Present were: Vice-Chair C. Zehr, L. Armstrong, J. Brewer, T. Cowan, D. Craig, R. Deutschmann, B. Halloran, R. Kelterborn, G. Lorentz, C. Millar, J. Mitchell, K. Seiling and J. Wideman

Members absent: T. Galloway, J. Haalboom and S. Strickland

DECLARATIONS OF PECUNIARY INTEREST UNDER THE MUNICIPAL CONFLICT OF INTEREST ACT

None declared.

REPORTS – Chief Administrative Officer

a) CA-EM-12-001, Debrief Report on Helicopter Crash – November 28, 2011

Mike Murray, Chief Administrative Officer provided an overview of the incident and stated he requested retired Chief of Police Larry Gravill to facilitate a debrief meeting and prepare a brief summary report with recommendations.

Larry Gravill highlighted the debrief report he prepared, noting the areas for improvement became the basis for his recommendations. He reviewed the timeline for the incident and noted the synergies of the groups co-operatively working together.

Vice-Chair Zehr noted the motion deals with the recommendations pertaining to the Region as outlined in the staff report.

A request was made to send a letter to the Minister of Health and local MPPS with respect to the need for one common dispatch model and their participation in meetings to develop the model.

There were questions of clarification with respect to the Cambridge Central Ambulance Communications Centre and at what point Emergency Medical Services provided an estimated time of arrival to dispatch. John Prno, Director Emergency Medical Services advised he can provide that information and noted the timeline does not include every contact with dispatch.

Further discussion took place with respect to the initial call and that it was for a search and rescue. Questions were asked about the specific area around the airport and who would be in charge of which areas. L. Gravill responded that this would be part of the discussions and site command depends on the nature of the emergency. With respect to annual emergency management exercises at the airport, John Hammer, Director, Transportation advised an exercise will be held this year and every two years ongoing. He further noted that Airport staff met with the Fire Departments in Cambridge and Woolwich and a draft agreement will be drawn up to address the on and off site boundaries and incident command. Opportunities for
education and training have also been discussed and Airport staff will be involved in firefighter training.

J. Wideman clarified that his comments in the newspaper were inaccurately reported as he stated that the fact that one command dispatch model has not been able to be achieved is shameful, not that the response to the crash was shameful.

It was agreed to add the letter to be sent to the Minister and local MPPs to Recommendation #1 in the report.

MOVED by J. Mitchell
SECONDED by K. Seiling

THAT the Regional Municipality of Waterloo support the recommendations and take the follow-up proposed actions as presented in Report CA-EM-12-001, including the addition of a letter to be sent to the Minister of Health and local MPPs related to the need for one common dispatch model;

AND THAT the Regional Municipality of Waterloo authorize the CAO, or designate, to execute an agreement with the Township of Woolwich for Fire protection and general Safety services in the vicinity of the Region of Waterloo International Airport.

CARRIED

REPORTS – Corporate Resources

b) CR-CLK-12-003, 2012 Accessibility Plan

MOVED by J. Wideman
SECONDED by R. Kelterborn

THAT the Regional Municipality of Waterloo adopt the 2012 Accessibility Plan;

AND THAT the 2012 Accessibility Plan be sent to the Ministry of Community and Social Services for information as outlined in Report CR-CLK-12-003.

CARRIED

REPORTS – Finance

c) F-12-008, Federation of Canadian Municipalities – 2012 Membership
Association of Municipalities of Ontario – 2012 Membership

MOVED by G. Lorentz
SECONDED by T. Cowan

THAT the Regional Municipality of Waterloo approve payment of the 2012 membership fees in the amount of $63,187.91 for the Federation of Canadian Municipalities and $10,583.62 including all applicable taxes for the Association of Municipalities of Ontario.

CARRIED
d) F-12-009, 2011 Accounts Receivable – Write Off of Uncollectible Accounts

MOVED by K. Seiling
SECONDED by J. Brewer

THAT the Regional Municipality of Waterloo approve $109,224.64 in accounts receivable write-offs for the year ended December 31, 2011, as outlined in Report F-12-009.

CARRIED

OTHER BUSINESS

a) Council Enquiries and Requests for Information Tracking Sheet was received for information.

NEXT MEETING – February 28, 2012

MOTION TO GO INTO CLOSED SESSION

MOVED by K. Seiling
SECONDED by T. Cowan

THAT a closed meeting of the Community Services Committee be held on Tuesday, January 31, 2012 at 12:30 p.m. in the Waterloo County Room, in accordance with Section 239 of the Municipal Act, 2001, for the purposes of considering the following subject matters:

a) proposed or pending disposition of land in the City of Cambridge and receiving of legal advice and opinion that is subject to solicitor-client privilege
b) personal matters about identifiable individuals – committee appointments

CARRIED

ADJOURN

MOVED by K. Seiling
SECONDED by T. Cowan

THAT the meeting adjourn at 12:40 p.m.

CARRIED

COMMITTEE VICE-CHAIR, C. Zehr

COMMITTEE CLERK, L. Wetzel
Region of Waterloo
2012 Accessibility Plan

Summary

Background

About 1.8 million people in Ontario or about 15.5% of the population report having a disability (Statistics Canada, 2006). People with disabilities are active participants in our communities, contributing to the local economy and accessing local goods and services. For this reason, it is important that the services and facilities of the Region of Waterloo are accessible and welcoming for people with disabilities.

Regional staff members from all departments, from front-line to senior management, are involved in the development and implementation of accessibility planning at the Region of Waterloo. The 2012 Accessibility Plan provides an update on the seven accessibility focus areas planned for 2011. In addition, the 2012 Accessibility Plan reports on the actions taken by the Region of Waterloo and Waterloo Regional Police Services to implement the accessibility standards provided by the Accessibility for Ontarians with Disabilities Act, 2005 Integrated Accessibility Standard Regulation (Ont. Reg. 191/11). Lastly, the 2012 Accessibility Plan identified the sections of the Integrated Accessibility Standard Regulation that the Region of Waterloo and Waterloo Regional Police Services plan to implement throughout 2012.

The present summary of the Region of Waterloo’s 2012 Accessibility Plan provides a snapshot of the Region of Waterloo’s efforts to identify, prevent, and remove barriers for people with disabilities. Readers are encouraged to refer to the 2012 Accessibility Plan for more in-depth information, available at www.regionofwaterloo.ca/accessibility

This document is available in accessible formats upon request. Please contact Vanessa Lopak at 519-575-4757 ex 3861, 519-575-4608 (TTY) or access@regionofwaterloo.ca
When it was enacted, the *Ontarians with Disabilities Act, 2001* (ODA) was groundbreaking, leading the way in identifying, preventing, and removing public sector barriers for people with disabilities. The ODA required municipalities with over 10,000 people to:

- Prepare an annual accessibility plan.
- Establish and seek advice from an Accessibility Advisory Committee, whose membership must include people with disabilities.

The 2012 Accessibility Plan is the Region of Waterloo’s report to the public and the Ministry of Community and Social Services under the ODA.

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was passed in 2005, leading to the creation of five standards in accessibility in the areas of customer service, information and communication, employment, transportation, and the built environment. These standards, once enacted, will apply to both public and private sector organizations.

The Accessibility Standards for Customer Service was the first set of standards to be released. The Region of Waterloo met the requirements of the standard by December 31, 2009. Waterloo Regional Police Services met the standards by December 31, 2011, as required in the regulation.

On June 3, 2011 the Province of Ontario released the Integrated Accessibility Standard (IAS), which combined the accessibility requirements for information and communication, employment, and transportation, and included general requirements like policy, planning, and training. The requirements of the IAS which apply to the Region of Waterloo and to Waterloo Regional Police Services are to be implemented between 2011 and 2021.

The Province is currently developing the AODA Built Environment Standard. Once passed, the proposed regulation is intended to create accessible interior and exterior spaces for people with disabilities.
Status Update of 2011 Accessibility Plan Actions

Some of the ways the Region of Waterloo has made improvements in accessibility through 2011 include:

- Implemented the TextNet program to answer all incoming TTY calls to the Region of Waterloo.
- Launched the redesigned Region of Waterloo website, and four additional websites, which meet the W3Cs WCAG 2.0 AA level of accessibility.
- Created and implemented an educational campaign to raise awareness of service animals, for Regional staff and for members of the public.
- Successfully implemented the AODA Customer Service Standards for Waterloo Regional Police Services.
- Implemented over 20 provisions in the AODA Integrated Accessibility Standards Regulation, including providing emergency and public safety information in accessible formats; ensuring employees with disabilities are provided with accessible emergency workplace information; providing accommodations to job applicants with disabilities in the recruitment process; and a number of transportation standards.

Planned Actions for 2012

Throughout 2012 Region of Waterloo staff members will be working on ensuring the successful and sustainable implementation of the AODA Integrated Accessibility Standard Regulation (IAS). Over 30 provisions of the AODA IAS will be put into practice throughout 2012, guiding us as we improve goods, services, and facilities for people with disabilities.

Some of the provisions in the AODA IAS that the Region will achieve in 2012 are:

- Create, in consultation with the Grand River Accessibility Advisory Committee, accessibility policies that outline how the Region of Waterloo will achieve accessibility through the requirements of the AODA IAS.
- Develop a five-year Accessibility Plan, documenting the Region of Waterloo’s approach to meeting the AODA IAS.
- Incorporate accessibility criteria and features in procurement processes and practices.
- Develop a strategy for receiving and responding to requests for accessible formats and communication supports.
- Document existing library practices for providing accessible formats and communication supports.
- Consult with the public, persons with disabilities, and the Grand River Accessibility Advisory Committee on design criteria for accessible bus stops and shelters, and on the proportion of accessible taxi cabs required in Waterloo region.
Small but Mighty Actions

For over eight years Regional staff members have been improving the accessibility of services and facilities through many actions, great and small. Identifying, preventing, and removing barriers has become a part of everyday business for many staff. For example, through the Accessibility Survey process and based on feedback from staff, the public, and the Accessibility Advisory Committee, staff often notify the public of accessible formats of documents, include TTY information on materials, research accessible technologies, and improve the physical accessibility of facilities. We know these actions make a difference. For this reason, Region of Waterloo staff members are committed to continuing to identify, prevent, and remove barriers in their everyday business for the people they serve.

Grand River Accessibility Advisory Committee

The Grand River Accessibility Advisory Committee (GRAAC) advises Regional Council and staff members on ways to identify, prevent, and remove barriers for people with disabilities in Regional services, programs, and facilities. Members of the GRAAC are appointed by Regional Council and by the Councils for the Cities of Kitchener and Waterloo, and the Townships of Wellesley, Woolwich, and North Dumfries, all of which also seek the advice of GRAAC in matters of accessibility.

For more information about the Grand River Accessibility Advisory Committee visit www.graac.ca
REGION OF WATERLOO
2012 ACCESSIBILITY PLAN

WORKING TOWARDS A BARRIER-FREE REGION OF WATERLOO
Adopted by Regional Council on______

This document is available in alternate formats upon request, such as: electronic, audio, large font, text only, or clear language summary. Requests for other formats are considered.

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Citizen Service  
Council and Administrative Services  
150 Frederick St, 2nd Floor  
Kitchener, ON N2G 4J3

For information please contact Vanessa Lopak, Social Planning Associate, by telephone at 519-575-4757 ex 3861, TTY at 519-575-4608, or email at: access@regionofwaterloo.ca

This report is available online at www.regionofwaterloo.ca/accessibility
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table of Contents</td>
<td>3</td>
</tr>
<tr>
<td>Acknowledgements</td>
<td>4</td>
</tr>
<tr>
<td>Introduction</td>
<td>7</td>
</tr>
<tr>
<td>Accessibility Legislation</td>
<td>8</td>
</tr>
<tr>
<td>Ontarians with Disabilities Act, 2001</td>
<td>8</td>
</tr>
<tr>
<td>Accessibility for Ontarians with Disabilities Act, 2005</td>
<td>8</td>
</tr>
<tr>
<td>Accessibility Planning</td>
<td>10</td>
</tr>
<tr>
<td>Accessibility Advisory Committees</td>
<td>13</td>
</tr>
<tr>
<td>2011 Status Update</td>
<td>14</td>
</tr>
<tr>
<td>2011 New Accessibility Items</td>
<td>18</td>
</tr>
<tr>
<td>2012 Planned Actions</td>
<td>22</td>
</tr>
<tr>
<td>Making the Plan Available to the Public</td>
<td>27</td>
</tr>
<tr>
<td>Summary</td>
<td>28</td>
</tr>
<tr>
<td>Appendix A: Accessibility Legislation</td>
<td>29</td>
</tr>
<tr>
<td>Appendix B: Region of Waterloo Services</td>
<td>34</td>
</tr>
<tr>
<td>Appendix C: General Definitions</td>
<td>37</td>
</tr>
</tbody>
</table>
ACKNOWLEDGEMENTS

Region of Waterloo staff developed the 2012 Accessibility Plan in cooperation with the members of the Grand River Accessibility Advisory Committee, and based on feedback sought from the Cambridge Accessibility Advisory Committee and the Wilmot Accessibility Advisory Committee. Special thanks to everyone who participated in the planning process, including the Region of Waterloo staff members involved in accessibility planning and implementing the AODA Integrated Accessibility Standard; members of the AODA/ODA Steering Team for setting the direction for accessibility; the Corporate Leadership Team as the corporate champions for accessibility; and to Regional Council for their ongoing support.

REGIONAL COUNCIL (2010-2014)

Regional Council is elected by the people of Waterloo Region to establish policies, priorities, and oversee the many services provided by the Region of Waterloo. The head of Regional Council is the Regional Chair, who is elected by the citizens of Waterloo Region. In addition to the Chair, Regional Council is comprised of eight directly elected Regional Councillors, and the seven Mayors of the area municipalities.

Back row, left to right
Les Armstrong (Wilmot Township, Mayor), Jim Wideman (Kitchener), Carl Zehr (City of Kitchener, Mayor), Geoff Lorentz (Kitchener), Doug Craig (City of Cambridge, Mayor), Sean Strickland (Waterloo), Rob Deutschmann (North Dumfries Township, Mayor), Ross Kelterborn (Wellesley, Mayor), Tom Galloway (Kitchener)

Front row, left to right
Jean Haalboom (Kitchener), Jane Mitchell (Waterloo), Brenda Halloran (City of Waterloo, Mayor), Ken Seiling (Regional Chair), Jane Brewer (Cambridge), Claudette Millar (Cambridge), Todd Cowan (Woolwich Township, Mayor).
GRAND RIVER ACCESSIBILITY ADVISORY COMMITTEE (2011)

The Grand River Accessibility Advisory Committee (GRAAC) advises Regional Council and staff members on ways to identify, prevent, and remove barriers for people with disabilities in Regional services, programs, and facilities. Members of the GRAAC are appointed by Regional Council and by the Councils for the Cities of Kitchener and Waterloo, and the Townships of Wellesley, Woolwich, and North Dumfries, all of which also seek the advice of GRAAC in matters of accessibility.

Voting Members: Taposhi Batabyal; Mike Begin; Gail Brunsdon; Anthony Cashin; Gordon Cummer; Sharon Giles; Saul Herzog; David Kuhn; Katherine Nessner; Ken Parker; Amy Ross; Paula Saunders; Kurt Schneider; Carrie Speers; Sharon Ward-Zeller.

Non-Voting Members: Municipal Councillors: Jean Haalboom, Councillor, Region of Waterloo; Kelly Galloway, Councillor, City of Kitchener; Jeff Henry, Councillor, City of Waterloo.

Non-Voting Members: Municipal Staff: Deb Bergey, Region of Waterloo; Vanessa Lopak, Region of Waterloo; Kelly Steiss, City of Kitchener/City of Waterloo; Lori Ann Palubeski, City of Kitchener; Lori Ludwig, City of Waterloo; Valrie Hummel, Township of Woolwich; Darryl Denny, Township of North Dumfries; Julia Sippel, Township of North Dumfries; Rik Louwagie, Township of Wellesley.

CAMBRIDGE ACCESSIBILITY ADVISORY COMMITTEE (2011)

The City of Cambridge Council appoints members to the Cambridge Accessibility Advisory Committee. The Region of Waterloo annually seeks feedback and advice from the Cambridge Accessibility Advisory Committee on the Regional of Waterloo Accessibility Plan.

Cambridge Accessibility Advisory Committee: Dan Lajoie, Carolyn Conyard, KidsAbility; Michael Mullen, Community Living Cambridge; Helen Kitchen; Tom Livingstone; Asad Saji; Joshua Kortleve; Sheri-Lyn Roberts; Andrea Riley, City of Cambridge.
**AODA/ODA STEERING TEAM**

The AODA/ODA Steering Team, appointed by the Region of Waterloo Corporate Leadership Team, includes members from all Departments at the Region of Waterloo, and the Waterloo Regional Police Services. The AODA/ODA Steering Team coordinates the development and implementation of the Region of Waterloo annual Accessibility Plan and the implementation of the standards under the *Accessibility for Ontarians with Disabilities Act, 2005*.

**AODA/ODA Steering Team**: Bryan Stortz, Chief Administrator’s Office; Kris Fletcher, Corporate Resources; Charlotte Gravlev, Corporate Resources; Vanessa Lopak, Corporate Resources; Doug Gilmore, Corporate Resources; Allan Wong, Finance; Sheila McIntosh, Human Resources; Lucille Bish, Planning, Housing and Community Services; Donna Ottley, Public Health; Judi Neufeld, Social Services; Dave Smith, Transportation and Environmental Services; Joseph A. Steiner, Waterloo Regional Police Services.

**INTEGRATED ACCESSIBILITY STANDARDS (IAS) WORKING GROUPS**

The Integrated Accessibility Standards Working Groups are created by the AODA/ODA Steering Team, to coordinate the implementation of the different components of the standards defined under the *Accessibility for Ontarians with Disabilities Act, 2005*.

**Integrated Accessibility Standards Working Group Members**: Bryan Stortz, Chief Administrator’s Office; Charlotte Gravlev, Corporate Resources; Vanessa Lopak, Corporate Resources; Bev Aikenhead, Human Resources; Sheila McIntosh, Human Resources; Peggy Mellor, Human Resources; Vickie Quigg, Human Resources; Eric Gillespie, Transportation and Environmental Services; Shelly-Ann Rusu, Transportation and Environmental Services; Dave Smith, Transportation and Environmental Services.
INTRODUCTION

It has been said that almost everyone will experience a temporary or permanent limitation at some point in life, and as people age they will experience increased difficulty with doing the things they usually do.\(^1\) The United Nations estimates that people will spend approximately eight years or 11.5% of their life span with a disability.\(^2\) According to the Participation and Activity Limitation Study one in seven or 15.5% of Ontarians have a disability,\(^3\) and this proportion is expected to grow in the next 20 years to one in five or 20% of the population.\(^4\) Issues of accessibility for people with disabilities affect many citizens of our region now and will impact even more people as our population ages.

As a public service the Region of Waterloo is committed to identifying, removing, and preventing barriers for people with disabilities. Providing inclusive services leads to better service for people with disabilities today and lays the ground work for accommodating our aging population for the future. By adopting the principles of universal design, accessibility has broader impacts, assisting children, older adults, families, and just about anyone who appreciates barrier-free access, clear language, and getting the right service when you need it.

In Ontario there are two broad pieces of legislation addressing accessibility for people with disabilities: the *Ontarians with Disabilities Act, 2001* (ODA); and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). Each of these is described in more detail in the following section of this report. Briefly, the ODA requires municipalities with more than 10,000 residents to set up and seek advice from an Accessibility Advisory Committee. In addition, municipalities must also create and make publicly available an annual Accessibility Plan.\(^5\) In response to the reporting requirements of both the ODA and the AODA, the Region of Waterloo is pleased to present its ninth annual Accessibility Plan.

\(^5\) *Ontarians with Disabilities Act, 2001*, S.O. 2001, c. 32.
ONTARIANS WITH DISABILITIES ACT, 2001
When it was enacted, the *Ontarians with Disabilities Act, 2001* (ODA) was groundbreaking, leading the way in identifying, preventing, and removing public sector barriers for people with disabilities. The ODA required municipalities with over 10,000 people to:

- Prepare an annual accessibility plan.
- Establish and seek advice from an Accessibility Advisory Committee, whose membership must include people with disabilities.

Annual accessibility plans must:

- Include the identification, removal, and prevention of barriers for people with disabilities in by-laws, polices, programs, practices, and services.
- Report on measures taken to identify, prevent, and remove barriers.
- Report on measures intended to be taken to identify, prevent, and remove barriers.
- Be made available to the public.

The present 2012 Accessibility Plan is the Region of Waterloo’s report to the public and the Ministry of Community and Social Services under the ODA.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005
While the ODA provided the mandate for public sector organizations to identify, prevent, and remove barriers for people with disabilities, there were a few gaps left unmet by the legislation. First, the ODA applied only to the public sector, not the private sector. The ODA also did not provide direction for organizations on which barriers to focus on, or how to ensure the accessibility of goods, services, and facilities, resulting in inconsistencies across the province.

In 2005 the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was passed, giving the Province the mandate to establish standards in accessibility that will apply to both the public and private sector. The government of Ontario committed to establishing accessibility standards in:

- Customer service
- Information and communication
- Employment
- Transportation
- Built environment
Appendix A outlines the requirements for the AODA standards in customer service, information and communication, employment, and transportation.

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) was the first set of standards to be made into regulation. The Region of Waterloo met the requirements of the standard by December 31, 2009. The Waterloo Regional Police Services met the provision outlined in the standard by December 31, 2011, as required in the regulation.

On June 3, 2011 the Province of Ontario released the Integrated Accessibility Standard (IAS), which combined the accessibility requirements for information and communication, employment, and transportation, and included general requirements such as policy development, planning, and training. The implementation of the IAS is to occur in a staged approach, meaning that compliance with the different provisions of the standard will be required at different times. As a large public sector organization, the Region of Waterloo will be required to meet the IAS between July 1, 2011 and January 1, 2021. Waterloo Regional Police Services will be required to meet the provisions of the IAS between January 1, 2012 and January 1, 2021.

The AODA Built Environment Standard has not yet been passed into regulation. The Standard Development Committee submitted a proposed standard to the Province in July, 2010 outlining requirements for both interior and exterior spaces, with the goal of removing barriers for people with disabilities. Since then the Ministry of Community and Social Services has been working to streamline the interior elements of the proposed Built Environment standard with obligations under the Ontario Building Code (OBC) while developing a standard for the exterior built environment not covered by the OBC. The Ministry of Community and Social Services has scoped the Built Environment Standard to apply to new construction and significant renovations, not requiring the public or private sector to retrofit existing built environment elements to meet the standards. At the time of this report it is unclear when the AODA Built Environment standard will be released into regulation.
ACCESSIBILITY PLANNING

The Region of Waterloo is responsible for providing a broad range of public services, which are described in Appendix B. Through the Strategic Planning process Regional Council has formalized their commitment to achieving the accessibility standards outlined by the Province in the AODA. Planning for accessibility through the implementation of the AODA accessibility standards is a part of the Region of Waterloo 2011-2014 Strategic Plan. Specifically, under the Service Excellence focus area is the Strategic Objective to “Improve the accessibility of Regional programs and services to support our diverse community” with the action to “Implement the standards under the Accessibility for Ontarians with Disabilities Act (AODA) to comply with Provincial regulations.”

Accessibility planning does not happen in isolation at the Region of Waterloo. Working in collaboration with both the Service Strategy and the Diversity and Inclusion Initiative staff members at the Region of Waterloo are building an inclusive workplace with inclusive programs and improved access to services for people with disabilities.

For over eight years the Region of Waterloo has engaged staff members from across the organization to improve the accessibility of services and sites. The AODA/ODA Steering Team includes people from all departments at the Region of Waterloo and the Waterloo Regional Police Services. This group sets the direction for accessibility planning to ensure the full participation of all departments, and providing regular updates on planning progress to the Corporate Leadership Team, consisting of the Chief Administrative Officer and Commissioners.

Operating Principle

The following operating principle was originally drafted by Regional staff members in 2003 and was later updated in 2007 to guide the Region of Waterloo’s accessibility planning strategies.

“The Regional Municipality of Waterloo will continuously strive toward achieving an environment that is free of barriers for individuals with disabilities consistent with our requirements under the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005”. 
Planning Principles

To guide the implementation of the AODA Integrated Accessibility Standard, the following Planning Principles were adopted by the AODA/ODA Steering Team.

- All Departments of the Region will participate in the development and implementation of the accessibility plan under the IAS.
- Accessibility plans will consider the different impact on both the public and Regional employees.
- Accessibility plans will make the most efficient use of available resources: human, capital, and financial.
- Accessibility plans will coordinate with and serve to enhance other Region initiatives as they exist.
- Accessibility plans will strive to meet the requirements outlined in the IAS in the specified timeframe.
- Barrier identification, prevention, and removal activities will follow consistent best practices across Departments of the Region through the use of provincial standards and specifically developed tools.
- Actions to improve accessibility will take into consideration the principles of Universal Design, which allow for the design of products and environments that will be useable by all people, to the greatest extent possible, without the need for adaptation or specialized design.
- The Region will work in cooperation with the area municipalities and other participating agencies in consideration of common interests.
- While developing and implementing the Accessibility Plan under the IAS, the Region will take into consideration advice received from its Accessibility Advisory Committees, the public and Regional employees. Regional Council will consider the Plan for approval.
2011 STATUS UPDATES

In 2011 the AODA/ODA Steering Team identified seven Accessibility Focus Areas to implement corporate-wide accessibility improvement plans. Progress on the seven Accessibility Focus Areas is described in detail in the Status Update section of this report. Those seven Accessibility Focus Areas are:

- Telephone accessibility
- Accessible feedback process
- Accessible website technology
- Service disruption notification
- Processes for serving customers with service animals and with support persons
- Review of interpreter needs and practices
- Customer Service Regulation implementation for Waterloo Regional Police Services

Also described in the Status Update section are the actions undertaken by the Region of Waterloo to meet the requirements of the AODA Integrated Accessibility Standard for July 1, 2011 and for January 1, 2012. These include requirements under the Information and Communication Standards, the Employment Standards, and the Transportation Standards.

2012 PLANNED ACTIONS

For 2012, the AODA/ODA Steering Team has focused accessibility actions on meeting compliance with the AODA Integrated Accessibility Standard. These include requirements under the General Requirements, the Information and Communication Standards, the Employment Standards, and the Transportation Standards. The IAS requirements and the Region of Waterloo approach are described in detail in the Planned Actions section of this report.

Small but Mighty Actions

For over eight years Regional staff members have been improving the accessibility of services and facilities through many actions, great and small. Identifying, preventing, and removing barriers has become a part of everyday business for many staff. For example, through the Accessibility Survey process and based on feedback from staff, the public, and the Accessibility Advisory Committee, staff often notify the public of accessible formats of documents, include TTY information on materials, research accessible technologies, and improve the physical accessibility of facilities. We know these actions make a difference. For this reason, Region of Waterloo staff members are committed to continuing to identify, prevent, and remove barriers in their everyday business for the people they serve.
ACCESSIBILITY ADVISORY COMMITTEES

Each year Regional Council appoints the members of the Grand River Accessibility Advisory Committee (GRAAC). This is a joint committee with the cities of Kitchener and Waterloo, and the townships of North Dumfries, Wellesley, and Woolwich. The Region of Waterloo works with this committee to gather advice on the annual Accessibility Plan and to coordinate areas of joint effort with the other organizations participating on the committee.

Over the past year the GRAAC has provided advice and feedback to the Region of Waterloo in the following areas:

- Waterloo Regional Police Services Accessible Customer Service policies.
- Waterloo Regional Library assistive devices.
- Site plan review for the Waterloo Regional Police Services North Division.
- Rapid Transit.
- Region of Waterloo Strategic Planning.
- MobilityPlus Business Plan.
- Region of Waterloo website.
- Grand River Transit AODA Implementation.
- AODA Implementation for Taxis.
- Accessible publications for Grand River Transit.
- Standard Operating Procedures for recruitment.

GETTING ADVICE FROM ACROSS WATERLOO REGION

The Region of Waterloo requests feedback from the Cambridge Accessibility Advisory Committee and the Wilmot Township Accessibility Advisory Committee for input and advice about the Region of Waterloo annual Accessibility Plan. To promote transparency and accountability, the Region of Waterloo seeks advice from all three area advisory committees.
The following tables provide a status update on each of the seven Accessibility Focus Areas described in the Region of Waterloo 2011 Accessibility Plan. The AODA/ODA Steering Team is responsible for the coordination and implementation of the accessibility focus areas, most of which improve the accessibility in all Departments at the Region of Waterloo.

### FOCUS AREA: TELEPHONE ACCESSIBILITY

<table>
<thead>
<tr>
<th>Barrier Area</th>
<th>Technological</th>
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<tbody>
<tr>
<td><strong>Goal</strong></td>
<td>Improve telephone accessibility for people who are Deaf, deafened, and hard of hearing by implementing technology to allow customers who use TTY to easily access Region of Waterloo staff.</td>
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</tbody>
</table>
| **Steps Completed in 2011** | • Reviewed technologies to accommodate telephone conversations with people who are Deaf, deafened, and hard of hearing.  
• Determined where and how the technology will have the most meaningful impact.  
• Purchased TextNet .  
• Developed resources for staff, promotion items for the public.  
• Trained all relevant staff.  
• Implemented technology. |
| **Planned for 2012** | • Monitor use and make improvements as necessary. |

### FOCUS AREA: ACCESSIBLE FEEDBACK PROCESS

<table>
<thead>
<tr>
<th>Barrier Area</th>
<th>Information/Communication</th>
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<tr>
<td><strong>Goal</strong></td>
<td>Provide an easier process for customers with disabilities to share feedback on services by creating and implementing a universal, accessible process for collecting and responding to feedback.</td>
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| **Steps Completed in 2011** | • Hired a Service Improvement Specialist.  
• Developed action plan to improve the process for gathering public feedback.  
• Developed action plan to improve how feedback is followed up on. |
| **Planned for 2012** | • Consult with the Grand River Accessibility Advisory Committee on action plans.  
• Implement action plans.  
• Monitor processes and make improvements as needed. |
**FOCUS AREA: ACCESSIBLE WEBSITE TECHNOLOGY**

<table>
<thead>
<tr>
<th>Barrier Area</th>
<th>Technological</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal</strong></td>
<td>Redesign the primary Regional websites to meet Web Content Accessibility Guidelines (WCAG) Level 2.0 Priority AA in order to improve the web browsing experience for people with disabilities.</td>
</tr>
<tr>
<td><strong>Steps Completed in 2011</strong></td>
<td></td>
</tr>
<tr>
<td>• Created accessible website</td>
<td></td>
</tr>
<tr>
<td>• Purchased and implemented BrowseAloud technology on the Region of Waterloo website.</td>
<td></td>
</tr>
<tr>
<td>• Launched website to the public.</td>
<td></td>
</tr>
<tr>
<td>• Consulted the Grand River Accessibility Advisory Committee for feedback on the accessibility the website.</td>
<td></td>
</tr>
<tr>
<td>• Created website accessibility guidelines for web content managers and writers, incorporating website accessibility guidelines.</td>
<td></td>
</tr>
<tr>
<td>• Piloted website accessibility and electronic document training program with key Communications staff.</td>
<td></td>
</tr>
<tr>
<td><strong>Planned for 2012</strong></td>
<td></td>
</tr>
<tr>
<td>• Communicate website accessibility guidelines to all web content managers and writers.</td>
<td></td>
</tr>
<tr>
<td>• Review all files posted to the website for accessibility, and make appropriate improvements as needed.</td>
<td></td>
</tr>
<tr>
<td>• Assess the accessibility of custom applications and programs.</td>
<td></td>
</tr>
</tbody>
</table>

**FOCUS AREA: SERVICE DISRUPTION NOTIFICATION**

<table>
<thead>
<tr>
<th>Barrier Area</th>
<th>Information/Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal</strong></td>
<td>Improve processes for notifying the public of disruptions in services so all customers, including people with disabilities, can find all notifications easily and quickly.</td>
</tr>
<tr>
<td><strong>Steps Completed in 2011</strong></td>
<td></td>
</tr>
<tr>
<td>• Determined the kinds of services that require service disruption notification.</td>
<td></td>
</tr>
<tr>
<td>• Developed process for providing a coordinated online service disruption notification.</td>
<td></td>
</tr>
<tr>
<td>• Created tools and resources to support service disruption process.</td>
<td></td>
</tr>
<tr>
<td><strong>Planned for 2012</strong></td>
<td></td>
</tr>
<tr>
<td>• Implement service disruption notification process.</td>
<td></td>
</tr>
<tr>
<td>• Consult with the Grand River Accessibility Advisory Committee for feedback on service disruption notifications.</td>
<td></td>
</tr>
<tr>
<td>• Monitor processes and make improvements.</td>
<td></td>
</tr>
</tbody>
</table>
### FOCUS AREA: PROCESSES FOR CUSTOMERS WITH SERVICE ANIMALS OR SUPPORT PERSONS

<table>
<thead>
<tr>
<th>Barrier Area</th>
<th>Policy/Practice/Attitudinal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal</td>
<td>Improve processes for serving customers with service animals and for customers with support persons when they access Region of Waterloo services by creating and implementing resources to support Region of Waterloo staff.</td>
</tr>
</tbody>
</table>

#### Steps Completed in 2011
- Conducted inter-departmental focus groups to examine policies, practices, and processes related to serving customers with service animals and with support persons.
- Developed a list of program areas that require further training and/or documentation of processes.
- Created action plans to improve service.
- Created resources for serving customers with service animals, and resources for serving customers with support persons.
- Provided documentation and training for 17 program areas.
- Developed public communication campaign to promote service animal awareness.

#### Planned for 2012
- Distribute guide books on serving customers with service animals and customers with support persons to all relevant staff members.
- Implement public communication campaign to promote service animal awareness.

### FOCUS AREA: REVIEW OF INTERPRETER NEEDS AND PRACTICES

<table>
<thead>
<tr>
<th>Barrier Area</th>
<th>Policy/Practice/Attitudinal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal</td>
<td>Examine current needs and processes for obtaining American Sign Language (ASL) Interpreters and determine ways to improve access to interpreters when required.</td>
</tr>
</tbody>
</table>

#### Steps Completed in 2011
- Developed evaluation framework and tools.
- Conducted organizational review of current practices.

#### Planned for 2012
- Conduct community consultation for advice on key issues relevant to obtaining ASL Interpreters.
- Develop action plan to improve access to ASL Interpreters.
FOCUS AREA: CUSTOMER SERVICE REGULATION IMPLEMENTATION FOR WATERLOO REGIONAL POLICE SERVICES

<table>
<thead>
<tr>
<th>Barrier Area</th>
<th>Policy/Practice/Attitudinal; Information/Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal</td>
<td>Implement all of the requirements of the AODA Customer Service Regulation by January 1, 2012.</td>
</tr>
</tbody>
</table>

**Steps Completed in 2011**

- The procedure of the Waterloo Regional Police Service (WRPS) for the Accessibility for Persons with Disabilities was approved, implemented and communicated to all members. WRPS Procedure covers the following topics:
  - Personal assistive device use.
  - Use of service animals.
  - Ensuring communication occurs in a manner that takes into consideration the specific disability.
  - Support persons and how they may accompany a person with a disability.
  - Notification of service disruptions.
  - Process for people to provide feedback on the accessibility of goods and services above and beyond contact of the Service’s Professional Standards Branch.
  - Fees or fares charged for support persons are not applicable to the WRPS.
- Over a 15 week period, all existing WRPS officers and civilians have participated in a three hour in-class training session presented by the Independent Living Centre of Waterloo Region on the requirements of the AODA Customer Service Regulation. New employee orientation has been revised to reflect the requirements on an ongoing basis.
- The training of volunteers, contractors and other third parties involved with the WRPS has been implemented.
- Policies, Practices and Procedures are regularly reviewed by the Quality Assurance Branch of the Service and supported by Professional Standards.
- Accessibility to the procedure for accessible customer service is in progress.
- Upon request, documents shall be provided in a format specific to the needs of a person with a disability.

**Status**

2011 NEW ACCESSIBILITY ITEMS

During 2011 the AODA Integrated Accessibility Standard (IAS) Regulation was enacted. The Region of Waterloo was required to meet a number of provisions outlined in the regulation by July 1, 2011, and January 1, 2012. The following pages describe the actions taken by the Region of Waterloo and Waterloo Regional Police Services to meet these, and other, requirements of the IAS in 2011.

INFORMATION AND COMMUNICATION STANDARD

Emergency procedures, plans, or public safety information (13) 6

Complete, December 2011

- Created an inventory of all emergency procedures, plans, and public safety information that is available to the public.
- Assessed accessibility of relevant websites and web content.
- Provided a resource to relevant staff on how to accommodate requests for alternate formats of emergency plans, procedures, or public safety information.
- Notified the public of the availability of alternate formats upon request.

Waterloo Regional Police Services – Complete, December, 2011

- Confirmed current practice to provide alternate formats of documents upon request through the implementation of the AODA Customer Service Regulation.

EMPLOYMENT STANDARD

Recruitment, general (22), Recruitment, assessment and selection process (23), and Notice to successful applicants (24)

Complete, August, 2011

- Developed and implemented notification of the availability of accommodations for applicants with disabilities on all internal and external job postings.
- Revised relevant Standard Operating Procedures, forms, and scripts to include information on providing accommodations to applicants with disabilities, and to notify successful applicants of policies to support employees with disabilities. Communicated changes to relevant staff members.

6 The number following the title of each IAS provision corresponds to the section identified in the regulation.
Workplace emergency response information (27)
Complete, December, 2011
- Reviewed current documented procedures for accommodating employees with disabilities for workplace emergency information.
- Communicated policy to all staff.

Waterloo Regional Police Services – Complete, December, 2011
- Reviewed current practice to accommodate employees with disabilities to ensure emergency response information can be provided in an accessible manner if required.

TRANSPORTATION STANDARD
Availability of Information on Accessibility Equipment (34)
Complete, December, 2011
- Posted notification on transit website, welcoming passengers to enquire about the accessibility equipment and features of vehicles, routes, and services, by telephone, email, TTY, or in person.

Non-functioning Equipment (35)
Complete, June, 2011
- Notification provided to all transit operators, reminding them of procedures in place to report non-functioning accessibility equipment and to take reasonable steps to accommodate passengers with disabilities.

Emergency Preparedness and Response Policies (37)
Complete, December, 2011
- Documented emergency preparedness and response policy that provides for the safety of persons with disabilities.
- Notified all transit operators of emergency preparedness and response policy, and reminded them of procedures to follow in the event of an emergency.

Transition, existing contracts (39), and Transition, Existing Vehicles (40)
Complete, June, 2011
- Added the AODA Integrated Accessibility Standards Transportation requirements to the list of technical requirements necessary for all future contracts and vehicles ordered after June 30, 2011.
General Responsibilities (44)
Complete, December, 2011
- Notified all transit operators of existing procedures to deploy lifting devices and ramps upon request, to allow a passenger to travel with a medical aid, to assist with the safe storage of medical aids or assistive devices upon request, and to provide adequate time for a passenger with a disability to safely board and deboard.

Fares (46)
Complete, June, 2011
- Confirmed the existing practice of charging the same, or lesser, fare for a person with a disability than that charged to a person without a disability on conventional transit.

Transit Stops (47)
- Notified all transit operators of existing procedure to allow passengers, including those with a disability, to board or deboard at the closest available safe location in the event a transit stop is not accessible. Also reminded operators of procedure to report temporarily inaccessible transit stops.

Storage of Mobility Aids (48)
Complete, June, 2011
- Confirmed the existing practice of allowing passengers with disabilities to keep their assistive devices with them at all times, and to not charge a fee for assistive devices on conventional or specialized transit.

Courtesy Seating (49)
Complete, December, 2011
- Established procedure for determining and allocating courtesy seating for passengers with disabilities.
- Revised notification signage on vehicles indicating the courtesy seating.
- Developed a communications campaign to inform the public about the purpose of courtesy seating.
Pre-boarding Announcements (51)
Complete, June, 2011
- Notified all transit operators of the existing practice to provide verbal announcements of the route, direction, destination, or next major stop prior to passengers boarding a vehicle, upon request.

On-board Announcements (52)
Complete, June, 2011
- Confirmed the installation of automated bus stop announcement technology on the base fleet for Grand River Transit. Replacement buses used to supplement the base service may not have the automated announcement feature. An additional 58 buses with the automated bus stop announcement technology will be added to the fleet by September, 2012.

Origin to destination service (68)
Complete, June, 2011
- Confirmed the existing practice for MobilityPlus to operate “accessible door-to-accessible door” service.

Companions and Children (74)
Complete, June, 2011
- Notified all MobilityPlus operators and customer service staff of the existing practice to allow companions and children of MobilityPlus customers to accompany the customer, provided that there is space and proper safety restraints in the vehicle.

Duties of Municipalities (80)
Complete, December, 2011
- Notified, in writing, all taxi cab and accessible taxi cab owners and operators that persons with disabilities are not to be charged a higher fare than persons without disabilities for the same trip; that no fee is to be changed for the storage of assistive devices; and that taxi meters can only be turned on after personal assistive devices have been stored.
- Supplied all taxi owners and operators with a metal bumper plate containing a unique vehicle identification number, to be affixed to the bumper of each cab.
- Supplied paper copies of vehicle identification plate, in large print to be placed inside the cab behind the front seat.
- Amended the Taxi-Cab Meter By-Law to require taxi cab owners and operators display this information for passengers, and to allow Region staff to easily provide alternate formats of the Tariff card for those who request it.
2012 PLANNED ACTIONS
Throughout 2012 the Region of Waterloo will be implementing a number of requirements outlined in the AODA Integrated Accessibility Standard. The following pages list each provision of the standard, and outlines actions planned to meet the provision. These actions are coordinated by the AODA Steering Team, and will be implemented by the relevant Standard Working Group.

GENERAL REQUIREMENTS

Establishment of Accessibility Policies (3)
Required by: January 1, 2013
- Develop policy framework, identifying which documented policies, procedures, and guidelines to develop.
- Create accessibility policies in consultation with the Grand River Accessibility Advisory Committee. Policies to be approved by Regional Council.
- Communicate policies to all necessary employees, volunteers, and others who provide goods, services, and facilities on behalf of the Region of Waterloo. Make policies available to the public in accessible formats upon request.

Accessibility Plans (4)
Required by: January 1, 2013
- Document the Region of Waterloo’s approach and detailed plan to meet the requirements of IAS in a five-year Accessibility Plan. This item is linked to the Transportation Standards, Accessibility Planning requirements on Page 24, and Duties of Municipalities on Page 26 of this report.
- Consult with the Grand River Accessibility Advisory Committee for feedback and advice on the five-year Accessibility Plan, in coordination with the Transportation Standard Accessibility Standard requirements.
- Consult with people with disabilities and the public for feedback on the five-year Accessibility Plan, in coordination with the Transportation Standard Accessibility Standard requirements.
- Acquire Regional Council approval of the five-year Accessibility Plan.
- Develop procedure to report annual status updates, and to review and update the Accessibility Plan every five years.
- Provide the five-year accessibility plan to the public by posting it on the Region of Waterloo website, in accessible formats upon request.
Procuring or Acquiring Goods, Services, or Facilities (5)
Required by: January 1, 2013
- Incorporate accessibility features and criteria requirements in the Purchasing By-Law, as necessary, and in relevant policies, procedures, and guidelines.
- Communicate requirements to all necessary employees and others who participate in procuring or acquiring goods, services, or facilities.

Self-service Kiosks (6)
Required by: January 1, 2013
- Incorporate accessibility feature requirements in any procurement processes for self-service kiosks.

Training (7)
Required by: January 1, 2014
- Identify key training messages and methods to deliver training for employees, volunteers, and others required to be trained under the IAS.
- Develop training modules and materials.
- Consult with the Grand River Accessibility Advisory Committee on training program.
- Implement training for all employees, volunteers, and others in 2013.

INFORMATION AND COMMUNICATION STANDARDS
Feedback (11)
Required by: January 1, 2014
- Identify best practices for providing accessible formats and communication supports for those requesting to participate in providing feedback for Region of Waterloo programs, services, and facilities.
- Incorporate best practices and materials in IAS accessibility training.

Accessible Formats and Communication Supports (12)
Required by: January 1, 2015
- Identify best practices for providing accessible formats and communication supports of information to the public in a timely manner.
• Develop process and materials for staff members to follow if a request for an accessible format or communication support cannot be filled because the information is considered “unconvertible”.

• Incorporate best practices and materials in IAS accessibility training.

**Accessible Websites and Web Content (14)**

Required by: January 1, 2014 (new); January 1, 2021 (existing)

• Incorporate website accessibility features in any procurement processes for new websites.

• Identify best practices for developing and assessing accessible electronic documents and accessible web content.

• Communicate best practices to web content managers and web content developers.

• Incorporate best practices and materials in IAS accessibility training.

• Improve the accessibility of inaccessible components of existing websites from 2012-2020.

**Public Libraries (19)**

Required by: January 1, 2013

• Document existing practices for providing accessible materials when possible.

• Communicate practices to all relevant library staff.

• Post notification on the library website on the availability of accessible library materials.

**TRANSPORTATION STANDARDS**

**Accessibility Plans, Conventional Transportation services (41), Accessibility Plans, Specialized Transportation Services (42) and Accessibility Plans, Conventional and Specialized Transportation Services (43)**

Required by: January 1, 2013

• Include the following processes and procedures in the five-year Accessibility Plan:
  o Identify process for managing, evaluating, and taking action on Grand River Transit customer feedback.
  o Identify process for estimating the demand for MobilityPlus. Develop steps to reduce wait times for MobilityPlus.
- Describe procedures for dealing with accessibility equipment failure on both conventional transit and on MobilityPlus.

- Consult with the Grand River Accessibility Advisory Committee, people with disabilities, and the public on feedback processes, steps to reduce wait times for MobilityPlus, and procedures for dealing with equipment failure on conventional and specialized transit, for feedback and advice.

**Service Disruptions (50)**

Required by: January 1, 2013

- Identify process and Standard Operating Procedure for identifying and communicating known temporary service disruptions, using social media, e-alerts, and other technologies.

- Communicate process and procedure to all transit operators and customer service staff.

- Notify the public of how to learn of known service disruptions. Post an invitation on the website to customers to sign up for e-alerts for known service disruptions.

**Conventional Transportation Service Providers, Technical Requirements (53-61)**

Required by: January 1, 2013

- Incorporate accessibility requirement specifications in any procurement processes for new transit vehicles.

**Accessibility, Rail Cars (62)**

Required by: January 1, 2013

- Incorporate accessibility requirements in any procurement processes for rail cars.

**Fare Parity (66)**

Required by: January 1, 2013

- Make available identical fare media (tickets, bus passes, day passes, etc.) for MobilityPlus as is available for conventional transit, including special fares and discounts.

- Communicate fare changes to all MobilityPlus operators and customer service staff.

- Update fare communications on website and other documents to reflect new fare options on MobilityPlus

**Visitors (67)**

Required by: January 1, 2013

- Confirm existing practice to allow eligible visitors to use MobilityPlus.

- Post notification on the Grand River Transit website outlining how visitors can request MobilityPlus service.
Coordinated Service (69)
Required by: January 1, 2013

- Confirm existing practice to coordinate specialized transit service between MobilityPlus and Kiwanis Transit.

Hours of Service (70)
Required by: January 1, 2013

- Expand hours of service for MobilityPlus to be identical to that of conventional transit, making use of accessible taxi service as needed.
- Communicate expanded hours of service to MobilityPlus riders, operators, customer service staff, and affected taxicab owners and operators.

Service Delays (73)
Required by: January 1, 2013

- Create process for MobilityPlus passengers to be notified of service delays in pick up times, making use of Automatic Vehicle Location and Mobile Date Terminal in MobilityPlus vehicles.
- Communicate process to MobilityPlus riders, operators, and customer service staff.

Duties of Municipalities, general (78)
Required by: January 1, 2013

- Include the following processes in the five-year Accessibility Plan process:
  - Consult with the Grand River Accessibility Advisory Committee, the public, and persons with disabilities on the development of accessibility design criteria to be considered when constructing, renovating, or replacing bus stops and shelters.
  - Identify steps to be taken to meet the goal of accessible bus stops and shelters.

Duties of Municipalities, accessible taxicabs (79)
Required by: January 1, 2013

- Include the following processes in the five-year Accessibility Plan:
  - Consult with the Grand River Accessibility Advisory Committee, the public, and persons with disabilities on the proportion of on-demand accessible taxicabs required in Waterloo region.
  - Identify progress made towards meeting the need for on-demand accessible taxicabs.
MAKING THE PLAN AVAILABLE TO THE PUBLIC

The 2012 Accessibility Plan is released to the public in a variety of ways:

- Posting to the Region of Waterloo website (www.regionofwaterloo.ca/accessibility)
- Advertisement in the Region News, a Region of Waterloo publication delivered to every residence in Waterloo region.
- Notification mailed to interested citizens and local community organization on the availability of the 2012 Accessibility Plan.

While the Region of Waterloo is releasing the 2012 Accessibility Plan, the act of identifying, preventing, and removing barriers is an ongoing activity. Feedback on the accessibility of services and facilities at the Region of Waterloo is always welcome. For more information, please contact:

Vanessa Lopak, Accessibility Planning Associate
Council and Administrative Services
Region of Waterloo
150 Frederick St, 2nd Floor
Kitchener, Ontario N2G 4J3

Telephone: 519-575-4757 ex 3861
TTY: 519-575-4608
Email: access@regionofwaterloo.ca

The 2012 Accessibility Plan is available in a number of accessible formats, including electronic copy, text-only, audio, and plain language summary. To request an additional format, please contact the AODA Planning Associate above.
SUMMARY

The Region of Waterloo 2012 Accessibility Plan reports on the actions undertaken by the Region of Waterloo and Waterloo Regional Police Services to identify, prevent, and remove barriers for people with disabilities.

The 2012 Accessibility Plan provides a status update on the seven Accessibility Focus Areas from 2011 and reports on progress made to meet the *Accessibility for Ontarians with Disabilities Act, 2005* Integrated Accessibility Standard. The 2012 Accessibility Plan also outlines the actions planned for 2012 to achieve the goals set out in the AODA Integrated Accessibility Standard.

Some of the highlights of the 2012 Accessibility Plan are:

- Implementation of the TextNet program to answer all incoming TTY calls to the Region of Waterloo.
- Launch of the redesigned Region of Waterloo website, and four additional websites, which meet the W3Cs WCAG 2.0 AA level of accessibility.
- Creation and implementation of an educational campaign to raise awareness of service animals, for Regional staff and for members of the public.
- Successful implementation of the AODA Customer Service Standards for Waterloo Regional Police Services.
- Planned implementation of over 30 provisions of the AODA Integrated Accessibility Standard throughout 2012.

The 2012 Accessibility Plan is available to the public on the Region of Waterloo website.

While the Region of Waterloo is releasing the 2012 Accessibility Plan, the act of identifying and removing barriers is an ongoing activity. Feedback on the accessibility of sites and services at the Region is always welcome. For more information, please contact Vanessa Lopak, Accessibility Planning Associate, at the contact information below:

Phone: 519-575-4757 ex 3861
TTY: 519-575-4608
E-mail: access@region.waterloo.on.ca

The plan is available in alternate formats such as: electronic copy, text only, and plain language summary. Request for other formats are considered. To request an additional format, please contact the Accessibility Planning Associate as above.
APPENDIX A: ACCESSIBILITY LEGISLATION

Under the **Accessibility for Ontarians with Disabilities Act, 2005**, applicable municipalities must:

- Comply with standards once developed.
- File an accessibility report.
- Make the accessibility report available to the public.
- Seek advice from an Accessibility Advisory Committee.

Under the **Accessibility Standards for Customer Service**\(^7\), applicable organizations must meet the following requirements.

### CUSTOMER SERVICE STANDARDS

- Establish policies, practices, and procedures on providing goods or services to people with disabilities.
- Use reasonable efforts to ensure policies, practices, and procedures are consistent with the principles of independence, dignity, integration, and equality of opportunity.
- Establish policies on allowing people to use their own assistive devices to access goods and services, and about any other measures offered to enable them to access goods and services.
- Communicate to a person with a disability in a way that takes into account his or her disability.
- Allow people with disabilities to be accompanied by their guide dogs or service animal when accessing goods or services, unless excluded by law.
- Allow people with disabilities to bring a support person when accessing goods or services.
- Provide prior notification of any charges applicable to support persons.
- Provide notice when facilities or services that people with disabilities rely on to access good or services are temporarily disrupted.
- Train staff, volunteers, and relevant third party contractors on the policies, practices, and procedures related to providing accessible customer service, and on the Customer Service Standard.
- Establish a feedback process for people to provide feedback on how goods or services are provided to the public, and make information on the feedback process available to the public.

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\(^7\) Ontario Regulation 429/07.
• Document all policies, practices, and procedures on providing accessible customer service in writing.
• Notify customers that documents required under the standard are available upon request.
• Provide documents required for the standard in a format that takes into account a person’s disability.

Under the Integrated Accessibility Standards\(^8\), large municipalities must meet the following requirements within the timeframe indicated.

**GENERAL REQUIREMENTS**

- Establish, document, and maintain policies related to the requirements of the IAS. (January 1, 2013)
- Establish, implement, maintain, and document a multi-year accessibility plan outlining how the organization will meet its requirements under the IAS. (January 1, 2013)
- Incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. (January 1, 2013)
- Incorporate accessibility features when designing, procuring, or acquiring self-service kiosks. (January 1, 2013)
- Train staff, volunteers, and anyone else who provides goods, services, or facilities on behalf of the organization on the requirements of the IAS and on the Ontario Human Rights Code as it relates to people with disabilities. (January 1, 2014)

**INFORMATION AND COMMUNICATION STANDARDS**

- Ensure, and provide notice that feedback processes are accessible to persons with disabilities. (January 1, 2015)
- Provide or arrange for the provision of accessible formats and communication supports for people with disabilities upon request, in a timely manner that takes into account the person’s disability. (January 1, 2015)
- Provide accessible formats and communication supports for any emergency plans, procedures, and public safety information made available to the public, upon request. (January 1, 2012)
- Ensure internet websites and web content confirm with the World Wide Web Consortium Web Content Accessibility Guidelines 2.0, initially at Level A and increasing to Level AA. (January 1, 2014; January 1, 2021)
- Provide or arrange for the provision of accessible library materials where they exist, upon request. (January 1, 2013)

\(^8\) Ontario Regulation 191/11.
EMPLOYMENT STANDARDS

- Notify the public and employees of the availability of accommodation for applicants with disabilities in the recruitment and selection materials and processes. (January 1, 2014)
- Notify successful applicants of policies for accommodating employees with disabilities. (January 1, 2014)
- Inform all existing and new employees of policies to support employees with disabilities. (January 1, 2014)
- Provide or arrange for the provision of accessible formats and communication supports for information when an employee with a disability requests it. (January 1, 2014)
- Provide individualized workplace emergency response information to employees with disabilities. (January 1, 2012)
- Develop and have in place written processes for the development of individual accommodation plans for employees with disabilities. (January 1, 2014)
- Develop and have in place a return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations. (January 1, 2014)
- Take into account individual accommodation plans when using performance management processes. (January 1, 2014)
- Take into account individual accommodation plans when using career development and advancement processes. (January 1, 2014)
- Take into account individual accommodation plans when using redeployment procedures. (January 1, 2014)

TRANSPORTATION STANDARDS

- Provide information on the availability of accessibility equipment and features of vehicles, routes, and services. (July 1, 2011)
- Take reasonable steps to accommodation passengers with disabilities in the event that the accessibility equipment is not functioning. (July 1, 2011)
- Conduct employee and volunteer training on the safe use of equipment and features, procedures for non functioning equipment, and emergency preparedness and response procedures. (January 1, 2014)
- Establish, implement, maintain, and document emergency preparedness and response policies that provide for the safety of passengers with disabilities. (January 1, 2012)
- Not charge a fare for support persons accompanying persons with disabilities. (January 1, 2014)
- New and retrofitted vehicles as of July 1, 2011 must comply with the requirements of the standard, while honouring contracts in place as of June 30, 2011.
- In the accessibility plan, transit providers must identify the process for managing, evaluating, and taking action on customer feedback in the accessibility plan; describe
procedures for dealing with accessibility equipment failures; Identify process for estimating the demand for specialized transportation services and develop steps to reduce wait times for specialized transportation. Describe procedures for dealing with accessibility equipment failures on conventional and specialized transit. (January 1, 2013)

- Hold at least one annual public meeting to provide opportunity for persons with disabilities to give feedback on the accessibility plan. (January 1, 2013)
- Deploy lifts, ramps, portable bridges upon request; ensure time for people with disabilities to safely board, be secured, and deboard vehicles; provide assistance upon request; assist with the safe storage of mobility devices; allow a person with a disability to travel with a medical aid; make information on these procedures available upon request. (January 1, 2012)
- Not charge a higher fare to people with disabilities than that charged to people without disabilities. (July 1, 2011)
- In the event a transit stop is inaccessible, ensure people with disabilities are able to board and deboard a vehicle at the closest available safe location, and notify the appropriate authority where a temporary barrier exists at a transit stop. (January 1, 2012)
- Where possible, store mobility devices in the passenger compartment within reach of the person with the disability who requires the device. Where not possible to store in the passenger compartment, safely store the device in a baggage compartment, and provide assistance with the storage of and the return of the device to the passenger. (January 1, 2012)
- No fees are to be changed for the storage of mobility devices. (July 1, 2011)
- Provide courtesy seating for people with disabilities, and develop a communication campaign to inform the public on the purpose of the courtesy seating. (January 1, 2012)
- Make available alternate accessible arrangements for passengers with disabilities in the event of a temporary service disruption, and communicate these arrangements in a manner that takes into account the person’s disability. (January 1, 2013)
- Provide pre-boarding announcements to notify passengers of the route, direction, destination, or next major stop, first upon request, and later by electronic announcements. (July 1, 2011; January 1, 2017)
- Provide on-board announcements of all destination points or available route stops, first verbally, and later by electronic announcements. (July 1, 2011; January 1, 2017)
- Technical requirements regarding grab bars, handholds, handrails, stanchions, floors and carpeted surfaces, allocated mobility aid spaces, stop request and emergency response controls, lighting features, signage, lifting devices, ramps, portable bridges, steps, and indicators and alarms. (Vehicles manufactured on or after January 1, 2013)
- Accessibility requirements for rail cars. (July 1, 2011; January 1, 2013)
- Provide three levels of eligibility for specialized transportation: unconditional, temporary, conditional. (January 1, 2017)
• Processes for eligibility applications for specialized transportation, including a
determination within 14 calendar days, and appeal processes. (January 1, 2014)
• Providing for emergency and compassionate grounds in the eligibility process. (January 1,
2014)
• Specialized transportation shall not change a higher fare than for conventional transit,
ensuring that there is fare parity between specialized and conventional transportation.
Ensuring the same fare structure and fare payment options are available for both
conventional and specialized transportation services. (January 1, 2013)
• Make specialized transportation available to visitors. (January 1, 2013)
• Provide “origin-to-destination” services on specialized transit. (July 1, 2011)
• Facilitate connections between specialized transportation services of adjacent
municipalities. (January 1, 2013)
• Ensure specialized transportation services have the same hours and days of service as
conventional transportation services. (January 1, 2013)
• Provide same day service on specialized transit when it is available. (January 1, 2014)
• Not limit the number of trips any person with a disability can take on specialized transit,
or unreasonably limit the availability of specialized transportation services. (January 1,
2014)
• Notify passengers of delays in specialized transit service of 30 minutes of more in a
manner agreed upon by the passenger. (January 1, 2013)
• Allow companions and children to accompany a person with a disability on specialized
transit provided there is space and appropriate child safety systems. (January 1, 2012)
• Consult with an accessibility advisory committee, the public, and persons with disabilities
on accessible design criteria to be considered in the construction, renovation, or
replacement of bus stops and shelters. Each accessibility plan must outlines steps take to
meet the goal of accessible bus stops and shelters. (January 1, 2013)
• Consult with an accessibility advisory committee, the public, and persons with disabilities
on the proportion of on-demand accessible taxi cabs required it the community and
identify progress made towards meeting the need for on-demand accessible taxicabs in
the accessibility plan. (January 1, 2013)
• Ensure taxicab owners and operators do not charge a higher fare for passengers with
disabilities, or for the storage of mobility devices. (July 1, 2011)
• Ensure taxicab vehicle identification information is provided on the rear bumper of the
taxicab, and inside the taxicab in an accessible format. (January 1, 2012)
## APPENDIX B: REGION OF WATERLOO SERVICES

### CHIEF ADMINISTRATOR’S OFFICE

- Emergency Management.
- Corporate Communications.
- Internal Audit.
- Strategic planning and strategic initiatives.

### CORPORATE RESOURCES

- Facilities, fleet, computer and communications infrastructure.
- Council support and corporate governance.
- Legal, real estate, licensing and By-law Enforcement services.
- Provincial Offences Court prosecution and administration.
- Energy management and environmental sustainability.
- Information systems management and printing and publishing services.
- Citizen services, accessibility planning, public access to information, and corporate archives.

### FINANCE

- Financial, accounting, treasury, payroll, accounts receivable, accounts payable, and stores.
- Corporate purchasing services to all departments and external agencies of the Region of Waterloo.
- Budget coordination; annual credit rating.
- Corporate performance measurement.
- Risk management/insurance.
- Property tax policy.
- Housing provider payments.
- All long term financing for the Region of Waterloo and Area Municipalities.
- Grants to arts, culture, community, and economic development organizations.
- Grant claims to senior levels of government.
- Development charge collection and administration.
- Financial reporting – annual audit, internal and external reporting.

### HUMAN RESOURCES

- Attracts, develops and retains employees engaged in delivering Regional programs and services.
- Implements innovative services to support a healthy, diverse and effective workforce.
- Develops, implements and supports human resources practices that are safe, fair, equitable, respectful and inclusive.
- Delivers professional, timely and responsive service to meet the Region's needs.
### PLANNING HOUSING AND COMMUNITY SERVICES

- Community planning and growth management.
- Regional Official Plan.
- Development review and area municipal approval roles.
- Environmental planning and stewardship.
- Regional forest management.
- Community Housing Administration and Affordable Housing Strategy
- Transportation planning and corridor control.
- Grand River Transit Planning.
- Transportation demand management.
- Regional Transportation Master Plan, Cycling Master Plan, and Active Transportation Master Plan.
- Planning information and research, and growth forecasting.
- Digital and customized mapping.
- Region of Waterloo Library (serving four Townships).
- Cultural heritage.
- Museums: Region of Waterloo Museum, Doon Heritage Crossroads, Joseph Schneider Haus, McDougall Cottage.

### PUBLIC HEALTH

- Clinics- Immunization (e.g., influenza), HIV testing, International Travel, Sexual Health, Sexually Transmitted Infections, Dental Health.
- Disease surveillance and health status reporting to the public.
- Communicable disease control and environmental health (management of cases, outbreaks, health hazards and the human health impacts of environmental problems).
- Emergency preparedness and response (e.g., Pandemic Influenza Planning).
- Health promotion and awareness initiatives (e.g., injury prevention, tobacco use prevention, healthy eating and active living, preconception health, healthy child development, community engagement, policies to prevent illness and promote health).
- Healthy Babies, Healthy Children.
- Emergency Medical Services (Land ambulance).

### SOCIAL SERVICES

- Planning of the local child care system, including special needs resourcing.
- Five child care centres and a licensed home child care program.
- Quality Initiatives
- Financial assistance with child care costs.
- Infant and Child Development Program.
- Sunnyside Long Term Care Home.
- Sunnyside Supportive Housing.
- Seniors Wellness Centre.
- Community Alzheimer Programs.
- Homemaking and Nurses Services.
- Integrated Assisted Living.
- Homelessness Programs Planning and Management.
- Social Development Programs.
- Social Planning Research and Evaluation.
- Emergency Response.
- Financial and Emergency Assistance (Ontario Works).
- Waterloo Region Energy Assistance Program.
- Employment Resource Centres.
- Employment Programs (Ontario Works).
- Employment Ontario Services.

TRANSPORTATION AND ENVIRONMENTAL SERVICES

- Water Supply and Wastewater Treatment.
- Water Distribution and Wastewater Collection in Wellesley and North Dumfries.
- Landfill operations and collection of waste, recyclables, and organics.
- Grand River Transit including MobilityPLUS.
- Region of Waterloo International Airport.
- Rapid Transit Project.
- Regional Roads and Traffic Signals.
- Design and construction of all Regional engineering projects such as roads, bridges, water treatment plants etc.

THE WATERLOO REGIONAL POLICE SERVICE

The Waterloo Regional Police Service is the seventh largest police service in the province of Ontario and serves a population of more than 543,000 residents. The Service employs 754 uniform members and 287 civilian members who are committed to making a difference in the many diverse and vibrant neighbourhoods of Waterloo Region. Under the governance of the Police Services Board and the leadership of Chief Matthew A. Torigian, Waterloo Regional Police serve the municipalities of Kitchener, Waterloo and Cambridge and the Townships of Wellesley, Wilmot, Woolwich and North Dumfries. The Waterloo Regional Police Service is committed to crime prevention, law enforcement and community partnership in order to improve community safety and support the highest quality of life for all people.
APPENDIX C: GENERAL DEFINITIONS

Accessible

Easy to access, use, or understand.

Accessibility

Accessibility means that the ability of people with disabilities will be enhanced to have equal access to opportunities, live independently and contribute to the community. To be sustainable, accessibility must have long term viability as part of the institution’s systems and culture.

Accessibility Advisory Committee (AAC)

An AAC refers to an Accessibility Advisory Committee that is created according to the ODA. More than 50 percent of this committee must be individuals with disabilities according to the Act. The duty of the committee is to advise municipal council each year about the preparation, implementation and effectiveness of its accessibility plan.

Accessibility Survey Tool

The Region of Waterloo’s Accessibility Survey Tool is a checklist that provides best practice guidelines for staff to remove barriers in four key areas: physical/architectural, communication methods, policy/practice/attitudinal and technology. The tool has been developed based on community feedback, resources from disability organizations, best practices and existing accessibility standards.

Barrier

A barrier is 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, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

An example of each of the different kinds of barriers is shown below:

| Physical | A doorknob that cannot be operated by a person with limited upper-body mobility and strength. |

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Disability

The ODA adopts the broad definition for disability that is set out in the Ontario Human Rights Code.

A “disability” is:

(a) Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness and includes, but is not limited to:

- 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.

<table>
<thead>
<tr>
<th>Architectural</th>
<th>A hallway or door that is too narrow for a wheelchair or scooter.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
<td>Typefaces in reports or on the website that are too small to be read by a person with low-vision.</td>
</tr>
<tr>
<td>Communication</td>
<td>Sign language interpretation is not available at public meetings.</td>
</tr>
<tr>
<td>Attitudinal</td>
<td>A receptionist assumes an individual in wheelchair is not intelligent.</td>
</tr>
<tr>
<td>Technological</td>
<td>A paper tray on a laser printer that requires two strong hands to open.</td>
</tr>
<tr>
<td>Policy/Practice</td>
<td>A practice of not allowing job applicants an opportunity to complete job testing in alternate formats.</td>
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