



The Regional Municipality of Niagara

2010/2011

ACCESSIBILITY PLAN

Ninth Edition

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Section 1: Municipal Information

Municipality: The Regional Municipality of Niagara

Contact Information:

Regional Municipality of Niagara
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TTY stands for Teletypewriter (text communication phone)

Key Contacts:

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Population

The population of Niagara Region is 427,421. (according to the 2006 census)

Municipal Highlights

Niagara region is located in southern Ontario between two of North America's great lakes. (Ontario and Erie) It covers an area of 1854 square km (715 square miles) and is comprised of 12 municipalities with a combined population of 427,421.

Niagara became part of the reform movement to create new forms of governance - Regional Governments. On June 26, 1969, the provincial legislature enacted *The Regional Municipality of Niagara Act*. On January 1, 1970, 12 area governments and one regional government replaced the two counties and 26 municipal structures.

Niagara Region's 12 municipalities are:

- Fort Erie Population 29,925
- Grimsby Population 23,937
- Lincoln Population 21,722
- Niagara Falls Population 82,184
- Niagara-On-The-Lake Population 14,587
- Pelham Population 16,155
- Port Colborne Population 18,599
- St. Catharines Population 131,989
- Thorold Population 18,224
- Wainfleet Population 6,601
- Welland Population 50,331
- West Lincoln Population 13,167

Source: Stats Canada 2006

The Council of the Regional Municipality of Niagara is comprised of a Chairperson and 30 Councillors representing five cities, five towns and two townships.

Section 2: Legislation and Interpretation

On June 13, 2005, the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* received Royal Assent and is now law. The purpose of the AODA 2005 is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities by 2025. Standards will be developed by the Government of Ontario in collaboration with persons with disabilities, representatives of industries and of various sectors of the economy. Both the public and private sectors that provide goods and services to people in Ontario will have to meet certain accessibility standards in five important areas; Customer Service (O.Reg. 429/07), and currently pending Standards for Transportation, Information & Communications, Built Environment and Employment.

Public sector organizations including government ministries, municipalities, hospitals, public transportation organizations, school boards, colleges and universities are required to continue to prepare and make public annual accessibility plans as their legal obligations under the *Ontarians with Disabilities Act, 2001 (ODA)* remain in force until such time that the *Act* is repealed.

Communities are changing throughout the Province of Ontario as the population ages. Approximately 20% of Ontarians are likely to have a disability in 20 years. A mandate to remove barriers by 2025 will allow communities to fully accommodate an aging population, persons with disabilities; everyone.

Like other municipalities in Ontario, an Accessibility Plan is prepared to address any issues and barriers preventing persons with disabilities from participating fully in the life of the community. Ultimately, the Accessibility Plan is intended to identify, remove and prevent all barriers that may impede residents and visitors from accessing and using municipal services within the responsibility of the Regional Municipality of Niagara. Accessibility planning will no longer be an afterthought but instead will become ingrained in the normal operating policies and procedures.

Definitions for “disability” and “barrier” as they appear in the Accessibility for Ontarians with Disabilities Act (AODA) and Ontarians with Disabilities Act (ODA):

Disability means;

- 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*; (“handicap”).

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 a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

Common Acronyms

AAC	Accessibility Advisory Committee
FADS	Facility Accessibility Design Standards
ODA	<i>Ontarians with Disabilities Act, 2001</i> – Bill 125
AODA	<i>Accessibility for Ontarians with Disabilities Act, 2005</i> – Bill 118
UD	Universal Design
TTY	Teletypewriter (text communication phone)

Common Barriers:

Architectural	may result from the design of a building
Attitudinal	refers to persons who do not know how to communicate with people with disabilities, or persons who display discriminatory behaviours
Communicational	makes it difficult for people to receive or send information
Policy / Practice	may result from an organization’s policies, practices and protocols if they restrict persons with disabilities

Section 3: Other Organizations & Agencies Participating in this Accessibility Plan

3.1 Organization-Agency

- Niagara Regional Police Services
- Niagara Regional Housing
- Niagara Economic Development Corporation
- Niagara Peninsula Conservation Authority

3.2 Description

Niagara Regional Police

Established on January 1st, 1971, the Niagara Regional Police Service is the oldest regional police service in Ontario. In an area of 1,854 square kilometres, the Niagara Regional Police Service patrols one of Ontario's largest geographic Regions. The Niagara Regional Police provide policing and public safety services to approximately 427,421 residents and an estimated 15,000,000 visitors annually.

A few of the unique policing challenges facing Niagara are: the combination of urban and rural development; the large annual influx of tourists; its proximity to the United States; the effect of the nations' busiest border crossings; a major summer cottage population in varying communities; and a waterfront shoreline that surrounds the Region on three sides.

Niagara Regional Housing

Niagara Regional Housing is an independent corporation that provides affordable housing solutions for individuals and families. It is governed by a community-based Board of Directors who report to the Council of the Regional Municipality of Niagara.

Niagara Economic Development Corporation

The Niagara Economic Development Corporation is a non-profit corporation with a mandate to carry out activities to advance the economic prosperity of the Niagara community. The Corporation provides effective, innovative services to promote investment and visitation and provides business support services to attract, maintain, and increase jobs in Niagara.

Funded by the Regional Municipality of Niagara, the Corporation partners with the private sector, government offices and other agencies to successfully complete many projects.

Niagara Peninsula Conservation Authority

The activities of the Niagara Peninsula Conservation Authority (NPCA) are governed by a Board of Directors comprised of 15 members appointed by the member municipalities as follows:

- 12 members appointed by Niagara Region
- 2 members appointed by the City of Hamilton
- 1 member appointed by Haldimand County

Board members collectively provide direction through the General Manager for the consideration and adoption of NPCA goals and objectives, policies, operational plans and budgets.

Section 4: Outside Consultation Activities

4.1 Target Group

Accessibility Advisory Committee Supportive Stakeholder Groups: Ontario March of Dimes, Niagara Peninsula Children's Centre

4.2 Consultation Activities

Agency	Mandatory/Preferred	Status
Accessibility Advisory Committee	Mandatory	Ongoing
Ontario March of Dimes	Preferred	Ongoing
Niagara Peninsula Children's Centre	Preferred	Ongoing
Red Cross	Preferred	Ongoing
Niagara's Municipal Accessibility Committees	Preferred	Ongoing

4.3 Time Period that Activity Occurred

- April, 2003 - present

Section 5: Plan Development Working Group

Table 1: Region of Niagara Accessibility Working Group

Working Group Member	Department / Affiliation	Contact Telephone (905)
Denise Papaiz	Corporate Communication	685-1571 ext. 3218
Steve Murphy	Integrated Community Planning	865 4225 ext. 3252
Gord Low	Corporate Services	685-1571 ext. 3397
Mary Eagles	Niagara Regional Housing	685-1571 ext. 3948
Judy Sobchak	Community Services	685-1571 ext. 3809
Catherine O'Leary/ Zuher Ismail (alternate)	Public Health Public Health	688-8248 ext. 7336 688-2854 ext.7458
Eric Flora	Public Works - Transportation	685-1571 ext. 3400
Anne Hepplewhite	Niagara Regional Police	688-4111

Working Group Member	Department / Affiliation	Contact Telephone (905)
Geoff Eden Chairperson	Accessibility Advisory Committee Member Accessibility Affiliation: Welland AAC, Provincial Accessibility Directorate Standards Development Committee for Information & Communications	
Diane Krieger Vice- Chairperson	Accessibility Advisory Committee Member Accessibility Affiliation: Stakeholder Fort Erie AAC Provincial Accessibility Directorate Standards Development Committee for Transportation	
Jean Bennett	Accessibility Advisory Committee Member Accessibility Affiliation: Stakeholder	
Krystine Donato	Accessibility Advisory Committee Member Accessibility Affiliation: Brock University AAC	
Carol Walker	Accessibility Advisory Committee Member	
Jocelyne Gagne	Accessibility Advisory Committee Member Accessibility Affiliation- Ontario March of Dimes	
Ian Greaves	Accessibility Advisory Committee Member Accessibility Affiliation: Niagara Falls AAC	

Working Group Member	Department / Affiliation	Contact Telephone (905)
Brian Kon	Accessibility Advisory Committee Member Accessibility Affiliation: Niagara Falls AAC, Retail Council of Canada – Accessibility Provincial Accessibility Directorate Standards Development Committee for Customer Service Resigned – January 2010	
Anita MacKenzie	Accessibility Advisory Committee Member Accessibility Affiliation: Niagara Specialized Transit member, Niagara Falls AAC	
Mary Lou Whitty	Accessibility Advisory Committee Member Accessibility Affiliation: Port Colborne AAC	
Griz Witlib	Accessibility Advisory Committee Member Accessibility Affiliation: Stakeholder	
Councillor Cindy Forster	Niagara Region Council	714-7999
Christine Keith	Accessibility Advisory Committee Member Accessibility Affiliation: Stakeholder Accepted 03/2009	

Section 6: Regional Operations and Departmental Purview

6.1 Considerations and Context

6.1.1

- By-laws
- Policies / Practices
- Programs
- Services
- Facilities

6.1.2

- Service Provider
- Employer

6.1.3

- Business Planning Integration

6.1.4

- Public Awareness and Promotion

6.2 Departments

6.2.1 Department – Community Services

- The Community Services Department supports and advances the well-being of individuals, families and communities of Niagara
- Provides encouragement and support to enable individuals and families to maximize potential to achieve their life goals
- Enhances residents' quality of life and social well-being by providing a spectrum of integrated programs and partnerships

6.2.2 Department – Corporate Services

- The Corporate Services Department provides support services to Regional Departments and policy advisory services to both Regional Council and staff
- Provides support to Regional Council through the Office of the Regional Clerk as well as Council agenda and related materials to the public in various formats
- Manages Regionally owned and operated public facilities
- Provides legal services to Regional Council and departments

- Assists Regional departments to become more productive through the use of information technology, systems and support
- Acts as agent on behalf of the twelve local area municipalities and has established administration and courtrooms to deal with charges laid under the Provincial Offences Act
- Ensures the Annual Accessibility Plan addresses the provincial mandate

6.2.4 Department – Human Resources

- Through the guidance of the Human Resources Committee and Council, the Department is dedicated to the development of strategic human capital initiatives, programs, services and expertise for approximately 3000 employees in the areas of: Employee and Labour Relations, Benefits and Pensions, Health Services, Recruitment and Retention, Training and Development, Organizational Development, Compensation and Classification
- Enhance cost effectiveness and efficiencies for taxpayers through shared service initiatives with nine area municipalities and related Boards/Agencies

6.2.5 Department – Integrated Community Planning

- Enhances the Niagara community's special characteristics through partnerships
- Responsible for development, conservation and environmental protection
- Achieves a higher quality of life for residents and visitors
- Provides policy direction to Regional Council on the protection of agricultural resources and the development of safe and healthy communities
- Supports Planning legislation relation to accessibility (see page 19)

6.2.6 Department – Public Health

- Niagara Region Public Health is committed to the public health needs of our community. We demonstrate this commitment through health protection, disease prevention, health promotion, and injury prevention programs.
- Through our team of skilled health professionals, we work closely with our community to improve the social and physical environments where we live, learn, work, and play so residents can reach their full health potential

6.2.7 Department – Public Works, Water Wastewater, Waste Management

- Provide safe potable water
- Ensure effective and safe treatment of sewage
- Manage the Waste Management Program in the Region of Niagara

6.2.8 Department – Public Works, Transportation Services

- Develop and maintain a Regional Road Network

- Road design and construction
- Road crossing protection and assistance
- Long, intermediate and short term transportation plan
- Inter-Municipal Specialized Transit Service

Section 7: Status and Updates by Other Organizations & Agencies

7.1 Niagara Regional Polices Services (NRPS)

- Review of the NRPS facilities has been undertaken to build a long term accommodation strategy, using FADS as the accessibility guideline
- Future needs assessment of facilities to include accessibility and barrier recognition in tandem with future usage assessments
- New proposed Licensing By-law addresses accessible transportation
- Website is W3C compliant
- TTY service is available
- Staff sensitivity and awareness training to be included in Niagara Region training

Included in officer education and training programs

Incorporated into existing and ongoing training programs and videos

Video library (situational training) at police stations and the police training centre on Niagara College campus, including an 8 part training video series titled Police Response to Persons with Disabilities

Orientation training includes content regarding Ontario Human Rights Code and workplace harassment, which both include accessibility sensitivity and awareness components

7.2 Niagara Regional Housing

- Improve facility accessibility on a continual basis
- Endorse the inclusion of accessibility planning into Emergency Preparedness initiatives
- Enhanced **forms** to be more user-friendly which are available in alternate formats upon request
- Ensure availability of alternative formats for information and material
- Ensure special accommodations are available for meetings and events
- Development of policies and procedures for AODA Customer Service compliance
- Ensure AODA legislation is incorporated into policies and practices
- Modified publications to improve “readability”
- Encouraged any new affordable housing to have at least 10% of units designated as supportive housing units and at least 10% of units made accessible using Universal Design Principles

- Under the **Niagara Affordable Housing Programs, builders and contractors** use the FADS document to ensure building's accessibility
- Facilitated staff training in preparation for an accessibility facility audit in 2007 using the Region of Niagara's Facility Accessibility Design Standards (FADS) as the guiding document
- All Niagara Regional Housing buildings converted to power door operators into foyers and lobbies
- All buildings have elevators with the exception of four smaller buildings
- Ramps are installed in family units where structurally possible and upon request
- Family units have audible / strobe fire alarms on all levels for persons with a hearing disability
- Seniors' apartments have audible fire alarms, with visual strobe fire alarms/horns being placed inside apartment units and bedrooms of persons with hearing disabilities
- Seniors' apartments have grab bars and levered handles in all bathrooms and kitchens
- Grab bars are installed in family units upon request
- Seniors' apartments have levered handle entry doors
- Elevator buttons in hallways and inside elevators have been lowered
- All common areas/grounds have accessible parking spaces, curb cuts and ramps to entrance doors
- **Continue to be guided by strategy documents such as The Housing Strategy** - People Needing Housing: A Collaborative Housing Strategy for the Niagara Community, released in October 2004 which recommends a set of housing objectives including: ensure there is an accessible, adequate supply of affordable rental and ownership housing; and the elimination of physical, social and economic barriers to all forms of housing
- Affordable Housing application form has been revised in plain language format, and incorporates modified and partially modified unit selection forms
- Website updated to incorporate plain language and improve readability
- Communication materials developed with plain language guideline
- Timeline developed to establish timelines for compliance with AODA
- Special events hosted in accessible venues

7.3 Niagara Economic Development Corporation

- Incorporate Regional staff sensitivity and awareness training
- Promote FADS to business and industry contacts

- Promote awareness of the consumer power of persons with disabilities

7.4 Niagara Peninsula Conservation Authority

- Facility accessibility audit completed, prioritized facility improvements, including remedies and costs
- The newly constructed Centre for Conservation and is now opened at Ball's Falls; it was designed using barrier free principles
- Exhibits and displays are being planned with consideration of universal access
- Construction of a switchback trail system linking the Centre for Conservation at Ball's Falls to the main park, Summer 2008
- A checklist and reference guide was prepared by the Waterfront Regeneration Trust on the accessibility of outdoor facilities
- Accessibility improvement projects have included facilities at Ball's Falls, Long Beach and Chippawa Creek Conservation Areas
- Regular upkeep of outdoor facilities include trail maintenance, ensuring that trails being advertised as accessible have adequate packed screening pathways in good condition
- Many remote properties have natural terrain that may be too rough/steep to be considered accessible
- Glen Ridge Quarry Naturalization Site project includes accessibility considerations for all undertakings
- FADS is used as the guiding document for accessibility

Section 8: Initiatives 2010-2011

Highlights

- Improve facility accessibility on a continual basis
- Ensure AODA legislation is incorporated into policies and practices
- Support the continued implementation of audible pedestrian signals at Regional traffic intersections
- Advocate for increased availability of accessible transportation
- Endorse the inclusion of accessibility planning into Emergency Preparedness initiatives
- Ensure availability of alternative formats for information and material
- Further the accessibility sensitivity / awareness and customer service training for staff, new hires and other members of obligated sectors
 - Completion of policies and procedures for AODA Customer Service compliance
 - Development and delivery of training for AODA Customer Service compliance
- Transportation Strategy Steering Committee approve the Terms of Reference for an Inter-Municipal Transit study (commencement first quarter 2009), and of which the Accessible Transit issues will be reviewed and recommendations made for future implementation.

Table 2: Initiatives to Overcome Barriers at Niagara Region

Initiative	Department (reference Section 6.2)	Barrier	Resources / Comments	Timeframe (Ongoing = initiated and continually addressed)
Budget Provisions Financial Planning	All Departments	All	Council and budget allocations	Ongoing
Customer Service Training	All Departments (Administered via H.R.) ICP, Clerk's Office Accessibility Advisory Coordinator	Attitudinal Communicational Policy / Practice	Training to be organized by Human Resources rep, Accessibility Coordinator, Community Services rep and incorporated in to the Corporate Orientation agenda.	Completed Develop an in-house Customer Service training tool and necessary policies in compliance with the AODA's mandate of Customer Service Standard by January 1, 2010
Policy / Procedure	All Departments Accessibility Advisory Coordinator CMT	Communicational	Staff expertise Incorporate accessibility considerations into policy / procedure	Ongoing Incorporate outcomes from all AODA Standards as they become Regulatory

Initiative	Department (reference Section 6.2)	Barrier	Resources / Comments	Timeframe (Ongoing = initiated and continually addressed)
Alternative format availability Information Technology	Integrated Community Planning Corporate Communications Department	Attitudinal Communicational	Staff expertise, AAC consultation (example; Regional materials available in alternative formats upon request, website regularly updated with accessible technologies) Staff currently developing manual of resources to assist with provision/delivery of alternate format and accommodation resources as requested .	Ongoing Incorporate outcomes expected in the near future from the AODA's Information & Communication Standard

Initiative	Department (reference Section 6.2)	Barrier	Resources / Comments	Timeframe (Ongoing = initiated and continually addressed)
Develop Communications Standard	Administration Integrated Community Planning Corporate Communications Dept	Communicational	Staff expertise, AAC consultation Continue to ensure accessible communication between departments, staff and particularly with the public to promote and enhance communication (example – document preparation, storage and distribution to use readable OCR PDF technology)	Ongoing Incorporate outcomes expected in the near future from the AODA's Information & Communication Standard
TTY teletypewriters (local and toll free TTY to main switchboard)	Corporate Services Community Services Public Health	Communicational	Ensure TTY contact information is included on website and on all published material Continue to monitor further customer service needs for any additional TTY service	Ongoing

Initiative	Department (reference Section 6.2)	Barrier	Resources / Comments	Timeframe (Ongoing = initiated and continually addressed)
Accessibility Events	All Accessibility Advisory Coordinator	Communicational	Accessibility Coordinator support of events related to Regional accessibility	Ongoing
Accessibility Legislation	All	All	Accessibility Coordinator: - ensures legislative compliance and implementation into practices - ensures review of draft AODA standards when issued - drafts Accessibility Plan annually for submission to AAC and then Council	Ongoing

Initiative	Department (reference Section 6.2)	Barrier	Resources / Comments	Timeframe (Ongoing = initiated and continually addressed)
Facility Accessibility Design Standards (FADS) –Accessibility Guidelines	Corporate Services – Facility/Property Management	Policy / Practice Architectural	Staff expertise, AAC consultation, Accessibility Coordinator Promote FADS adoption to 12 municipalities within Niagara Region Niagara Region has now adopted 2007 version of FADS (Facility Design Accessibility Standards)	Complete 2008/9 – Update FADS to a more current edition Incorporate outcomes expected in the near future from the AODA’s Built Environment Standard
Facility Accessibility (new / existing, leased / owned)	Corporate Services – Facility/Property Management	Architectural	Use FADS as guideline for all improvements and as criteria for leasing and lease renewals	Ongoing

Initiative	Department (reference Section 6.2)	Barrier	Resources / Comments	Timeframe (Ongoing = initiated and continually addressed)
Facility – Fire Alarms	Corporate Services – Facility/Property Management	Communicational	Add visual strobe to audible fire alarms Included in all new construction and retrofits of existing facilities	Ongoing with scheduled renovations
Council Chambers	Corporate Services – Facility/Property Management	Architectural	Accessibility Improvements to Council Chambers	Ongoing
Employment and Workplace Accommodation	Human Resources	All	Staff expertise Practices and procedures to promote employment of persons with a disability Gain input from a corporate diversity team Continue support of workplace accessibility and accommodation for all departments	Ongoing Await Employment standard from AODA and initiate compliance when appropriate

Initiative	Department (reference Section 6.2)	Barrier	Resources / Comments	Timeframe (Ongoing = initiated and continually addressed)
Policy Plan Local Official Plans	Integrated Community Planning	Policy / Practice	<p>Planning regulations and practices that mandate accessibility:</p> <p><i>Planning Act 2005, Section 2 (h1) Part VI, Policy 51(24)</i></p> <p>Provincial Policy Statement Section 1.1.1 (f)</p> <p>Regional Policy Plan Section 5, Urban Areas</p> <p>Approval authority for local official plans. Reviewed from Regional and Provincial perspective to meet or exceed mandates in the provision of accessibility</p>	Ongoing

Initiative	Department (reference Section 6.2)	Barrier	Resources / Comments	Timeframe (Ongoing = initiated and continually addressed)
Regional Emergency management, Emergency Evacuation and Emergency Shelters. Public Education program	Integrated Community Planning	All	Staff expertise, Red Cross, AAC consultation, stakeholders, Ontario's Emergency Preparedness for Persons with Disabilities or Special Needs Guide, 2007	Ongoing
Road Construction / Sidewalk Construction	Public Works	Architectural	Review with FADS as guiding document Work in conjunction with municipalities as sidewalks are their responsibilities	Ongoing
Road Crossing Protection (audible signals)	Public Works	Architectural	Technical sub-committee, AAC consultation, CNIB consultation	ICP PWC approval of 100,000 for traffic signal backlog of retrofit locations. Locations not specified .

Initiative	Department (reference Section 6.2)	Barrier	Resources / Comments	Timeframe (Ongoing = initiated and continually addressed)
Inter-Municipal Specialized Transit	Public Works	All	Staff expertise, AAC consultation, community consultation Expanded medical trip criteria now includes employment and education	Ongoing Incorporate outcomes expected in the near future from the AODA's Transportation Standard
Construction projects and snow removal	Public Works	All	Consideration of barriers to accessibility during periods of construction or snow removal.	Ongoing

Section 9: Summary 2010/2011 Highlights

- FADS continue to be adopted by Niagara's municipalities for use in their facilities. The use of FADS as a guideline for creating accessible environments is available to businesses and the general public. The Region recognizes the benefit of updating the FADS to a more current edition however is waiting until the Built Environment Standard becomes part of the AODA. Niagara Region encourages its use throughout the community. This document is available in the Living Section on the accessibility webpage at www.niagararegion.ca
- In November 2006 the Region of Niagara introduced its new inter-municipal specialized transit system, Niagara's Specialized Transit (NST). Its success and use has grown monthly since that time. It is designed for eligible Niagara residents who need to travel between the Region's municipalities for medical appointments and thereafter expanded to include employment and education as well. During the period of January-December 2007 and January-December 2008 the ridership increased by 56%. The increase is due to both the expanded trip criteria and public awareness of the availability of this service. Information details and applications are available at www.nstniagara.ca .
- Continued the program for the placement of audible pedestrian signals (APS) as identified. APS installations provide added safety to persons who are blind or have low vision in crossing at these signals. (e.g. Glenridge Rd. pedestrian crossing linking Brock University's Main Campus with its East Academic Campus) Funding has been approved to continue with installations at locations identified by the CNIB. There is sufficient budget available to complete approximately 8 intersections which have been prioritized by the Accessibility Committee and the CNIB.
- Customer Service Standard training continues with a focus on compliance with the Accessibility for Ontarians with Disabilities Act.
- Niagara Region's Accessibility Advisory Committee continues to promote and advise on municipally related accessibility issues, provides comments on AODA initial proposed standards and provides an Accessibility Plan to Council on an annual basis.
- Establishing full time Accessibility Advisory Coordinator Role for Niagara Region – completed
- Completion of Regional Public Health Building (Welland) in conjunction with FADS document- completed
- Renovation of Regional Senior's Day Program building in Grimsby to provide improved accessibility through main entrance - completed

- Establish feedback line for Accessibility related issues on RMON website-completed
- Increased Regional department staff reps to Accessibility Advisory Committee and staff committee to address AAC concerns and issues. Representation now includes Niagara Regional Housing, Niagara Regional Police as well as Facilities, Integrated Community Planning, Corporate Communications, Community Services, Transportation, Public Health and Human Resources. Ongoing
- Inventoried communication materials that must be made available in accessible formats
- Website updated to incorporate plain language and improve readability
- Communication materials developed with plain language guideline
- Timeline developed to establish compliance with AODA Standards as they are introduced into the Act.
- Redrafted housing options to include specific accessibility requirements (both partial and full modifications)
- Special events hosted in accessible venues- AAC meetings.

Section 10: Province of Ontario, Legislation and Standards

PREAMBLE: With the implementation of the Province's AODA's standards into Regulation well underway, this 2010/2011 Accessibility Plan (Section 10) will incorporate regulatory standards into the accessibility planning format. This will allow for greater clarity and tracking capabilities as legislative obligations are introduced.

Table 3: Compliance with the Accessibility for Ontarians with Disabilities Act, 2005

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)	Compliance Initiatives	Resources / Budget Implications
<p>Customer Service Standard (AODA) O.Reg. 429/07</p> <p>Compliance Deadline: January 1, 2010</p> <p>(exemption O.Reg. 430/07 N/A to municipalities)</p>	<p>Establish policies, practices and procedures on providing goods or services to people with disabilities.</p> <ol style="list-style-type: none"> 1 Set a policy on allowing people to use their own personal assistive devices to access your goods and use your services and about any other measures your organization offers (assistive devices, services, or methods) to enable them to access your goods and use your services. 2 Use reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity. 3 Communicate with a person with a disability in a manner that takes into account his or her disability. 4 Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard. 5 Train staff, volunteers, contractors and any other people 	<p>Accessibility training is budgeted within the Human Resources and Community Services staff training allocations for all employees. Training development and initiatives will be compliant with the Customer Service legislation</p> <p>Other obligations are generally within policy, practice and procedure which requires staff time and communication in achieving compliance</p>

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)	Compliance Initiatives	Resources / Budget Implications
	<p>who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.</p> <p>6 Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.</p> <p>7 Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.</p> <p>8 Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.</p> <p>9 Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.</p> <p>10 Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.</p> <p>Three additional requirements apply to designated public</p>	

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)	Compliance Initiatives	Resources / Budget Implications
	<p>sector organizations and other providers with 20 or more employees:</p> <ol style="list-style-type: none"> 11 Document in writing all policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard. 12 Notify customers that documents required under the customer service standard are available upon request. 13 When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability. 	
<p>Upcoming legislation:</p> <p>Pending regulations expected in 2008-2010</p>	<p>Standard Development Committees currently developing Standards:</p> <ol style="list-style-type: none"> 1. Information & Communication Final draft being reviewed by Minister 2. Employment Standard Development Committees - still accepting feedback 3. Built Environment Standard Development Committees - Standards development underway. Public review expected in 2009 4. Transportation Standard Development Committees established in February 2006 Final proposed standard submitted to Minister of Community and Social Services for her consideration and review. 	