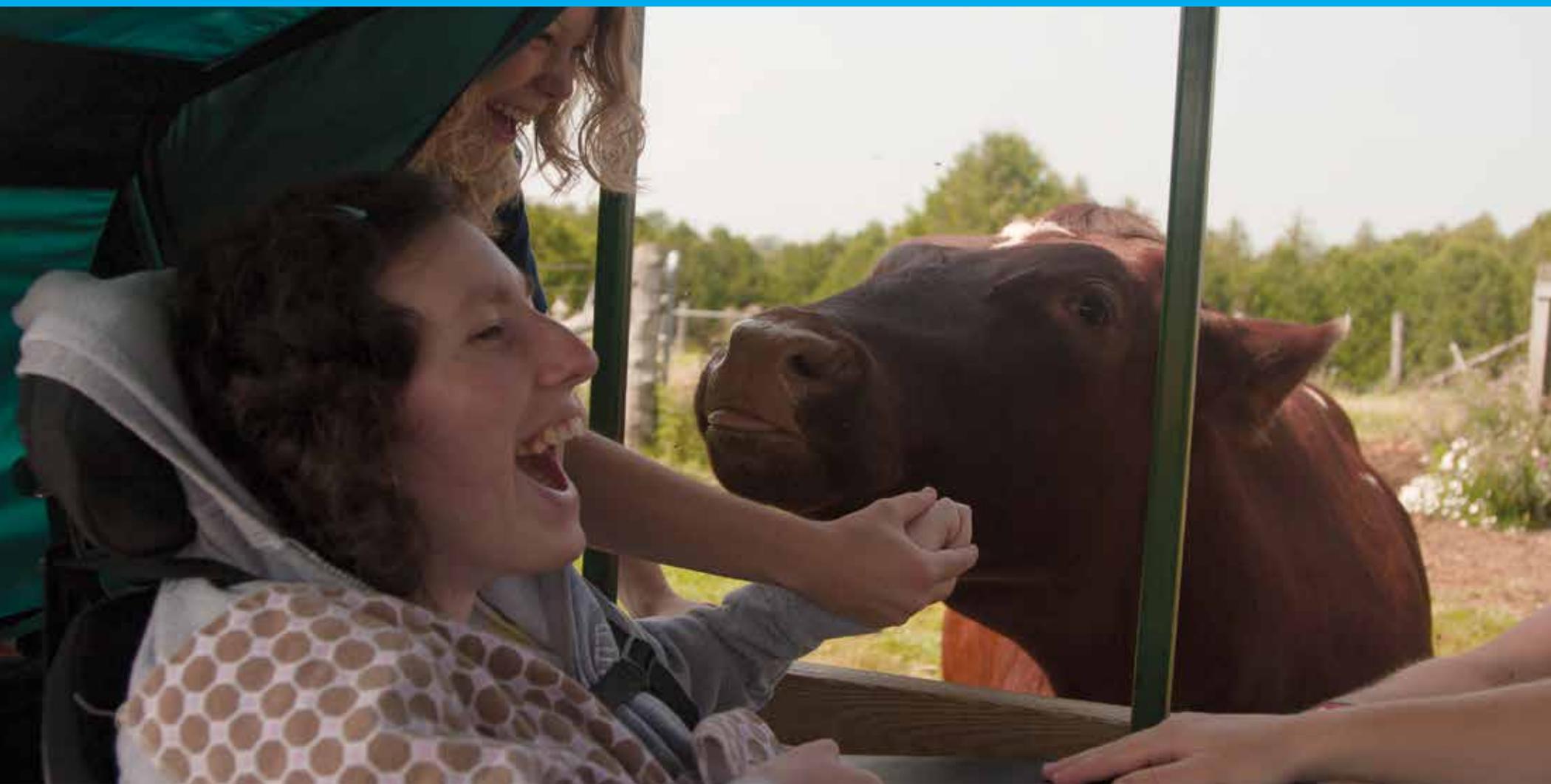




# The Regional Municipality of Durham **2015 Accessibility Report**

**Update to the 2014 Accessibility Report and 2013 to 2015 Multi-year Accessibility Plan**



## Message from the Regional Chair and Chief Executive Officer

2015 marks the 10th anniversary of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and the half-way point to the goal of becoming fully accessible by January 1, 2025. After more than a decade of planning and implementing accessibility initiatives throughout Durham Region, it is an opportune time to reflect on just how far we've come together.

Over the years, individuals and businesses have been recognized through accessibility awards at both the Regional and local municipal level. We applaud their ongoing efforts and successes. Since 2002, our 11-member Accessibility Advisory Committee (AAC) and staff working group have worked diligently to ensure that Regional programs and services are delivered in a way that preserves the dignity and independence of people with disabilities. In 2010, the Region, along with the eight local area municipalities hosted an Accessibility Expo as a means of helping businesses learn more about their obligations under the legislation, and to provide a venue for residents to discover the variety of accessibility aids available.

The Region was awarded the Excellence Canada Ontario Accessibility Award in 2011, further underscoring our commitment to identifying and overcoming barriers, and preventing further ones. In 2014, our last non-accessible Durham Region Transit (DRT) bus was retired, making the fleet now 100 per cent accessible. This year, we had the distinct pleasure of hosting sports enthusiasts from around the world at the Toronto 2015 Pan Am/Parapan Am Games. I spoke with athletes and officials who had visited and they were notably impressed by the multi-purpose Abilities Centre in the Town of Whitby. We are proud to have this state-of-the-art, fully accessible facility in our community.



As we mark this milestone, the Region is also in the midst of developing a new Strategic Plan, which will be the Region's guiding document to address priorities for 2015 to 2019. Developed in consultation with Regional Council, staff, stakeholders and the community, the new Strategic Plan will continue to reflect the Region's commitment to think ahead and plan for tomorrow. Our commitment aligns with the current Durham Region Strategic Plan goal of strengthening accessibility to appropriate services.

**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.

Thanks for your interest in this report. Through continuous improvement and service excellence, Durham Region will continue to provide an accessible, inclusive environment that values the diversity of our staff and the community.

Yours truly,

*Roger Anderson*

Roger Anderson

Regional Chair and Chief Executive Officer



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

I continue to feel grateful to work with such a terrific group of hard-working and dedicated individuals on Durham Region's Accessibility Advisory Committee (AAC). We remain focused on improving accessibility and inclusiveness within the communities of Durham Region. As always, we've continued the presentations at our meetings to gather more information in order to assist us in making our recommendations. This past year we have enjoyed presentations from the following groups/individuals:



- Brad Eyre (Manager of Specialized Transit, Durham Region Transit) gave an update on Specialized Services.
- Sergeant James Lamothe and PC Charlyn Craik (Durham Region Police Services) presented regarding security for the Toronto 2015 Pan Am/Parapan Am Games. They requested advice from our committee with respect to what factors to be aware of to avoid being intrusive when completing security checks on individuals with disabilities.
- Loretta Tanner (Alzheimer Society of Durham Region) presented regarding dementia awareness.
- Marni Bell informed the committee of the services that Durham Mental Health Services provides for residents in the region.
- Ihor Kotowycz (Project Manager, Works Department) updated the AAC about the Durham Region Headquarter's Garden Street entrance accessible doors, the Clarington Police Complex and the new Fairview Lodge building. He suggested that the AAC tour all of these projects.
- Michelle Novielli and Jennifer Santos from the Region of Durham's Corporate Communications Office presented the possibility of the AAC having a presence through social media.

To celebrate National Access Awareness Week, June 1-5, 2015, a sub-committee worked very hard to accomplish a successful day (on June 1st) to recognize this important week. They were pleased to have an appearance by Paul Rehel, a boccia ball player and coach who was available to answer questions with respect to accessibility and sports. A display table, located in the Upper Galleria of Regional Headquarters, included information pamphlets, a list of accessible services available in the community and promotional items such as pens and sticky notes.

A video showcased previous accessibility award winners and an interview by Scott Bremner on his DurAbility television show. Also to recognize National Access Awareness Week, the sub-committee made arrangements for the Limestone Players Travelling Theatre Troupe (comprised of individuals with developmental and intellectual difficulties) to perform “Cinderfellow” at Regional Headquarters. The performance was very well attended and received glowing reviews.

At our May meeting, several members of the AAC met at WindReach Farm in Ashburn. Those members in attendance enjoyed a wonderful time touring this completely accessible working farm. We learned about the many programs and facilities it offers and, most importantly, got a chance to get up-close-and-personal with the amazing animals who provide valuable experiences to everyone who visits this very special farm.

In July, a few members of our committee met with Ihor Kotowycz (Project Manager, Works Department) and Christine Jervis (Project Coordinator, Works Department) to discuss changes being made to the Garden Street entrance accessible doors, and also to the doors on the accessible washroom facilities located in the Provincial Offences Act Courts at Regional Headquarters. Committee members gave input about what changes would be most beneficial to individuals with disabilities using these doors. In addition to this, members of the committee were consulted with regards to an accessible work station in the HR training room.

We welcomed two new members to our committee this year, Marni Bell (Durham Mental Health Services) and Julia Stevenson. We are thrilled to have them join us to share their perspective and new insights as we continue to work towards improving accessibility in Durham Region.

Once again, I want to take this opportunity to thank all of our committee members for their dedication and commitment in working toward making Durham Region a fully inclusive and accessible place to live, work and visit.

Sincerely,

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

Mari-Lynn Cordahi  
Chair, Regional AAC

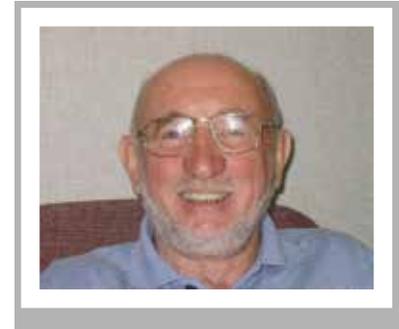
# Accessibility Advisory Committee Members



**Mari-Lynn Cordahi**  
Chair



**Mary Sutherland**  
Vice-Chair



**Joe Drumm**  
Regional Councillor



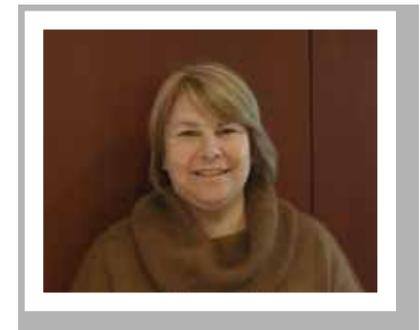
**Roberta Atkinson**



**Sally Barrie**



**Marni Bell**



**Donna McAllister**



**Mike Roche**



**Pat Rundle**



**Sarah Sones**



**Julia Stevenson**

## 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 regarding 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 Region's accessibility planning. Members bring expertise in their respective areas, which adds to the collective knowledge of the organization as accessibility initiatives are implemented.

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:



**AODA Staff Working Group**

# Staff Working Group Members

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

# 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.



**The Region of Durham's Accessibility Advisory Committee (AAC).**

## Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

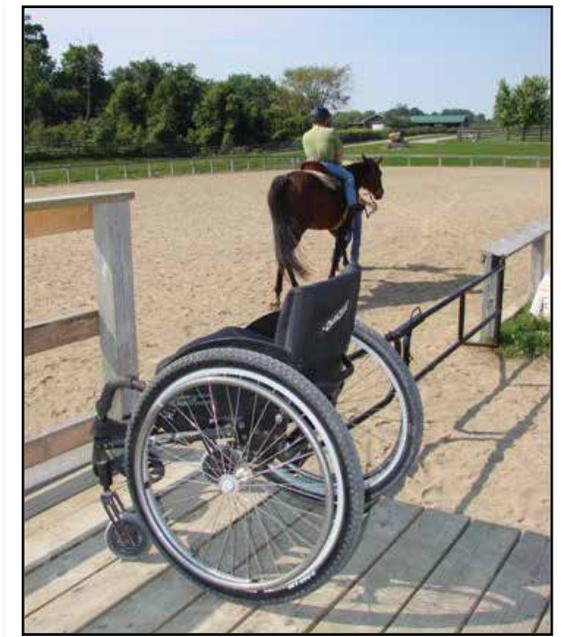
The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to address discrimination against persons with disabilities in Ontario. The Act involves accessibility standards that have been developed to be implemented and enforced throughout public and private sectors. AODA specifies 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](http://www.durham.ca) at [www.durham.ca](http://www.durham.ca) and the [Ministry of Economic Development, Trade and Employment website](http://www.ontario.ca/accessON) at [www.ontario.ca/accessON](http://www.ontario.ca/accessON).



# Durham Region and Accessibility

## Durham Region

Durham Region has a population of about 656,056 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 9-1-1 management.
- Durham Region Transit and Specialized Transit Services.
- 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.
- Region of Durham paramedic 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 local 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 Sharon Hill, Manager of Health, Safety and Wellness for the Region of Durham, as well as a presentation by Dr. Vicki Keith, C.M., O. Ont., LLD, ChPC Coach, Y Penguins Aquatic Club Founder/Coordinator, Y Abilities Programs YMCA of Kingston.

The Region's Accessibility Co-ordinator 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

The Regional Municipality of Durham recognizes the importance of an accessible community. A key goal in the Durham Region Strategic Plan is to create a caring and fully inclusive environment. By identifying, removing and preventing barriers for individuals living with a disability, all our residents have the opportunity to live independently and achieve their goals.

Accessibility awards allow us to demonstrate the importance of accessibility, and to honour leadership in breaking down barriers.

Each year the Region of Durham honours individuals, services and/or businesses that have improved accessibility in their community.

Nominations for these awards are made by the accessibility advisory committees of municipalities within Durham Region. Our thanks go out to these committees and the various community partners who often recommend and support the nominations.



## 2015 Award Recipients

Each of these 2015 award recipients has succeeded in removing or preventing some kind of barrier. Their efforts have helped to ensure that all our citizens have access to meaningful involvement and full participation in their community.

### **Town of Ajax**

**Kathreen Smith** has demonstrated dedication to accessibility over the years in her community. She has made inclusion a focus in her accessibility advisory committee work and other projects she has been involved with.

### **Township of Brock**

**Donna Baydak** is a dedicated leader who is committed to the removal of barriers to ensure access for people of all disabilities. She has challenged her community of Beaverton to provide the first ever fully accessible kayak dock in Durham Region and around Lake Simcoe.

### **Municipality of Clarington**

**The Clarington Project** provides services to people with developmental disabilities. They base their service on individual preferences and interests and then people are engaged in a variety of activities and provided opportunities of their choice.

### **City of Oshawa**

**Phil Goodwin** is a champion for accessibility in many areas of his community. He serves on the Board of Directors of Guide Dog Users of Canada and raises funds for service dog/guide dog training organizations. He also supports people who are waiting for an amputation or have recently had an amputation. Phil inspires hope while promoting the wellbeing of the people he talks to.

### **Township of Scugog**

The **Blackstock Agricultural Society** in partnership with the **Blackstock Advisory Committee** have worked together to ensure accessibility features have been included during the renovations of the Blackstock Recreation Complex. They now have an accessible kitchen, community centre and accessible washrooms. The selection of materials, lighting, colour contrast lends itself to a beautiful, welcome and inclusive community building that can be used by all.

### **Township of Uxbridge**

**Vince's Market** is a business that is committed to improving customer service in numerous ways, and has shown a great commitment to accessibility for all of their customers. Accessibility starts with the accessible parking spots right outside the store and continues inside with aisles that are much wider to enable customers using assistive devices to manoeuvre around more easily. They have also created an accessible eating area inside and outside the store. Vince's is the only grocery store in Uxbridge that offers home delivery of groceries.

## Region of Durham's 2015 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, which are outlined below.

### Office of the Regional Chair and Chief Administrative Officer

#### Corporate Communications Office

- In 2015, the Corporate Communications Office (CCO) promoted the Region's strong focus on accessibility, both internally and externally.
- Drafted and published various corporate e-newsletter articles outlining corporate accessibility initiatives (e.g. accessibility related learning and development opportunities; National Access Awareness Week presentation of "Cinderfellow").
- Continued to promote service disruption notification information/protocols in the Visual Identity Program (VIP), to help ensure staff undertake the required notifications.
- Completed work with Policy staff on the development and promotion of an Accessible Documents Guide.
- Worked with staff across the corporation (including Policy, CS-IT, CS-HR, Health, Planning, Works, etc.) to determine standard graphics software and related training requirements.
- Encouraged the use of the Region's accessible wording statement on all external publications (including our media materials), so that materials can be offered in an alternate format for members of the community who may need them.
- Developing a social media strategy to specifically promote Regional accessibility initiatives to a wider audience.
- Continued to promote the Region's website as accessible, to ensure residents are aware of this service offering.
- Ensured emergency information (EI) protocols consider accessibility requirements.
- Promoted the activities of other departments which support accessibility initiatives (e.g. accessible pedestrian signals) and services.
- Assisted with promotion of "Text with 9-1-1" service co-ordinated by DRPS.

## **Policy Unit**

- Continue to provide support to the Accessibility Advisory Committee (AAC) 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.
- Provide an overview of accessibility to new employees at monthly Corporate Orientation sessions.
- Hold ongoing training sessions for creation of accessible documents for staff.
- Receive accessibility feedback and provide to appropriate departments for identification of potential barriers.
- Attend forums and conferences to network, share best practices, new initiatives, etc.
- Create sub-committees as required to assist in specific areas of accessibility.

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

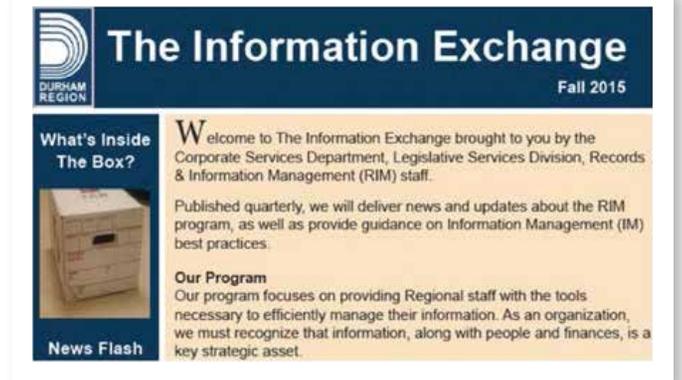
### Human Resources Division

- 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 through re-integration.
- Provide 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 Office of the Regional Chair/CAO 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 continued to review and amend accessible templates for Council and Committee minutes and agendas in order to ensure that the information posted on the Region's website is accessible.
- Automatic door openers have been installed in the Lower Level-Conference meeting room to make Committee meetings more accessible.
- Records and Information Management created an accessible quarterly newsletter.
- Work in conjunction with the Office of the Regional Chair/CAO's and Human Resources Division to hire an Accessibility Consultant to assist departments with the use and creation of accessible documents.



## Legal Services Division

- A lowered counter was installed in Legal Services, and the automatic door opener is still in the plans.
- A lowered counter was installed in the Provincial Offences Court offices.
- The design and plan is in place for an automatic door opener for the washrooms in the POA courts area. Construction is pending.
- A raised dias in the courtroom is being assessed to determine an accessibility plan to mitigate this barrier.

## Finance Department

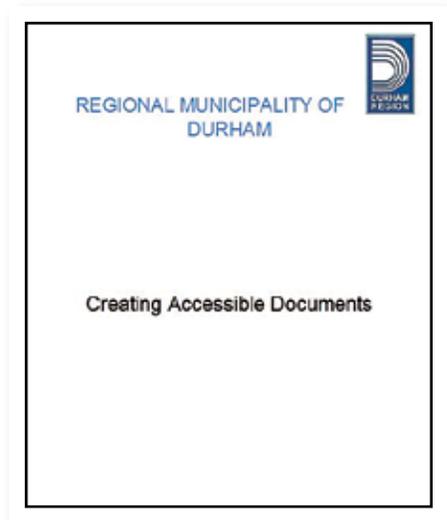
- Continuation of the Region's Meter Reading Assistance Project under which water meter readings are taken by the Region for individuals with disabilities.
- Ongoing training for staff who are responsible for creating documents in an accessible format.
- Modification to workstations to eliminate accessibility barriers.

## Planning and Economic Development Department

- Trained staff to create accessible documents to be posted to the web, such as Commissioner's reports and newsletters.
- Highlighted locations listed in the Durham Tourism Discovery Guide that are accessible by adding in the accessible icon.

## Durham Regional Police Service (DRPS)

- The new East Division Building, Clarington Police Complex had its official opening on October 30, 2015 and will open to the public in January 2016.
- Durham Regional Police Service is working to relocate the Information Release Unit from 480 Taunton Road East, Whitby to the third floor of the Regional Headquarters building at 605 Rossland Road East, Whitby. This unit processes requests for criminal background checks to the public. At the new location, the number of service wickets will increase from three to six and all will be wheelchair accessible. The waiting room will be larger allowing more room for wheelchair maneuverability, and access will be available through a door equipped with an automatic door operator. A queuing system will provide a visual display which will assist those with hearing impairment. The new location will allow for the taking of digital fingerprint scans while sitting or standing which is easier and quicker than the traditional ink method. The new location is expected to be in service by early 2016.
- Text 9-1-1 was activated in Durham Region as of September 28, 2015. Members of the Deaf, Hard of Hearing or Speech Impaired (DHHSI) community, who pre-register, will be able to converse with the DRPS 9-1-1 communications centre during an emergency, using text messaging.



## Health Department

- Training for staff who are responsible for creating information that is posted to the web in an accessible format continues.

## Social Services Department

### Income and Employment Support Division

- The new Social Assistance Automated Management System (SAAMS) has included more accessible features for residents. One feature is a client portal where individuals at home may initiate their intake when phone enquiries may not be suitable (especially if TTY is needed).
- Upgrades at the 140 Commercial Ave, Ajax office included changes to the front entrance and the front counter area.
- Employee accommodations for workstations, such as an adjustable height work surface or a quick shift, are being provided as needed.

### Business Affairs and Financial Management

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

### Long-Term Care and Services for Seniors

- Fairview Lodge construction completed and residents moved in to a fully accessible facility.



## Housing Services Division

Housing Services continues to make the comfort of clients a priority. Some of the measures that have been taken include:

- The office interview room has had the furniture replaced to more easily accommodate scooters, wheelchairs etc.
- Some housing providers Durham Non-Profit and Ajax Municipal have worked with Durham Mental Health to create mental health hubs.
- Community Care Durham runs a community program at 1529 Ritson Road South, Oshawa, as a support group for those in the area with mental health issues.
- Community Care Durham also continues to run hubs at 155 King Street East, Oshawa, 315 Colborne Street West, Whitby and 655 Harwood Avenue South, Ajax, to support seniors living in their homes.
- To demonstrate that AODA continues to be a priority, numbers for 2014 and year to date 2015 are seen below for the Durham Regional Local Housing Corporation:
  - Budgeted in 2015 for making common patio areas more accessible
  - Installed automatic door openers, 41 (2014) and 19 (2015)
  - Retrofitted bathtubs with cut-outs, 29 (2014) and 18 (2015)
  - Installed strobe lights in units, four (2014) and two (2015)
  - Wheelchair ramps, two (2014)
  - Bathroom modifications (grab bars in family unit), one (2015)
  - Modifications to balcony deck to allow access, one (2014)
  - Kitchen tap replacement with modified handles, one (2014)
  - Kitchen replacement to accommodate visually impaired, one (2014)

## Durham Region Transit (DRT)

Durham Region Transit (DRT) provides service to more than 10 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 Advisory Committee (AAC) and the Region of Durham Accessibility for Ontarians with Disabilities Act, Staff Working Group.

### **2015 Conventional and Specialized Services:**

- Continued to work closely with adjacent GTHA service providers in an effort to incorporate DRT's service delivery models.
- Testing for a Specialized Services PRESTO solution continues. More details will be available following the Paratransit Steering Committee (held in October 2015).
- Approximately 100 Travel Training program sessions were conducted in an effort to educate and provide passengers with an effective alternative to using door-to-door services.
- Continued to promote the Support Person card to travel on DRT conventional and/or DRT Specialized Services to assist a person with a disability who is eligible for a Support Person.
- Hard surfacing of bus stops continued with a total of 2,225 of the 2,706 (82.2 per cent) bus stops scheduled to be accessible by the end of 2015, increasing the accessibility of conventional fixed-route services.
- Participated in the Toronto 2015 Pan Am/Parapan Am Games Transit Network, including a dedicated shuttle servicing the Abilities Centre from the Whitby GO Station.
- Specialized Services trip reservation hours were extended in 2015 to allow confirmation of bookings and cancellations:
  - Monday to Friday 5:30 a.m. to 10 p.m.
  - Saturday 6:30 a.m. to 10 p.m.
  - Sunday 7:30 a.m. to 10 p.m.
- Specialized Services introduced a streamlined phone reservation system for bookings and cancellations.
- Successfully launched the Specialized Services Webpass online reservation tool.

## 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.
- The Ajax Social Services location has been completed with fully accessible parking, access to the building, washrooms and counters.
- Major capital projects are underway or have been completed at Fairview Lodge, the Clarington Police Complex, Orono Depot, Service Bay and Office Expansion and the visitor's centre in the Durham-York Energy Centre. These projects have been designed to be fully accessible.

### Traffic Division

Accessible Pedestrian Signals (APS) as well as sidewalk, curb and pavement improvements, were added at the following locations since the 2014 report was published:

### Town of Ajax

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

## City of Oshawa

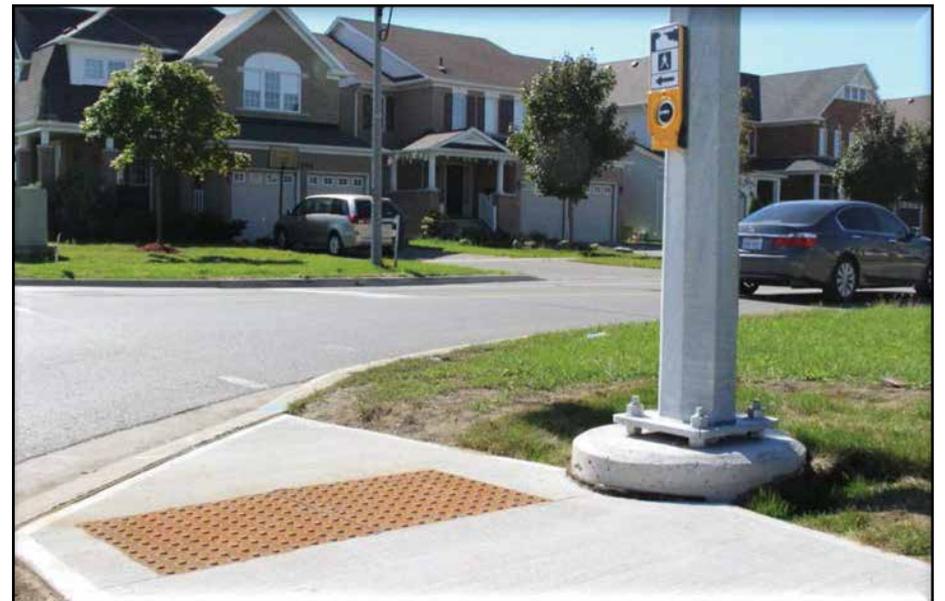
- o Ritson Road and Woodmount Drive – APS buttons.
- o Ritson Road and Coldstream Drive - APS buttons and sidewalk improvement.
- o Wilson Road and Coldstream Drive – new signal installation with APS buttons.
- o Ritson Road and Pentland Street – APS buttons and pedestrian poles.
- o Park Road and Hillsdale Avenue – APS buttons, sidewalk/curb ramp improvements and pedestrian poles.
- o Taunton Road and Wilson Road – APS buttons, sidewalk/curb ramps, pedestrian poles and re-striped pavement markings to improve crosswalk alignment.
- o Ritson Road and Ormond Drive – APS buttons, sidewalk improvements and pedestrian poles.

## City of Pickering

- o Highway 2 and Valley Farm Road – APS buttons and sidewalk improvements.
- o Finch Avenue and Dixie Road – APS buttons and pedestrian poles.

## Town of Whitby

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



# Contact Information

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

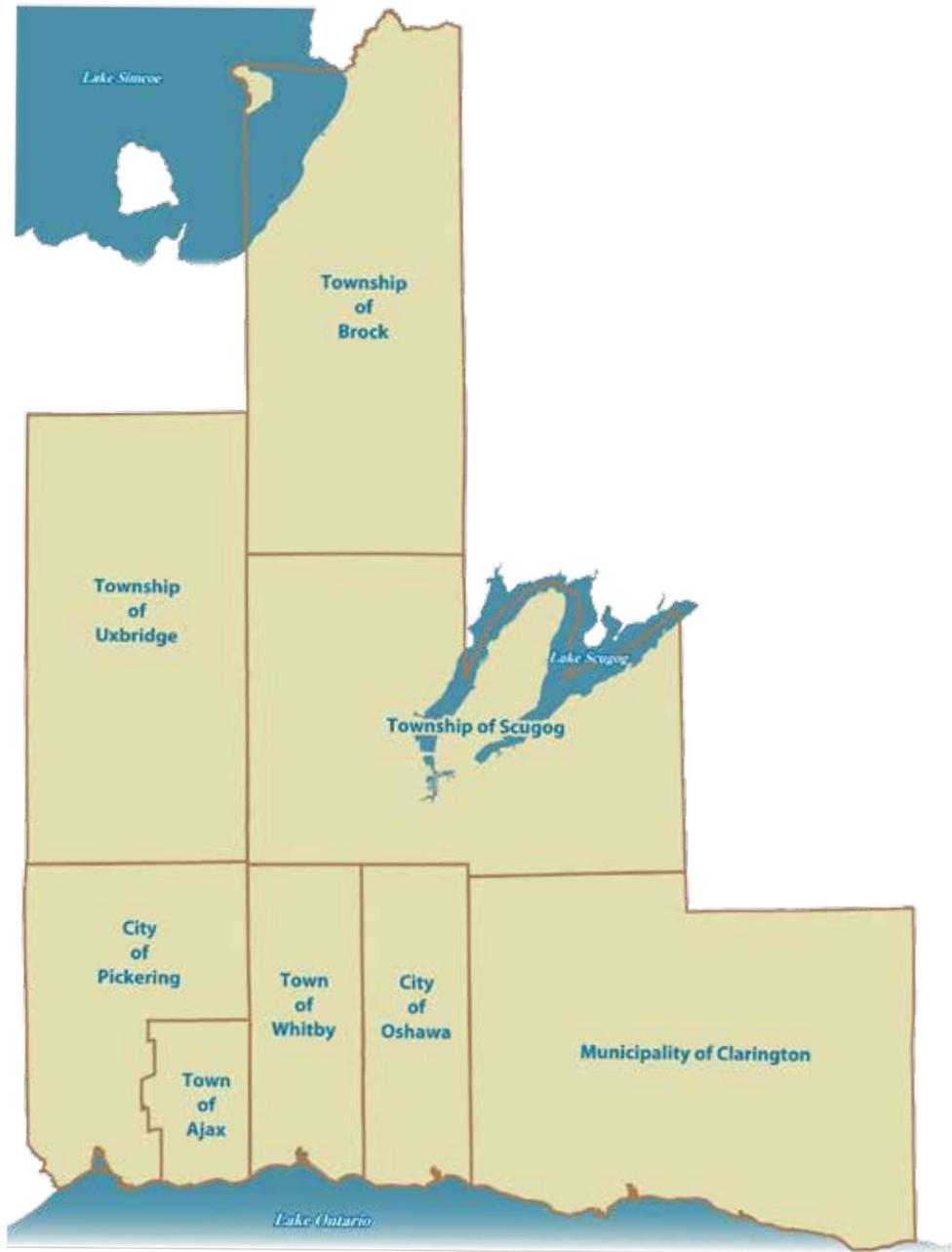
**By phone:**

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

**By email:**

[accessibility@durham.ca](mailto:accessibility@durham.ca)

Destination Accessible.....2025



## 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

605 Rossland Rd. E., Whitby, ON L1N 6A3

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

[www.durham.ca](http://www.durham.ca)