



The Regional Municipality of Durham 2016 Accessibility Report



Update to the 2015 Accessibility Report

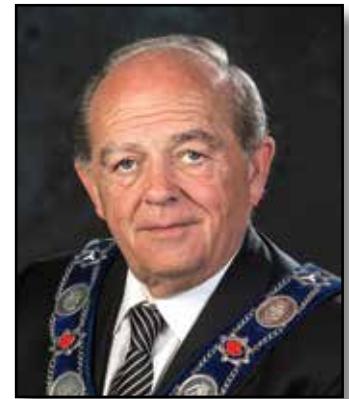
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Message from the Regional Chair and Chief Executive Officer

Since 2003 we have been together on this journey of identifying, removing and preventing barriers throughout Regional departments and services. While we can take great pride in the achievements made to date, there is still more work to do. Our employees and community partners have examined Regional facilities, programs, services, policies and by-laws through the lens of accessibility. Barriers have been addressed across a number of areas including the physical environment, technology, employment, information and communication, and attitudes.

Accessibility planning is integral to our organization. The Durham Region 2016-2021 Multi-Year Accessibility Plan outlines our specific strategies and actions to address barriers and meet our legislative requirements within the identified timelines. A number of these initiatives are already underway, including the design of public spaces, enhancements to public transit, and planning our information and communications in ways that are accessible to people with disabilities. These actions are supported by detailed work plans to make the requirements operational by 2021.

Over the next five years, we will continue to make it easier to move around the Region. We are also in the process of updating the Region of Durham website, www.durham.ca, to ensure that our content conforms to the most current accessibility specifications. The new strategic plan for Durham Region 2015-2019 includes a direction to support a quality of life for our residents that is more affordable, livable, inclusive and safe. Success will mean that Regional services have been expanded and are available and accessible to all residents. These objectives and activities correspond to AODA standards, and further demonstrate the Region's commitment to accessibility.



This year we were pleased to have the Honourable Tracy MacCharles, Ontario's first Minister Responsible for Accessibility, join us for the annual Joint Accessibility Advisory Committee Forum. We appreciate the support we have received from the province in working together to create a progressive, inclusive environment that values the diversity of our community.

Accessibility not only helps people with disabilities, it benefits everyone. Welcoming communities where every person can participate are important for individuals, businesses and communities as a whole. In Durham Region, accessibility will continue to be addressed in a manner that upholds the principles of dignity and independence, strives to provide integrated services, and provides equal opportunity. Thank you for your interest in our ongoing efforts to improve service excellence.

Yours truly,

Roger Anderson

Roger Anderson
Regional Chair and CEO

"Service Excellence
for our Communities"

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

This has been another very productive year for our Accessibility Advisory Committee. It has continued to be a pleasure to act as Chair for this committee and I am so proud of the fact that Durham Region continues to strive towards being a leader in the area of accessibility.

Our committee provided input when updating the Region's accessibility-related web pages, and the Insider (intranet) site. The goal was to better showcase the Region's Accessible Advisory Committee to the general public.

In January, members of the AAC attended a tour of the new Clarington Police Complex after our Site Plan sub-committee had been consulted with regards to the accessibility of this new building.



In April, Janet Traer (Accessibility Coordinator) and I accompanied some members of the Region's AODA staff working group on a Durham Region Transit (DRT) Accessible Transit ride. This tour was hosted by some DRT supervisors. At first, we were instructed on the use of the TripLinx on the DRT website and then proceeded to ride the conventional bus in order to experience its accessible features.

Once again, our committee participated in National Access Awareness Week (held in June). We set up a display table in the Upper Galleria of Regional Headquarters and also hosted three staff lunch-and-learn sessions with topics that included Medical Marijuana and Epilepsy, Accessible Documents and Colour Blindness.

This year's Joint Forum was held in September and included a presentation by Minister Tracy MacCharles and the sharing of best practices among AAC's in our region. Several individuals, groups and businesses were also recognized for their contribution to accessibility and presented with our annual Accessibility Awards.

Our presentations continue to provide us with valuable information and insight into how we can advance accessibility issues within the Region. We had the following presentations at our meetings this year:

- Kelly Campbell (Manager Playsafe/Drivesafe Program) and Melissa Muller (Junior Public Awareness Officer) of War Amps provided an overview of their organization and their programs.
- Kerry Kapuscinski (Communications 9-1-1 Supervisor of Durham Regional Police) discussed the text 9-1-1 service for those who are deaf, deafened, hard of hearing and those with speech impairment.
- Tanis Head (Coordinator of Recreation and Therapy at Hillsdale Terraces), Karen Wall (Recreation Programmer at Hillsdale Terraces) and Joyce Squires (musician for program “My Music Remembered”) presented videos to help illustrate the “My Music Remembered” program and its success with long-term care residents.
- Jennifer Ayotte (Durham Region resident) spoke with the committee about the use of medical marijuana as a treatment in reducing the number of seizures that her daughter experiences due to epilepsy.
- Three Regional staff members, S. Munns (Director Corporate Communications), J. Santos (Manager Corporate Communications) and M. Novielli (Communications Coordinator, Corporate Communications) provided us with an update about the social media campaign using Twitter, Facebook and the website to promote information about our AAC.
- Dan D’Aliesio (Communications Coordinator, Durham Region Transit) and Trevor Steffler (Supervisor, Specialized Transit, Durham Region Transit) provided the committee with both a tour of an accessible conventional bus as well as an overview of TripLinx (a trip planner and transportation information resource for the Greater Toronto and Hamilton area). They also highlighted the DRT Online feature to track individual DRT buses in real time.
- Brad Eyre (Manager Specialized Services, Durham Region Transit) discussed the changes that will be implemented to the Attendant Card program by the end of 2016.

- Crystal McNeil (Corporate Trainer, Corporate Services – Human Resources, Region of Durham) informed our group that a new accessible workstation is available in the Training Room located in the Corporate Services Department – Human Resources Division at Regional Headquarters. A video of the workstation was viewed.
- Diana Chappell (Program Manager, Housing Services, Social Services Department, Region of Durham) gave us an overview of the new DASH Vacancy site and the positive results they are experiencing with this new method of filling vacancies.
- Don Beaton (Chief Information Officer, Region of Durham) gave an overview of the current process for the development and implementation of a new Region of Durham website, which will be unveiled in 2017.

Our committee should be very proud of everything that we have accomplished. I want to take this opportunity to thank each one of our hard-working committee members for their commitment and dedication towards our goal of making Durham Region a place that is inclusive of everyone to work, live and play.

Sincerely,

Mari-Lynn Cordahi

Mari-Lynn Cordahi
Chair, Regional AAC

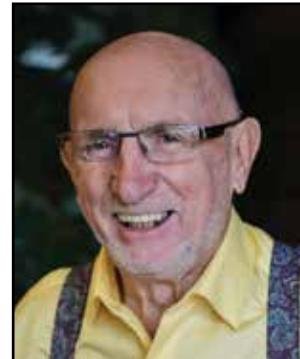
Accessible Advisory Committee Members



Mari-Lynn Cordahi,
Chair



Mary Sutherland,
Vice-Chair



Joe Drumm,
Regional Councillor



Roberta Atkinson



Sarah Sones



Donna McAllister



Sally Barrie



Mike Roche



Marni Bell



Julia Stevenson



Pat Rundle

Acknowledgements



AODA Staff Working Group

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 integral 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 a vital vehicle for communication 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.

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:

Staff Working Group Members

CAO's Office

Lorraine Dunn, Pauline Reid, Janet Traer

Corporate Communications Office

Tania Laverty, Sherri Munns, Jennifer Santos

Corporate Services Department

Angie Appleton, Dawne Chad,
Crystal McNeil (Human Resources Division)
Carrie Grimley (Information Technology Division)
Cheryl Bandel, Leigh Fleury,
Jennifer Lanegger(Legislative Services Division)
Alisa Cole, Jason Hunt (Legal Services)

Durham Regional Police Service (DRPS)

Dave Simpson

Durham Region Transit (DRT)

Jack Dermegherdijian, Brad Eyre,

Finance Department

Anne Smith

Health Department

Shelley Chamberlain, Glendene Collins

Planning and Economic Development

Michelle Stevenson

Social Services Department

Pauline Hopley, Tracey Tyner Cavanagh

Works Department

Ihor Kotowycz (Facilities)
Andrea Platt (Traffic) Ginny Tacij (Plant Operations)

Legislation

Ontarians with Disabilities Act, 2001 (ODA)

In 2001, the *Ontarians with Disabilities Act*, (ODA) was enacted 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 asset as the Region continues its 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 identifies accessibility standards that are 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

Integrated Accessibility Standards Regulations (IASR) ONTARIO REGULATION 191/11

- **Part I** General
- **Part II** Information and Communications
- **Part III** Employment
- **Part IV** Transportation
- **Part IV.1** Design of Public Spaces
- **Part IV.2** Customer Service

As of July 1, 2016, under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), five accessibility standards were combined into one regulation called the Integrated Accessibility Standards Regulation (IASR). The IASR involves accessibility standards for information and communications; employment; transportation; design of public spaces and customer service. This allows for a phased-in approach to accessibility implementation in these five 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, Employment and Infrastructure website at www.ontario.ca/accessON.



Durham Region and Accessibility

Durham Region

Durham Region has a population of about 656,055 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 2,537 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 employee 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.
- 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 its municipal council about accessibility matters. This means that for the entire area (consisting of eight local area municipalities and the Region), there are 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. 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 Honourable Tracy MacCharles, Minister Responsible for Women's Issues and Accessibility. Minister MacCharles stated that the Government of Ontario is currently addressing the fact that increasing employment opportunities for people with disabilities and building accessible workplaces is of fundamental importance to society today. She stated that the current legislation, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is 11 years old. Plus, in 2015, the province reached its halfway mark of creating an accessible province by 2025. She advised that the accessible employment standard will help shift the way employers approach recruitment and retention. She thanked the Accessibility Advisory Committee members for all their ground-breaking work to making accessible communities. Minister MacCharles stated that the government wants all Ontarians to embrace accessibility.

There were also presentations from several of the local Accessibility Coordinators who spoke about initiatives within their communities.

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 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 past 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 for persons with disabilities. While reporting on 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.



The Regional Municipality of Durham 2016-2021 Multi-Year Accessibility Plan



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

The Region addresses accessibility barriers via a multi-year accessibility plan.

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 residents have the opportunity to live independently and achieve their goals.

Accessibility awards allow the organization 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. Thanks go out to these committees and the various community partners who recommend and support the nominations.



Accessibility Award Winner with Durham AAC Chair

2016 Award Recipients

Each of these 2016 award recipients has succeeded in removing or preventing some kind of barrier. Their efforts have helped to ensure that all citizens have access to meaningful involvement and full participation in their community.

Town of Ajax

Ajax Public Library has demonstrated dedication to accessibility as a community hub. They have incorporated numerous programs, equipment and collections that make the library accessible for all.

Township of Brock

The Beaverton Lions Club is very active in making their community better for all to enjoy. Their latest initiative was to overhaul the playground equipment at the Beaverton Harbour. Their goal was to ensure that the children have modern, safe, accessible equipment and an accessible surface that will contribute to them leading active and healthy lives.

Municipality of Clarington

The Massey House Restaurant is a family owned restaurant, nestled in the heart of historic downtown Newcastle, Ontario. It has been a family favourite destination since 1997. The restaurant is wheelchair accessible to ensure their patrons, regardless of their ability, can enjoy accessing this establishment.

City of Oshawa

Adam White is a champion for accessibility in many areas of his community. He has been an active member of the Oshawa Accessibility Advisory Committee (OAAC) since 2014. He also chairs the Communication Sub-Committee of the OAAC. He received the distinct honour to serve as Oshawa's torch bearer for the Para PanAm Games and represented Oshawa at an event in Toronto.

Township of Scugog

The Medical Associates of Port Perry recently had an extensive addition and renovation to their building. These renovations included accessible entrances, wider hallways and doorways, larger examination rooms, accessible washrooms and the installation of varying heights of counters in their offices. Additional accessible parking spaces and an accessible entrance ramp have made this facility easier to access for all.

Township of Uxbridge

The Sunshine Learning Centre is an Uxbridge-based organization that provides behavioural therapy services for children with autism. Parents of children who attend the centre have described the life-changing effects that this therapy has had on their children. There is a sense of pride, not only within the Uxbridge Accessibility Advisory Committee, but in the community as a whole that the centre continually helps so many families.

Town of Whitby

The Royal Oak, Whitby Shores location, is a business that provides excellent customer service to all individuals. Employees go out of their way to ensure all customers have a good experience. Plus, the restaurants easy- to-manoeuvre design allows people of all abilities to move around freely and independently.

Region of Durham's 2016 report on accessibility barriers and initiatives by department

As implementation progresses, there will be fewer barriers to report due to the initiatives already 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 2016, the Corporate Communications Office (CCO) promoted the Region's strong focus on accessibility, both internally and externally.
- Drafted and published various corporate (internal) e-newsletter articles outlining corporate accessibility initiatives (e.g. accessibility related learning and development opportunities).
- Continued to promote service disruption notification information/protocols.
- Continued to work with Policy Unit staff on the updating 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 information can be offered in an accessible format for members of the community who may need them.
- Continued to strategically promote Regional accessibility initiatives via social media.
- 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.

Policy Unit

- Continue to provide support to the Accessibility Advisory Committee (AAC) and employees.
- 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.
- Ensure corporate wide standard for creating accessible documents which includes ongoing (internal) training sessions for the creation of accessible documents.
- 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.
- Developed the 2016-2021 Accessibility Plan.

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

Corporate Services Department

Human Resources (HR) 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 up 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.



Accessible Workstation in the HR training room

- 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.
- 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 employees with the skills and technology required to produce web content documents in an accessible format.
- Provided an accessible workstation in the Human Resources computer training room that helps accommodate various types of needs.

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.
- Worked in conjunction with the CAO's office and Human Resources to hire an Accessibility Consultant as required, in order to assist departments with the use and creation of accessible documents.
- Legislative Services staff have taken additional accessibility training on creating accessible documents and are members of the Accessibility Super Users Group.
- Working towards the development of an accessible e-agenda program for implementation in 2017.
- Records and Information Management (RIM) revised most of the core RIM program documents to ensure they are in an accessible format.
- RIM is developing a Corporate Privacy Manual and creating the Corporate Classification Scheme - Schedule B to the Records Retention By-law, in an accessible format.
- The RIM Overview PowerPoint training presentation has been updated to an accessible format.

Legal Services Division

- The design and plan is in place for an automatic door opener for the washrooms in the provincial offences court room area at Regional Headquarters.

Information Technology Division (IT)

- Continue to encourage employees to champion accessibility initiatives by participating in accessibility user and working groups.
- Ensure that employees utilize available corporate accessibility education resources.
- Continue to promote the importance of accessibility in web content.
- Released and awarded Request for Proposal (RFP) for an enterprise web strategy and content management system that ensures accessibility standards are first and foremost.
- Continue to plan and implement the redevelopment of the Region corporate web site, with a citizen-centric focus that ensures accessible content.
- Accessible Maps Initiative: Web-based maps have been steadily growing in popularity, for both internal and public use. The Geographic Information System (GIS) Services section, is currently planning an implementation of Geocortex Essentials. This would allow Durham Region to provide accessible maps to the public, thereby meeting level AA standards of the Web Content Accessibility Guidelines (WCAG).

Finance Department

- As part of the financial system upgrade to be implemented later this year, the general invoices and statements issued by Accounts Receivable have been redesigned to increase the font size (for visual purposes only).
- With the Human Capital Management (HCM) upgrade, there is a capability to ensure Durham Region's recruiting sites are accessible. Employees are actively working on ensuring these sites meet Web Content Accessibility Guidelines (WCAG) Level AA compliance.
- Improvements have been made to the Region's Consulting Agreements to ensure final Consultant's reports meet accessibility standards.
- The Finance department is working on converting all bid documents into an accessible format.

Health Department

- Review of the information on the website continues, ensuring that revised documentation meets accessibility standards.

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



Guide to creating accessible documents
(For internal use by Durham Region Employees)

2017

Guide to creating accessible documents will assist staff with the accessibility of their documents

Durham Regional Police Service (DRPS)

- On February 1, 2016, the Durham Regional Police Service (DRPS) publicly opened its the new East Division station, located at 2046 Maple Grove Road in Bowmanville (south west corner of Maple Grove and Regional Highway 2). This one-storey facility with a gross area of 47,650 square feet was designed with accessibility in mind. The facility includes accessible washrooms, two accessible service counters, automatic and electric door openers, accessible parking and sloped sidewalks and heated sidewalks near the main entrance. Employees also benefit from height-adjustable work surfaces at most locations. The Accessibility Advisory Committee toured the building, prior to its official opening, on January 20, to positive comments. The old East Division station, located on Regional Road 57, was constructed in the mid-1980s and lacked modern accessibility features.
- DRPS also moved into its new Forensic Investigation Facility in early February, located on the same site as the new East Division station. This new 26,140-gross square-foot, state-of-the-art forensic facility is also a one-storey structure that features the same accessible design features as East Division. However, it is not open to the public.
- On June 21, DRPS, was proud to open its new Police Record Checks office, located at the highly accessible Regional Headquarters building at 605 Rossland Road East, Whitby. It has previously been housed at Central West Division Taunton Road in Whitby, for six years. The newly renovated area features six fully-accessible service counters, an electronic display queuing system and a much-larger waiting area that includes electric door openers.



New Clarington Police Complex

Social Services Department

- The Social Services Department, has organized efforts for increasing awareness of mental health both for client service, as well as employees, to help remove the stigma associated with mental illness.

Housing Services Division

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

- Housing Services has altered the furnishings in the office lobby which will now accommodate clients using mobility devices.
- Some housing providers- Durham Non-Profit Housing Corporation and Ajax Municipal Housing Corporation- have worked with Durham Mental Health Services to create mental health hubs.
- Community Care Durham runs a community program at 1529 Ritson Road South in Oshawa, as a support group for those in the area with mental health issues.
- Community Care Durham continues to run hubs at 155 King Street East in Oshawa: 315 Colborne Street West in Whitby: and 655 Harwood Avenue South in Ajax, to support seniors living in their homes.
- To demonstrate that AODA continues to be a priority, the Durham Regional Local Housing Corporation has completed the following during 2016:
 - Installed 24 automatic door openers,
 - Retrofitted 18 bathtubs with cut-outs,
 - Installed five strobe lights in units,
 - Installed two wheelchair ramps,
 - Modifies bathroom in six family units, including the addition of grab bars,
 - Upgraded a kitchen in one unit.

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.

2016 Conventional and Specialized Services:

Expanded DRT tools

- DRTtext allows users the ability to use two convenient options to receive text alerts:
- To obtain real-time arrival times, riders can text the stop number (#) located on any DRT bus stop sign to 1-844-714-7269. For example at stop #480, users would text the numbers “480”. Users will receive the next three buses for each route serviced at that stop.
- DRT’s web portal is a subscription service, which provides customers with real-time departure times and service alerts for their favourite stops and routes on their mobile phone.
- DRTvoice allows users to dial 905-666-6175 from any touch tone phone to obtain important DRT information. Menus can be navigated using either speech recognition or the keypad.

Increased service hours

- More than 4,000 more hours of new bus service.
- More than 2,000 more hours of specialized service.

New modern/accessible vehicles

- Eight new replacement conventional buses.
- Four new replacement specialized buses.

New network map

- All routes are shown on a larger, clearer map making it easier to find your way across the system.

Other initiatives for 2016:

- New Specialized Services customer newsletter.
- Continued to work closely with neighbouring Greater Toronto and Hamilton Area (GTHA) service providers in an effort to deliver similar accessible service options.
- Purchase of equipment and training preparation is underway for PRESTO on Specialized Service, which is currently scheduled to launch in spring/summer 2017.
- 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, assisting a person with a disability who is eligible for a Support Person.
- Hard surfacing of bus stops continued. A total of 2,119,(78 per cent) of the 2,721 bus stops are scheduled to be accessible by the end of 2016. This increases the accessibility of conventional fixed-route and integrated services.
- In 2015, DRT successfully launched the Specialized Services webpass online. To date, an average of five per cent of all bookings are carried out through this program.



Example of an intersection with an APS and tactile walking surface indicator

Works Department

Facilities (Design Construction and Maintenance) Division

- Two new facilities - Fairview Lodge (a long-term care home) and the Clarington Police Complex are fully operational. The projects have been designed in accordance with accessibility requirements. Community use facilities are also included at the Clarington Police Complex.
- The new Sunderland EMS Station has been awarded and will be underway in the next few weeks. The facility has been designed in accordance with accessibility requirements.
- The new Durham Region Transit Maintenance Facility project on Farewell Street in Oshawa is under construction and has been designed in accordance with accessibility requirements.
- A new Records Unit for Durham Regional Police was constructed on the third floor at Regional Headquarters in Whitby and has been designed in accordance with accessibility requirements.

Major capital projects are in the tendering process, underway or have been completed at the following locations, designed to meet accessibility standards:

- Orono Depot Expansion - new administrative offices and maintenance garages.
- Sunderland Depot – structural work for the fleet and administrative areas.
- Ajax Water Supply Plant – new flooring in administrative area and washrooms.
- Oshawa Water Supply Plant – kitchen and washroom renovations.
- Ajax Childcare Centre – washroom renovations.
- HQ Children's Services office – new children's resource centre.
- HQ Social Service Income Support office – new front counter.
- DRT Oshawa Centre Offices – kitchen and washroom improvements.
- 1910 Faylee Crescent, Pickering (Housing) – pedestrian bridge repairs.
- These projects have all been designed to advance regional accessibility standards.

Traffic Division

Accessible Pedestrian Signals (APS) as well as sidewalk, curb and pavement improvements were added at the following locations since the 2015 report was published:

Town of Ajax

- Salem Road and Lord Drive – new signal installation with an APS.

City of Oshawa

- John Street and Midtown Mall Entrance – APS installation, sidewalk improvements and pedestrian pole installation.
- Winchester Road and Harmony Road – the intersection re-construction included the installation of an APS.

City of Pickering

- Brock Road (Regional Road 1) and Collector Road (South of Highway 407) – new signal installation with an APS.
- Liverpool Road and Highway 2 – intersection re-construction included the installation of an APS.
- Brock Road and Plummer Street – new signal installation with an APS.

Town of Whitby

- Victoria Street (Regional Road 22) and South Blair Street – new signal installation with an APS.

Contact Information

We welcome your feedback. Please let us know what you think about the Regional Municipality of Durham 2016 Accessibility Report.

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