9
705-445-1543

Canadian Hearing Society

74 Cedar Point Drive, Unit#1009, Barrie, Ontario L4N 5R7
705-737-3190 TTY: 705-737-4911

Canadian Mental Health Association (Barrie Simcoe Branch)

15 Bradford Street, Barrie, Ontario L4N 1W2
705-726-5033

CNIB

20 Anne Street, Unit#10, Barrie, Ontario L4N 6S7
905-728-3352

Canadian Paraplegic Association Ontario

80 Bradford Street, Unit#111, Barrie, Ontario L4N 6S7
705-726-4546 or 1-800-870-5670

Canadian Red Cross

14 High Street, Unit#201, Barrie, Ontario L4N 1W1
705-721-4547

Deaf Access Simcoe Muskoka

74 Cedar Point Drive, Unit#1009, Barrie, Ontario L4N 5R7
705-728-3577 TTY: 705-728-3599 or 1-800-855-0511
Website: www.deafaccess.ca

Helping Hands Community Support Services

210 Memorial Avenue, Unit#126B, Orillia, Ontario L3V 7V1
705-325-7861
(Services for Senior's and Adults with Physical Disabilities)

Independent Living Services

44 Cedar Point Drive, Unit#1102, Barrie, Ontario L4N 5R7

705-737-3263 TTY: 705-737-3242

(Attendant Care Services, Outreach, Supportive Housing, Respite, Public Education, Community Development, ARC)

Mobility Products:

Georgian Home Mobility Products

395C Hume Street, Collingwood, Ontario

705-444-2263 or 1-866-874-5363

Ontario Wheelchair Access & Mobility Equipment

31 Ontario Street, Orillia, Ontario L3V 6H1

705-327-1261 or 1-800-387-0245

Silver Cross (Recycled and New Health Care Equipment)

1228 Gorham Street, Unit#6, Newmarket, Ontario L3Y 8Z1

905-830-1337 or 1-855-830-1337

Communication Devices:

Essa Public Library

Angus Branch

8505 County Road 10, Unit 1, Angus

(705) 424-6531 – phone

(705) 424-5512 – fax

Thornton Branch

34 Robert Street, Thornton L0L 2N0

Phone (705) 458-2549

Fax (705) 458-1820

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6855 Airport Road, Unit 146

Mississauga, ON L4V 1Y9

416-414-3119

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