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Policy Statement:

At the Township of Perth East, we are committed to providing equal treatment to people with disabilities with respect to the use and benefit of Township services, programs, goods and facilities in a manner that respects their dignity, independence, integration and is equitable in relation to the broader public. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities.


This policy provides guidance on how the Township of Perth East ensures all goods, services, programs and facilities are approached in an inclusive manner that takes into account the needs of persons with disabilities.

This policy replaces **Corporate Administrative Policy 1.28.01., Accessible Customer Service** in order to incorporate into one policy all of the standards outlined in the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11 (the AODA).

Purpose:

This policy is intended to provide the overarching framework to guide, review and develop other Township policies, procedures, By-laws and guidelines, in order to comply with standards developed under the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11 (the AODA). The AODA sets out a road map for an accessible Ontario by 2025 with mandatory and enforceable standards including:

- Customer Service Standards
- Information and Communications Standards
- Employment Standards
- Transportation Standards
- Built Environment Standards

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The **Customer Service Standard** became law (Ontario Regulation 429/07) on January 1, 2008, and the Township of Perth East has been in compliance with this standard.


The next three standards – **Information and Communications, Employment and Transportation** – are all part of the **Integrated Accessibility Standard Regulation** or IASR (Ontario Regulation 191/11), which is in line with the Ontario Government intent to “streamline, align and phase-in accessibility requirements and allow for progress on accessibility and reduce the regulatory burden for obligated organizations”. There are also a number of General Requirements which refer to the Establishment of Accessibility Policies, Multi-year Accessibility Plans, Procuring or Acquiring Goods, Services or Facilities, Self-Service Kiosks and Training, all of which are an integral part of the IASR. This regulation came into force July 1, 2011.

The accessibility standards for the **Built Environment** focus on removing barriers in two areas:

1. **Public Spaces:** The Design of Public Spaces Standard became law in December 2012, and is now part of the Integrated Accessibility Standards Regulation (IASR). This standard applies only to new constructions or major renovations being designed for outdoor elements. The Township of Perth East must comply with this standard by January 1, 2016.
2. **Buildings:** Ontario's Building Code has been amended to include enhancements to accessibility in buildings. As of January 1, 2015, new construction and renovations will be subject to updated accessibility requirements.

Application:

This policy applies to all Township employees (including Library Board) volunteers, agents, those who develop policies and govern the provision of goods, services or facilities to the public or other third parties on behalf of the Township, in accordance with the legislation.

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Process:


Township services, programs, goods and facilities are to be available to persons with disabilities, taking into account their disability in a manner that:

- Is free from discrimination and reflects the principles of dignity and independence;
- Seeks to provide inclusive and integrated services;
- Identifies, prevents and removes barriers for persons with disabilities in the Township of Perth East’s goods, services, programs and facilities;
- Provides for equal opportunity for people with disabilities to obtain, use and benefit from the goods, services, programs and facilities in the Township;
- Strives to meet and/or accommodate the accessibility needs of persons with disabilities in a timely manner, at no greater cost than that for persons without disabilities;
- Promotes accessibility through the development of policies, procedures and practices that consider persons with disabilities, and;
- Takes into consideration a person’s disability.

Policy Requirements

General Standards

The Township of Perth East is a large designated public sector organization under the AODA and is committed to meeting the accessibility needs of persons with disabilities. This policy, Corporate Accessibility, is to function as an umbrella policy for the requirements and standards developed under the AODA.

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Accessibility Advisory Committee

The County of Perth and its Member Municipalities, have established an advisory committee and includes individuals whom are persons with disabilities. The Accessibility Advisory Committee (AAC), with the guidance of the Accessibility Coordinator (AC), shall advise Council about the requirements and implementation of the AODA accessibility standards, preparation of accessibility reports, including access for persons with disabilities to a building or premises, awareness and education and other matters for which Council may seek advice and consultation.

Accessibility Planning

The County of Perth and its member municipalities including the Township of Perth East will establish, implement, maintain and document a Multi-year Joint Accessibility Plan in consultation with persons with disabilities and the municipal accessibility advisory committee, in accordance with the **Accessibility for Ontarians with Disabilities Act, 2005**. The Joint Multi-year Accessibility Plan will outline the ways the County of Perth and its member municipalities will prevent and remove barriers and meet the requirements of the standards developed under the **Accessibility for Ontarians with Disabilities Act, 2005**. The plan will be posted on the Township's website and shall be made available in an accessible format and with communication supports, upon request. Progress on the implementation of the plan will be provided annually in the County of Perth Joint Accessibility Plan update report to Council. The accessibility plan shall be reviewed and updated at least once every five (5) years.

The Township of Perth East maintains policies governing how the Township shall meet its requirements under the AODA, and will provide polices in an accessible format, upon request.

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Accessible Formats and Communication Supports

Except as otherwise provided in the AODA, the Township of Perth East shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to others persons.

When it is not practicable to provide an alternative format or to provide communication supports, the Township of Perth East staff will work with the requestor to determine an appropriate method of communication.


This does not apply to products, products labels, unconvertible information or communications and information that the Township does not control directly or indirectly through contractual relationships. If it is determined that information or communication are unconvertible, the department shall provide the person requesting the information or communication with:

- i. An explanation as to why the information or communications are unconvertible;
- ii. A summary of the unconvertible information or communications.

Documentation

Documentation that describes this Policy and each of its requirements shall be maintained on the Township of Perth East's website www.pertheast.ca, and provided to individuals in an accessible format or communication support, upon request.

Should Township staff be unable to provide a requested accessible format or communication support, staff shall provide, upon request, an explanation.

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Review and amendments of this document will be the responsibility of the Accessibility Coordinator, in consultation with the Township CAO and Municipal Clerk.

Feedback


The ultimate goal of the Township of Perth East is to meet and surpass customer expectations while serving customers with disabilities. Comments on the Township's services regarding how well those expectations are being met, are welcomed and appreciated.

- i. The Township of Perth East will provide, upon request, accessible formats and communication supports when seeking public input, feedback, and advise, when practicable. Feedback will be provided to the relevant Township staff member, and follow up shall occur.

Email: info@pertheast.ca

Mail: Township of Perth East
c/o Municipal Clerk
25 Mill Street East
Milverton, ON N0K 1M0

- ii. A response will be provided within 30 days, in the same manner as the comment or concern was received. Should Township staff be unable to provide a requested accessible format or communication support, we will work with the citizen to determine alternate means for participation in citizen feedback.
- iii. Concerns may also be discussed in-person by bringing them to the attention of staff, requesting to speak with a manager, or arranging an appointment with the Perth County Accessibility Coordinator.
- iv. Should a comment or concern is received directly by the Accessibility Coordinator, they will notify the Manager responsible for the department.


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- v. If deemed appropriate, a concern regarding the provision of accessible goods and services may be directed to the Perth County Accessibility Advisory Committee for recommendations on how to address the comment or concern.
- vi. If agreement on the resolution of a concern cannot be reached between the appropriate Manager or designate and the complainant, the matter will be directed to the Chief Administrative Officer (CAO) for disposition.
- vii. If the CAO is unable to provide a satisfactory resolution to the concern, the complainant has the option of presenting the concern to Township Council for final disposition.
- viii. A notice encouraging feedback will be provided at the Township of Perth East service counters and the Township website (www.pertheast.ca) and full copies of the feedback process will be available upon request. Staff will draw attention to the request for feedback for customers unable to read the notice.

See Policy CA 1.28.01 (A)
Appendix A: Feedback Notice


Procurement of Goods, Services and Facilities

Whenever possible, Township of Perth East staff will take into account the accessibility features and criteria of goods, services, and facilities procured, purchased, or acquired. When not practicable to incorporate accessibility criteria and features when procuring goods, services or facilities, staff shall provide, upon request, an explanation.

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Training

- i. Township employees, volunteers, councillors, and third parties providing goods, services, programs and facilities on the Township's behalf shall be required to undergo training on the purposes and requirements of:
 - **Accessibility for Ontarians with Disabilities Act (AODA), 2005;**
 - **Ontario Regulation 429/07 Accessible Standards for Customer Service, 2007;**
 - **Ontario Regulation 191/11 Integrated Accessibility Standards Regulation (IASR), 2011; and**
 - **The Ontario Human Rights Code** (as it pertains to persons with disabilities).
- ii. The training provided shall be appropriate to the duties of the employee, volunteer, council or third party.
- iii. Training for the IASR shall take place by January 1, 2014, or as soon as practicable.
- iv. Training will be provided as soon as possible after hire, incorporated into the existing orientation process, led by the Accessibility Coordinator (including volunteers and students).
- v. Upon completion of the training, the Township shall keep a record of the training provided, including the name of the person, location and the date completed.
- vi. The training of Township Councillors will occur at the lower tier level.
- vii. Committee members who are not a part of staff or council (citizen members) will receive training as soon as possible after appointment.
- viii. Should there be a change to this or other policies that refer to accessibility, training will be provided as soon as practicable.

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Non-Compliance

For employees, failure to comply with this policy may result in disciplinary action up to and including termination.

For all other persons representing the Township of Perth East as elected or appointed officials, action will be determined by Council for failure to comply with this policy.

Customer Service Standard


At the Township of Perth East, we are committed to providing equal treatment to people with disabilities with respect to the use and benefit of Township services, programs, goods and facilities in a manner that respects their dignity, independence, integration and is equitable in relation to the broader public. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities.

Admission fees

If the Township charges an admission fee to the premises or programs or in connection with a person's presence at the premises, the Township of Perth East will waive the fee for support persons.

Assistive devices

- i. Township employees, volunteers and third party contractors shall accommodate the use of personal assistive devices including but not limited to, wheelchairs, canes, walkers, scooters, Braille display and communication boards.
- ii. Should a person with a disability be unable to access the Township's services through the use of their own personal assistive device, the Township of Perth East will ensure the following measures are taken:

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- a. Assess service delivery and potential service options to meet the needs of the individual; and
- b. Identify alternative services and how a person with a disability can access the services, either temporarily or on a permanent basis.
- iii. Assistive devices that are purchased or provided by the Township for access to specific services and programs shall be kept in good working order and the public shall be informed of their availability. Further, the Township will ensure that relevant staff is trained on the use of all assistive devices available for their customers at the location(s) in which they provide service.

Contractors


The Township of Perth East will ensure that all employees, volunteers, agents and others who deal with the public or other third parties on our behalf, or who are involved in developing policies, practices and procedures that govern the provision of our goods and services will receive training on the accessible provision of its goods and services to persons with disabilities.

With regards to contracted companies or individuals, contractors who meet the criteria outlined above will provide us with documentation indicating that training in accordance with the requirements of regulation 429/07 has been provided to all of their staff who will be providing goods and services on our behalf.

See CA.1.28.01 (A)

Appendix B: Guidelines for Determining Contractor Training Requirements.

Appendix C: Form A – Contractor Accessibility Agreement

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Notice of Service Disruption


- i. In the event that there is a temporary service disruption in the availability of facilities, programs, services or goods used by persons with disabilities (for example, temporary loss of elevator service), the Township shall give notice to the public of the reason for the disruption, the date(s) of disruption, the anticipated duration and a description of alternative facilities or services, if any, that are available.
- ii. Such notice may be provided by a variety of methods, using **Form B – Notice of Service Disruption**, depending on the circumstances, and may include postings in conspicuous places at the affected premises, other Township facilities, and the Township’s website www.pertheast.ca . If the Township website should expect a temporary service disruption, advance notice, where possible, will be provided on the website. If deemed appropriate and time permits, planned disruptions of services may also be published in local newspapers and broadcast on local radio stations.
- iii. Ensuring the posting of Form B at the facilities affected will be the responsibility of the Manager responsible for the respective area. The Manager will also provide a copy of Form B – Disruption of Services to the Clerk’s Department and coordinate the posting of the notice on the Township website.
- iv. Notice will be given in as much advance as possible, however in the event of an unplanned service disruption, notice will be given as soon as feasibly possible in the manner described in this section.

See CA 1.28.01 (A)

Appendix D: Form A – Notice of Service Disruption

Service animals

Rev. 06.05.2014

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Township employees, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing Township services or goods unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7. See Definitions for a detailed description of Service Animals.


In the case where a service animal is excluded from the premises by law, the Township will ensure that other measures are available to enable the person with the disability to obtain or benefit from the use of the Township's goods and services.

This could include:

- a) Offering the person with a disability a safe place for their animal to remain while obtaining goods or services, along with personal support in obtaining the goods and services; or
- b) Offering goods and services at an alternate location that allows for service animal accompaniment.

Support persons

- i. Where a person with a disability accessing Township goods or services is accompanied by a support person, employees, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.
- ii. If a fee is required for admission to the premises or in connection with a person's presence at the premises, the Township will waive the fee for support persons. Furthermore,

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- a. All advertising indicating the fee amounts will also indicate the fees do not apply to support persons.
- b. Members of the public should notify a staff member about the presence of a support person.
- iii. When attended by a support person, consent from the person being supported must be obtained prior to disclosing confidential information.
- iv. Support persons may be required to sign a confidentiality agreement in some situations.
- v. The Township of Perth East reserves the right to request a person with a disability to be accompanied by a support person in the event that it is considered necessary to protect the health and safety of the person with the disability or others on the premises.

See Definitions for a detailed description of Support Persons.


Information and Communications Support Standard

Accessible Websites and Web Content

Internet websites and web content controlled directly by the Township of Perth East or through a contractual relationship that allows for modification of the product shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.


Communication

- i. When communicating with a person with a disability, Township employees, volunteers and third party contractors shall do so in a manner that takes into

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account the person's disability. Guidelines for communicating with people who have various types of disabilities are provided in: **CA.1.28.01 (A) Appendix E: - Guidelines-Communicating with Customers.**

- ii. The Township of Perth East will ensure staff who communicates with customers and third parties are trained on how to interact and communicate with people with various types of disabilities.
- iii. The Township will offer a variety of communication methods for people to access goods, services and facilities to allow individuals to select the method most accessible to them.

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Format of Documents and Information

- i. The Township of Perth will notify the public about the availability of accessible formats and communication supports.
- ii. Upon request, the Township of Perth East will provide Township documents (e.g. forms, print materials, bills, etc.) or the information contained within the documents in formats that take into account a person's disability.
- iii. The Township of Perth East will consult the person requesting the document to determine what a reasonable accessible alternate format of the document or information would be.
- iv. When staff receive a request for alternative format they should fill out **Form A: Request for Information and Assistance in an Alternative Format (See See CA 1.28.01 (A) Appendix F)**, and submit the form to the Clerk. The Clerk will work with the Manager of the department of origin to fulfill the request using: **See CA 1.28.01 (A) Appendix G: Guidelines for the Formatting of Documents and Information**
- v. The time frame attached to the conversion process will vary depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents will be returned in a timely manner with consideration of these factors.
- vi. Should documents contain information required by the customer sooner than the conversion will be ready; the information will be communicated in a way that is accessible to the customer.
- vii. Customers will not be charged fees for documents in alternative formats that exceed the fees charged for the document in its original state.

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Emergency Procedures, Plans and Information

The Township shall provide all existing public emergency procedures, plans and public safety information, upon request, in an accessible format or with appropriate communication supports in a timely manner.

Terminology

When referring to people with disabilities, Township employees, volunteers and third party contractors shall use terminology that adheres to guidelines provided in the Township of Perth East Training for Customer Service.


Employment Standard

Recruitment

The Township of Perth East shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available, upon request. The Township shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the Township's policies for accommodating employees with disabilities as part of their offer of employment.

Employee Supports

The Township will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. The Township will provide this information to new employees as soon as practicable after they begin their

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employment, and updated information will be provided to all employees whenever there is a change to existing policies on the provision of job accommodations.

Accessible Formats and Communication Supports for Employees

Upon an employee's request, and completion of the **Form A – Request for Information and Assistance in an Alternative Format (See See CA 1.28.01 (A) Appendix F)**, the Township shall consult with the employee to provide for or arrange for the provision of accessible formats and communications supports for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace.


The Township will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Workplace Emergency Response Information

If an employee's disability is such that workplace emergency response information is necessary and the Township is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person(s) designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the Township reviews its general emergency response plan.

A process has been established in order to allow communication between the Township and employees regarding the provision of accessible formats and communication supports for Workplace Emergency Response Information.

Documented Individual Accommodation Plans

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A written process for the development and maintenance of documented individual accommodation plans will be developed for employees with disabilities, if requested. These plans shall include information regarding accessible formats and communications supports. If requested, the plans shall include individualized workplace emergency response information.

Return to Work Process

The Township shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the County shall take to facilitate the return to work. **See Township of Perth East Health & Safety Manual**


Performance Management and Career Development and Redeployment

The Township shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

Transportation Standard

The Township of Perth East does not currently licence any conventional, specialized or public transportation services, nor does the Township licence taxicabs. As a result, the Township of Perth East has no obligations to meet under the Transportation Standard of the IASR.

However, the Township is committed to ensuring that people with disabilities have information on accessible public transportation services available within the Township. In order to meet this commitment, the Accessibility Coordinator will compile and maintain a listing of available accessible transportation services provided by organizations servicing the lower tier municipalities, the City of Stratford and the Town

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of St. Marys, and surrounding areas within the County of Perth. This listing will be posted on the County website, and will be available in alternate formats, upon request.

Built Environment Standard

The Built Environment Standard helps to remove barriers for persons with disabilities in outdoor public spaces and buildings.

Design of Public Spaces:

Ontario Regulation 413/12 made under the Accessibility for Ontarians with Disabilities Act, 2005, was published on December 17, 2012. This regulation amends Ontario Regulation 191/11, the Integrated Accessibility Standards Regulation (IASR) by adding the following part:

Part IV.1 Design of Public Spaces Standards (Accessibility Standards for the Built Environment).


As a large public sector organization, this Part applies to the County of Perth and its Member Municipalities, including the Township of Perth East, and applies, except as otherwise specified, to public spaces that are newly constructed or redeveloped on and after January 1, 2016, and that are covered by this Part.

Ontario Building Code

On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12.

The effective date of the amendment is January 1, 2015.

The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated.

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The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) allows provisions for the Accessibility Advisory Committee to request site plans and drawings described in Section 41 of the Planning Act to review. In order to assist municipalities in the County of Perth to fulfill their obligations in a timely manner, **Site Plan Control Guidelines (See CA 1.28.01 (A) Appendix H)**, including an Accessible Design Checklist were created by the Accessibility Advisory Committee to ensure that developments being approved under the site plan control process are accessible and have regard for persons with disabilities.


Responsibilities

The Chief Administrative Officer and Clerk are responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

- The CAO and Clerk in conjunction with the Perth County Accessibility Coordinator shall provide advice and direction on the implementation of this Policy.
- The CAO and Clerk in conjunction with the Perth County Accessibility Coordinator shall provide training to new employees and existing staff on understanding this Policy.
- Managers shall ensure that they and their staff are familiar with and comply with this Policy.
- Township Council and staff are responsible for adhering to the parameters of this policy and for ensuring needs of persons with disabilities are addressed in goods, services, programs and facilities.

References

[Ontarian's with Disabilities Act \(ODA\)](#)
[Accessibility for Ontarians with Disabilities Act AODA](#)

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Amended by Council: Effective: <u>May 6, 2014</u>	Supersedes: Customer Service Standard (September 1, 2009)	Coverage: All employees, elected and appointed officials, volunteers, agents and others working on behalf of the Township of Perth East	Page 21 of 24

[AODA Customer Service Regulation](#)

[AODA Integrated Accessibility Standards Regulation](#)

[County of Perth Accessibility Policy and Procedures Manual: Accessible Customer Service](#)

Legislative and Administrative Authorities

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

Accessibility Standards for Customer Service, O. Reg. 429/07

Integrated Accessibility Standards, O. Reg. 191/11

Human Rights Code, R.S.O. 1990, c. H.19


Definitions

Accessibility – a general term used to describe the degree of ease that something (e.g. device, service, environment) can be used and enjoyed by persons with a disability. The term implies conscious planning, design and/or effort to ensure it is barrier-free to persons with a disability, and by extension, highly usable and practical for the general population as well.

Accessible Formats – may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Barrier – means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including physical barriers, architectural barriers, an information or communications barrier, and an attitudinal barrier, a technological barrier or a policy or practice.

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 communications.

	Township of Perth East Corporate Policies		
Section Number	Accessibility		
Policy Number CA.01.28.01 (A)	Corporate Administrative Policy Corporate Accessibility Policy & Procedures		
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Disability – is defined, per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Human Rights Code, R.S.O. 1990, c. H.19, as follows:

- a. “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,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.”

Kiosk – an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.


Service Animals – are defined, per Section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

“an animal is a service animal for a person with a disability:

- a. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.”

Support Person – is defined, per Section 4(8) Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

“a support person means, in relation to a person with a disability, another person who

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accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.”

Unconvertible - information or communications are unconvertible if it is not technically feasible to convert the information or communications or the technology to convert the information or communications is not readily available.


Enquires

For further information regarding this Policy, contact:
County of Perth Accessibility Coordinator

Phone: 519-271-0531 x 141

Email: accessibility@perthcounty.ca

Mail: Accessibility Coordinator
Corporation of the County of Perth
1 Huron Street
Stratford, ON N5A 5S4

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Appendices

Policy CA 1.28.01 (A)

- Appendix A: Feedback Notice**
- Appendix B: Guidelines for Determining Contractor Training Requirements**
- Appendix C: Form A – Contractor Accessibility Agreement**
- Appendix D: Form A - Notice of Service Disruption**
- Appendix E: Guidelines – Accessibility Guidelines for Communicating with Individuals with Disabilities**
- Appendix F: Form A - Request for Information and Assistance in an Alternative Format**
- Appendix G: Guidelines - Formatting of Documents and Information**
- Appendix H: Guidelines - Site Plan Control Guidelines**



Your Feedback Is Important to Us!

The ultimate goal of the Township of Perth East is to meet and surpass customer expectations while serving customers with disabilities. Comments on the Township's services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the way the Township of Perth East provides goods and services to people with disabilities can be directed to the

Township of Perth East

Phone: 519-595-2800 ext. 223

Email: tcampbell@pertheast.ca

Mail: Township of Perth East
c/o Municipal Clerk
25 Mill Street East
Milverton, ON N0K 1M0

A response will be provided within 30 days, in the same manner as the feedback was received.

Concerns may also be discussed in-person by bringing them to the attention of the staff serving you, requesting to speak with a manager, or arranging an appointment.

Guidelines for Determining Contractor Training Requirements

County of Perth

Municipality of North Perth

Municipality of West Perth

Township of Perth East

Township of Perth South

Legislative Requirements

Under Ontario Regulation 429/07 Accessibility Standards for Customer Service, and Ontario Regulation 191/11 the Integrated Accessibility Standards Regulation, we are required to ensure training of anyone **interacting with the public on our behalf**, or **influencing the development of policies, practices and procedures**, including full time, part time and contract employees; student interns; volunteers; contractors; councilors; committee members; and others.

Determining who to train should not just be based on a person's job description, it should be **based on what the person does in practice on a regular basis**. For example, a company contracted for garbage collection may not have customer service in their job description, however, members of the public may contact the company by phone or in person to ask questions; or the company may communicate with members of the public by leaving garbage items behind that are not disposed of properly, or by providing notices of changes in scheduled pick up, etc.

Our Policy

Our Corporate Accessibility Policy states that we will ensure that all employees, volunteers, agents and others who deal with the public or other third parties on our behalf, or who are involved in developing policies, practices and procedures that govern the provision of our goods and services will receive training on the accessible provision of its goods and services to persons with disabilities. With regards to contracted companies or individuals, our policy states that contractors who meet the criteria will provide us with documentation indicating that training in accordance with the requirements of Ontario Regulation 429/07 and Ontario Regulation 191/11 has been provided to all of their staff who will be providing goods and services on our behalf. This includes training on the Accessibility Standards and the Ontario Human Rights Code as it pertains to persons with disabilities.

Whether a contractor meets the criteria for training will be at the discretion of the director or employee hiring the contracted company or individuals; however, we do want to promote cross-county consistency in these decisions. The purpose of this guideline is to achieve this

cross-county consistency by offering questions to consider when determining contractor training requirements as well as a list of recommendations for common contracting companies and individuals.

Defining ‘Contractor’

A ‘contractor’ refers to an external company or individual who is contracted to provide services for your municipality. This may include public works contractors that apply for contracts through tenders or RFP’s; a cleaning company hired to clean the municipal building; an individual contracted as a fence viewer or livestock valuator; a constructing company building a new building; a garbage collection company; consultant services; and so on. Employees in a contract position who are considered a part of your organization would typically be classified as employees, not contractors and would therefore be trained after hire during the typical orientation process.

Questions to Consider

- Is the contractor providing a service on our behalf?
- While working for us, will they interact with the public either formally (e.g. being the contact for questions or providing information) or informally (e.g. being stopped and asked for directions)?
- Are their services being provided in a place the public typically go (e.g. park, sidewalks, municipal office)?
- Are the services being provided during regular hours of operation (e.g. when the municipal building is open)?
- Are the contractors making any decisions regarding the provision of goods and services on our behalf (e.g. what garbage items will or will not be collected)?
- Are the contractors offering advice on any decisions regarding the provision of goods and services on our behalf (e.g. consultants)?

Sample contractors who will need training

- Garbage and recycling collection
- Livestock valuers, fence viewers, weed & tree inspectors

- Animal control officer
- A consultant conducting a review of our facilities or services

Sample of contractors who may be excluded (situation dependent)

- Cleaning company that only cleans the municipal building after hours
- Construction company that is building a new building, working on a construction site (which would be closed to the public), who does not answer inquiries or provide any information to the public and does not interact with third parties on our behalf (i.e. they would order materials as company X not as the municipality)

Requests for Proposals (RFP)

When sending out an RFP, ensure that you include a clause stating that successful bidders will be required to comply with the training requirements of the Accessibility Standards under the AODA, where applicable.

A sample wording could be:

Prior to the commencement of any work under this contract, the successful bidder will also be required to provide training on the AODA Accessibility Standards and the Ontario Human Rights Code to all staff working on behalf of the [County of Perth] in compliance with the requirements of the Accessibility for Customer Service Regulation 429/07, section 6 and the Integrated Accessibility Standards Regulation 191/11, section 7. The [County] will offer direction to appropriate training resources and may, at its discretion, provide such training if deemed feasible and appropriate.

Contractors will also have to sign off on Form B, stating that they have read our policy and have met the training requirements for their staff.

If you have any questions, concerns or require any assistance in determining contractor training requirements, please do not hesitate to contact the Accessibility Coordinator, 519-271-0531 x 141 or accessibility@perthcounty.ca



Appendix C - FORM A- Contractor Accessibility Agreement

Contractor Name: _____

Name of Contact Person: _____ (please print)

Email: _____

Corporate Accessibility Policy:

- I have received and read the **Township of Perth East Corporate Accessibility Policy**. I understand that I am fully responsible for ensuring that all of our staff and subcontractors comply with all necessary rules and regulations outlined therein and with all applicable **Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Regulations**.

Accessibility Standards and the Ontario Human Rights Code Training:

- I confirm that all staff and subcontractors providing goods and services to the public or third parties on behalf of the County of Perth have received training on the **Ontario Human Rights Code**, as it pertains to persons with disabilities, and **Ontario Regulation 429/07 Accessible Standards for Customer Service** of the AODA, and **Ontario Regulation 191/11 Integrated Accessibility Standards Regulation** of the AODA, as it pertains to their duties.

Signature

Date

Please Sign and Return this Form to:

Township of Perth East

Municipal Clerk

25 Mill Street East, Milverton, ON N0K 1M0

Email: tcampbell@pertheast.ca

Fax: 519-595-2801



Appendix D - Form A

Notice of Service Disruption

Please be advised of a disruption to:

Reason for disruption:

This service will be unavailable
for the period of :

Alternative facilities or services:

For more information or service
accommodation, please contact:

We apologize for the inconvenience. Thank you for your patience.

For further information please contact the Township of Perth East – 519-595-2800

Accessibility Guidelines for Communicating with Customers with Disabilities

County of Perth
Municipality of North Perth
Municipality of West Perth
Township of Perth East
Township of Perth South

Information taken from the Ontario Ministry of Community and Social Services
http://www.mcsc.gov.on.ca/mcss/english/pillars/accessibilityOntario/business/wel_cus_disability.htm

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Introduction

Accessible customer service is for everyone. It's about taking the time with each and every customer, regardless of level of ability, to ensure that their service needs are being met. Rather than serving in a standardize fashion, be flexible and individualized in your approach. Remember, treating all your customers with individual respect and courtesy is at the heart of excellent customer service.

The following guide will offer some tips on how to serve customers with disabilities in general, over the phone, and according to specific disabilities.

Remember, not every customer with a particular disability is the same and there is no one standardized way to serve customers with particular disabilities. This is just a guideline to help you feel more comfortable and prepared in providing accessible customer service.

When serving a customer, it is not necessary to diagnose which disability(ies) they have in order to serve them, rather keep this information in the back of your mind and always use an individualized approach, asking each customer "how may I help you?" or "can I help you?"

Serving Customers with Disabilities

Here are some ways you can provide better service to your customers with disabilities:

- Treat people with disabilities with the same respect and consideration you have for everyone else.
- Patience, optimism, and a willingness to find a way to communicate are your best tools.
- Smile, relax, and keep in mind that people with disabilities are just people.
- Don't make assumptions about what type of disability or disabilities a person has.
- Some disabilities are not visible. Take the time to get to know your customers' needs.
- Be patient. People with some kinds of disabilities may take a little longer to understand and respond.
- If you're not sure what to do, ask your customer, "May I help you?"
- If you can't understand what someone is saying, just politely ask again.
- Ask before you offer to help — don't just jump in. Your customers with disabilities know if they need help and how you can provide it.
- Find a good way to communicate. A good start is to listen carefully.
- Look at your customer, but don't stare. Speak directly to a person with a disability, not to their interpreter or someone who is with them.
- Use plain language and speak in short sentences.
- Be flexible in where and how you offer your services.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Ask permission before touching a wheelchair or a piece of equipment.

Serving Customers with Disabilities over the Phone

Here are some ways you can provide better service to your customers with disabilities when providing service over the phone:

- Speak normally, clearly and directly.
- Don't worry about how their voice sounds. Concentrate on what's being said.
- Be patient, don't interrupt and don't finish your customer's sentences. Give your customer time to explain him/her self.
- Don't try to guess what your customer is saying. If you don't understand, don't pretend. Just ask again.
- If you're not certain what was said, just repeat or rephrase what you've heard.
- If a telephone customer is using an interpreter or a TTY line, just speak normally to the customer, not to the interpreter.
- If your customer has great difficulty communicating, make arrangements to call back when it's convenient to speak with someone else

Serving Customers with Vision Disabilities

Vision disabilities range from slightly reduced vision to total blindness. A person with reduced vision may have trouble reading street signs, recognizing faces, or judging distances. They may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night or require bright lights to read. Most people who are legally blind have some vision.

Tips for serving customers with vision disabilities:

- Identify yourself when you approach your customer and speak directly to them.
- Speak normally and clearly.
- Never touch your customer without asking permission, unless it's an emergency.
- If you offer assistance, wait until you receive permission.
- Offer your arm (the elbow) to guide the person and walk slowly.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- If you're giving directions or verbal information, be precise and clear. For example, if you're approaching a door or an obstacle, say so.
- Don't just assume the individual can't see you.
- Don't leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location.
- Identify landmarks or other details to orient your customer to the environment around them.
- Don't walk away without saying good-bye.
- Be patient. Things may take a little longer.

Serving Customers with Hearing Loss or Deafness

Hearing loss includes problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness. A person who is deaf, deafened or hard-of-hearing may be unable to use a public telephone, understand speech in noisy environments, or pronounce words clearly enough to be understood by strangers.

Tips for serving customers with hearing loss:

- Always ask how you can help. Don't shout.
- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Make sure you are in a well-lighted area where your customer can see your face.
- Look at and speak directly to your customer. Address your customer, not their interpreter.
- If necessary, ask if another method of communicating would be easier, for example a pen and paper.
- Don't put your hands in front of your face when speaking.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Any personal (e.g., financial) matters should be discussed in a private room to avoid other people overhearing.
- Be patient. Communication for people who are deaf may be different because their first language may not be English. It may be American Sign Language (ASL).
- If the person uses a hearing aid, try to speak in an area with few competing sounds.

Serving Customers who are Deaf-Blind

Deaf-blind is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living. Deaf-blind disabilities interfere with communication, learning, orientation and mobility. Individuals who are deaf-blind communicate using various sign language systems, Braille, standard PC's equipped with Braille displays, telephone devices for the deaf-blind and communication boards. They navigate with the aid of white canes, service animals, and electronic navigation devices. People who are deaf-blind may rely on the services of Interveners who relay and facilitate auditory and visual information and act as sighted guides. Interveners are skilled in the communication systems used by people who are deaf-blind, including sign language and Braille.

Tips for serving customers who are deaf-blind:

- Don't assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Speak directly to your customer as you normally would, not to the intervener.
- Identify yourself to the intervener when you approach your customer who is deaf-blind.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency.

Serving Customers with Physical Disabilities

Physical disabilities include minor difficulties in moving or coordinating a part of the body, muscle weakness, tremors and in extreme cases, paralysis in one or more parts of the body. A person may have a physical disability from birth, such as Spina Bifida; they may have a physical disability that they are born with but that does not present itself until later in life, such as arthritis; or they may have a physical disability that they have acquired from an injury, such as tendonitis. Physical disabilities may be constant, intermittent (come and go, e.g., Multiple Sclerosis), or temporary (e.g. a broken leg). Physical disabilities may affect an individual's ability to hold a pen; twist a doorknob; walk, get in and out of vehicles; stand for extended periods of time; control the speed or coordination of movements; balance; move one's arms or legs fully; climb stairs; reach, pull, push or manipulate objects; or strength and endurance.

Tips for serving customers with physical disabilities:

- Just because a person has one disability doesn't mean they have another. If a customer has a physical disability, don't assume they have an intellectual or developmental disability as well.
- Speak normally and directly to your customer. Don't speak to someone who is with them.
- People with physical disabilities often have their own ways of doing things. Ask before you help.
- Be patient. Customers will identify their needs to you.
- Wheelchairs and other assistive devices are part of a person's personal space, don't touch, move or lean on them unnecessarily unless it's an emergency.
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.).
- Keep ramps and hallways free of clutter.
- Remove obstacles and rearrange furniture to ensure clear passage.
- If a counter is too high or wide, step around it to provide service.
- Provide seating for those who cannot stand in line.

Serving Customers with Speech or Language Impairments

Speech disability is a partial or total loss of the ability to speak. Typical disabilities include problems with pronunciation, pitch and loudness, hoarseness or breathiness, stuttering or slurring. People with severe speech disabilities sometimes use manual or electronic communication devices.

Tips for serving customers with speech disabilities:

- Just because a person has one disability doesn't mean they have another. For example, if a customer has difficulty speaking; don't assume they have an intellectual or developmental disability as well.
- If you don't understand, ask your customer to repeat the information or write it if necessary.
- Don't interrupt or finish your customer's sentences. Wait for them to finish.
- Be patient and polite, and give your customer whatever time he/she needs to get his/her point across. Making a customer feel rushed will just increase anxiety which often increases the speech difficulty.
- If you are able, ask questions that can be answered 'yes' or 'no'.
- If possible, communicate in a quiet area.
- Patience, respect and a willingness to find a way to communicate are your best tools.

Serving Customers with Learning Disabilities

Learning disabilities affect verbal and non-verbal information intake, retention, understanding, processing, organization and use. People with learning disabilities have average or above average intelligence, but take in and retain information and express knowledge in different ways. Learning disabilities affect reading comprehension and speed; spelling; the mechanics of writing; manual dexterity; math computation; problem solving; processing speed; the ability to organize space and manage time; and orientation, directions and way finding.

Tips for serving customers with learning disabilities:

- Don't assume what a person can or cannot do. Just because a person may process information differently or slowly does not mean they are unintelligent. People with learning disabilities have average or above average intelligence; they just take in, process and express knowledge in different ways.
- Learning disabilities are generally invisible and ability to function varies greatly. Respond to any requests for verbal information, assistance in filling in forms and so on with courtesy.
- Patience and a willingness to find a way to communicate are your best tools.
- When you know that someone with a learning disability needs help, ask how you can best help.
- Speak normally and clearly, and directly to your customer.
- Take some time — people with some kinds of learning disabilities may take a little longer to understand and respond.
- Try to find ways to provide information in a way that works best for them. For example, have a paper and pen handy.
- Be courteous and patient and your customer will let you know how to best provide service in a way that works for them.

Serving Customers with Intellectual or Developmental Disabilities

Intellectual disability affects an individual's ability to think and reason. It may be caused by genetic factors, such as Down Syndrome, exposure to environmental toxins, such as Fetal Alcohol Syndrome, brain trauma or psychiatric conditions. A person with an intellectual disability may have difficulty with understanding and using spoken or written information, understanding cause and effect, remembering information, articulating or recognizing emotions, problem solving and reasoning, and understanding social norms and appropriate social interaction.

Tips for serving customers with intellectual disabilities:

- Don't assume what a person can or cannot do.
- Remember that the person is an adult and unless you are informed otherwise, can make their own decisions
- Use plain language and speak in short sentences.
- Make sure your customer understands what you've said.
- If you can't understand what's being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Be supportive and patient.
- Speak directly to your customer, not to their companion or attendant.

Serving Customers with Mental Health Disabilities

Mental illness is a collection of disorders characterized by symptoms such as extreme mood swings, disturbances in thought or perception, overwhelming obsessions or fears, or high levels of debilitating anxiety. It can take many forms, just as physical illness does. Some examples of mental illness are anxiety, depression, bipolar, schizophrenia, obsessive compulsive disorder, personality disorders, eating disorders and organic brain disorders. Medication is available to treat the symptoms of many of these illnesses; however, the medication may cause other symptoms or side effects.

One in five Canadians will experience mental illness at some point in their lifetime. For the most part, mental illnesses are invisible disabilities: it will not be obvious to you that someone is experiencing a mental illness. Moreover, some of the symptoms a person with a mental illness may display are often misinterpreted as that person being rude, unintelligent, or strange.

A person experiencing mental illness may appear extremely uncomfortable and anxious in social situations, have sudden panic attacks, lack energy, have difficulty concentrating or making decisions, have rapid speech and racing thoughts, act impulsively, appear disorganized or distracted, make false statements or inappropriate comments, tell distorted or exaggerated stories, laugh inappropriately, exhibit blunt behaviour, or be perceived as pushy or abrupt. It is important not to take these behaviours personally and to keep in mind that a person may be acting in these ways because they are struggling with hallucinations, anxiety, mood disorders, side effects from treatment medication, or other mental health disabilities.

For further information about the types of mental health disabilities a person may experience, visit www.cmha.ca

Tips for serving customers with mental health disabilities:

- Treat a person with a mental health disability with the same respect and consideration you have for everyone else.
- If a customer asks for services in a blunt or impolite manner, consider that they may be struggling with a mental illness; do not take it personally or become offended; serve them politely and respectfully despite their attitude towards you.
- Be patient. Customers with mental illness may appear distracted and have difficulty concentrating or making decisions. Offer the option of moving to a less busy environment to receive the services.
- Be confident and reassuring. Listen carefully and work with your customer to meet their needs.
- If someone appears to be in a crisis, ask them to tell you the best way to help.

Form A: Request for Information and Assistance in an Alternate Format

Name	
Address	
Telephone	
Date of Request	
Email Address	

Request for information in an alternate format (in English):

Title of Document					
Department of Origin					
Date Required					
Format (please indicate with X)	Large print (indicate font size)	Plain language	Electronic copy (indicate acceptable file types)	Audio	Braille (indicate Braille grade)

Request for American Sign Language Interpreter (ASL) Service:

Meeting	
Date Required	
Time Required	
Duration of meeting	
Location of meeting	

Complete and return to the Accessibility Coordinator:

Email: accessibility@perthcounty.ca

Fax: 519-271-0531 x 141

Mail: 1 Huron St, Stratford, ON N5A 5S4



County of Perth

Site Plan Control Guidelines

Revision: Nov 6, 2008



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Supplemental Document: *Perth County Accessibility Guidelines*



Introduction

The County of Perth supports the Provincial initiative to move toward a province in which no accessibility barriers are created and existing ones are removed. In Ontario, two-thirds of the population who are disabled is over 50 years of age. The median age of the general population in Perth County is 39 and 31% of the population is over 50 years of age. It is therefore crucial to ensure Municipal facilities, properties and premises are designated accessible and barrier free.

In accordance to the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) the Councils of County of Perth and its Member Municipalities developed a joint Accessibility Advisory Committee (AAC) whose mission is to provide vision and advice to the Councils to create an accessible community.

The AODA allows provisions for the Accessibility Advisory Committee to request site plans and drawings described in Section 41 of the *Planning Act* to review. In order to assist municipalities in Perth County to fulfill their obligations in a timely manner, this document has been created by the Accessibility Advisory Committee to ensure that developments being approved under the site plan control process are accessible and have regard for persons with disabilities.

The Perth County Accessibility Advisory Committee would like to acknowledge and thank the County of Huron and the City of Guelph for their assistance in the research and development of this document.

Perth County Accessibility Advisory Committee
The Corporation of the County of Perth
1 Huron Street
Stratford, Ontario N5A 5A4
519-271-0531 ext. 140
chollinger@perthcounty.ca



Endorsement

WHEREAS the Perth County Accessibility Advisory Committee has developed the Perth County Accessibility Guidelines;

AND WHEREAS the Council of the Corporation of the County of Perth has endorsed the County of Perth Site Plan Control Guidelines;

AND WHEREAS Section 41(2)(f) of the *Planning Act, R.S.O. 1990, Chapter P.13.* establishes no person may undertake any development until they have submitted drawings which are sufficient to display (f) facilities designed to have regard for accessibility for persons with disabilities.

The Council of the Municipality of _____ now hereby endorses the County of Perth Site Plan Control Guidelines as the Municipality of _____ standards to review drawings submitted under Section 41 of the *Planning Act* to ensure that facilities, properties and premises have been designed to have regard for accessibility for persons with disabilities (s. 41(2)(f) of the *Planning Act*).

Guidelines Endorsed by
Council of the Corporation of the County of Perth

day/month/year

Guidelines Endorsed by
Council of the Township of Perth East

day/month/year



Guidelines Endorsed by
Council of the Township of Perth South

day/month/year

Guidelines Endorsed by
Council of the Municipality of North Perth

day/month/year

Guidelines Endorsed by
Council of the Municipality of West Perth

day/month/year



Definitions

Accessible: Describes a site, building, facility or portion thereof that complies with this standard.

Barrier: Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Building: A structure occupying an area greater than ten square metres, consisting of a wall, roof and floor or any of them, or a structural system serving the function thereof, including all plumbing, fixtures and service systems appurtenant thereto; or a structure occupying an area of ten square metres or less that contains plumbing, including the plumbing appurtenant thereto; or structures designated in the Ontario Building Code.

Disability: (a) 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 coordination, 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, (b) a condition of mental impairment or a development disability, (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, (d) a mental disorder, or (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.



Site Plan Control – Accessible Design Checklist

The Accessible Design Checklist has been created to assist staff in reviewing a site plan control application that has been submitted for approval. The Checklist is a reference tool and should be used in conjunction with the Perth County Accessibility Guidelines (supplemental document).

Barrier-Free Entrances to Buildings

- To be provided in accordance with the provisions of the Building Code.

Exterior Walks

- Permanent, firm and slip-resistant surface.
- Minimum width of 1100 mm.
- Gradient not to exceed 1 in 20.
- Must have level area adjacent to doorways.
- Curb ramps, as required.

Ramps

- Maximum gradient of 1 in 12.
- Level area of at least 1670 mm by 1670 mm at top and bottom of ramp.
- Level areas, as required, along the length of ramp.
- Hand rails and curbs, as required.
- Minimum width of 900 mm between hand rails.

Accessibility Signage (International Symbol of Accessibility)

- To identify barrier-free entrances.
- To identify accessibility parking spaces.
- To identify location of accessible means of egress.

Illumination

- Appropriate exterior lighting to illuminate barrier-free paths of travel, exterior walks, ramps, and parking areas.



Accessible Parking Spaces

- To be provided as close to the building as possible so as to minimize travel distance to barrier-free entrance to building.
- Easy access to exterior walkways and ramps from parking area.
- To be sufficiently large enough for parking of vehicle, access to/from vehicle, and any lift equipment as per applicable regulations.
- Number of spaces provided to be in accordance with Building Code and applicable Zoning By-law provisions.

Note: The above are requirements of current building and zoning standards. Where the development community would like to provide a greater level of accessibility they are encouraged to do so.

Where the current requirements of building and zoning standards change as a result of changes to the Building Code, Zoning By-laws, etc., such changes shall be incorporated into the foregoing Site Plan Control – Accessible Design Checklist without the need for any further approvals/endorsements of this Site Plan Control Guideline document.

The accessibility guidelines set forth in the foregoing Site Plan Control – Accessible Design Checklist are not intended to and do not supersede any exemptions that apply through the Building Code and/or Zoning By-laws.