

Municipality of Guelph – 2005 Accessibility Plan

The Corporation of the City of Guelph



2005

ACCESSIBILITY PLAN

Submitted By

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ODA Corporate Steering Committee

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1 – City of Guelph Barrier Free Policy Statement

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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% of the population. It is estimated that 20% 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 second year plan (2005) prepared by the ODA Corporate Steering Committee (ODA-CSC) of the City of Guelph. The report describes (1) the measures that the City of Guelph has taken in the past,

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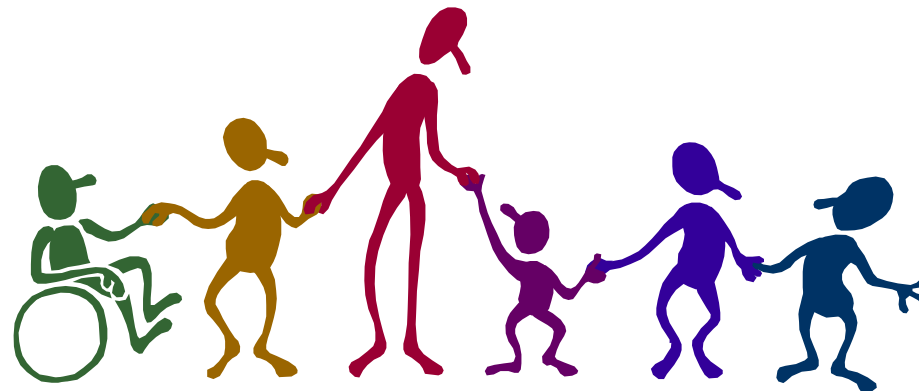
and (2) the measures that the City will take during 2005, to identify, remove and prevent barriers to people with disabilities who use the facilities and services of the Municipality, including staff, and other members of the community.

This year, the City of Guelph committed itself to the 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 Steering Committee and Accessibility Advisory Committee identified 25 barriers (Section 5.5) to people with disabilities. The most significant barriers are those that affect circulation of persons with disabilities such as curb ramps, snow removal, speed humps, parking, transportation services and blocking of sidewalks.

Our goal, during the coming year, is to:

- a. Monitor the progress of the Priorities identified for 2004
- b. Ensure that staff begin working on the Priorities identified in the 2005 Accessibility Plan
- c. Continue to promote and encourage the removal of barriers to City of Guelph policies, programs, practices and facilities.



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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,
59 Carden Street.
Guelph Ontario, N1H 3A1

2.3 Introduction

The Corporation of the City of Guelph has established a comprehensive and collaborative approach to dealing with 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 meet the special needs and interests of persons with disabilities and with public volunteers who have disabilities and other community-spirited volunteers. Our accumulated experience and successful initiatives have given the City an enviable reputation in removing barriers experienced by persons with disabilities. The Ontario Ministry of Citizenship has included Guelph as an “example of municipal best practices” in removing accessibility barriers.

While the work is primarily designed for persons with disabilities, many of the accomplishments in improved and enhanced accessibility are of direct benefit to other residents of Guelph, their guests and other visitors. 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

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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 – Wellington Barrier Free Committees in 1998; adopted a corporate Barrier Free Policy Statement in 2001; devised and adopted the municipality's own Facility 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 and its Staff ODA Corporate Steering Committee in 2003.

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

2.4 Population

Guelph is a city with a population of some 119,200 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 8 Departments and approximately 850+ full time employees. The Departments consist of Environment & Transportation, Finance, Community Services, Information Services, Legal Services, Human Resources, Planning and Building Services and Economic

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Development. 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

Guelph is an innovative, caring community, excited about its future...

- Recognized as an appealing, attractive city
- Committed to its environmental stewardship
- Supportive of its progressive diversified economy
- Proud of its downtown... a great place to call home.

2.7 City of Guelph Mission

We are a government that is accessible, affordable, accountable and responsive to its citizens

Commitments

- To ensure quality growth
- To preserve our natural, cultural & architectural heritage
- To promote community wellness
- To enhance our diversified economic base
- To maintain strong municipal management practices

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SECTION 3: GUELPH TRANSIT

The City's public transit service, Guelph Transit, is under the jurisdiction of the Environment and Transportation Group and is included within this Plan. Specialized mobility services are also provided by and under the jurisdiction of Guelph Transit.

3.1 Organization-Agency

Guelph Transit

3.2 Address

City Hall,
59 Carden Street.
Guelph Ontario, N1H 3A1

Site Address: 170 Watson Rd S, Guelph, ON N1L 1C1

3.3 Description

Public transit has been operating in Guelph since 1895. Today Guelph Transit operates 51 buses on 18 routes between the hours of 5:45 a.m. – 12:15 a.m. Monday through Saturday. In June, 2000, Sunday service was re-introduced and all regular routes operate on Sundays between 9:15 a.m. – 6:15 p.m.

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Guelph Transit received nine new Orion VI low floor buses in 1998 and has recently received delivery of eight new Nova low floor accessible buses. With a total of 17 accessible low floor buses in the fleet, Guelph Transit can now guarantee accessible service on eight regular routes. **Each year 3 – 4 new low floor buses will be added to the transit fleet.**

Ridership continues to grow each year. In 2002 over 5.5 million passengers used the service.

Guelph Transit service includes the Mobility Service, a pre-booked door to door service for passengers who are not able to board a conventional bus.

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SECTION 4: ODA WORKING COMMITTEES

4.1 ODA Corporate Staff Steering Committee

The City of Guelph recognizes that the ODA utilizes comprehensive definitions for both *disability* and *barrier* and therefore the Municipality's *Plan* will need to reflect these definitions. In order to ensure that all service areas are represented within the *Plan*, City Council approved the formation of an ODA Corporate Steering Committee. This committee includes a wide representation of staff and departments whose task is to oversee the process of preparing the *Accessibility Plan*.

Under the direction of the Disability Resource Coordinator, this corporate interdepartmental group was charged to:

- Develop and monitor the 2003 AND 2005 Municipal Accessibility Plan.

The Committee has also actively consulted with other staff and groups within each Department to ensure their expertise and input has been included in developing the *Plan*.

The ODA Corporate Steering Committee's primary role is to:

- Demonstrate leadership in creating and recommending innovative approaches and progressive solutions to make City Services, programs, by-laws, policies and practices more accessible to residents of Guelph and City employees.

The following is a list of the 2004 ODA Corporate Staff Steering Committee including their position, which Department/Area they represent as well as their contact (email) information:

1. **Betty Richard**, Disability Resource Coordinator/Plan Coordinator, Corporate Property Management, Community Services Group, brichard@city.guelph.on.ca

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2. **Lois Payne**, City Solicitor, Legal Department, lpayne@city.guelph.on.ca
3. **Murray McCrae**, Manager, Corporate Property Management, Community Services Group, mmcrae@city.guelph.on.ca
4. **Randall French**, Director of Transportation, Environment and Transportation Group, rfrench@city.guelph.on.ca
5. **Mark Bolzon**, Manager, Purchasing/Risk Management Services Finance Department, mbolzon@city.guelph.on.ca
6. **Adrian Van Eck**, Building Inspector, Planning and Building Services, avaneck@city.guelph.on.ca
7. **Dean Wyman**, Manager, Administration & Communication Division, Environment & Transportation Group, dwyman@city.guelph.on.ca
8. **John Travers Coleman**, AAC Chairperson, Accessibility Advisory Committee, travc@rogers.com

4.2 Key Contact/Accessibility Plan Coordinator

The key contact for inquiries regarding the Municipality's Accessibility Plan is the Disability Resource Coordinator (DRC) who acts as the staff liaison between the ODA Corporate Steering Committee and the Accessibility Advisory Committee (AAC). The role of the DRC 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.

Betty Richard, Disability Resource Coordinator, Community Services Department
City Of Guelph, 59 Carden St., Guelph, ON N1H 3A1
(519) 837-5625 ext 228, brichard@city.guelph.on.ca, website: guelph.ca

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4.3 Accessibility Advisory Committee

The *Ontarians with Disabilities Act, 2001 (ODA)* requires that all Municipality's over 10,000 appoint an Accessibility Advisory Committee. A majority of the members of the committee must include persons with disabilities.

In 2004 City Council appointed the following individuals to the AAC:

John Travers Coleman Citizen (Chair)

Leanne Warren Guelph Services for Persons with Disabilities

Sharon Van Manen Citizen

Emily Vincent Guelph Community Health Centre

Doug Grove Citizen

Lionel Sharpe Citizen

Tony Wass Citizen

Corie Chisholm Citizen

David Birtwistle City Councillor

Carol Murphy Citizen

Jane McNamee Citizen

Cyndy McLean Citizen

Molly Kriksic Citizen

France Tolhurst Citizen

Paul Reeve Citizen

Betty Richard Advisor, Disability Resource Coordinator, City of Guelph

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SECTION 5: STATUS OF BARRIERS IDENTIFIED AND INITIATIVES TO REMOVE AND PREVENT THEM

Year 1 – 2003

5.1 Accessibility Priorities

In 2003 the AAC and ODA-CSC prioritized the top 20 issues for staff to address in 2004.

The following is a list of these 20 priorities which also received City Council approval.

- 1) Increase awareness of Disability Resource Coordinator and Division within Corporation;
- 2) Increase awareness of TTY (Teletype – phones for the Deaf) at Community Services, Fire Hall and Police station within the Corporation and ensure necessary staff is trained on its use. Ensure that City's TTY phones are communicated to public (TTY phones for Transit and Clerks Depts.);
- 3) Investigate the provision of corporate materials in alternate formats, including cost and develop policy for their provision;
- 4) Investigate the provision of sign language interpretation at public meetings, including cost, and develop policy for requesting such a service;
- 5) Increase awareness of City's Barrier Free Policy Statement within Corporation to ensure it is reflected when developing policy, practices, programs and services;
- 6) Develop a formal system for public to provide input on barriers and gaps in Municipal policy, practices, programs and services;
- 7) Investigate funding supports available to organizations involved in the provision of services for persons with disabilities;

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- 8) Recommend better promotion of Guelph Accessibility Guidelines and investigate whether the City can impose additional requirements to those set out in the Ontario Building Code for inaccessible private businesses (Schools, religious institutions etc.);
- 9) Assess the need for staff disability awareness training (i.e. training for Transportation drivers and front line staff;
- 10) Develop policy ensuring corporate construction projects are in compliance with the latest edition of the City's Accessibility Guidelines including renovations and redevelopment of public outdoor spaces and that RFP's ensure their compliance;
- 11) Finalize Curb Ramp standards in consultation with the Barrier Free Advisory Committee and ensure standards are complied with in all installation of curb ramps and retrofits. Identify amount of funding required for replacement of curbs and determine yearly budget to meet demand;
- 12) Removal of snow in areas where persons with disabilities live and work, including bus stops/shelters and curb ramps is problematic. Ensure best possible and timely solution that is cost effective and discuss possibility of adjusting priorities;
- 13) Conduct accessibility audit of all bus stops/shelters and determine necessary upgrades;
- 14) Investigate means to ensure that city Taxi companies provide accessible vehicles;
- 15) Develop inventory of signed accessible parking spaces including both private and public and ensure information is available to public;
- 16) Develop Inclusion Policy to guide provision of Municipal Recreation, Leisure and Cultural programs;
- 17) AAC and Library Board to discuss general issues around access to library services;
- 18) AAC and Library Board to discuss issue of accessibility of washrooms at sub-library branches and determine if upgrades can occur before 2006 as scheduled in Capital Budget;
- 19) Update City of Guelph Accessibility Guidelines (to include updated Curb-ramps standards as well as Site Plan accessibility Standards);

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- 20) Develop facility evacuation procedures for persons with disabilities (ensure staff training in area) and investigate any necessary equipment that would aid in their safety (i.e. wheelchair, communication devices, etc.).

Year 2 – 2004

5.2 Barrier Identification Methodologies

The following measures were undertaken by the City of Guelph in 2004 to identify barriers to accessibility:

- 1) A Public meeting was held to present the 2003-04 Accessibility Plan and to gather input from the community on barriers to municipal services. Those not able to attend the meeting were invited to provide feedback in writing or by calling the Disability Resource Coordinator;
- 2) As identified in the 2003-04 Accessibility Plan, an Accessibility Questionnaire is being developed and will be placed on the City of Guelph website;
- 3) A total of six (6) AAC meetings were held which were open to the public;
- 4) The AAC provided input into the development of the 2005 Accessibility Plan;
- 5) The City of Guelph customer tracking system (Synergyn) was updated to include Accessibility prompts for staff to use when reviewing a complaint/concern from the public related to accessibility. Staff training sessions will be conducted for those who require it.
- 6) Calls, letters and emails reviewed by the Disability Resource Coordinator throughout the year were dealt with through a number of means:
 - a. Referred to one of the 4 Barrier Free Committees (Advisory, Education, Recreation/leisure and Transportation) for action;
 - b. Referred to the AAC or ODA-CSC to discussed for inclusion into the 2005 Accessibility Plan, or;
 - c. Referred to the appropriate staff person for action.

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NOTE: The above measures will continue each year to help the municipality to identify barriers to services along with any additional measures developed.

5.3. Review of 2004 Priorities

The following information outlines the progress to date on the 20 Priorities from the 2003-04 Accessibility Plan including the strategies for removal, dept(s) responsible and status.

	Priority	Department	Strategy for removal/prevention	Status
1	Increase awareness of Disability Resource Coordinator and Division within Corporation	Community Services(Corporate Property)	1. Disability Coordinator to meet with HR staff to discuss inclusion of information in Employee orientation sessions and manual.	Complete
Human Resources		2. Continue to attend various dept meetings to discuss access issues	Ongoing	
Information Services (Communications Committee)		3. Ensure all Corporate information material (i.e. City Services Directory) includes information on area	Ongoing	

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	Priority	Department	Strategy for removal/prevention	Status
			<p>4. Memo written to management encouraging Accessibility Planning to be included in Dept business plans.</p> <p>5. Write article for City Holler</p>	<p>Completed</p> <p>To be done before end of 2004</p>
2	<p>Increase awareness of TTY (Teletype – phones for the Deaf) at Community Services, Fire Hall and Police station within the Corporation and ensure necessary staff are trained on its use.</p> <p>Ensure that City's TTY phones are communicated to public (TTY phones for Transit and Clerks Depts)</p>	<p>Community Services(Corporate Property)</p> <p>Transit Information Services Works</p> <p>Fire Police Purchasing Corporate Communications Committee</p>	<p>1. Purchasing dept and Corporate Communications committee to ensure all depts. include the number on stationary, publications and business cards.</p> <p>2. Investigate the provision of TTY service for city's 24 hr emergency service</p> <p>3. Transit and Clerks Divisions to investigate</p>	<p>Process to be developed by Corporate Communications Committee and communicated to staff</p> <p>Completed – TTY purchased</p> <p>Ongoing</p>

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	Priority	Department	Strategy for removal/prevention	Status
			<p>purchase of TTY</p> <p>4. Staff to be trained on proper use;</p> <ul style="list-style-type: none"> • Police • Transit • Clerks • Community Services <p>5. Information Services to include information on City TTY's on City website</p>	<p>Ongoing as hired</p> <p>To be completed</p> <p>To be completed</p> <p>Ongoing as hired</p> <p>Disability Coordinator to work with Corporate Communications Committee</p>
3	Investigate the provision of corporate materials in alternate formats, including cost and develop policy for their provision	<p>Community Services(Corporate Property)</p> <p>Information Services</p> <p>Purchasing</p>	<p>1. Disability Coordinator to meet with Information Services staff to discuss. Investigate process, develop policy/procedure, communicate to staff</p>	<p>Meeting with Information Services staff complete</p> <p>Investigation continuing</p> <p>Recommendation to be made by year end</p>
4	Investigate the provision of	Community	1. Disability Coordinator	Meeting with

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	Priority	Department	Strategy for removal/prevention	Status
	sign language interpretation at public meetings, including cost, and develop policy for requesting such a service	Services(Corporate Property) Information Services Purchasing	to meet with Information Services staff to discuss. Investigate process, develop policy/procedure, communicate to staff 2. Discuss issue with Consortium for potential cost savings	Information Services staff complete Investigation continuing Recommendation to be made by year end. To be done
5	Increase awareness of City's Barrier Free Policy Statement within Corporation to ensure it is reflected when developing policy, practices, programs and services	Community Services(Corporate Property) Human Resources	1. Disability Coordinator to meet with Human Resources staff to discuss inclusion of information in Employee orientation sessions and manual. 2. Memo and copy of Policy to be forwarded to management for inclusion in business planning	Completed Completed
6	Develop a formal system for public to provide input on	Community Services(Corporate	1. Disability Coordinator to meet with Information	Completed

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	Priority	Department	Strategy for removal/prevention	Status
	barriers and gaps in Municipal policy, practices, programs and services	Property) Information Services	Services staff to discuss use of Synergyn to track access concerns 2. Disability Coordinator to develop web-based survey in consultation with Accessibility Advisory Committee, staff and community partners for City web-site to gather information on accessibility	To be completed by years end
7	Investigate funding supports available to organizations involved in the provision of services for persons with disabilities	Community Services(Corporate Property) Finance	1. Disability Coordinator to meet with Finance staff to discuss 2. Investigate development of a grant program and make recommendation in 2005	Completed Disability Coordinator to investigate further and develop recommendations (2005)
8	Recommend better promotion of Guelph Accessibility Guidelines (Standards) and investigate	Community Services(Corporate Property)	1. Disability Coordinator to meet with staff from appropriate depts. to discuss issue and	Completed. Discussed ways to promote Accessibility

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	Priority	Department	Strategy for removal/prevention	Status
	whether the City can impose additional requirements to those set out in the Ontario Building Code for inaccessible private businesses (Schools, religious institutions etc.)	Planning, Building, Zoning Legal	generate possible solutions. 2. Discuss issue with Consortium 3. Accessibility Advisory Committee to continue to lobby provincial gov't	Standards with Building and Planning staff. Further meetings and discussions to take place To be done To be done
9	Assess the need for staff disability awareness training (i.e. training for Transportation drivers and front line staff	Community Services(Corporate Property) Human Resources Transit	1. Disability Coordinator to meet with Human Resources to discuss development of training program. 2. Barrier Free Transportation Committee to discuss with Transit provision of awareness training for drivers.	Completed. Further discussions to take place regarding developing staff training program Completed

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	Priority	Department	Strategy for removal/prevention	Status
			3. Budget to be developed by Transit	To be done
10	Develop policy ensuring corporate construction projects are in compliance with the latest edition of the City's Accessibility Guidelines including renovations and redevelopment of public outdoor spaces and that Requests For Proposals ensure their compliance	Community Services(Corporate Property) Environment and Transportation Planning Purchasing	1. Corporate Property to take lead to develop policy with appropriate staff 2. Receive Council approval and communicate policy	To take place once Accessibility Standards are updated Same as above
11	Finalize Curb Ramp standards in consultation with the Barrier Free Advisory Committee and ensure standards are complied with in all installation of curb ramps and retrofits. Identify amount of funding required for replacement of curbs and determine yearly budget to meet demand	Community Services(Corporate Property) Engineering Works Accessibility Advisory Committee /Curb-Ramp Sub Committee	1. Curb-ramp sub-committee to work with Engineering and Works staff to finalize standards 2. Accessibility Advisory Committee to write letter to Planning Environment and Transportation Committee in support of new standards	Completed To be completed by years end

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	Priority	Department	Strategy for removal/prevention	Status
			<p>3. Works (with input from Curb-ramp committee and Accessibility Advisory Committee) to determine expansion budget requirements for increase in fund required for retro-fits</p> <p>4. Accessibility Advisory Committee to make presentation to Council on issue</p>	<p>To be completed with 2004 budget process</p> <p>To be completed with 2004 budget process</p>
12	Removal of snow in areas where persons with disabilities live and work, including bus stops/shelters and curb ramps is problematic. Ensure best possible and timely solution that is cost effective and discuss possibility of adjusting priorities	<p>Community Services(Corporate Property)</p> <p>Winter Control, Transit, Parking and Down Town Operations</p> <p>Accessibility Advisory Committee</p>	<p>1. Members of Accessibility Advisory Committee to meet with staff to discuss issue including shovel out system</p> <p>2. Works staff to conduct research to identify priorities and issues</p> <p>3. Accessibility Advisory</p>	<p>To be done by year end</p> <p>Ongoing</p> <p>To be done by</p>

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	Priority	Department	Strategy for removal/prevention	Status
			Committee to write letter to Planning Environment and Transportation Committee in support of removal of snow in areas surrounding accessible parking areas and ramps in a timely matter	year end
13	Conduct accessibility audit of all bus stops/shelters and determine necessary upgrades	Community Services(Corporate Property) Barrier Free Transportation Committee Transit	Transit staff to discuss issue with Barrier Free Transportation Committee and determine course of action and budget requirements if necessary.	Completed Grant received to conduct audit of all bus stops. Access Standards for audit developed by Barrier Free Transportation Committee. Report to be prepared by year end
14	Investigate means to ensure	Community	Barrier Free	Ongoing:

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	Priority	Department	Strategy for removal/prevention	Status
	that city Taxi companies provide accessible vehicles	Services(Corporate Property) Police Services Board Transit Barrier Free Trans Committee	Transportation Committee to meet with Police Services Board/ staff to investigate possible solutions.	Barrier Free Transportation Committee to make presentation and recommendations to Police services board in Sept 2004
15	Develop inventory of signed accessible parking spaces including both private and public and ensure information is available to public	Community Services(Corporate Property) Parking Barrier Free Transportation Committee	Barrier Free Transportation Committee to meet with Transportation staff to investigate possible solutions	Inventory of Municipal spaces completed, information will be posted on City Web-site. Public listing to be completed in 2005 as funds become available through Ministry grant
16	Develop Inclusion Policy to guide provision of Municipal Recreation, Leisure and Cultural programs	Community Services (Rec. Dept) Barrier Free Recreation and	Disability Coordinator to meet with staff (Inclusion Coordinator) to begin discussions on issue and development of policy	To take place by years end

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	Priority	Department	Strategy for removal/prevention	Status
		Leisure Committee Culture, Museum, Library		
17	Accessibility Advisory Committee and Library Board to discuss general issues around access to library services	Community Services (Corporate Property) Accessibility Advisory Committee Library Board	Accessibility Advisory Committee to form sub-committee to meet and discuss issues with library board/staff	To take place by years end
18	Accessibility Advisory Committee and Library Board to discuss issue of accessibility of washrooms at sub-library branches and determine if upgrades can occur before 2006 as scheduled in Capital Budget	Community Services(Corporate Property) Accessibility Advisory Committee Library Board	Accessibility Advisory Committee to form sub-committee to meet and discuss issues with library board/staff	To take place by years end
19	Update City of Guelph Accessibility Guidelines/Standards (to include updated Curb-ramps	Community Services(Corporate Property)	1. Request funding in 2004 budget to update present Guidelines	Completed – received

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	Priority	Department	Strategy for removal/prevention	Status
	standards as well as Site Plan accessibility Standards) Develop Accessibility Standards for Site Plan approval and determine procedures for their review by the Accessibility Advisory Committee	Accessibility Advisory Committee Planning, Building, Parking, Engineering, Traffic	2. Meet with Consortium to discuss issue of joint project to develop County wide accessibility standards for all partners 3. Obtain Council approval, communicate standards to community and ensure all staff are trained in procedures	Ongoing – to be decided by years end To be done when Standards are complete Discussed ways to promote Accessibility Standards with Building and Planning staff. Further meetings and discussions to take place
20	Develop facility evacuation procedures for persons with disabilities (ensure staff training in area) and investigate any necessary equipment that would aid in	Community Services(Corporate Property) (Fire) Human Resources	Disability Coordinator to meet with appropriate staff to discuss course of action	To be done by years end

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	Priority	Department	Strategy for removal/prevention	Status
	their safety (i.e. wheelchair, communication devices, etc.)	Emergency Operations Control Group		

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5.4 Barriers identified in 2004

The following is a list of barriers identified through measures outlined above under section 5.2 *Barrier-identification methodologies*. The information available includes the type of barriers and ideas on how to prevent or remove it.

	<i>Barrier</i>	<i>Barrier Type</i>	<i>Possible strategies for removal or prevention</i>
1	City Mission/Vision statement does not include reference to accessibility for persons with disabilities	Policy	Include reference to accessibility for persons with disabilities in City Mission/Vision
2	Funding allocation for retrofit of curb ramps is insufficient	Funding	Accessibility Advisory Committee to lobby City Council for increase in funds
3	Abuse of accessibility parking permits by persons (i.e. one family member may use it in the absence of the owner of the permit)	Practice	Create procedure for enforcement with Guelph Police Services and the Ministry of Transportation Increase enforcement Develop an information/awareness campaign
4	Programs for person's with complex disabilities (i.e. Spinal Cord Injury,	Program	Recreation and Active Living staff to investigate provision of specialized programs/equipment in accessible

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	<i>Barrier</i>	<i>Barrier Type</i>	<i>Possible strategies for removal or prevention</i>
	CP, MS etc) are very limited, especially at the local recreation centres		locations. Work with the Barrier Free Recreation and Leisure Committee on this issue
5	Accessible bus routes need to be expanded	Physical	Ensure that when new low floor buses are purchased each year they are added onto the routes in a timely manner and that the # of low floor routes increases each year.
6	Not enough funding to accommodate adults with disabilities requesting a subsidized bus pass	Funding	Increase the amount of funding subsidy for the Subsidized Bus Pass program to allow 150 more adults/month to be subsidized
7	Computers at the Library are not available in large font	Physical	At least one computer should be programmed so that information is available in large font (16pt) Ensure that it is labeled “Large Font”.
8	Speed humps are problematic for persons with disabilities	Physical	Accessibility Advisory Committee to write letter to Planning Environment and Transportation Committee of Council indicating their opposition of using speed humps as a form of traffic calming
9	Not all City Policies	Policy	Ensure that all corporate policies

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	<i>Barrier</i>	<i>Barrier Type</i>	<i>Possible strategies for removal or prevention</i>
	consider accessibility to persons with disabilities		make reference to accessibility and have input from the ODA Corporate Steering Committee and Accessibility Advisory Committee if appropriate.
10	Family Washroom at Riverrun does not have accessible door openers	Physical	Install automatic door opener
11	Free Parking Pass for Persons with a disability is not available to all persons with a disability due to income level as criteria. Pass also not available to persons with disabilities who do not qualify for an accessible parking permit.	Policy	<p>Review Free Parking Pass policy criteria</p> <p>Review the number of accessible parking spaces</p> <p>Review the accessibility standards for accessible parking spaces (i.e. width, signage, curb location etc.)</p>
12	Minimum fine (\$300) for parking violation of accessible parking spaces is often reduced	Practice	Investigate process with Court prosecutor/Justice to ensure minimum fine (\$300) for parking violation of accessible parking spaces is collected
13	Limited Mobility Service in Community	Transportation	Work with Transportation staff to identify level of service required to meet needs of community

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	<i>Barrier</i>	<i>Barrier Type</i>	<i>Possible strategies for removal or prevention</i>
14	Municipalities “Stoop and Scoop” by-law does not include proper terminology and is out of date	Information	Investigate proper terminology for use of service animals Recommend changes to City Council to change By-law
15	Lack of Employment Accessibility Plan for persons with disabilities	Practice	The City of Guelph will actively engage in developing an Employment Accessibility Plan and develop supporting policies and practices
16	Washroom at main library branch is not accessible	Physical	Post sign indicating that washroom may not be accessible to some persons with disabilities Review Capital budget in 2005 to determine if funds can be allocated Accessibility Advisory Committee to make presentation to Council and Library Board at budget deliberations Ensure any construction of washrooms are built to Accessibility Advisory Committee approved Accessibility standards

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5.5 Barrier Priorities to be addressed in 2005

The following list identifies the barriers that the City of Guelph will address in the coming year. These issues were prioritized by the AAC and ODA-CSC. They include a combination of barriers identified in the 2003-04 Accessibility Plan, as well as a number of those identified in 2004 (Sec 5.4).

The information below includes a list of the barriers, an objective that specifies an outcome, the means by which the Municipality will deal with the barrier, resources allocated for the removal or prevention of the barriers, the time line for its removal or prevention, and who/which department is responsible for implementing the objective.

	Barrier	Objective	How To Remove/Prevent	Resources	Timing	Responsibility
1	City Mission/Vision statement does not include reference to accessibility for persons with disabilities	The City Mission/Vision statement will include reference to accessibility for persons with disabilities	Accessibility Advisory Committee to write letter to City Administrator	Staff time	1 st quarter	Accessibility Advisory Committee Administration
2	Funding allocation for retrofit of curb ramps is insufficient	Funding allocation will be increased to ensure an additional 44	Accessibility Advisory Committee to lobby City Council for increase in funds	Staff Time Operating expansion of \$86,000	1 st quarter	Public Works Corporate Property Accessibility Advisory Committee

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	Barrier	Objective	How To Remove/Prevent	Resources	Timing	Responsibility
		curb ramps are retrofitted each year	Public Works to request additional funds in expansion package			
3	Abuse of accessibility parking permits by persons (i.e. one family member may use it in the absence of the owner of the permit)	The use of accessible parking permits by persons who are not disabled will decrease	<p>Create procedure with Guelph Police Service and the Ministry of Transportation for enforcement under the Highway Traffic Act</p> <p>Review enforcement levels</p> <p>Develop an information/awareness campaign</p>	<p>Staff Time</p> <p>Budget requirement to be determined</p>	2 nd quarter	<p>Parking Division</p> <p>Barrier Free Transportation Committee</p> <p>Corporate Property</p> <p>Guelph Police Services</p>
4	Minimum fine (\$300) for parking violation of accessible parking spaces is often reduced	That the minimum fine (\$300) for parking violation of accessible parking spaces will be	City Solicitor to speak to court prosecutor	Staff Time	1 st quarter	Legal

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	Barrier	Objective	How To Remove/Prevent	Resources	Timing	Responsibility
		collected				
5	Programs for person's with complex disabilities (i.e. Spinal Cord Injury, CP, MS etc) are very limited, especially at the local recreation centres	The number of programs will increase	<p>Recreation and Active Living staff to investigate provision of specialized programs/equipment in accessible locations.</p> <p>Work with the Barrier Free Recreation and Leisure Committee on this issue</p>	<p>Staff Time</p> <p>Budget requirement to be determined</p>	2 nd quarter	Recreation Dept Barrier Free Recreation Committee
6	Insufficient number of accessible bus routes	To increase the inventory of accessible bus routes	<p>Continue the City's practice of ensuring all new vehicle acquisitions are of an accessible low floor design</p> <p>Ensure that as new low floor buses are purchased each year they are added onto the routes in a timely manner and that the #</p>	<p>Staff Time</p> <p>Capital</p>	Annually	Fleet Services Corporate Property

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	Barrier	Objective	How To Remove/Prevent	Resources	Timing	Responsibility
			of low floor routes increases each year.			
7	Insufficient number of subsidized bus passes for the need expressed	The amount of passes will be increased to accommodate the expressed need	Determine need Establish plan and determine potential budget impact Transit staff to seek Council approval	Staff Time Determine budget impact	1 st quarter	Transit Corporate Property
8	Computers at the Library are not available in large font	At least one computer should be programmed so that information is available in large font (16pt)	Re-set computer to larger font Ensure that it is labeled "Large Font".	Staff Time	1 st quarter	Library
9	Speed humps are problematic for persons with disabilities	No speed humps will be installed	AAC to write letter to PET (Planning Environment and Transportation) Committee of Council indicating their opposition of using speed humps as a	Staff Time	1 st quarter	Traffic Services Corporate Property Accessibility Advisory Committee

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	Barrier	Objective	How To Remove/Prevent	Resources	Timing	Responsibility
			form of traffic calming			
10	Not all City Policies that affect persons with disabilities consider accessibility	All new and revised policies (corporate and departmental) will ensure accessibility	Ensure that all new and revised corporate and departmental policies that may affect persons with disabilities have input from the ODA Corporate Steering Committee and AAC if appropriate.	Staff Time	1 st quarter	ODA Steering Committee Corporate Property All Departments
11	Family Washroom at Riverrun does not have accessible door openers	Family washroom will have automatic door opener installed	Install automatic door opener	\$3,500	2 nd quarter	Riverrun Corporate Property Division
12	Free Parking Pass policy may be a barrier for persons disabilities	Free Parking Pass program will be re-evaluated	Review Free Parking Pass policy	Staff Time	1 st quarter	Parking Division Barrier Free Transportation Committee Corporate Property
13	Mobility Service does not meet the	To review and improve Mobility service	Meet with community to identify requirements	Staff Time Determine	1 st quarter	Transit Barrier Free Transportation

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	Barrier	Objective	How To Remove/Prevent	Resources	Timing	Responsibility
	needs of the Community			Budget requirement		Committee Corporate Property
14	Municipalities “Stoop and Scoop” by-law does not include proper terminology and is out of date	By-law will be changed to reflect proper terminology and practices endorsed by Service Dog training organizations	Investigate proper terminology for use of service animals Recommend changes to City Council to change By-law	Staff Time	Jan 1/05	Community Services(Corporate Property) Legal
15	Lack of Employment Accessibility Plan for persons with disabilities	Employment Accessibility Plan and supporting policies will be developed by the City of Guelph	The City of Guelph will actively engage in developing an Employment Accessibility Plan and develop supporting polices and practices	Staff Time	4th quarter	Human Resources Dept. Accessibility Advisory Committee
16	Washroom at main library branch is not accessible	To provide an accessible washroom	Install an accessible washroom. Library Board to ensure any construction of washrooms are built to AAC approved Accessibility	Staff Time Cost to be determined (Capital Funds)	4 th quarter	Library Corporate Property Division Accessibility Advisory Committee

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	Barrier	Objective	How To Remove/Prevent	Resources	Timing	Responsibility
			standards			
17	Municipal polling stations not accessible to persons with disabilities (identified in 03-04 Plan: App. F., Sec A. #11)	All municipal polling stations will be located in facilities that are accessible to persons with disabilities	Work with Clerks staff to ensure that all municipal polling stations be situated only in buildings which are accessible to persons with disabilities	Staff Time	4 th quarter	Information Services
18	No consistency in the consideration to accessibility in the purchasing of goods and services (identified in 03-04 Plan App. F., Sec A. #9)	Staff will ensure consideration to accessibility in the purchasing of goods and services	Educate Staff Ensure Purchasing Policy includes reference to accessibility in the procurement of goods and services	Staff Time	2 nd quarter	All Departments Corporate Property Accessibility Advisory Committee Barrier Free Education Committee Purchasing
19	Information on City website is not available in text based	City web-site will be accessible to persons who	Update City Website to ensure it is compliant with ADA and W3C standards	Determine Funding requirements for 2005	4 th quarter	Information Services

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	Barrier	Objective	How To Remove/Prevent	Resources	Timing	Responsibility
	format to make it accessible to people who are blind and use reading software (identified in 03-04 Plan App. F., Sec B. #1)	are blind/low vision				
20	Zoning provisions should be consistent with Guelph Accessibility Standards (Item identified in 03-04 Plan App F., Sec D. #4)	Zoning provisions will be consistent with Guelph Accessibility Standards	Review Zoning provisions once Accessibility standards are updated	Staff time	Upon completion of updating of standards	Zoning Division Corporate Property Division
21	Blocking of sidewalks i.e. newspapers, patio cafes causes	Bylaw will be enforced to ensure businesses comply	Enforce under Traffic Bylaw Accessibility Advisory Committee to write	Staff Time	1 st quarter	Parking Division Corporate Property Division Accessibility Advisory

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	Barrier	Objective	How To Remove/Prevent	Resources	Timing	Responsibility
	problems for persons with disabilities (identified in 03-04 Plan App F., Sec F. #9)		standard letter to be used by Parking Division in educating offenders			Committee
22	Lack of accessible standards for public outdoor recreational spaces (identified in 03-04 Plan App F., Sec G. #4)	Accessible standards will be developed for public outdoor recreational spaces and used by City in future projects	Research and develop accessibility standards in consultation with Accessibility Advisory Committee	Determine budget requirement Staff Time	4 th quarter	Parks Dept Corporate Property Barrier Free Recreation Committee
23	Library website not accessible and “user friendly” to persons with disabilities (identified in 03-04 Plan App F., Sec D. #11)	Update website to ensure accessibility to persons with disabilities	Investigate software solutions and make appropriate modifications	Determine budget requirement Staff Time	4 th quarter	Library Information Services
24	Communication devices for	Communication devices for	Research communication	Determine budget	4 th quarter	Information Services

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	Barrier	Objective	How To Remove/Prevent	Resources	Timing	Responsibility
	persons who are hard of hearing are only available in Riverrun and Evergreen (identified in 03-04 Plan App F., Sec H. #8)	persons how are hard of hearing will be made available for events at public facilities.	devices for persons who are deaf/hard of hearing Inventory facilities for public use (meetings etc) & determine need Purchase equipment if deemed necessary	requirement Staff Time		Corporate Property Recreation Dept
25	No policies and procedures on fire safety and education to general public on access issues faced by persons with a disability (identified in 03-04 Plan App F., Sec K. #1)	Policy will be developed and communicated to public	Complete education material on safety and evacuation of persons with disabilities (aimed at person with disabilities and public) Ensure material is available on website & alternate formats To be distributed by Fire Services to established community network and neighborhood districts	\$500 from Dept operating budget Staff Time	4 th quarter	Fire Dept

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5.6 Review Process

The priorities identified each year will be reviewed on a regular basis by both the Accessibility Advisory Committee and ODA-CSC. Updates will be given at each meeting by the Accessibility Plan Coordinator. Both the Accessibility Advisory Committee and the ODA-CSC meet approximately 6 -10 times per year with the main objective to be to review progress and discuss actions taken.

Management staff will be required to submit progress reports on their depts. initiatives yearly which will be included in each year's Accessibility Plan.

The ODA-Corporate Steering Committee will meet 1-2 times per year with the Accessibility Advisory Committee to discuss priorities and their progress.

Members of the ODA-Corporate Steering Committee will ensure discussion of the Accessibility Plan and Priorities are discussed at upper management staff meetings.

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5.7 Communication

The 2005 Accessibility Plan was prepared by the ODA-Corporate Steering Committee in consultation with the Accessibility Advisory Committee and input from the community through the measures described in section 5.2 *Barrier-identification methodologies*. The consultative process also involved staff and management throughout the Corporation. Approval of the Plan was received by the Community Services Committee of Council and Guelph City Council.

Upon approval, the 2005 Accessibility Plan will be made available to the public through the following means:

1. A PDF document will be placed on the City's website;
2. Copies of the plan are available to the public from the Corporations Community Services and Information Services Department either by pick-up or through mail.
3. Formats such as CD, Braille, audio and disk are available upon request;
4. Communication of the Plan is provided to the media and the public through our Corporate Communications Committee through media releases etc.;
5. All general information relating to the Municipal *Plan* is posted on the City's website.

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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 all 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 in need, the organizations that serve them, and citizen volunteers who care and are concerned.

This commitment 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 which details the broad base of progress and accomplishments achieved to date.

Guelph's sustained commitment towards minimizing barriers and improving accessibility has been recognized by the Ministry of Citizenship as an example of "municipal best practices" within the Province of Ontario.

Guelph City Council and city employees will continue to develop and support initiatives that move our community closer to full inclusion as demonstrated in the Municipalities Barrier Free Policy Statement (Appendix 1) and 2005 Municipal *Accessibility Plan*.



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Appendix 1



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:

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- 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.



Kate M. Quarrie, Mayor



David Creech, City Administrator

March 22, 2004