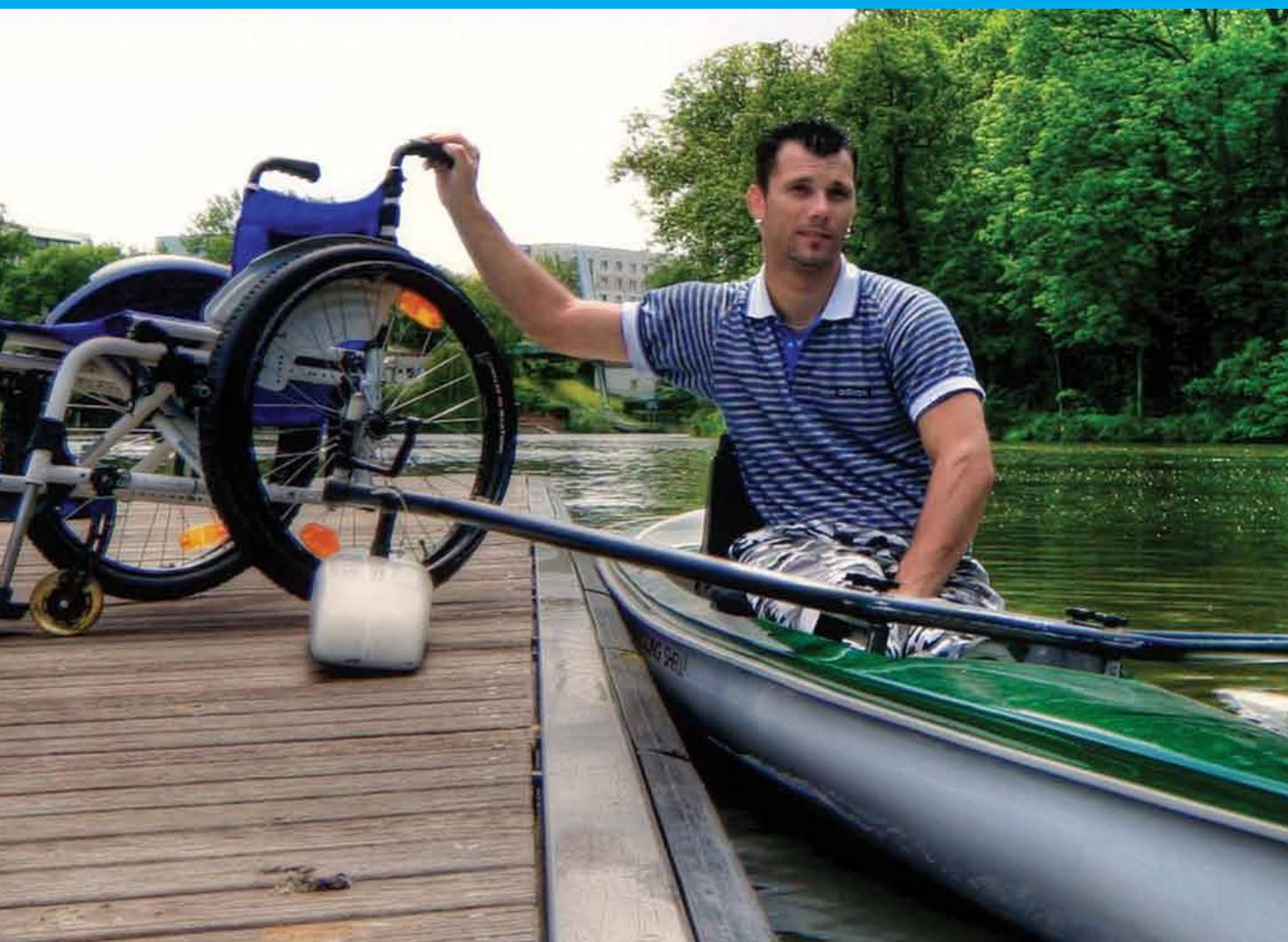




The Regional Municipality of Durham 2014 Accessibility Report

Update to the 2013 Accessibility Report and 2013-2015 Multi-year Accessibility Plan





Message from the Regional Chair and Chief Executive Officer

Accessibility initiatives continue to flourish throughout the Region of Durham. I am proud to present this report which highlights the work happening in various Regional Departments as we continue to remove and prevent barriers.

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to benefit all Ontarians by developing, implementing and enforcing accessibility standards. The goal is to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by January 1, 2025.

2014 has been a milestone year for the Region of Durham as we celebrated our 40th anniversary culminating in our Open House event on September 9th. As we reflect on the experiences and changes of the past four decades, it's very clear that the Region and accessibility awareness have come a long way.

In August, the last non-accessible Durham Region Transit (DRT) bus was officially retired. The DRT fleet is now 100% accessible.

Within the Regional organization, throughout the past year, we have continued to provide training for our staff in the areas of the accessibility standards through e-learning and the creation of accessible documents and web content.

Looking ahead to 2015 and the PanAM/ ParaPan Games, Durham will be one of the host sites providing many opportunities to showcase our Region as an accessible and inclusive community.

A special thank you is extended to all the Accessibility Advisory Committee members for their continued commitment to improving accessibility in Durham.

The Region of Durham is committed to ensuring accessibility for persons with disabilities in its provision of goods, services, employment and facilities. Accessibility will be addressed in a manner that:

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

This commitment aligns with the Durham Strategic Plan goal of strengthening accessibility to appropriate services, which respond to the needs of Durham's diverse community. Working together we can achieve this goal and have more inclusive communities across the Region of Durham.

Yours truly,



Roger Anderson

Regional Chair & CEO



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

2014 has been another busy year for Durham Region's Accessibility Advisory Committee and it has once again been an honour to chair this hard working group. We have continued to focus on improving accessibility and inclusiveness within our communities.

In May, we had some changes with our Accessibility Coordinator. Deborah Skinner's one year contract had come to an end and although we were sad to have her leave us, we were happy for her to be able to resume her retirement. We are appreciative of all of her hard work over the past year. We are very pleased to welcome Janet Traer to this role and know that she brings along lots of valuable skills and experience to help our committee continue our important work.

Also in May, three members of our committee including myself attended a tour of the Durham region sites that will be used for next year's Para Pan American Games. We attended a meeting with the Vendor Transport Working Group and then visited each of the three sites to determine the accessibility of the facilities as well as the ease of getting to the facilities. We were happy to provide feedback and suggestions for them to consider.

It's been another good year for presentations to our group. In March, we had Michelle Nurse, the director of Contract and Relationships from the Central East CCAC (Whitby Branch) speak to us about the new funding for physiotherapy. In April, Joe Millage, the Chair of ParaSport Ontario came to speak with us about his work experience advocating and helping individuals with disabilities. We appreciated hearing about his previous involvement with Variety Village and all of his incredible accomplishments over the years. Then, at our September meeting, we had Janet Hussey, president and founder of the Canadian Chiari Association speak to us about Chiari malformation and the challenges facing those affected by this disease.

For this year's Regional Access Awareness Week, on June 2nd we had a display in the Regional Headquarters front foyer focussing on "Positive Improvements". An APS Signal was on display to allow for demonstrations in addition to an accessible DRT bus that was parked in front of the building for tours. Mini magnifiers and pens with the tag line "Accessibility Benefits Everyone" were distributed at the event.

This year's Annual Joint AAC Forum was held on September 23rd, with two very interesting presentations. The first presenter was Kristina Molloy, the Director of Parapan Planning and Integration. She provided us with a lot of interesting and valuable information about the upcoming Pan Am and Parapan Am games in the summer of 2015. We also were treated to hearing Izzy Camilleri, a Canadian fashion designer, speak about how she came into designing clothing for individuals who are confined to a wheelchair. Her project "IZ Adaptive Clothing Line" broke new ground with what is the world's first line of everyday adaptable clothing for a "seated" clientele. It was so nice to learn about this line of clothing that combines both function and fashion for a group of individuals who are generally not considered when clothing is being designed.

As always, our committee of hard-working individuals has shown their dedication through the work that we are able to accomplish each year. I want to again thank each member for their continued commitment and passion in working towards making Durham Region a leader in accessibility and inclusiveness.

Sincerely,

A handwritten signature in black ink that reads "M. Cordahi". The signature is written in a cursive, flowing style.

Mari-Lynn Cordahi
Chair, Regional AAC

Accessibility Advisory Committee



Mari-Lynn Cordahi
Chair



Mary Sutherland
Vice-Chair



Joe Drumm
Regional Councillor



Roberta Atkinson



Sally Barrie



Scott Bremner



Donna McAllister



Mike Roche



Pat Rundle



Sarah Sones



Joanne Thain

Acknowledgements

A special thank you is extended to the Regional Accessibility for Ontarians with Disabilities Act (AODA) Staff Working Group for their time and commitment with accessibility planning. Each person is representative of a department and/or service across the organization. Through regular meetings this committee is kept informed of legislative information and resources.

The AODA Staff Working Group is an integral piece to Durham's accessibility planning. Members bring expertise in their respective areas which adds to the collective knowledge of the organization's accessibility implementation.

Representatives are also vital for the communication process regarding legislative compliance requirements along with the Region's various accessibility initiatives. Departmental staff are kept well informed of accessibility through these resourceful staff representatives and for that, we thank you.

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	Lorraine Dunn, Pauline Reid, Janet Traer
Corporate Communications	Tania Laverty, Sherri Munns
Corporate Services Department	Angie Appleton (Human Resources Division) Jennifer Lanegger (Human Resources Division) Dawne Chad, Crystal McNeil (Human Resources Division) Lara Perroni (Information Technology Division) Leigh Fleury, Cheryl Bandel (Legislative Services Division)
Durham Regional Police Service	Candace Cross, Dave Simpson
Durham Region Transit	Jack Dermegherdijian, Susan Dickison, Brad Eyre
Finance Department	Anne Smith
Health Department	Shelley Chamberlain, Glendene Collins
Legal Department	Jason Hunt, Alisa Cole
Planning & Economic Development	Michelle Stevenson
Social Services	Wendy Ellis, Tracey Tyner Cavanagh
Works Department	Ihor Kotowycz (Facilities) Ginny Tacij (Plant Operations)

Legislation

Ontarians with Disabilities Act, 2001 (ODA)

In 2001, the *Ontarians with Disabilities Act*, (ODA) was established to improve opportunities for persons with disabilities. This Act applies to the public sector and led to the Region's accessibility planning process. Since this time, on an annual basis, our organization has been very successful in the identification, removal and prevention of accessibility barriers through departments and services.

The enactment of ODA also required that the Region of Durham form an Accessibility Advisory Committee (AAC) to advise on accessibility throughout by-laws, policies, programs, practices and services. The AAC remains in formation today with 11 members, including a Regional Councillor. This committee is an important and valuable piece to the Region's accessibility planning.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is to address discrimination against persons with disabilities in Ontario. The Act involves accessibility standards that have been developed to be implemented and enforced throughout public and private sectors. AODA specifies that accessibility will be addressed in areas of goods, services, facilities, accommodation, employment, buildings, structures and premises by the year 2025.

Accessibility Standards

- **Customer Service**
- **Integrated Accessibility Standards Regulations (IASR)**
 - **Employment**
 - **Information and Communications**
 - **Transportation**
 - **Design of Public Spaces**
- **Built Environment**

In 2011, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), four accessibility standards were combined enacting one regulation called the Integrated Accessibility Standards Regulation (IASR). The IASR involves accessibility standards for employment; information and communications; transportation and design of public spaces. This allows for a phased-in approach to accessibility implementation in these four areas. This is a much more streamlined approach for broader public organizations, such as the Region of Durham.

More information on AODA and accessibility standards can be found on the Region's website at www.durham.ca and the Ministry of Economic Development, Trade and Employment website at www.ontario.ca/accessON.



Durham Region and Accessibility

Durham Region

Durham Region has a population of about 652,000 residents. According to Statistics Canada, we can estimate that more than 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 serviced 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.
- Durham Regional Official Plan and Implementation.
- Delegated authority for the approval of 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 children's services; 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, subdivision/condominium approvals, and land division consent.
- Property taxation policy.

Accessibility Partnerships

Each lower-tier municipality within Durham Region has an Accessibility Advisory Committee (AAC) that reports to their respective municipal councils about 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 the Region, the nine 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 for volunteers to network and collaborate on accessibility matters. This past year, the AAC Joint Forum was held in September, and included a presentation by the Director of Integration and Planning for the Parapan Games for Toronto 2015, as well as a presentation by Izzy Camilleri, a Canadian Fashion Designer, who has designed a line of Adaptive Clothing for people who use wheelchairs.

The Region's Accessibility Coordinator also belongs to the Ontario Network of Accessibility Professionals (ONAP). This network is comprised of accessibility professionals within the broader public sector across Ontario and its purpose is to share best practices and resources in accessibility.

Accessibility planning

Since 2003, the Region of Durham has been reporting on accessibility and the identification, removal and prevention of barriers throughout departments and services. This work has been done by examining our facilities, programs, services, policies and by-laws through the lens of accessibility. As a result of this ongoing work many barriers have been addressed in areas of:

- **Physical environment**
- **Technology**
- **Employment**
- **Information and communication**
- **Attitudes**

Accessibility planning over the last decade has been a valuable and important process for the Region. It has allowed departments and services to fully examine their environments to ensure accessibility to persons with disabilities. While reporting accessibility barriers continues, the continuous implementation of accessibility involves all aspects of the way the Region does business. This will be done through meeting the requirements of AODA with the implementation of accessibility standards.

Under the Integrated Accessibility Standards Regulation (IASR), multi-year planning has been an essential requirement for our organization. Multi-year planning is not only addressing accessibility barriers, but is also ensuring that the Region meets legislative requirements within the identified timelines.

Awards in accessibility

Each year the Region's AAC honours accessibility champions in municipalities. These leaders in accessibility are nominated by their municipal AACs and can be an individual, business or service. This is an important way to celebrate accessibility across the Region and highlight how important accessibility is to communities.

The awards for this year will be presented in December at Regional Headquarters. The recipients of the 2014 Regional Accessibility Awards are noted below:

Town of Ajax – Home Depot Ajax for their program to build a ramp at an Ajax resident's home.

Municipality of Clarington – **Marshall Hohmann** for his commitment to educating the community in regards to challenges faced by him and others where accessible measures have not been incorporated into the built environment.

City of Oshawa – **Derek Giberson** who is a dedicated leader in promoting accessibility. He has been an active participant on numerous committees helping to ensure access for people of all abilities.

Township of Scugog – **Terry & Christine Vos**, VOS Independent Grocer for supporting, employing and promoting the inclusion of people who have a disability in the workplace.

Town of Whitby – **Denny's Restaurant** for their commitment to overcoming barriers and providing a welcoming, comfortable and accessible environment for all customers.

Township of Brock – **TD Canada Trust**, Beaverton for their ongoing commitment to identifying and removing accessibility barriers for customers and staff.



Region of Durham's 2014 report on accessibility barriers and initiatives by Department

As we progress with our Accessibility implementation, we will have fewer barriers to report on due to the initiatives we already have in place.

Each Department has implemented their own accessibility initiatives and are outlined below.

Office of the Regional Chair and Chief Administrative Officer

Corporate Communications Office

- Continue to promote service disruption notification information/protocols in the Visual Identity Program (VIP), to help ensure staff undertake the required notifications.
- Continue to work with Policy staff on the development and promotion of an Accessible Documents Guide.
- Ongoing use of social media, to ensure messaging goes out to a wider audience, in a more timely fashion.
- Work with staff from across the corporation (including Policy, CS-IT, CS-HR, Health, Planning, Works, etc.) to determine standard graphics software and related training requirements.
- Continue to promote the Region's strong focus on accessibility, both internally and externally.
- Continue to promote the Region's accessible website to ensure residents are aware of this service offering.
- Continue to encourage the use of the Region's accessible format statement on the front of all external publications, so that materials can be offered in an accessible format for members of the community who may need them.
- Continue to update emergency information (EI) protocols and processes to ensure accessibility requirements are factored into public safety communications activities.

Policy Unit

- Continue to provide support to the Accessibility Advisory Committee and staff.
- Provide advice and guidance to the organization related to accessibility legislation and implementation.
- Review all accessibility training to ensure it addresses legislative requirements and also meets the needs of employees.
- Develop additional training modules as required.
- Create documentation for staff to guide them through implementation challenges.
- Overview of accessibility provided to new employees at monthly Corporate Orientation sessions.
- Ongoing training sessions held for creation of accessible documents for staff.
- Accessibility feedback is received and provided to appropriate departments for identification of potential barriers.
- Staff attendance at forums and conferences to network, share best practices, new initiatives, etc.

Corporate Services Department

Human Resources Division

- Ensure that prospective internal and external job applicants are made aware throughout the application and competition process that the Region of Durham will provide accommodation, upon request, for persons with disabilities.
- Make every reasonable attempt possible, to the point of undue hardship, to remove and prevent accessibility barriers to employees with a disability. When an employee identifies a permanent or temporary medical restriction/condition that restricts or impairs the employee the Region of Durham's Accommodation Policies are implemented.
- Ensure that all employees are aware of the Accessibility Plan and Accommodation Policies. While there are rights to accommodation, there are also obligations to facilitate the process for the reintegration/return to work of employees with permanent, long-term or temporary disabilities into the work environment, through accommodation or modified work plan.
- The provision of various technological communication tools (e.g. Dragon Speak Voice Recognition Software) as well as re-configuration of barriers (e.g. sit/stand work stations and customized sitting) for employees or applicants who identify a disability and require accommodation.
- Inform/direct/make recommendations to management regarding necessary changes to employee work environment/structure to accommodate disabilities and/or restrictions.
- Continue to provide support and resources to the Chief Administrator's Office for the Accessible Documents software training which began in 2013 to provide staff with the skills and technology required to produce web content documents in an accessible format.
- Offer (re)training to persons returning into the workforce after being off for a prolonged period of time to assist in a successful Return To Work (RTW).
- Offer support, guidance, counsel to staff and offering support through Family Services Employee Assistance Program (FSEAP) where necessary.

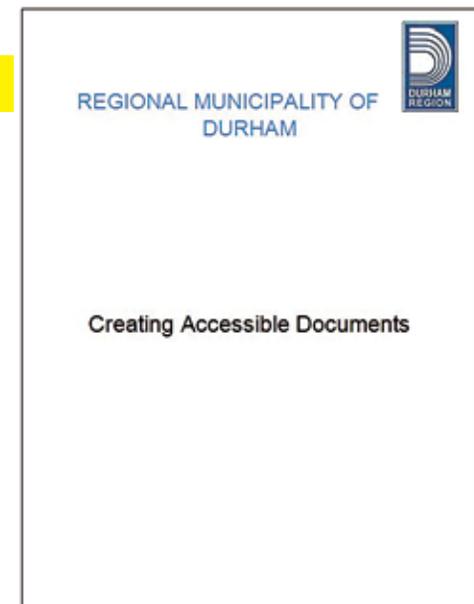


Legislative Services Division

- Council Services developed accessible templates for Council and Committee Minutes and Agendas so that information posted on the Region's website is accessible.
- The location of the automatic door opener within the Legislative Services division was adjusted in order to make it more accessible.
- Automatic door openers will also be installed in the LL-C meeting room later this year to make Committee meetings more accessible.
- A workstation within Council Services was reconfigured to make an employee's workspace more accessible.
- Records and Information Management developed accessible templates for their MFIPPA/PHIPA process which includes accessible pamphlets for public viewing and all Freedom of Information (FOI) correspondence.
- Records and Information Management created an accessible version of the Directory of Records and the Corporate Classification Scheme (CCS).

Planning & Economic Development Department

- The Durham Region Planning and Economic Development Department has recently updated and enhanced our subject site map template to make it more accessible. Although maps are primarily visual in nature, there are some methods that can be applied to make a map more accessible to the visually impaired.



Legal Department

- An automatic door and lowered counter design for the Legal Department and POA Prosecutions area completed and budget approved.

Durham Regional Police Service

- The Operations Training Centre, 4060 Anderson Street, Whitby, was completed in September 2013 and opened for use in October 2013. While the building is generally not open to the public it meets all accessible requirements including parking, entrances, door hardware, washrooms and showers.
- The sidewalk entrance to the Regional Reporting Centre , 650 Rossland Road East, Whitby, was improved this spring by the replacement of uneven sidewalk and widening of a depressed concrete curb to remove tripping hazards and improve accessibility.
- Construction of the Clarington Police Complex in Bowmanville is well underway and will open in the fall of 2015. The complex will initially consist of a new East Division and a Forensic Investigation Facility. The buildings are designed to be accessible.
- The building identification sign at the Kids Safety Village was replaced to meet AODA 's communication font standard.
- In July the Service rolled out three Accessible Training computer based training modules to meet the training requirements of the AODA. All staff are required to take the first module.
- A new DRPS website was activated in October and meets the AODA accessibility requirements.

Health Department

- Trained staff who are responsible for creating information that is posted to the web.
- A review of departmental policies was conducted to ensure applicable policies included any revisions based on accessibility standards.

Social Services Department

Children's Services Division

- One of the child care centres (Gibb Street) that was an older house and not accessible was moved to a new location in Clara Hughes School. The new centre is completely accessible.

Income and Employment Support Division

- The new Social Assistance Automated Management System (SAAMS) will include more accessible features for residents.
- Staff training incorporates requests for larger computer screens, wider chairs.

Emergency Services

- Ongoing evaluations for evacuation centres and emergency planning takes into account persons with disabilities.

Long Term Care

- At Hillsdale Terraces the front reception area and banking desk have been renovated to meet accessibility guidelines.
- At Hillsdale Estates, an additional ramp was installed at the back of the building for service work.

Family Services Division

- Two sets of power doors were installed in the Family Services building at the Bowmanville office.

Housing Services Division

To date in 2014 we have installed the following:

- Automatic door openers for suites 19
- Bathtub cut-outs 10
- Strobe lights 1
- Cupboards made accessible by having pull out shelves 1
- At a housing site in Whitby, trees were removed which were interfering with pathways and interlock pavers were replaced with wider, concrete sidewalks to make it easier for scooters and wheelchair access

Durham Region Transit (DRT)

Durham Region Transit (DRT) provides service to over ten million passengers annually and serves all communities in Durham Region.

Accessible door-to-door transit for passengers with disabilities is provided by DRT Specialized Services. Specialized Services passengers have the option to travel on DRT conventional buses without affecting their eligibility to specialized services.

In addition to working with numerous internal and external stakeholders, Durham Region Transit consults with the DRT Transit Advisory Committee, Region of Durham Accessibility Committee and Region of Durham AODA working groups.

2014 Improvements – Conventional and Specialized Services

- The conventional bus fleet is 100% accessible as of September 2014. DRT accessible conventional buses enable passengers using mobility devices the flexibility of using a conventional bus along fixed routes rather than DRT Specialized Services exclusively. Using DRT accessible conventional fixed-route services does not affect a passenger's eligibility for DRT Specialized Services.
- Hard surfacing of bus stops continued in 2014 with a total of 2,124 of the 2,734 bus stops scheduled to be accessible by the end of 2014, further increasing the accessibility of conventional fixed-route services.
- The third year of a four-year bus shelter replacement and expansion program continued in 2014 with the planned installation of 87 shelters.
- DRT's efforts to make the travel experience on accessible conventional transit as easy as possible continued with our Travel Training program, giving those passengers with disabilities who can ride on conventional buses the freedom, flexibility and confidence to travel independently.
- DRT implemented a cross-boundary agreement with Greater Toronto and Hamilton area (GTHA) service providers making travel easier for DRT Specialized Services passengers. Eligible transit users with disabilities now have a simpler, integrated process for cross-boundary travel. A person with a disability who uses a mobility aid and is eligible for specialized services with one specialized transit provider is automatically eligible for specialized transit services in an adjacent GTHA service area. The agreement eliminates the need to seek eligibility approval in each municipality.
- PULSE service completed its first full year of operation between downtown Oshawa and the University of Toronto Scarborough bus loop.

- DRT revised the categories of eligibility in advance of the 2017 compliance date:
- Unconditional – a person with a disability that prevents using conventional transit.
- Temporary – a person with a temporary disability, being reassessed at intervals.
- Conditional – a person with a disability where environmental or physical barriers limit ability to consistently use conventional transit.
- DRT is completing the automated next-stop annunciator system installation on our entire conventional fleet, including both audio scripts and visual displays, and the automated route annunciator system for visually impaired customers at bus stops.
- A ‘call stop’ practice remains in place to announce stops verbally on vehicles not equipped with annunciators or in case of defects.
- The “subscribe to alerts” feature on the DRT web site, Facebook and Twitter continued to attract new followers for service alerts and detours.
- Mandatory training was provided for DRT employees related to Transportation Standards compliance that prevents and removes barriers in public transit.
- Specialized Services trip reservation hours were extended to allow confirmation of bookings and cancellations.
- Monday to Friday 5:30 AM to 7:30 PM
- Saturday 6:30 AM to 5:30 PM
- Sunday 7:30 AM to 5:30 PM
- Trapeze Web-Pass is being implemented in the last quarter of 2014 to permit passengers to submit trip requests on the DRT web site.
- Trapeze Ranger – Global Positioning System (GPS) was enabled and Mobile Driver Control units were installed on Specialized Services vehicles to list trips, map passenger pick-up locations and increase efficiencies and communications between Operators and dispatch.
- An Eligibility Appeal Panel process was established to enable applicants to appeal Specialized Services eligibility decisions.

Works Department

Facilities Division

- The Durham Region Transit West project and the North Oshawa Emergency Management System project have been constructed and are operational. The projects have been designed to be fully accessible.
- Ajax Social Services location completed with fully accessible parking, access to the building, washrooms and counters.
- Major capital projects are underway at Fairview Lodge, Clarington Police Complex Orono Depot, Service Bay and Office Expansion and the Visitor's Centre in the Energy from Waste project. These projects have been designed to be fully accessible
- Power door operators continue to be installed in specific rooms and areas at Regional headquarters as required.

Traffic Division

Accessible Pedestrian Signals (APS) as well as sidewalk, curb and pavement improvements were added at the following locations in 2014.

Oshawa

- Ritson Rd & Woodmount Dr – APS buttons (2014 program).
- Ritson Rd & Coldstream Dr- APS buttons and sidewalk improvement (2014 program).
- Wilson Rd & Coldstream Dr – new signal installation with APS buttons.
- Ritson Rd & Pentland St – APS buttons and pedestrian poles (2014 program).
- Park Rd. and Hillsdale Ave. – APS buttons, sidewalk/curb ramp improvements and pedestrian poles.
- Taunton Rd & Wilson Rd – APS buttons, sidewalk/curb ramps, pedestrian poles and re-stripped pavement markings to improve crosswalk alignment.
- Ritson Rd. and Ormond Dr. – APS buttons, sidewalk improvements and pedestrian poles.

Pickering

- Highway 2 & Valley Farm Rd – APS buttons and sidewalk improvements.
- Finch Ave. and Dixie Rd. – APS buttons and pedestrian poles.

Ajax

- Highway 2 & Harwood Centre – APS buttons, sidewalk improvements and pedestrian poles (2014 program).
- Harwood Ave. and Station St./Achilles St. – APS buttons, sidewalk improvements and pedestrian poles.

Whitby

- Rossland Rd. and Anderson St. – APS buttons, sidewalk/curb ramp improvements, pedestrian poles, and pavement markings to improve crosswalk alignment and reduce crossing distances.
- Rossland Rd. and Garden St. – APS buttons and sidewalk/curb ramp improvements.
- Anderson St. and Manning Blvd. – APS buttons and sidewalk extensions.



CONTACT:

We would like to hear from you.
If you have comments on this report,
please contact:

Janet Traer, Accessibility Co-ordinator

By mail:

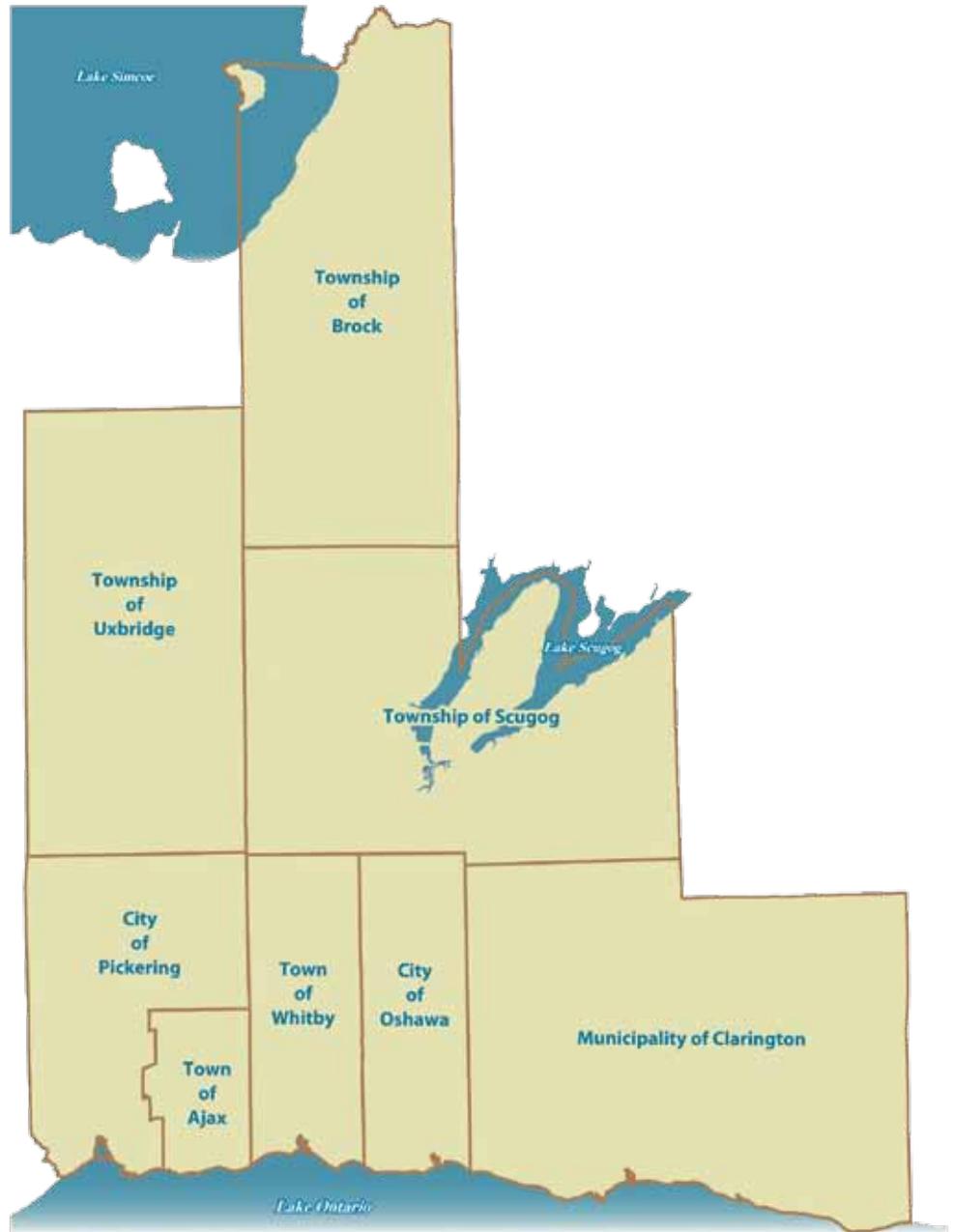
Regional Municipality of Durham
605 Rossland Road East, Post Office Box 623
Whitby, Ontario
L1N 6A3

By phone:

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

By email:

accessibility@durham.ca



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.



The Regional Municipality of Durham

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