



The Regional Municipality of Durham 2018 Accessibility Report

Update to the 2017 Accessibility Report

If you require this information in an accessible format, please contact the Accessibility Coordinator at accessibility@durham.ca or **905-668-4113 ext. 2009**.

Table of contents

A message from the Regional Chair and Chief Executive Officer	3
Message from the Chair, Durham Accessibility Advisory Committee (AAC)	4
Durham Region Accessibility Advisory Committee	5
Durham Region Accessibility Report 2018	6
Accessibility Awards.....	7
2018 award recipients	7
Region of Durham’s 2018 highlights on accessibility initiatives	8
Continuous improvements throughout the organization	10
National Access Awareness Week 2018	10
Accessibility for Ontarians with Disabilities Act, 2005 compliance timelines.....	11
Contact information	12

A message from the Regional Chair and Chief Executive Officer

When we hear from colleagues, citizens or clients about barriers they've encountered in Durham Region, we listen. We find ways to eliminate obstacles. We create new pathways to service. And, in 2018, we turned to innovation and collaboration.

Why? Because accessibility is part of our corporate mindset.

In 2018, we enhanced communications. The Durham Region Transit (DRT) website was updated with plain language, easy-to-read fonts, and an accessible design. We held accessible document training for 420 employees who produce Council reports, application forms, web pages and more. We released a step-by-step accessible document guide and checklist. Plus, we now have an accessible web publishing policy.

We looked at processes. A new, accessible procurement (purchasing) document was created; followed by training for our procurement officers. We made sure 80 per cent of DRT's stops were accessible. And now, 113 audible pedestrian signals are in place.

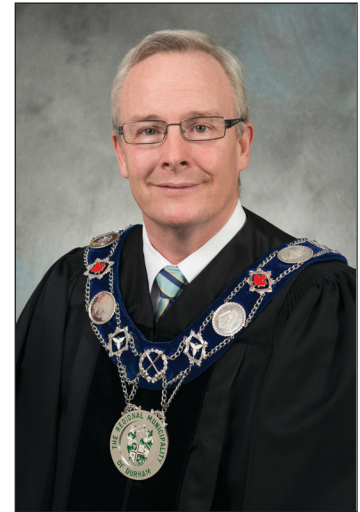
We strengthened partnerships. We worked directly with employees of Brock Township; helping to create an accessible template for their council reports.

And, we continue to strive to be an accessible and inclusive community. Because we value the diversity of our residents. To us, it's about supporting our quality of life.

The time and expertise that our Accessibility Advisory Committee, the municipal Accessibility Coordinators group, and our internal staff working group provide are vital to our efforts. It is this continuous improvement and commitment to service excellence that allows us to make our Region more accessible and inclusive.

John Henry

Regional Chair and CEO



Message from the Chair, Durham Accessibility Advisory Committee (AAC)

I am honoured to be serving my second term as Chair of the Durham Accessibility Advisory Committee (AAC).

In 2018, we embraced change. We said good bye to one of our long-standing members, Councillor Joe Drumm. He has been one of our strongest accessibility advocates and champions. But, we wish him great things in his retirement.

In 2018, we had a single goal: keep moving accessibility forward in Durham Region. This was made possible due to the many opportunities presented to us. We had a chance to further educate ourselves. We provided feedback on several initiatives. Ultimately, we impacted the lived experience of members of our region's disabled community.

Opportunities included hearing from the Durham Region Paramedic Services staff, regarding procedures and training in place as they assist members of the public, of all abilities. Durham Emergency Management informed the AAC about the Rapid Notify system. We heard from Forward Movement about the Dynamic Symbol of Access. Lunch and learns continued throughout the year for staff, to help them gain knowledge on accessibility-related topics.

Our members attended the annual Metrolinx accessibility meeting and the Smart Cities Forum. There was also the well-attended annual Joint AAC Forum. That's to name just a few.

But, the initiative I am most proud of was the creation of a video showcasing our members. Who we are, and what we do as a committee, was presented to Regional Council. We were proud to help educate newly elected officials who may not be aware of our mandate.

I look forward to 2019 – seeing how we, as a community, can work together to build on the progresses and successes of 2018.

Mary Sutherland





Durham Region Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) provides valuable feedback and advice to Durham Regional Council and employees. Ontario's accessibility laws require municipalities with more than 10,000 people to form an AAC. The committee advises Regional Council about accessibility plans and standards, reviews site plans and drawings, and performs other functions as specified in the regulations. Most members must be people with disabilities, come from various backgrounds, and represent an area municipality.

We thank the members of our Durham Region Accessibility Advisory Committee. Your commitment and knowledge sharing is extremely valuable.

Durham Region Accessibility Report 2018

Durham Region believes in building communities where every person can fully participate.

The Regional Municipality of Durham 2018 Accessibility Report is our annual update on our implementation of the the standards and timelines outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the 2016-2021 Multi-Year Accessibility Plan.

The Region of Durham is committed to creating programs, services and facilities that people of all abilities can access. Accessibility not only helps people with disabilities, it benefits everyone. Creating welcoming and inclusive communities where every person who lives, works and plays, can fully participate makes good sense for all of us. This philosophy is supported in our Strategic Plan, Diversity and Inclusion Strategy and our Age-Friendly Durham Strategy and Action Plan.

To review the Regional Municipality of Durham 2016-2021 Multi-Year Accessibility Plan and previous Accessibility Reports, please visit durham.ca/accessibilityreports.

Statement of organizational commitment

The Region of Durham is committed to ensuring accessibility for persons with disabilities throughout its goods, services, employment and facilities, as outlined in the Accessibility Policy. Accessibility shall be addressed in a manner that:

- Upholds the principles of dignity and independence.
- Strives to provide integrated services.
- Provides equal opportunity.



Accessibility Awards

The Regional Municipality of Durham recognizes the importance of an accessible community it's a key goal in the Durham Region Strategic Plan. By identifying, removing and preventing barriers for individuals living with a disability, all residents have an opportunity to live independently and achieve their goals.

Accessibility awards allow the organization to celebrate the importance of accessibility, and to honor leadership in breaking down barriers. That's why the Region acknowledges individuals, services and/or businesses that have improved accessibility in their community every year.

Nominations for these awards are made by the Accessibility Advisory Committees of municipalities within Durham Region. Thanks to these committees, and the various community partners, who recommend and support the nominations.



2018 Award recipients

Town of Ajax – Ms. Olivia Rennie

Township of Brock – Royal Canadian Legion, Branch #135

Municipality of Clarington – Swiss Chalet 1206 Bowmanville

City of Oshawa – Marko Ivancicevic

Township of Scugog – Tara Sneath

Township of Uxbridge – Uxbridge Physiotherapy

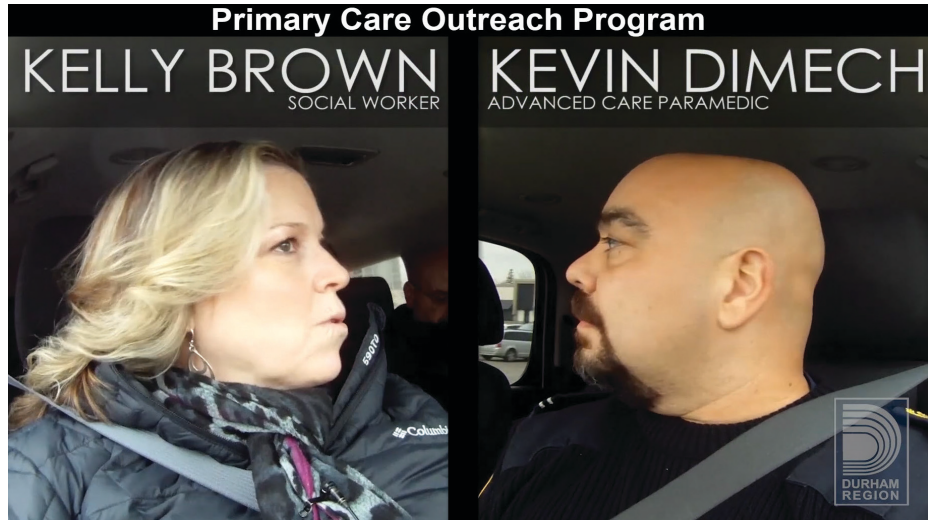
Town of Whitby – JointAction Physiotherapy & Wellness Centre

For more information about the award recipients please go to durham.ca/accessibilityawards.

Region of Durham's 2018 highlights on accessibility initiatives

Pilot of the Primary Care Outreach Program

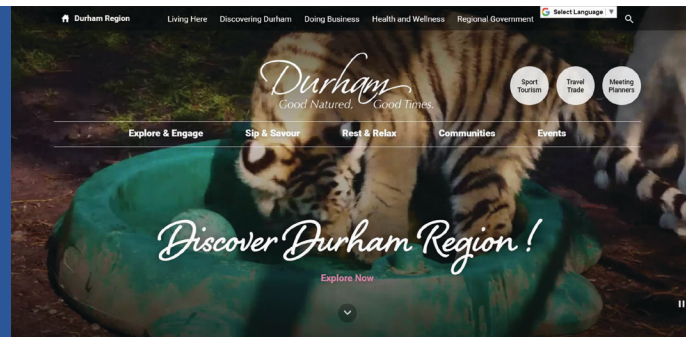
What began as a six-month pilot program, the Primary Care Outreach Program (PCOP) is now a permanent service in the Oshawa area. Through the PCOP, a paramedic and social worker provide front-line support to those who are homeless/underhoused or have mental health and addiction challenges. From July to December 2018, it led to 670 interactions, support for 198 individuals (referrals for housing, counselling and other services): and homes for 14 clients.



Launch of new websites

The Economic Development and Tourism Division launched a new website durhamtourism.ca

Corporate Services: Information Technology Division and Durham Region Transit (DRT) developed a partnership in re-developing the DRT website.



Counter loop hearing systems

Counter loop hearing systems were installed at the service counters in all five Durham Regional Police Service divisions, plus at the Information Release Office at Regional Headquarters.

Accessible pedestrian signals

In 2018, five new signals were equipped and 14 existing traffic signals retrofitted with Accessible Pedestrian Signal equipment and AODA compliant sidewalk ramps.

Elevator upgrade

Elevator annunciators were installed at Regional Headquarters, in all four elevators.

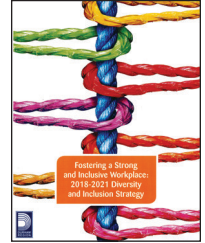


Language in document

In the Agreement for Consulting Professional Services, language was added stating all reports produced for the Region by a consultant/company must be provided in an accessible format.

New strategy

The Fostering a Strong and Inclusive Workplace: 2018-2021 Diversity and Inclusion Strategy was created. This document encourages employees to promote inclusion, and address barriers, while delivering Regional programs and services.

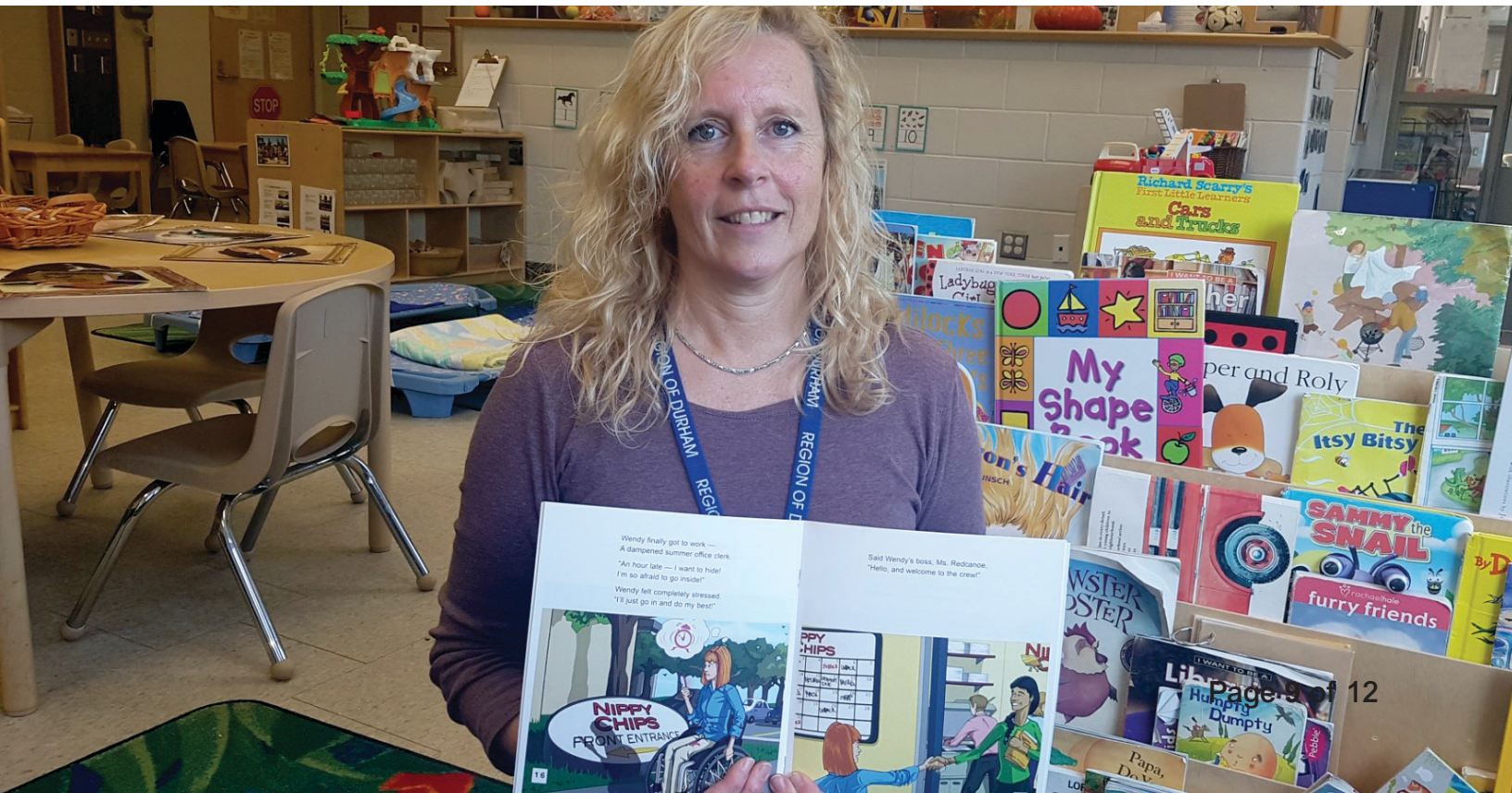


Council on Aging

A community-wide Council on Aging was established in Durham, with administrative support from the Region, to guide the implementation of the Age-Friendly Durham Strategy and Action Plan over the next five years. Consistent with the Region's work on accessibility, the eight dimensions of age-friendly communities cut across multiple departments and program or service areas.

Helping children build a more accessible tomorrow

Children should see possibility, rather than limitations. To help promote greater acceptance and inclusion, we introduced a series of books—from the Canadian Council on Rehabilitation and Work (CCRW)—into our seven child care centres. These stories highlight diversity, promote inclusion, challenge stereotypes, showcase positive attitudes, and celebrate individuality.

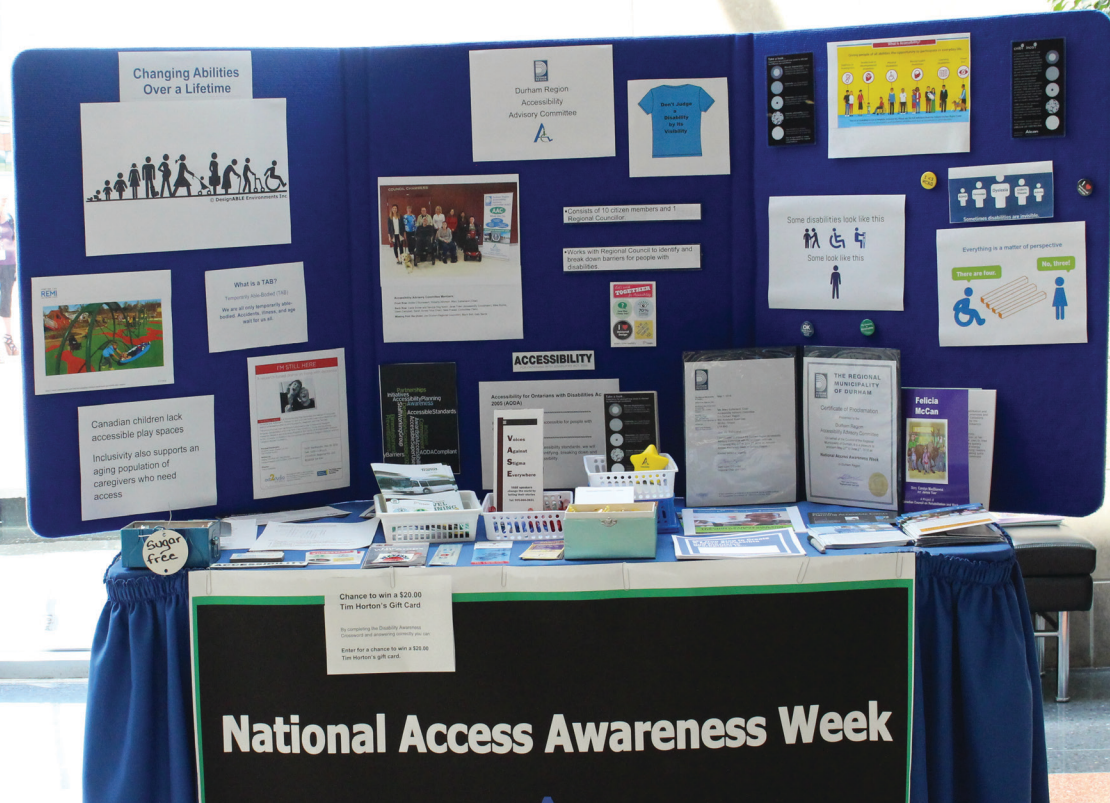


Continuous improvements throughout the organization

- Accessible document resources were developed to assist staff in learning.
- Accessible templates were created throughout the organization and shared with our local municipal partners.
- Audits of the physical space in numerous departments were completed to find ways to increase accessibility for the public. For example, installing door openers, improving signage and clearing pathways for public access: technology was upgraded, as needed, to improve how information is presented to the public.
- Continuous learning opportunities were provided to staff on accessibility/disability related topics to increase their knowledge and understanding. One activity organized was a blind-soccer demo, which allowed staff to gain awareness of the sport, and try it out.

National Access Awareness Week 2018

Each year, Durham Region celebrates National Access Awareness Week. The last week of May is celebrated across Canada; promoting accessibility and inclusion in our communities and workplaces. This year, the Durham Region AAC set up a display table in the Upper Galleria at Regional Headquarters—the theme was Changing Abilities over a Lifetime. A play titled, “I’m Still Here” was acted out for staff during a lunch and learn, which illuminated the realities of living with dementia and Alzheimer’s Disease. The goal of this play, is to help foster meaningful interaction and reduce unnecessary suffering among patients, caregivers and their families.



Accessibility for Ontarians with Disabilities Act, 2005 compliance timelines

The Accessibility for Ontarians with Disabilities Act, 2005, (AODA) became law in 2005. Under the Act, organizations must meet the requirements of the AODA in the areas of information and communications, employment, transportation, design of public spaces and customer service. The summary below shows the AODA requirements that are now part of Durham Region's day-to-day operations.

2010-2017 requirements completed

- ✓ Provide accessible customer service.
- ✓ Provide accessible transportation services.
- ✓ Provide emergency and public safety information in accessible formats.
- ✓ Provide employees with accessible and customized emergency information.
- ✓ Create accessibility policies and a multi-year plan.
- ✓ Buy accessible goods, services or facilities.
- ✓ Make new websites accessible.
- ✓ Train employees on Ontario's accessibility laws.
- ✓ Make it easy to provide feedback, when asked.
- ✓ Make employment practices accessible.
- ✓ Make public information accessible, when asked.
- ✓ Make new or redeveloped public spaces accessible.

2018

No new requirements

Future requirements

2021

Websites must conform to the Web Content Accessibility Guidelines (WCAG)* Level 2.0 AA

*WCAG - an international standard for making websites and web content accessible to a broader range of users with disabilities.

Contact information

We welcome your feedback. Please let us know what you think about the Regional Municipality of Durham 2018 Accessibility Report.

Janet Traer, Accessibility Coordinator

By mail:

The Regional Municipality of Durham
605 Rossland Road East
Post Office Box 623
Whitby, Ontario
L1N 6A3

By phone:

905-668-7711 extension 2009
Or 1-800-372-1102

By email:

accessibility@durham.ca



The Regional Municipality of Durham
605 Rossland Rd. E., Whitby, Ontario L1N 6A3
905-668-7711 or 1-800-372-1102
durham.ca