



The Regional Municipality of Durham **Accessibility Report and Plan 2011-2012**



If you require this in an accessible format, please contact the Accessibility Coordinator at (905) 668-4113 ext. 2009



One Goal of Durham Region's Strategic Plan:

Strengthen accessibility to appropriate services which respond to the needs of our diverse community, including children, youth and the aging population.

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Message from Regional Chair & CEO

In 2003, The Regional Municipality of Durham produced its first Accessibility Plan, in accordance with legislation called the *Ontarians with Disabilities Act, 2001* (ODA). I am proud to mark 2012 as our ninth year for accessibility planning. The accessibility report and plan helps our organization to identify, remove and prevent barriers for persons with disabilities. This is an important process for ensuring accessibility in a wide variety of aspects throughout the corporation.

The Region of Durham consists of 10 departments—plus Durham Region Transit and Durham Regional Police Service—that all plan for accessibility throughout the year. These efforts help to develop and shape the Accessibility Report and Plan. This work involves staff representatives who are committed to ensuring colleagues and departmental services take into account persons with disabilities. I want to thank these employees for keeping accessibility a priority in their work.

Accessibility planning goes beyond the work within the Region of Durham and its departments. For instance, the Accessibility Coordinator helps to bring the Region's Accessibility Advisory Committee (AAC), and the local AACs, together for sharing of accessibility best practices. These collaborative efforts help to unify accessibility strategies across the Region and build the inclusive community we all want.

In this report, you will not only see where barriers are being addressed but also specific initiatives for meeting compliance with legislation called the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The Region will continue to implement accessibility standards throughout the organization in accordance with AODA. For more details on this legislation, and the Region's obligations and commitments, I invite you to read through this report.

Finally, I extend appreciation to our Accessibility Advisory Committee, which is made up of dedicated volunteers from our community. These individuals provide advice and expertise to Regional Council along with our departments and services. This commitment is invaluable and directly related to the Region's accessibility accomplishments.

Yours truly,

A handwritten signature in black ink, appearing to read "Roger Anderson". The signature is fluid and cursive, with a large initial "R".

Roger Anderson
Regional Chair & CEO

A logo consisting of a stylized blue brushstroke or wave shape. To the right of the shape, the text "Service Excellence" is written in a blue serif font, and "for our Communities" is written below it in a smaller, blue sans-serif font.

"Service Excellence
for our Communities"



Message from the Chair of the Accessibility Advisory Committee (AAC)

It is hard to believe another year has passed by. For the AAC, this equates to 12 busy meetings, many enlightening discussions, and a great deal of accomplishments. With such a dedicated group of people, nothing less can be expected.

In 2011, three new members joined our group. I would like to welcome and thank the following volunteers: Sally Barrie, Sarah Sones and Donna McAllister. This brings our committee to full complement with 10 citizen members and Regional Councillor Joe Drumm.

Presentations to the AAC have been an important part of our committee meetings as a way to be well-informed of disability types and community services. Over the past year, we have heard from Durham Regional Police Service's 911 Communications, Little People of Ontario, as well as Community Care Durham. Other presentations were made by Regional departments in order to discuss accessibility matters. We appreciated hearing from Durham Region Transit, the Works Department, Transportation and Traffic Engineering, Bus Rapid Transit, and facilities management on Regional construction and renovation projects.

Increasing awareness on the importance of accessibility is a priority for the AAC. Due to this, each year awards are presented by the Region's AAC to acknowledge and honour individuals or businesses that have achieved accessibility in some way. In 2011, the following individuals/businesses received accessibility awards:

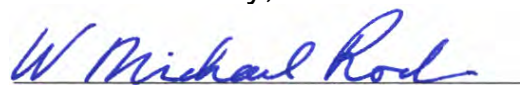
- Durham Medical for good customer service and a new accessible store (nominated by the City of Oshawa AAC).
- Bibles for Missions Thrift Store for employment support for individuals with developmental disabilities (nominated by the Municipality of Clarington AAC).
- Immaculate Conception Catholic School for supporting a student with a service animal (nominated by the Township of Scugog AAC).
- Paul Feldman for being a long-time Accessibility Ambassador (nominated by the Town of Ajax AAC).
- Durham Region Transit for making great strides for improved accessibility on both Specialized Transit Services and Conventional Services (nominated by the Region of Durham AAC).

In December, the AAC will be turning our recognition efforts to Regional departments and services to honour staff for their achievements around making accessibility a priority in the work that they do. This celebration will be in honour of International Day for Persons with Disabilities, which falls on Dec. 3, 2011.

New requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) will have the AAC providing advice on implementation of the Integrated Accessibility Regulation within departments and services across the Region. This will mean areas of information and communication, employment and transportation will need to comply with specific accessibility standards.

We look forward to the year ahead where collaboration and efforts will help to achieve a more inclusive and accessible Durham Region.

Yours sincerely,



Mike Roche,
Chair, Durham Region Accessibility Advisory Committee

Accessibility Advisory Committee

In 2003, the Region of Durham established its first Accessibility Advisory Committee (AAC) in accordance with the *Ontarians with Disabilities Act, 2001* (ODA). The purpose of the AAC is to provide advice and recommendations to Regional Council in order to identify and break down barriers for people with disabilities. The AAC works closely with Regional staff to support the implementation of accessibility standards throughout departments and services.

Approximately 150 municipalities across Ontario have an Accessibility Advisory Committee. In Durham, our AAC is comprised of 10 citizens and a Regional Councillor (elected official). Most members have a disability or represent a community agency or sector in the area of disabilities. This allows for comprehensive representation from various disability types across the Region leading to meaningful input for our accessibility planning.

The AAC meets on a monthly basis. During these meetings, departmental updates are provided to the AAC, which may include presentations from Regional staff regarding accessibility initiatives. Site plans are also brought forward to the AAC to review and make recommendations for accessibility. Another important component of these meetings is the educational presentations coordinated by the AAC. These presentations are a way for the committee to be well informed of disability services and resources within Durham Region.

Picture of AAC members; (back row) Councillor Joe Drumm, Mike Roche, Allan Angus, Sarah Sones, Donna McAllister, Sally Barrie, Pat Rundle, Mary Sutherland (front row) Mari-Lynn Cordahi and Roberta Atkinson



Accessibility Advisory Committee Members



Mike Roche
Chair



Allan Angus



Roberta Atkinson
Vice-Chair



Mari-Lynn Cordahi
Vice-Chair



Sally Barrie



Scott Bremner



Joe Drumm
Regional Councillor



Donna McAllister



Pat Rundle



Sarah Sones



Mary Sutherland

Acknowledgements

Accessibility planning across the organization involves the commitment of staff from various departments and services. Due to this, over the last several years, a Staff Working Group has been meeting on a regular basis for Regional accessibility planning.

The work of this committee has evolved somewhat over the last several years. Initially, the primary focus was the identification, removal and prevention of accessibility barriers as they related to specific departments and services. These efforts have proven successful at ensuring many of our Regional facilities are barrier free. Departments continue to address accessibility barriers as part of the planning process.

More recently the Staff Working Group has been focused on meeting requirements of AODA and its accessibility standards. Organizational compliance for this legislation involves implementation of accessibility standards over the next several years. Due to this, much of the work from the Staff Working Group will entail collaboration between departments. This approach will help to ensure consistency and effectiveness in our accessibility implementation.

Due to the commitment and accomplishments of the Staff Working Group, as well as others who have provided support and expertise, appreciation is extended to the following individuals:

CAO's Office	→ Tina Lee, Pauline Reid, Tracey Tyner Cavanagh
Corporate Communications	→ Tania Laverty, Sherri Munns
Clerk's Department	→ John Malandrino
Corporate Services Department	→ Angie Appleton, Sharon Hill (Human Resources Division)
	→ Lara Perroni (Information Technology Division)

Durham Regional Police Service
Durham Region Transit
Finance Department
Health Department
Legal Department
Planning Department
Social Services
Works Department

→ Candice Cross, Dave Simpson, Rose Ying-Gilroy
→ Ben Chartier, Jack Dermegherdijian, Susan Dickison
→ Alisa Cole
→ Shelley Chamberlain, Glendene Collins, Allan Hewitt
→ Jason Hunt
→ Michelle Stevenson
→ Jonathan Dixon
→ Ihor Kotowycz

Picture of Staff Working Group members; (from top left) Jason Hunt, Shelley Chamberlain, Candace Cross, Ihor Kotowycz, Jack Dermegherdijian, Ben Chartier, Angie Appleton, (from bottom left) John Malandrino, Tracey Tyner Cavanagh, Tina Lee and Jennifer Santos



Durham Region and accessibility partnerships

Durham Region

Durham Region has a population of about 620,000, and we estimate from this total that as many as 70,000 of these citizens are living with a disability. The Region covers a vast land area of 2,590 square kilometres (1,000 square miles), including both urban and rural settings.

Citizens within Durham Region are served by eight area municipal governments and The Regional Municipality of Durham. The Region is governed by a council, consisting of a Regional Chair and 28 elected members. The Regional Chair is the head of Regional Council and is the Chief Executive Officer of the Regional corporation. The Chief Administrative Officer is the most senior staff person in the Region of Durham and reports to Regional Council, working in close collaboration with the Regional Chair.

The Region, through various departments, is responsible for the following services:

- ◆ Police service and 911 management.
- ◆ Durham Region Transit.
- ◆ Delegated authority for local municipal official plans and amendments.
- ◆ Water supply, treatment, distribution and billing.
- ◆ Sewage collection, treatment and billing.
- ◆ Main roads, traffic lights and controls.
- ◆ Emergency management.
- ◆ Borrowing of money for capital expenditures of upper- and lower-tier municipalities.
- ◆ Economic development and tourism.

- ◆ Public health.
- ◆ Emergency medical services.
- ◆ Social services, including child care; long-term care and services for seniors; family services; social housing; and Ontario Works programs.
- ◆ Provincial Offences court, prosecution services, administration and collection of fines.
- ◆ Solid waste management, diversion, recycling, promotion and education, waste collection, processing and disposal.
- ◆ Strategic land use planning and subdivision/condominium approvals.
- ◆ Property taxation policy.

Accessibility partnerships

Each lower-tier municipality within Durham Region has an Accessibility Advisory Committee (AAC); all of which report to their respective municipal councils on accessibility matters. This means that for the entire area (consisting of eight area municipalities and the Region), we have a total of nine AACs dedicated to improving accessibility in our communities.

Co-ordinated by Durham, the Region's AAC and local municipal AACs are brought together to share best practices and information related to accessibility. Regular meetings are held with AAC chairs, and, on an annual basis, the Region hosts an AAC Joint Forum. This is an opportunity to bring volunteers together to network and collaborate on accessibility matters. This past year, the AAC Joint Forum was held during National Access Awareness Week, and included a presentation from Elections Ontario about accessible voting for citizens with disabilities.

Legislation

Accessibility legislation

In Ontario, there are two separate pieces of legislation that aim to identify, remove and prevent barriers to persons with disabilities. The first Act was established in 2001 and is called the *Ontarians with Disabilities Act, 2001* (ODA). This law ensures public organizations incorporate accessibility planning into their operations and facilities. Additionally, municipalities with a population of more than 10,000 people must form an Accessibility Advisory Committee to advise councils on accessibility barriers.

A second piece of legislation, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was enacted to enforce five accessibility standards. In order to ensure accessibility for persons with disabilities in all aspects of daily living, AODA compliance must be met by both public sector organizations, as well as the private sector. Each accessibility standard has specific timeframes for implementation.

The *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005* are established for the purpose of ensuring that people with disabilities are not discriminated against. Although both Acts are law, once the AODA is fully enacted, the ODA will be revoked. The definition of disability follows the criteria outlined in the Ontario Human Rights Code.

Accessibility standards

Five accessibility standards were developed under the AODA to help ensure dignity, independence and integration for persons with disabilities. Standard Development Committees (SDCs), made up primarily of people with disabilities and/or service sectors from across the province, developed each accessibility standard. During the last few years, the public had an opportunity to review these proposed standards and make comments to the SDCs. The Region provided comments by way of reports to Regional Council on each proposed standard. Implementation for both the public and private sectors will be phased in over time, with a goal of a fully accessible province by 2025.

Customer Service Standard

The Customer Service Standard was the first standard under AODA to become law. It ensures that people with disabilities can receive goods and services in a manner that takes into account their disability. Implementation of this standard, for the Region, involved policy development along with training to all Regional employees, contract workers and volunteers. Accessible Customer Service training continues on an ongoing basis to ensure awareness of various disabilities, and to educate staff about accessibility policies and procedures.

Integrated Accessibility Regulation

Three of the five accessibility standards fall under the newly enacted Integrated Accessibility Regulation (IAR). These standards will ensure accessibility in areas of information and communication, employment and transportation. Timelines for this implementation are phased in over the next several years—making collaborative partnerships within the Region an important piece of accessibility planning.

Development of accessibility implementation strategies is currently underway to reach compliance and ensure accessibility across the organization. Departments are making concerted efforts to develop a consistent corporate approach in providing accessible formats to the public. Other areas of work related to IAR implementation have been with: website content development for accessibility resource information; human resources to scan current policies, procedures and practices; and emergency and public safety information, which must take into account persons with disabilities.

Built Environment Standard

The final standard to be released by the Ministry of Community and Social Services will be the Built Environment Accessibility Standard. This will ensure that accessibility is included within all new construction and extensive renovations. Understanding all aspects of barriers for persons with various disabilities is an important piece to implementation of this standard. For instance, planning on streetscapes will consider audible pedestrian signals for persons who are blind, along with curb cuts on streetscapes for persons using mobility devices such as walkers, wheelchairs and scooters.

The interior environment will look at accessibility in areas such as colour contrast for persons with visual/perception disabilities; elevator audible cues; floor textures for safe walking and easy movement of assistive devices; fully accessible washrooms; and clear/readable signage.

The Region understands the importance of an accessible physical environment that allows for independence and participation for persons with disabilities. Currently, all extensive renovations to public areas in Regional facilities incorporate accessibility standards, as well as new construction.

Report on Regional departmental accessibility initiatives

Customer service

Clerk's Department:

- Corporate events; Regional Council and standing committee meetings; and Durham Region Transit committee meetings are all held in accessible venues/meeting rooms.
- Information phones, connected to the Public Front Counter staff at Regional Headquarters in Whitby, are being installed by the lower level south entrance and elevator to assist members of the public who enter the building from the lower level.

Corporate Services Department, Human Resources Division:

- Recruitment competition processes mean that all candidates are asked if accommodation is required for interview and testing procedures. Plus, interviews and testing exercises are held in accessible rooms.
- Reference to accommodation throughout the application process was added to external and internal job postings.
- Assistance is available to complete forms/applications, if needed.

Health Department:

- Program planning includes accessibility and equal access objectives to ensure access to all programs and services.
- All sites for potential community flu clinics are reviewed to include accessibility.
- Provided an accessible food handler training course based on an external client request.
- Implemented a departmental policy to respond to external requests for information in alternative formats.

Office of the Chief Administrative Officer/Corporate Communications Office:

- Uses a variety of tools/methods to educate both internal and external audiences about this standard and accompanying regulatory compliance. This includes external promotion around our current practices/procedures.
- Educate staff around the various types of disabilities, with an emphasis on the fact that not all of them are obvious.

Social Services Department, Children's Services Division:

- In 2011, Children's Services implemented an online application process that improves customer service for some clients.
- Equipment and software was purchased for an employee accommodation.

- A wheelchair was purchased to facilitate evacuation for an employee with a disability and, when necessary, for clients.

Social Services Department, Family Services Durham Division:

- Staff will attend to the individual needs of clients by providing services in accessible meeting rooms, information about accessible parking, and helping with forms/applications.

Social Services Department, Housing Services Division:

- If clients are unable to attend meetings or Regional reviews of decisions at Headquarters, staff will attend meetings at their homes or other appropriate locations.
- If clients are unable to complete forms or obtain required verification of information, staff will assist in the office or in clients' homes.

Social Services Department, Income and Employment Support Division:

- Transitional Support Coordinator Initiative supports individuals with barriers to access proper income support in Durham Region. The purpose of this project is to assist these individuals in completing the application process, as well as support them in their lives through the point of being granted appropriate income support.
- Durham Employment Services continued with the purchase of service for Diagnostic Assessments in 2010. Over the past five years, this has proven to be beneficial for participants considered, or identified, as multi-barriered due to cognitive and/or mental health impairment.
- Clients are assisted with completing forms and applications, where required.

Information and Communications

Clerk's Department:

- The Regional Municipality of Durham Directory is available in large text size and is also on the Region's external website.
- Maps on the Region's external website have been updated to include the additional accessible parking spaces at Regional Headquarters in Whitby.
- Council and committee material is available in large text size, upon request.

Corporate Services Department, Information Technology Division:

- The Regional website content has been updated to provide accessibility resources, legislative information, and communicate Regional accessibility initiatives to the public.
- On the intranet, accessibility legislative information, resources and tips will be provided to staff.
- Full-service gas station map was developed and will be put on the new accessibility content page of the Region's website.
- New Windows 7 upgraded operating system for staff provides an Ease of Access Centre, which is a convenient, centralized place to locate accessibility settings and programs to make the computer easier to use.

Office of the Chief Administrative Officer, Corporate Communications Office:

- All Regional departments are currently placing a standard line on their promotional/educational materials, which highlights who to contact in order to obtain alternate/accessible formats of the publication/item.
- Incorporated social media into general communications practices. This serves as an alternate method of reaching the public, as individuals can receive this information directly to a handheld device.
- Working with the Region's Accessibility Coordinator to determine appropriate training for communications staff, to help ensure legislative requirements are met.
- The staff orientation program, which is facilitated by Corporate Communications, will include Regional accessibility standards, including internal standards for text size. This will help to ensure that all new staff is aware of protocols.
- Recently updated the internal Visual Identity Program manual with service disruption notifications/protocols, which would be posted at Regional facilities to notify the public. Future updates will include accessibility guidelines around appropriate font, size, colour palette, etc.
- Will be directly involved in the development of accessibility policies, as Corporate Communications will be assessing all internal and external communications to ensure compliance. The internal Communications Protocol states that communications staff is to review all promotional/marketing/communications materials before distribution. This process will include flagging any items that might be in violation of the legislation and working directly with the Accessibility Coordinator to ensure compliance.

- Corporate Communications is currently working with the Durham Emergency Management Office to ensure that alternative formats of materials are available before, and during, an emergency situation. This includes a variety of media, including print (new brochures), broadcast (videos about preparedness), etc. Social media will also play a strong role in the event of a real emergency. Protocols are also to be developed around this subject area.

Health Department:

- Developed and revised departmental policies regarding promotional material to include accessibility standards.
- In process of developing a departmental communication plan, which will include use of multiple modalities to ensure accessibility.
- Environmental Health Division developed signage for the permitting of service animals in restaurants; and provided an article to restaurant owners in the annual newsletter clarifying the admittance of services animals in food establishments.

Corporate Services Department, Human Resources Division:

- Corporate accommodation policies.
- Accessible formats provided upon request.
- Upcoming initiative to look at Workplace Emergency Information as a requirement under the new IAR. HR staff working with the Accessibility Coordinator on this development.

Social Services Department, Family Services Durham Division:

- All in-house brochures include standard wording that outlines who to contact, should information be required in an accessible format.

Social Services Department, Housing Services Division:

- Large text is a standard operating procedure.
- The division is currently investigating the purchase of software to allow the completion of online application forms (scheduled for fall 2011).
- Alternate formats of printed material are offered.

Social Services Department, Income and Employment Support:

- Staff was trained in the practice of “clear writing,” which provided additional learning support around information and communication with clients who have learning disabilities and literacy issues. The training was offered by Literacy Network of Durham Region.
- Bulletin boards have been placed in lobbies to provide people with information.

Employment Standard

Office of the Chief Administrative Officer/Corporate Communications Office:

- Corporate Communications will actively help to promote this standard (especially to management staff), in an effort to help increase awareness of required responsibilities. It will also help to ensure that candidates are accommodated appropriately during the interview process.
- A variety of tools/methods will be used by Corporate Communications staff to promote the organization externally as an “accessible” employer. Also promote services internally for those who might require assistance (short and long term).

Corporate Services Department, Human Resources Division:

- The core committee process involves accommodating employees who have permanent and temporary medical conditions. The process is for accommodation pursuant to HR Code outside of job classification, which includes a job search suitable to both employee’s restrictions and skill sets. This practice includes training, resume and interview coaching. In addition, the Human Resources Division also accommodates within job classifications, ranging from purchasing assistive devices, modifying job routines, and ergonomic work stations.
- Dragon Speaking Voice Recognition Software for employees.

Social Services

- Supports are provided to staff that require job accommodations. Plus, employees with ergonomic issues are addressed in a timely manner due to possible health and safety concerns.

Transportation Standard

Durham Region Transit:

- Extension of the conventional fare structure to Specialized Service allows DRT customers with disabilities to take advantage of concession fares (discounted tickets, senior's pass, etc.) for use with both conventional and specialized transit.
- Introduction of technology that will allow customers to reserve, confirm or cancel trips from their home computer.
- Implementation of enhanced scheduling technology to improve efficiency and customer service.
- Ongoing conversion of conventional bus fleet to full accessibility. At present, DRT fleet is 85 per cent accessible.
- Creation of more accessible fixed-routes through a program to "hard-surface" bus stops with accessible shelters.
- Continuation of a "Travel Training" program to educate Specialized Service customers on the use of the conventional service.
- Continuation of the installation of automated enunciators to call out stops for all passengers. The system includes visual displays for passengers with hearing disabilities.

Built Environment Standard

Although this accessibility standard has not yet been passed into law, proactive measures have been taken by Regional departments with several improvements to ensure accessibility.

Clerk's Department:

- Lowered a portion of the reception counter at the Regional Headquarters in Whitby Public Front Counter to increase accessibility
- Lowered the reception counter in the Clerk's Department to provide an accessible reception counter.
- Installed automatic door openers in the Clerk's Department to provide accessible access to the department.

Corporate Services Department, Human Resources Division:

- Inform/direct/make recommendations to management re: necessary changes to employee work environment/structure (such as the purchase of sit-stand/hi-low desks, etc.) to accommodate physical restrictions.

Durham Regional Police Service

- Operations Training Centre in Whitby is scheduled to open in 2012.
- Renovations to Central East Division, which is located at 77 Centre St. N. in Oshawa.
- A new Clarington complex in Bowmanville will initially consist of a new East Division building and a Forensic Investigation Facility, which is scheduled to open in 2014.

Health Department:

- Renovations to the Oral Health clinic included the installation of a lower counter in the reception area.

Legal Department:

- Installation of automatic doors to allow for a fully accessible entrance to courts.
- Completion of a sloped concrete sidewalk at the exterior door, located on the west side of Regional Headquarters in Whitby.

Social Services Department, Family Services Durham Division:

- Renovations have been made to FSD offices via lowered accessible reception counters and powered doors.

Social Services Department, Housing Services Division:

- The Housing and Homelessness Plan will include a review and recommendations regarding accessible, affordable housing units.
- Any tenant-initiated requests for modifications are acted upon, such as modified bath tubs, strobe light smoke detectors, ramps, handrails, grab bars, or doors that open with the push of a button.

Social Services Department, Income and Employment Support Division:

- Employment Resource Centre has been renovated to improve accessibility for the public.

Works Department:

Further to the above-mentioned activities of accessibility projects within Regional facilities, the following renovations and construction projects are overseen by our Works Department, Facilities Division:

- Construction of POA Trial Coordinator's Office, located at Regional Headquarters in Whitby, with accessible customer counters.
- Construction of an accessible ramp and door operators for the Waste Management Centre in Whitby.
- Renovations at 2 Campbell Dr. in Uxbridge, including making the interview rooms accessible. Modifications to the front counter will be done at a later date.
- Major renovations and expansion of the Durham Regional Transit facility in Ajax at the Westney Division to meet and exceed accessibility standards, including provision of an elevator, accessible washrooms and counters.

- Renovations to the Finance Department's front counter on the fourth floor at Regional Headquarters in Whitby to make it accessible.
- Renovations to the front counter within the Corporate Services Department, Information Technology Division, to allow for accessibility.
- Renovations to the Social Services facility at 140 Commercial Ave. in Ajax, including reconstructing the front counter to make it accessible and the provision of door operators.
- Renovations to the front counter, within the Planning and Economic Development Department, Economic Development and Tourism Division are planned for Regional Headquarters in Whitby, to make it accessible.
- New master plan and building expansion to Regional Headquarters in Whitby will incorporate accessibility standards and requirements.
- Fairview Lodge, a new long-term care nursing home in Whitby is scheduled to include a variety of accessibility standards and requirements.
- A new Durham Region Transit facility in Oshawa (the Raleigh Division) will be fully accessible.
- Durham Region Transit completed renovations at 44 William St. in Oshawa to create a fully accessible washroom.
- Additional accessible parking spaces were added at Regional Headquarters in Whitby for both staff and members of the public.

Glossary of Key Terms and Definitions

Barrier

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

Barrier Identification Process

Any process or methodology used to determine what barriers exist, where barriers exist and other information. Examples of a barrier identification process may include surveys, audits or customer feedback.

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).**

Types of disability and functional limitations

A person's disability may make it physically or cognitively hard to perform everyday tasks. Listed below are different kinds of disabilities and the effects of these limitations on an individual's ability to perform everyday tasks.

1. Physical

Physical disabilities include minor difficulties moving or co-ordinating a part of the body, muscle weakness, tremors and in extreme cases, paralysis in one or more parts of the body. Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendonitis.

Physical disabilities affect an individual's ability to:

- Perform manual tasks, such as hold a pen, grip and turn a key, type on a keyboard, click a mouse button, and twist a doorknob.
- Control the speed of one's movements.
- Co-ordinate one's movements.
- Move rapidly.
- Experience balance and orientation.
- Move one's arms or legs fully, such as climbing stairs.
- Move around independently, such as walking any distance, easily getting into or out of a car, or standing for an extended period.
- Reach, pull, push or manipulate objects.
- Have strength or endurance.

2. Sensory

Hearing

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

Speech

Speech disability is a partial or total loss of the ability to speak. Typical voice disorders include problems with:

- Pronunciation.
- Pitch and loudness.
- Hoarseness or breathiness.
- Stuttering or slurring.

Vision

Vision disabilities range from slightly reduced visual acuity to total blindness. A person with reduced visual acuity may have trouble reading street signs, recognizing faces, or judging distances. They might find it difficult to manoeuvre, especially in an unfamiliar place. He or she may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night, or require bright lights to read. Most people who are legally blind have some vision.

Deaf-blind

Deaf-blindness is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living. Deaf-blind disabilities interfere with communication, learning, orientation and mobility.

Smell

Smell disability is the inability to sense, or a hypersensitivity to, odours and smells. A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

Taste

Taste disability limits the ability to experience the four primary taste sensations: sweetness, bitterness, saltiness and sourness. A person with a taste disability may be unable to identify ingredients in food, spoiled food, or noxious substances.

Touch

Touch disability alters the ability to sense surfaces and their texture or quality, including temperature, vibration and pressure. Touching sensations may be heightened, limited, absent (numbness), or may cause pain or burning. A person with a touch disability may be unable to detect (or be insensitive to) heat, cold or changing temperatures. Alternatively, a person with a touch disability may be hypersensitive to sound, physical vibrations, or heated surfaces or air.

3. Cognitive

Intellectual

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (such as Downs Syndrome), exposure to environmental toxins (such as Fetal Alcohol Syndrome), brain trauma and psychiatric conditions.

A person with an intellectual disability may have difficulty with:

- Language: understanding and using spoken or written information.
- Concepts: understanding cause and effect.
- Perception: taking in and responding to sensory information.
- Memory: retrieving and recognizing information from short- or long-term memory.
- Recognizing problems, problem solving and reasoning.

Mental health

There are three main kinds of mental health disabilities:

- Anxiety: a state of heightened nervousness or fear related to stress.
- Mood: sadness or depression.
- Behavioural: being disorganized; making false statements or inappropriate comments; telling distorted or exaggerated stories.

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behaviour; be perceived as being pushy or abrupt; start laughing or get angry for no apparent reason.

Learning

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

4. Other

Disabilities result from other conditions, accidents, illnesses and diseases, including ALS (Lou Gehrig disease), asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke, and joint replacement.

Taken from: A Guide to Annual Accessibility Planning under the Ontarians with Disabilities Act, 2011, as written by the Accessibility Directorate of Ontario, within the Ministry of Community and Social Services.

Members of the public are encouraged to make comments on this report/plan.

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