

# Multi-Year Accessibility Plan

2019 to 2024



The Corporation of the Town of Essex

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# Message from the Town of Essex Accessibility Advisory Committee

I am proud to lead the Town's Accessibility Advisory Committee. The Members of this Committee are committed to applying the principles of inclusiveness and integration in reviewing projects undertaken within the Town and supporting various initiatives that will improve accessibility in services, programs and facilities by the Town.

Over the years, the Accessibility Advisory Committee has supported various accessibility initiatives aimed at creating a welcoming and accessible community that allows all members to be engaged and participate, and has assisted the Town in meeting its legislative requirements.

We have, and will continue to work together with the Council and Administration of the Town of Essex to identify, remove, and prevent barriers. We continue to build on past successes by looking for new ways to better meet the needs of people with disabilities, whether they are employees, residents, or visitors to the Town.

On behalf of the Essex Accessibility Advisory Committee, I would like to extend our appreciation to Council and Administration for supporting our work and collaborating with us to address the areas that impact persons with disabilities and their families.

Richard Kokovai, Chair  
Essex Accessibility Committee (2019)



## Background

Persons with disabilities represent a large and growing part of our population. One in seven people in Ontario have a disability—that translates into 1.85 million Ontarians. When these statistics are applied to the Town of Essex, potentially 2,800 of our 19,600 residents live with a disability. As our population ages, it is anticipated that the percentage of people with disabilities will increase significantly reaching an astounding 1 in 5 by 2036.

Currently there are two pieces of accessibility legislation in Ontario that strive to recognize the importance of the statistics related to persons with disabilities—the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontarians with Disabilities Act, 2001 (ODA).

The AODA provides the framework for the development of province-wide mandatory standards on accessibility, which relate to both the private and public sector, and includes non-profit organizations.

Ontario now has accessibility standards in five areas, namely:

### **1. Customer service**

- providing goods and services in an accessible manner;

### **2. Employment**

- accommodating and supporting individuals with disabilities throughout the recruitment and employment process;

### **3. Information and Communications;**

- creating, providing and receiving information and communications in ways that are accessible for people with disabilities;

#### **4. Transportation**

- Preventing and removing barriers in transportation, making it easier for everyone to travel in Ontario; and

#### **5. Design of Public Spaces (Built Environment)**

- Removing barriers in public spaces and buildings.

### **About the Town of Essex Multi-Year Accessibility Plan**

Under the AODA accessibility planning requirements, municipalities are required to prepare Multi-Year Accessibility Plans, rather than annual plans. The Town of Essex Multi-Year Accessibility Plan (the “Plan”) outlines the Town’s strategy to remove and prevent accessibility barriers over the period from 2019 to 2024. The Town’s multi-year plan will be available on the Town’s website and provided in accessible or alternative formats upon request.

The Plan for the Town of Essex was prepared by Town administration in conjunction with the Essex Accessibility Advisory Committee.

### **Essex Accessibility Advisory Committee**

The Essex Accessibility Advisory Committee (EAAC) was established by Council resolution in 2002. Committee members are appointed by resolution of Council and must be comprised of the following:

- Six to twelve members, with representation from people with various disabilities;
- One member of Council; and
- Mayor of the Town of Essex, ex officio.



For the term 2019 to 2022, the following individuals have been appointed by Council to serve on the EAAC:

- Richard Kokovai, Chair
- Lisa Wallace, Vice-Chair
- Earl Brownell
- Ron McDermott
- Julia Welch
- Geraldine Dozois
- Claudette Gauthier
- Councilor, Sherry Bondy



Janice Aloisio, an Administrative Assistant with the Town of Essex, serves as the Committee's Secretary. As well, various members of the Town's administrative staff are available to provide technical support to the Committee as required.

Doug Sweet, Director, Community Services/Deputy CAO and Jeffrey Morrison, Director, Corporate Services provide support to the Committee are municipal staff who regularly attend the EAAC meetings having been appointed by Council to provide support to the Committee and act as liaison between the Town and the Committee.

A Terms of Reference, as amended from time to time, outlines the Committee's mandate, which includes the following:

- Consult with and provide advice to Council on the annual municipal accessibility plan for the Town;
- Review and advise Council on accessibility issues, including:
  - Site plans of new and existing municipal buildings where approval is required by the Town of Essex;
  - New and existing by-laws of the Town;
  - Purchasing goods and services for the Town;
  - Significant renovations of structures designated for municipal use;

- Leased facilities or any other facility used as a municipal building;
- Municipal capital facilities under the Municipal Act, 2001;
- Goods and services provided by the Town or agents providing services under contract with the Town.

Members, both current and past, of the Essex Accessibility Advisory Committee have been instrumental in identifying barriers that they believe need to be addressed in the Town of Essex. Appendix 'A' provides details of some of the activities, which the Committee has been involved in during the period 2010 to 2018.

## **Definitions**

The following definitions are as cited by the Ontarians with Disabilities Act (AODA)

**Accessibility:** The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment. Ontario has laws to improve accessibility for people with disabilities, including the Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code, and the Ontario Building Code.

**Accessibility Policies:** Are the formal rules an organization puts in place to achieve its accessibility goals.

**Accessibility Plan:** An Accessibility Plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

**AODA:** The Accessibility for Ontarians with Disabilities Act (AODA) seeks to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities. The Act addresses barriers in Customer Service; Information and Communication; Employment; Transportation; the Design of Public Spaces.

**Barrier:** A barrier is a circumstance or obstacle that limits access and prevents people with disabilities from fully participating in society and keeps people apart. For people with disabilities, barriers can take many forms including attitudinal barriers, informational and communication barriers, technological barriers, systemic barriers, physical and architectural barriers, policy, programmatic, social, and transportation barriers.

Examples of Barrier Types include but are not limited to the following:

- **Physical Barriers:** a tap or door knob that cannot be operated by a person with limited upper-body mobility or strength or poor facility/room lighting that makes it difficult for a person with low vision or a person who lip-reads to see;
- **Architectural Barriers:** a building with steps and curbs and no wheelchair ramp access or a hallway or door jamb that is not wide enough to accommodate a wheelchair, walker or scooter;
- **Informational Barriers:** are information printed in a font too small to be read by a person with low vision or electronic documents that are not properly formatted and cannot be read by a screen reader;
- **Communicational Barriers:** A person who speaks too loudly when addressing a person with a hearing impairment or providing a microphone for a large public meeting or forum for persons with hearing impairment;
- **Attitudinal Barriers:** Staff addressing a Care Giver or Attendant instead of speaking directly to the person with a disability or staff ignoring someone in a wheelchair;
- **Systemic Barriers:** A hiring program that does not offer accommodations in interviews or policies, practices or procedures that result in some people receiving unequal access or being excluded;
- **Technological Barrier:** Electronic documents without accessibility features, such as alternative text (Alt Text), that screen readers read to describe an image or providing handouts only in hard copies instead of both electronic and hard copy;

**Disability:** A disability is a physical or mental condition that limits a person's movements, senses, or activities. The AODA uses the same definition of disability as the Ontario Human Rights Code which defines it broadly as:

- 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 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."

**IASR:** The AODA has five Standards which are included in the Integrated Accessibility Standards (IASR). These include the Customer Service Standard; Employment Standard; Information and Communication Standard; Design of Public Spaces Standard; the Transportation Standard; as well as some general requirements pertaining to procurement and purchasing as well as, staff, volunteer and third-party training in the AODA Standards.

**OBC:** The Building Code Act is the legislative framework governing the construction, renovation and change-of-use of a building. The Ontario Building Code (OBC) is a regulation under the Act that establishes detailed technical and administrative requirements as well as minimum standards for building construction. The Act was amended on January 1, 2015 to include requirements that enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated.

**Standard:** The Act operates by bringing accessibility standards into regulation. Accessibility standards are laws that individuals, government, businesses, non-profits, and public sector organizations must follow in order to become more accessible. The accessibility standards contain timelines for the implementation of required measures and help organizations identify, remove, and prevent barriers in order to improve accessibility for people with disabilities.

## **About the Town of Essex**

The Town of Essex is located in southwestern Ontario, approximately 28 kilometers southeast of the City of Windsor and is one of the seven lower-tier municipalities in the County of Essex. Its rich agricultural lands are some of the most productive in the province and its numerous wineries have a well-deserved national reputation.

The Town of Essex with a population 19,600 is comprised of four distinct and unique communities – Essex Centre, Harrow Centre, Colchester Centre and McGregor Centre.

Council for the Town of Essex is comprised of seven members with each representing the four centres within the Town as follows:

- Essex Centre – two members;
- Harrow Centre – one member;
- Colchester Centre – two members; and
- McGregor Centre – one member.

The Mayor and Deputy Mayor of the Town of Essex are elected at large.

The Town provides a host of services, including all aspects of transportation, both vehicular and active transportation, community facilities and programs, protection to persons and property, including fire, police and animal control, health services such as cemeteries, parks, environmental services including water, wastewater and garbage collection and disposal and planning and development.

## **Commitment to Accessibility**

The Town of Essex is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

The Town is committed to following, maintaining, and implementing the following accessibility policies:

### **Training**

The Town of Essex is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our employees and volunteers on accessibility as it relates to their specific roles.

### **Procurement**

The Town will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

### **Self-Service Kiosks**

The Town will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

### **Information and Communications**

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guideline (WCAG) 2.0 Level AA website requirements in accordance with Ontario accessibility laws.

## **Employment**

The Town will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

## **Design of Public Spaces**

The Town of Essex will meet accessibility laws when building or making major changes to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like picnic areas
- Outdoor play spaces, like playground in municipal parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas.

We will put procedures in place to prevent service disruptions to our accessible parts of our public spaces.

## **Changes to Existing Policies**

The Town will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

And further, The Town is committed to building an inclusive community. Accessibility means much more than people getting through the front door or receiving special services. The Town remains committed to providing inclusive and integrated services and ensuring that all customers have a positive customer service experience in a manner that:

- respects the dignity and independence of persons with disabilities and is sensitive to their individual needs;
- ensures reasonable efforts are made to ensure that service outcomes are the same for persons with disabilities as they are for persons without disabilities; and
- allows persons with disabilities to benefit from the same services as those without disabilities in the same location and in a timely and similar manner considering the nature of the service and accommodations required.

The Town continues to improve accessibility of facilities, programs and services. The Town believes that navigating easily in and around buildings and offices, accessing services and information in an appropriate format, and working in an accommodating environment are important parts of accessibility for everyone, including people with disabilities.

## **Accessibility Initiatives Contained in the Multi-Year Plan**

Schedule 'B' of the Multi-Year Accessibility Plan outlines the strategies and actions to be taken by the Town to prevent and remove barriers for people with disabilities over the next five years. This schedule also includes the Town's strategy for meeting the timelines established in regulations enacted under the Accessibility for Ontarians with Disabilities Act, 2005.

## **Process for Reviewing and Monitoring Progress on the Multi-Year Plan**

The Multi-Year Accessibility Plan will be updated at least once every five years. The Essex Accessibility Advisory Committee will review progress towards achieving initiatives identified

in the plan on an on-going basis. The Multi-Year Plan will be available to the public on the Town website and through alternative accessible formats upon request.

Through the Director of Corporate Services, feedback will also be provided to the Committee on actions taken towards achieving initiatives contained in the Plan.

On an annual basis, the Director of Corporate Services, in conjunction with the Essex Accessibility Advisory Committee will provide Council with an update on the status of accessibility initiatives identified in the Multi-Year Plan that were undertaken in the current year as well as a report on the current year's accomplishments of the Essex Accessibility Advisory Committee over and above those initiatives identified in the Plan.

## **Feedback**

The Town of Essex welcomes feedback, comments or suggestions from the public on how the Town can improve accessibility in our facilities, parks and all municipally owned properties and in the manner in which it provides goods and services. Any feedback, comments or suggestions may be submitted using the Accessibility Feedback Form, which is available on the Town of Essex website [www.essex.ca](http://www.essex.ca) on the "Accessible Essex" page.



## **Schedule A**

### **Activities of Essex Accessibility Advisory Committee**

#### **2010 to 2018**

#### **Review of Site Plans and Rezoning Applications**

Various site plans and rezoning applications were reviewed by the Committee, including:

- Dave Hitchcock Chevrolet, Milton Dzodin, Dr. Gregory Hanaka Dentistry Assoc., Essex District High School, Enerquest, Harrow Home Hardware, 1818631 Ontario Limited Inc., Karl Lonsberry, North 42 Estate Winery, Brotto Investments Inc., Mark Vickers/ATM Pharmacies, Pollmar Holdings Limited, Canadian Tire Properties Inc. (Essex), Essex County District School Board 2651 County Rd. 12, R & K Robinson Holdings, properties located at 186-190 Talbot Street South, Essex and 1170 County Rd. 13, Colchester South.

#### **Recommendations to Planning Department**

- Recommendation to the Planning Department that Site Plan Control require an accessible parking template on the asphalt and vertical accessible parking sign in an accessible parking spots. **(EAAC18-02-06)**

#### **Review Plans for New Municipal Facilities**

- Plans for new municipal facilities were reviewed prior to construction, including Fire Station 1 and Emergency Management Services, Tot Playground, etc.

#### **Consultations**

- Accessibility Certification Consultation by the Government of Ontario brought forward: That a notation be made that Phase 3 of the public consultation process on the model prototypes was forwarded for review and committee to the Committee on April 13, 2016. **(EAAC16-05-011)**

## Accessibility Checklist

- Updated the checklist and arranged distribution of the checklist to businesses through the Town of Essex Fire Inspector and through the Essex Business Improvement Area.
- Sub-Committee of the EAAC performed a survey of accessible parking in Harrow and Colchester Centre which revealed there were sufficient spaces, but better signage and marking was required.

## Review of Accessible Parking

- Sub-Committee of the EAAC performed a survey of accessible parking in Harrow and Colchester Centre which revealed there were sufficient spaces, but better signage and marking was required.
- Director of Infrastructure and Development and the Manager of Operations met with the Committee to review all accessible parking in the Town of Essex, with Committee providing comment back to the Town.
- Ongoing review of requests for accessible parking or curb cuts during the four-year period, with some resulting in recommendations to Council.
- Recommended to Council that the fine for parking in accessible parking spaces without a permit be increased to \$300.00 from \$100.00. The recommendation was approved and the Town By-Law was revised, along with the Set Fine Schedule.

## Recommendations to Council through Resolutions

- That Council consider a new standalone grant under the C.I.P. (Community Improvement Program) in an amount up to \$6,000 for the installation of an accessible entrance in both Harrow and Essex Centre **(EEAC15-03-008)**
- That sidewalks be installed along Maidstone Avenue West to allow accessible pedestrian traffic to the McDonald's and Tim Horton's in Essex Centre. **(EEAC15-03-009)**
- (Re: Site Plan SPC-05-015 - 18, 190 Talbot St. S., Essex) That the number of accessible parking spaces be increased to five spaces and that these spaces be located by an

accessible main entrance with appropriate curb cuts as the building is a healthcare facility. **(R15-09-020)**

- That Council make a recommendation to the County of Essex to consider obtaining an Accessibility Coordinator for the County of Essex who would develop a program similar to "Breaking Barriers to Business" in Sarnia to equip businesses and agencies with the tools and resources needed to meet their requirements with Ontario's accessibility legislation. **(R15-10-024)** (Letter sent from Council to County 10/27/15)
- That the department responsible for the bike path on Fairview Avenue West (Essex Centre) consider ways to improve access to the path for those using wheelchairs and other wheeled conveyances. **(R15-10-025)**
- That the Town of Essex speak out in favour of the over 1.8 million Ontarians with physical, mental, sensory, learning, intellectual or communication disabilities who are facing unfair accessibility barriers every day when they seek employment, shop in stores, go to school, get health care services, find a home, eat in restaurants, or use public transit by pressing the Honourable Premier Wynne to effectively implement and enforce the Accessibility for Ontarians with Disabilities Act (AODA) to ensure that Ontario gets back on schedule to be fully accessible for people with disabilities by 2025, and further that a letter be drafted to the Taras Natyshak, M.P.P. and the County of Essex requesting their support. **(EAAC16-05-010)** (Letter sent from Council to Premier Wynne 4/26/16)
- That an accessible parking space with appropriate signing be provided at the Essex Soccer Field and that if possible it be placed near the entrance along the fence. **(EAAC16-05-014)**
- That a manual lift for the Aquatics Centre dressing rooms be purchased for back up when the electronic lift is not available. **(EAAC16-11-028)**
- That the Essex Accessibility Advisory Committee supports the request by Councillor Voakes and the Department of Infrastructure and Development be advised that the Committee supports the elimination of the third parking space (closest to the crosswalks) in front of the Party Discount Store at 24 Talbot Street North. **(EAAC16-12-032)**

- That the Town of Essex continue with the ramp and mobi pad. **(EAAC17-09-008)**

## **Accessibility at Municipal Facilities**

- Toured various municipal, including Harrow Soccer Park, McGregor Community Centre and Library, Colchester Pirate Ship, Essex Sports Complex, Lion's Park, Bridlewood Park, Essex Recreation Complex, etc. and identified deficiencies as it relates to accessibility.
- Committee member appointed to Essex Streetscape Committee. (2010-2013)
- Tour of Town of Essex Facilities and proved list of issues that needed correction/improvement. (06/15/2015)
- Provided Town's Special Events Resources Team (SERT) Committee with checklist to aid in making fairs and other events accessible events (10/27/2015)
- Met with Norm Nussio, Assistant Manager, Operations/Drainage Superintendent to receive information and provide comment on Town of Essex crosswalks. (06/14/2016)
- Accessibility Checklist was reviewed, updated and provided for distribution to the Essex Fire Department to the businesses when the Fire Department does fire inspections. (11/08/2016)
- Information regarding the availability of funding through the Government of Canada's Enabling Accessibility Fund was forwarded to the Essex Centre BIA and the Harrow Chamber of Commerce (06/14/2016)
- Sent correspondence to the Essex County Library and the Union encouraging both parties to return to the bargaining table to resolve the labour dispute due to the barrier the strike was creating for those who depended on the library for internet services, large print and audio books and research material (11/08/2016) (Letter sent)
- Sent correspondence to CIBC encouraging the installation of a vertical accessible parking sign in their private parking lot. (sign was installed June 2018) (02/01/2018)
- Reviewed the Municipal Election Accessibility Plan 2018 (06/14/2018)
- Met with concerned citizen regarding various accessibility issues throughout the

- Town of Essex. (06/14/2018)
- Met with Tactile Vision & Canada Blindsquare regarding providing accessible mapping by braille or by mobile app for individuals with low vision in the Essex Recreation Centre. (06/14/2018)
  - Accessible Events Booklets to be given to SERTS for distribution to people planning events and linked on our web page for information (02/01/2018)

## **Town Accessible Implementations**

- An Accessible Customer Service Policy and training program has been implemented and is provided to all management, union and non-union staff, students, members of Council, members of a Committees of Council, and Volunteers who are either employed by the town or acting on behalf of the town since 10/19/2009;
- Customer Service Initial Complaint and Feedback form accessible to public since October, 2009 in all media formats;
- Guide Dogs or other Service Animals permitted to enter those areas of premises owned and operated by the Town that are typically open to the public unless the animal is excluded by law;
- Town of Essex launched their website to improve accessibility in 2013;
- January 13, 2014 Town implemented Employment Standard Policy in accordance with AODA Integrated Accessibility Standards Regulation 191/11;
- By January 1, 2014, all website content, documents and tools were compliant with the provincial standard, based on the Web Content Accessibility Guidelines 2.0 Level A save and except criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio description). The Town of Essex is making every effort to be Level AA Compliant, which is the 2021 requirement.
- Where possible, documents (PDF, Microsoft Word, Excel and PowerPoint) date January 1, 2012 or later are posted to the Town's website as accessible documents;
- June 1, 2016 Injury Management Program and Return to Work Policy implemented and maintained for all Town employees;

- The Town continually reviews facilities, programs and services in an effort to remove all barriers that may prevent persons with disabilities who use an assistive device from participating in or accessing programs, goods, services and facilities provided by the Town of Essex;
- Provide public with notice in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities by placing notices in all public entrances and service counters on Town premises. If the disruption is long-term, the Town posts notification announcements on our website and through social media platforms such as Facebook, Twitter informing the public of the location, duration of disruption and alternative solutions available;
- On an ongoing and regular basis, and as per the applicable terms of the IASR, the Town of Essex reviews and assesses general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed;
- Individualized workplace emergency response information procedures will be developed for Town of Essex employees with disabilities, as required;
- Use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so;
- Implementation of 24/7 web based programming which tracks all employee training modules relevant to Town Policies and Procedures, all Health and Safety; requirements of the IASR, and any Ontario Human Rights Code as it pertains to persons with disabilities and provide alternative format to all employees who don't have access to this program and track training dates and further ensures through our Human Resources Manager that any changes to the prescribed policies be reviewed on an ongoing basis;
- Partnership established between Town and the Colchester Schoolhouse Community Garden establishing a community garden featuring accessible raised beds and accessible pathways surrounding each bed;
- Ongoing roadway reconstruction and resurfacing with the addition of Tactile Walking Surface Indicators (TWSI's) and audible pedestrian signals when adding

- new or replacing existing Pedestrian signals;
- Ongoing curb-cuts and/or depressed curbs are constructed to improve access and safety in accordance with AODA Standards;
  - Mobi-Mat donation by the David Watsa family in 2018 provided the supply and installation of mobi-mat to access the waters of Lake Erie and travel barrier free on the beach sand of Colchester Harbour;
  - Recycled rubberized playground surfaces at Essex Tot Park, Harrow Playground, and the McGregor playground;
  - Accessible Pirate Ship playground with rubberized surface at the Colchester Harbour;
  - Accessible splash pads in Essex, Harrow and Colchester;
  - Installation of barrier free accessible ramp from the Colchester Harbour upper parking lot to the Colchester Community Room;
  - Deep and Shallow Aquafit programming offered at aquatic facility;
  - Installation of Hydorrider Aquabikes provide Spin H2O classes offered at our aquatic centre;
  - Essex Recreation Complex provides the following accessible features:
    - Easy ladder into lap pool;
    - Poolside lift into lap pool (max 180 pounds)
    - Submerged ramp into leisure pool
    - Railings on stairs into training pool
    - Submergible pool wheelchair
    - Submerged therapy bars in training pool
    - Tilting shower/commode wheelchair;
    - Private accessible washroom with shower, change table and transportable ceiling lift;

**Schedule “B” – Planned Initiatives 2019 – 2024**

Item no.	Recommendation	Timeline			
<b>General Requirements</b>		<b>Ongoing</b>	<b>1-2 yrs</b>	<b>2-3 yrs</b>	<b>4-5 yrs</b>
1	Continue to review and update policies/procedures/forms to reflect legislative changes	✓			
2	Committee review and collaboration on the Accessibility Compliance Reports prior being filed with the Ministry in accordance with ministry standards (bi-annually) and ensure reports are available to the public on town website and through alternative formats	✓			
<b>Customer Service Standard</b>		<b>Ongoing</b>	<b>1-2 yrs</b>	<b>2-3 yrs</b>	<b>4-5 yrs</b>
3	Continue to fulfill the needs of residents and customers under the Accessible Customer Service Standard	✓			
4	Continue to receive, monitor and respond to Accessible Feedback and ensure processes are accessible to persons with disabilities	✓			
5	Continue to post service disruptions at all municipal facilities and ensure public notification is made through multi-media communications i.e. website, Facebook, Twitter etcetera	✓			
6	Continue to review and update where necessary, accessible Customer Service Policies		✓		
7	Ensure all tender documents contain the requirement that vendors must certify that they, and their staff have received training in accessible customer service	✓			
<b>Employment Standards</b>		<b>Ongoing</b>	<b>1-2 yrs</b>	<b>2-3 yrs</b>	<b>4-5 yrs</b>
8	Continue to provide training on the Integrated Accessibility Standards Policy to all elected Officials, Employees and Volunteers		✓		
9	Address barriers to employment with the Town of Essex for people with disabilities and address accommodation requirements of existing employees with disabilities	✓			
10	Continue to provide training to Employees on the requirements of the Ontario Human Rights Code as it relates to the employment of Persons with Disabilities		✓		
11	Continue to regularly review the Human Resources Policies to ensure the inclusion of means to prevent and remove systemic employment barriers and further ensure they are compliant with legislation and reflect best practices	✓			

12	Continue to provide employees with mental health training and ensure all staff are aware of the availability to accommodate and include persons with disabilities	✓			
13	Continue to provide Training to employees on the requirements of the Ontario Human Rights Code as it relates to the employment of persons with disabilities	✓			
14	Continue to comply with the legislated requirements for Recruitment, Workplace Emergency Response Information, Return to Work Process, Performance Management, Career Development and Advancement and Redeployment	✓			
15	Continue to provide or arrange for the provisions of accessible formats and communication supports for all employees.	✓			
<b>Information and Communications Standard</b>		<b>Ongoing</b>	<b>1-2 yrs</b>	<b>2-3 yrs</b>	<b>4-5 yrs</b>
16	Continue to offer reports, documents, forms and other public information in accessible formats and provide alternative formats when requested	✓			
17	Continue to provide training to staff members on the creation of accessible documents and forms	✓			
18	Continue to ensure all documents for Council and the public are posted to the town website are in accessible formats (including agendas, minutes, reports to council, financial information, tender documents etcetera)	✓			
19	Continue to provide Emergency Procedures, plans and public safety information in accessible formats and in alternative formats upon request	✓			
20	Continue to monitor accessible website and web content compliance in accordance with Web Content Accessibility Guidelines (WCAG)	✓			
21	Ensure all websites and web content conforms with the Information and Communications Standard / WCAG 2.0 Level AA		✓		
22	Provide and promote where applicable that all municipal documents are available in alternative format and ensure all staff are aware of the commitment		✓		
23	Ensure staff are educated on the need for accessible documents and the provision of providing accessible formats upon request	<input type="checkbox"/>	✓		
24	Monitor process for receiving Accessibility Feedback and Comments to ensure that response is provided in a timely manner and appropriate action is taken, as required, in a timely fashion	<input type="checkbox"/>	✓		
25	Make available means for Accessible Feedback from the public and persons with disabilities and review and make recommendations to council and staff on remedies to accommodate persons with disabilities		✓		

<b>Transportation Standard</b>		<b>Ongoing</b>	<b>1-2 yrs</b>	<b>2-3 yrs</b>	<b>4-5 yrs</b>
26	Through Public Consultation determine the demand for accessible transportation in the Town and review the current services provided to persons with disabilities		✓		
27	Address barriers in transportation to accommodate people with disabilities to be able to live, work and participate within the community			✓	
28	Perform site visits of bus stops/shelters to identify barriers of persons with disabilities and communicate barriers to town	✓			
29	Initiate a public media campaign to provide information regarding available accessible transportation options within the town to persons with disabilities		✓		
<b>Procurement Standard</b>		<b>Ongoing</b>	<b>1-2 yrs</b>	<b>2-3 yrs</b>	<b>4-5 yrs</b>
30	Continue to ensure accessible goods and services are made available and procured by municipal staff	✓			
31	Continue to regularly review the Procurement and Disposal of Goods and Services policies to ensure they are compliant with current legislation and reflect best practices	✓			
<b>Design of Public Space Standard/Built Environment</b>		<b>Ongoing</b>	<b>1-2 yrs</b>	<b>2-3 yrs</b>	<b>4-5 yrs</b>
32	Continue to remove barriers in public buildings and spaces throughout the municipality	✓			
33	Ensure Self Service Kiosks incorporate accessibility features when designing, procuring, or renovating any municipal public information centres		✓		
34	Continue to meet technical requirements and consulting the public when constructing new or redeveloped municipal recreational trails, outdoor public use eating areas, outdoor public spaces, exterior paths of travel, accessible parking both on and off the street, service counters, fixed queuing guides and waiting areas	✓			
35	Continue to comply with legislative requirements for all municipal Recreational Trails and Beach Access, Outdoor Public Eating Areas, Outdoor Play Spaces, Exterior Paths of Travel – Ramps, Stairs, Curb Ramps, Depressed Curbs, Accessible Pedestrian Control Signals, Accessible Parking, Service Counters and Waiting Areas	✓			
36	Continue to comply with the Barrier-Free Design of the Ontario Building Code for all new construction and major renovations	✓			

<b>Essex Accessibility Advisory Committee Initiatives</b>		<b>Ongoing</b>	<b>1-2 yrs</b>	<b>2-3 yrs</b>	<b>4-5 yrs</b>
37	Continue to review all accessible parking in the municipality in conjunction with public works and make recommendations for changes, new accessible parking spaces, curb-cuts etc.	✓			
38	Continue to review all sidewalks in the municipality with public works and make recommendations for changes, repairs, and new accessible sidewalks etc.		✓		
39	Continue to perform site visits to Town owned or leased facilities that are accessed by the public to identify barriers for persons with disabilities and communicate barriers to the Town		✓		
40	Continue to provide information to Council regarding National and International initiatives in accessibility		✓		
41	Continue to provide Council with proclamation requests for Canadian's National Accessibility week		✓		
42	Continue to explore and recommend training opportunities with the focus on furthering the municipality's goal in removing barriers and creating an accessible and inclusive town for all committee members, administration and councillors	✓			
43	Ensure all documents provided in alternative formats are at no additional cost to persons with disabilities	✓			
44	Meet with representative from the Canadian National Institute for the blind explore accessibility needs of people with visual impairments		✓		
45	Continue to explore and recommend membership opportunities with the focus of gaining knowledge and current information regarding National and International initiatives	✓			
46	Continue to review all festival, tourism and other municipal grant opportunities to ensure that the needs of persons with disabilities have been taken into consideration and provide recommendations as required	✓			
47	Host an educational event for community businesses with the focus on sharing information on Customer Service, AODA Standards, Municipal Grant and Funding opportunities and other general education as it pertains to accessibility and inclusiveness			✓	
48	Host an information sharing forum with other municipalities Accessibility Advisory Committees within Essex County to exchange knowledge and best practices on an annual basis		✓		