



Joint Accessibility Plan: 2018-2022

County of Perth

Municipality of North Perth

Township of Perth South

Township of Perth East

Municipality of West Perth

This document is available in alternate formats, upon request.

Table of Contents

Table of Contents	2
County of Perth Joint Accessibility Plan	4
2018-2022	4
Executive Summary	4
Obligations	4
The Ontarians with Disabilities Act, 2001 (ODA)	4
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)	5
Consultation	5
Implementation	5
Structure and Governance	6
Municipal Jurisdictions Participating in this Plan	6
The Corporation of the County of Perth	6
Member Municipalities	6
Our Progress on the AODA Regulations	7
General Requirements	7
Procurement	7
Reporting	7
Training	7
Perth County Accessibility Advisory Committee (AAC)	8
Feedback	9
Integrated Accessibility Standards Regulation Ontario (IASR)	10
Accessible Customer Service Standard	10
Commitment	10
Progress	10
The Corporation of the County of Perth and Member Municipalities	10
Information and Communications Standard	11
Commitment	11
Progress	11
The Corporation of the County of Perth	11
Municipality of North Perth	12

Township of Perth South _____	12
Township of Perth East _____	12
Municipality of West Perth _____	12
Employment Standard _____	13
Commitment and Progress _____	13
The Corporation of the County of Perth _____	13
Transportation Standard _____	13
Commitment _____	13
Duties of Municipalities – Taxicabs _____	14
Progress _____	14
The Corporation of the County of Perth _____	14
Municipality of North Perth _____	14
Municipality of West Perth _____	15
Duties of Municipalities – Specialized Transportation Services _____	15
Progress _____	15
Municipality of West Perth _____	15
The Built Environment _____	16
Commitment _____	16
Maintenance of Public Spaces _____	16
Progress _____	16
The Corporation of the County of Perth _____	16
Municipality of North Perth _____	17
Township of Perth South _____	18
Township of Perth East _____	18
Municipality of West Perth _____	19
Our Commitment to Accessibility _____	20
Appendix A: County of Perth _____	21
Appendix B: Municipality of North Perth _____	23
Appendix C: Township of Perth South _____	25
Appendix D: Township of Perth East _____	27
Appendix E: Municipality of West Perth _____	29

County of Perth Joint Accessibility Plan 2018-2022

Executive Summary

This multi-year Accessibility Plan succeeds the 2013-2017 Accessibility Plan and the legislated Annual Status Updates to that Plan. It outlines the commitment that the County of Perth has made to create an accessible organization by identifying, removing and preventing barriers for people with disabilities. This plan was established, reviewed and updated in consultation with persons with disabilities and with the Accessibility Advisory Committee (AAC), in order to create a cross-county accessibility plan with the County of Perth, the Municipality of North Perth, the Township of Perth South, the Township of Perth East, and the Municipality of West Perth. It incorporates the intentions of the County of Perth and its Member Municipalities to meet its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This plan will be posted on the County's website, as well as the Member Municipalities websites, and shall be made available in an alternate format and with communication supports, upon request.

This Plan reflects the proposed intentions of the County of Perth and its Member Municipalities over the next five years for meeting the regulations under the AODA and for identifying, removing and preventing barriers for people with disabilities in communities across the County.

Obligations

The Ontarians with Disabilities Act, 2001 (ODA)

The Ontarians with Disabilities Act helps the government improve opportunities for people with disabilities. Under the ODA, all municipalities must:

- prepare an accessibility plan each year and make it available to the public
- include people with disabilities in their planning processes, such as the members of the accessibility advisory committee
- remove barriers over time (the act gives municipalities the flexibility to set their own priorities and timelines)

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The AODA sets out a road map for an accessible Ontario by 2025 with mandatory and enforceable standards including:

- Customer Service Standard
- Information and Communications Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces Standard

In addition to the requirements for accessibility under the Design of Public Spaces Standard, Ontario's Building Code has an improved Barrier Free Design Section (3.8) to ensure that the indoor spaces of buildings are accessible.

Consultation

There are requirements under the AODA for consultation with either individuals or with persons with disabilities and municipal Accessibility Advisory Committees. The County and the Member Municipalities are committed to ensuring that the consultation requirements in the legislation are met.

Implementation

The County of Perth and its Member Municipalities support the spirit and goals of the AODA to make the Province of Ontario accessible by 2025. A commitment has been made to identify and eliminate wherever possible, all forms of barriers faced by people with disabilities, including:

- Attitudinal
- Physical
- Architectural
- Policy/Practices
- Technological
- Information and Communications
- Legislative

Structure and Governance

The Human Resources Division of the Office of the CAO, the Accessibility Advisory Committee (AAC) and the Accessibility Coordinator are responsible at a corporate level for ensuring compliance to the AODA, and sharing legislative analyses and subject matter expertise. The County of Perth and each of its Member Municipalities are separately responsible for ensuring that all departments with their Municipalities are compliant with the Standards contained within the AODA. Each department is accountable for ensuring that their respective clauses are executed according to the legislative requirements to the service industry.

Informal consulting groups will be developed on an ad hoc basis for variable terms to assist in policy and procedure review and development and implementation.

This plan is subject to approval by the County of Perth Council and all Member Municipalities Councils.

Municipal Jurisdictions Participating in this Plan

The Corporation of the County of Perth

1 Huron Street
Stratford, ON N5A 5S4

Member Municipalities

The Municipality of North Perth
330 Wallace Ave N
Listowel, ON N4W 1L3

The Township of Perth South
3191 Road 122
St. Pauls, ON N0K 1V0

The Township of Perth East
P.O. Box 455
25 Mill Street E
Milverton, ON N0K 1M0

The Municipality of West Perth
P.O. Box 609
169 David Street
Mitchell, ON N0K 1N0

Key Contact

Julia Opie, Accessibility Coordinator
Corporation of the County of Perth
1 Huron Street, Stratford, ON N5A 5S4
Tel: 519.271.0531 Ext. 141
Cell: 519.301.1979
jopie@perthcounty.ca

Our Progress on the AODA Regulations

The following outlines our commitments over the next five years in meeting the accessibility standards in five key areas:

- Customer Service
- Information & Communications
- Employment
- Transportation
- Design of Public Spaces (and Built Environment)

There are also a number of General Requirements that apply across all of the accessibility standards.

General Requirements

Procurement

People with disabilities will be treated equitably with respect to the procurement, use and benefit of County services, programs, goods and facilities in a manner that respects their dignity, independence, and integration. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities. Furthermore, the County will ensure that accessibility is integrated into all County initiatives, business practices, boards, committees, departments and divisions. Where it is not practicable to incorporate accessibility criteria and features into the procurement of goods, services or facilities, an explanation will be provided, upon request.

Reporting

Reports will be produced annually on the progress and implementation of the multi-year Accessibility Plan, and this information will be posted on our websites and will be available in alternate formats, upon request. The multi-year Accessibility Plan will be reviewed and updated once every five years. Compliance Reports will be filed bi-annually with the Accessibility Directorate by the County and the Member Municipalities, as legislated.

Training

All employees, volunteers and persons developing policies for the County of Perth and its Member Municipalities are trained on the requirements of the accessibility standards in the IASR and on the Human Rights Code. Persons who provide goods, services or facilities on behalf of the County must also be trained.

All members of the County and Member Municipalities are trained on accessible customer service and how to interact with people with different disabilities. The

Corporate Accessibility Policy is updated to reflect changes to any of the standards, and training is provided in order to ensure an understanding of any changes.

Records will continue to be maintained for training provided on accessibility, including the dates of the training and the number of individuals who attended.

Perth County Accessibility Advisory Committee (AAC)

The Perth County AAC currently has eight (8) voting positions, which provide representation for each Municipality and Township within Perth County, consistent with the expectations of the Ontarians with Disabilities Act (ODA), 2001. The majority of the members are persons with disabilities.

The AAC meets approximately nine times a year on the fourth Tuesday of each month (excluding July, August and December) at the Perth East Municipal Offices in Milverton, unless otherwise noted. Committee agendas and minutes are posted on the Perth County website. Members of the public are welcome at the meetings. Alternate formats of the agenda packages are available, upon request.

In addition to Accessibility Plans, the County and the Member Municipalities are required to consult with the Perth County Accessibility Advisory Committee under several of the Accessibility Standards of the IASR, and under the Municipal Accessibility Advisory Committees section of the AODA, including:

- **Transportation Standard** – Proportion of on-demand accessible taxicabs required in the community;
- **Design of Public Spaces Standard**
 - On specific technical requirements for Recreation Trails;
 - On the needs of children and caregivers with various disabilities for Outdoor Play Spaces;
 - On the design and placement of rest areas along the Exterior Paths of Travel; and
 - On the need, location and design of accessible on-street parking spaces;
- **Municipal Accessibility Advisory Committees (Part VII of the AODA)**
 - **Site Plan Reviews** – Councils are required to seek advice from the committee on the accessibility for persons with disabilities to a building, structure or premises, or part of a building structure or premises for all municipally owned or leased facilities. In addition to all municipal properties, the Committee is responsible for reviewing the site plans and drawings described in Section 41 of the Planning Act that the committee selects.

Feedback

The County of Perth and its Member Municipalities welcome input from the public in order to help identify ways in which we can improve accessibility in facilities, goods and services. Members of the public are encouraged to share their comments or suggestions by contacting the Accessibility Coordinator at the County of Perth or complete the [Contact Us¹](#) section on the County of Perth website.

Accessible formats and communication supports are available, upon request.

Phone: 519-271-0531 x 141
Email: accessibility@perthcounty.ca
Mail: Accessibility Coordinator
Corporation of the County of Perth
1 Huron Street
Stratford, ON N5A 5S4

1

<https://www.perthcounty.ca/Modules/contact/search.aspx?s=uJRgyPbMwIWHcHH8PySJQQeQuAleQuAl>

Integrated Accessibility Standards Regulation Ontario (IASR)

(Ontario Regulation 191/11)

Accessible Customer Service Standard

Commitment

The County of Perth and its Member Municipalities are committed to providing equal treatment to people with disabilities with respect to the use and benefit of County services, programs, goods and facilities in a manner that respects their dignity, independence, integration and is equitable in relation to the broader public. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities.

Progress

The Corporation of the County of Perth and Member Municipalities

Accomplishments:

The County of Perth and the Member Municipalities are meeting the requirements of the Customer Service Standards, including the development, implementation and maintenance of Accessible Customer Service Policies which include the following principles:

- The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.
- When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.

The County and Member Municipalities all have procedures in place regarding:

- Use of service animals and support persons
- Ongoing training
- Feedback processes
- Notice of temporary disruptions
- Format of documents

Goals:

- The Councils of the County of Perth and the Member Municipalities have all committed to working with the Alzheimer's Society of Perth County in the roll-out of training for all front-line staff on Dementia Friendly Communities if they receive funding for this training through the Ontario Government Senior's Community Grant Program.

Information and Communications Standard

Commitment

The County of Perth and its Member Municipalities are committed to ensuring that information and communications about our goods, services and facilities are available and accessible to people with disabilities. The County and its Member Municipalities will follow universal design principles and best practices as a minimum, based upon the Ontario Human Rights Code and the Information and Communications Standard of the IASR, when developing, implementing and maintaining information and communication strategies and products. This includes website, intranet sites, communication materials, telephone communications and face-to-face interactions. If our organizations determine that it is not technically feasible to convert the information or communications, or the technology to convert the information is not readily available, we will be obligated to provide the person who requires the information with an explanation as to why the information or communications are unconvertible, and with a summary of the unconvertible information or communications.

Progress**The Corporation of the County of Perth****Goals:**

- Finalize update to Corporate Accessibility Policy and share with Member Municipalities.
- Work to ensure that documentation uploaded to the new County Internet Website and Intranet Website, is in an accessible format.
- Continue to update templates for accessibility.
- Accessibility Coordinator to share tip sheets and other guidelines as software is updated, with County staff and Member Municipalities to reinforce the creation of accessible documents.
- The Planning Department will be working on a conversion of webGIS from OnPoint to GeoCortex, which is more accessible to more users.

Municipality of North Perth

Goals:

- Accessible Documents Guidelines to be completed and shared with designated staff.
- New website planned for 2017 to be completed in 2018. North Perth will ensure that the website and web content, with some exceptions, conforms to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
- Preparation for ensuring that the 2018 Municipal election is accessible.

Township of Perth South

Goals:

- Continue to maintain the accessibility of the website and work towards ensuring all uploaded content is in an accessible format.
- Continue to update templates for accessibility.
- Continue to take advantage of accessible documents training opportunities
- Accessible Documents Guidelines to be shared with designated staff.
- Preparation for ensuring that the 2018 Municipal election is accessible.

Township of Perth East

Goals:

- Ongoing conversion of departmental templates to accessible formats.
- Accessible Documents Guidelines to be shared with designated staff.
- Completion of the upgrades of microphones/sound system within the Council Chambers.
- Preparation for ensuring that the 2018 Municipal election is accessible.

Municipality of West Perth

Goals:

- Preparation for ensuring that the 2018 Municipal election is accessible.
- Designated employees to attend Accessible Documents training.
- Continue to update templates for accessibility.
- West Perth Public Library will continue to update templates for accessibility, and is improving the library website to make it more user-friendly.
- Accessible Documents Guidelines to be shared with designated staff.

Employment Standard

Commitment and Progress

A commitment has been made by the County of Perth and its Member Municipalities to inclusive and accessible employment practices that ensure the process of finding, hiring and retaining employees who have disabilities is inclusive. The County and the Member Municipalities are all in compliance with the requirements of this standard.

There were no new requirements for the Employment Standard in 2017.

All of the requirements in the Employment Standard continue to be maintained by the County of Perth and its Member Municipalities, including those pertaining to the following:

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented individual accommodation plans
- Return to work process
- Performance management
- Career development and advancement
- Redeployment

Policies and procedures will be adjusted when the legislation is updated.

The Corporation of the County of Perth

Goals:

- Complete Cognitive Demands Analysis for Paramedic role, and include a Cognitive Functional Abilities Form with the Physical Functional Abilities Form. These will help us better accommodate employees returning to work with cognitive restrictions, rather than solely physical.
- Ensure all online recruitment is in an accessible format, and provide the option for alternate formats upon request.

Transportation Standard

Commitment

The County of Perth is committed to ensuring that people with disabilities have access to accessible public transportation.

The County of Perth and its member Municipalities do not currently license any conventional, specialized or public transportation services, nor does the County license taxicabs. Of the four Member Municipalities, only the Municipalities of North and West Perth license taxicabs.

Duties of Municipalities – Taxicabs

Progress

The Corporation of the County of Perth

The County of Perth has no obligations to meet under the Transportation Standard of the Integrated Accessibility Standards Regulation (IASR), however the County is committed to ensuring that people with disabilities have information on accessible public transportation services available within the County. There is a listing of available accessible transportation services provided by organizations servicing the lower tier municipalities, the City of Stratford and the Town of St. Marys, and surrounding areas within the County of Perth.

This information is all available and is maintained on the Southwest Healthline website, under “Transportation - Accessible - Huron and Perth” at the following link:

[Southwest Healthline](#)²

This link is provided on the County of Perth website.

Municipality of North Perth

Goals:

- Continue to consult with the AAC, all licensed Taxicab companies, the public and persons with disabilities regarding the proportion of on-demand accessible taxicabs required in North Perth – ongoing.
- Continue to work with licensed taxicab companies to bring accessible taxicabs to North Perth – ongoing.
- Braille to be added to the taxicabs identification documents.
- Annual progress report on how the Municipality of North Perth will meet the needs of people requiring accessible on-demand taxicabs. At this point, the demand is currently being met by the VON Mobility Bus.

² <http://www.southwesthealthline.ca/listServices.aspx?id=10109®ion=HuronPerth>

Municipality of West Perth

Goals:

- Continue to consult with the AAC, all licensed Taxicab companies, the public and persons with disabilities regarding the proportion of on-demand accessible taxicabs required in West Perth – ongoing.
- Work with licensed taxicab companies to bring accessible taxicabs to West Perth – ongoing. There are currently no accessible taxicabs in West Perth. Note that needs are currently met through Mitchell and Area Mobility Bus.
- Annually report progress on how the Municipality of West Perth will meet the needs of people requiring accessible on-demand taxicabs.

Duties of Municipalities – Specialized Transportation Services

The County of Perth and three of the Member Municipalities do not license Specialized Transportation Services for persons with disabilities. However, there are some Specialized Transportation services available within these communities, including:

- **VON – Easy Ride** – for residents of North Perth
- **Perth East Transportation** – for residents of Perth East

There are also Specialized Transportation Services within the City of Stratford and the Town of St. Marys, which travel to locations within the County of Perth, including:

- **Parallel Transit** – Located in the City of Stratford, but will travel to locations in Perth County
- **Easy Ride** – Located in the City of Stratford, but will travel to locations in Perth County
- **St. Marys & Area Mobility Services** – Located in St. Marys, but will travel to locations in Perth County.

Progress

Municipality of West Perth

- **Mitchell and Area Mobility Bus** – residents of West Perth, and anyone who can show proof of eligibility in any other paratransit service in Ontario, can use this service.

Goals:

- West Perth to continue to support Community Outreach/Ritz Villa in the operation of the Mitchell and Area Mobility Bus Program.

The Built Environment

Commitment

The Accessibility Standards for the Built Environment focus on removing barriers in two areas:

1. public spaces, and
2. buildings.

This will make it easier for all Ontarians — including people with disabilities, seniors and families — to access the places where they work, travel, shop and play.

As a large public sector organization, the Design of Public Spaces Standard only applies to new construction and planned redevelopment on or after January 1, 2016.

Ontario's Building Code has been amended to include enhancements to accessibility in buildings. As of January 1, 2015, new construction and renovations were subject to updated accessibility requirements.

Maintenance of Public Spaces

The County of Perth and the Member Municipalities will reasonably maintain public spaces as required under the Minimum Maintenance Standards for Municipal Highways (Municipal Act, 2011). In addition, the accessible elements of all accessible trails and playgrounds will be maintained from May to October, unless otherwise stated or posted. Elements such as external pathways (sidewalks) will be maintained year-round by the County and the Member Municipalities to ensure the safety of citizens and to prevent barriers to people with disabilities.

If a public space is temporarily disrupted or not functioning, the public will be notified in a variety of formats about the scope of the disruption.

Please refer to Appendices A through E for detailed Preventative and Emergency Maintenance of Accessible Elements in Public Spaces for the County and each of the Member Municipalities.

Progress

The Corporation of the County of Perth

Goals

- Continue to refer to the Perth County Site Plan Design Guidelines, the Ontario Building Code and the Design of Public Spaces Standard for any new construction or re-development.
- To continue to consult with the public and the Perth County Accessibility Advisory Committee on accessibility plans and exterior paths of travel.

- Ongoing reference and updates to Maintenance Procedures for the Design of Public Spaces Standard.
- Establish a plan for the Perth County “Campus” in Stratford, including the Archives Building at 24 St. Andrew Street, the County Courthouse and the Registry office, ensuring compliance with Perth County Site Plan Design Guidelines and Provincial Legislation.
- Research and install new way-finding and emergency signage in the Perth County Courthouse, ensuring to meet applicable standards.
- Redevelopment of the ramp in front of the Service Ontario building in Stratford, with feedback from the Accessibility Advisory Committees of Perth County and the City of Stratford, and the public.

Municipality of North Perth

Goals

- Continue to refer to the Perth County Site Plan Design Guidelines, the Ontario Building Code and the Design of Public Spaces Standard for any new construction or re-development.
- To continue to consult with the public and the Perth County Accessibility Advisory Committee on accessibility plans, recreational trails, outdoor play spaces, exterior paths of travel and on-street parking spaces.
- To continue to consult with the Perth County Accessibility Advisory Committee on site plans and drawings described in Section 41 of the Planning Act that the committee selects.
- Ongoing reference and updates to Maintenance Procedures for the Design of Public Spaces Standard.
- Investigation of and planning for library alternatives to replace or enhance existing facilities.
- Completion of new Monkton Fire Station.
- New Subdivision Park conceptual Plans to be developed incorporating accessibility standards.
- Use completed accessible plans when beginning re-development construction of the downtown streetscapes for Atwood, Monkton and Listowel.
- Replacement and repair work on sidewalks to be incorporated into the Sidewalk Master Plan.
- Accessible cemetery to be built in 5-10 years.

- New Accessible Playground at Listowel Memorial Park.
- Relocation of the Monkton Branch of the North Perth Public Library to the Elma-Logan Recreation Complex, resolving accessibility barriers at the existing location. Consulted with the AAC.

Township of Perth South

Goals

- Continue to refer to the Perth County Site Plan Design Guidelines, the Ontario Building Code and the Design of Public Spaces Standard for any new construction or re-development.
- To continue to consult with the public and the Perth County Accessibility Advisory Committee on accessibility plans, recreational trails, outdoor play spaces, exterior paths of travel and on-street parking spaces.
- To continue to consult with the Perth County Accessibility Advisory Committee on site plans and drawings described in Section 41 of the Planning Act that the committee selects.
- Ongoing reference and updates to Maintenance Procedures for the Design of Public Spaces Standard.
- Planning an upgrade to the toilets at the Downie Optimist Hall. Eight toilets to be replaced, of which three will be taller for better accessibility. There is a fully accessible bathroom at the Hall already.

Township of Perth East

Goals

- Continue to refer to the Perth County Site Plan Design Guidelines, the Ontario Building Code and the Design of Public Spaces Standard for any new construction or re-development.
- To continue to consult with the public and the Perth County Accessibility Advisory Committee on accessibility plans, recreational trails, outdoor play spaces, exterior paths of travel and on-street parking spaces.
- To continue to consult with the Perth County Accessibility Advisory Committee on site plans and drawings described in Section 41 of the Planning Act that the committee selects.
- Ongoing reference and updates to Maintenance Procedures for the Design of Public Spaces Standard.
- Replace all sidewalks on the north side of the Highway in Sebringville, including the installation of Tactile Walking Surface Indicators in curb ramps.

- Liaise with the Ministry of Transportation to ensure construction of accessible sidewalks in Shakespeare, complete with Tactile Walking Surface Indicators in Curb Ramps.
- Incorporate accessible sidewalks and Tactile Walking Surface Indicators into the design and reconstruction of Milverton streets.
- Install automatic door opener on double doors entering the Perth East Recreational Complex (PERC) arena from the tower entrance.
- Completion of the upgrades to the microphones and sound system within the Perth East Council Chambers.

Municipality of West Perth

Goals

- To refer to the Perth County Site Plan Design Guidelines, the Ontario Building Code and the Design of Public Spaces Standard for any new construction or re-development.
- To consult with the public and the Perth County Accessibility Advisory Committee on accessibility plans, recreational trails, outdoor play spaces, exterior paths of travel and on-street parking spaces.
- To consult with the Perth County Accessibility Advisory Committee on site plans and drawings described in Section 41 of the Planning Act that the committee selects.
- Ongoing reference and updates to Maintenance Procedures for the Design of Public Spaces Standard.
- Review of the Dublin Hall facility audit and operations and assess needs.
- Education with the BIA on the importance of accessibility inside and out.
- Canada 150th Legacy Project Gazebo planned at the Lions Park. Structure to be accessible.
- Plan to hire a Recreation and Leisure Services Coordinator to take the lead on many strategic initiatives identified in Recreation & Leisure Services Master Plan, including accessible programs for seniors and people with disabilities.
- Feasibility study planned for 2018 regarding new Municipal Offices or a significant renovation, taking into account accessibility needs and requirements.
- Address trip hazard and washrooms at Keterson Park.
- New trail proposed and a new bridge at Henry/Campbell Streets. Tunnel under the bridge will include a trail that links to the Lion's Park trail in order to create a loop trail.

Our Commitment to Accessibility

A commitment has been made by the County of Perth and its Member Municipalities to make accessibility in County services, programs, goods and facilities a reality. Progress to date has been and will continue to be a collaborative effort between the Upper and Member Municipalities. As well, the sharing of knowledge and documentation between Municipalities and other Organizations in Ontario has been invaluable, and illustrates the commitment that the people of Ontario have made to the AODA.

There is much work to be done, and we will continue to identify and remove barriers in order to create accessible spaces and services that everyone can use. Our success is dependent upon continued collaboration and feedback from the public. We encourage employees, residents and visitors to Perth County to share their suggestions and comments on how we might make improvements in order to create a more accessible County.

Please contact us through one of the following methods:

[County of Perth Website:](#)³

Phone: 519-271-0531 x 141

Mail: Accessibility Coordinator

County of Perth

1 Huron Street

Stratford, ON N5A 5S4

Email: accessibility@perthcounty.ca

³ <https://www.perthcounty.ca/en/index.aspx>

Appendix A: County of Perth

Preventative and Emergency Maintenance of Accessible Elements in Public Spaces

Pursuant to the Integrated Accessibility Standards Regulation (section 80.44) under the Accessibility for Ontarians with Disabilities Act, the County of Perth has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces. Accessible public space elements maintained by the County of Perth include:

- Recreational trails
- Exterior paths of travel, such as walkways, stairs, and ramps, where these elements are not already covered by the Ontario Building Code
- Accessible parking areas
- Obtaining services

The County of Perth procedures include the following:

- Managers of the workforce areas responsible for maintaining accessible elements in the County of Perth public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place on County of Perth premises, the County of Perth website and/or such other method as is reasonable under the circumstances.
- County of Perth personnel will inspect applicable accessible elements that are available for use by the public on County of Perth premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the County of Perth Public Works Department, so they can be addressed. Typically, a work order will be generated and sent to the

workforce area responsible for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate crew(s), personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.

- In the event the County of Perth receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the applicable workforce area, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, County of Perth personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices, as indicated below.
- Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on County of Perth premises, the County of Perth website and/or such other method as is reasonable under the circumstances.



Appendix B: Municipality of North Perth Preventative and Emergency Maintenance of Accessible Elements in Public Spaces

Pursuant to the Integrated Accessibility Standards Regulation (section 80.44) under the Accessibility for Ontarians with Disabilities Act, the Municipality of North Perth has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces. Accessible public space elements maintained by the Municipality of North Perth include:

- Recreational trails
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel, such as walkways, stairs, and ramps, where these elements are not already covered by the Ontario Building Code
- Accessible parking areas
- Obtaining services

The Municipality of North Perth procedures include the following:

- Managers of the workforce areas responsible for maintaining accessible elements in the Municipality of North Perth public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place on Municipality of North Perth premises, the Municipality of North Perth website and/or such other method as is reasonable under the circumstances.

- Municipality of North Perth personnel will inspect applicable accessible elements that are available for use by the public on Municipality of North Perth premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the Municipality of North Perth Public Works Department, so they can be addressed. Typically, a work order will be generated and sent to the workforce area responsible for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate crew(s), personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.
- In the event the Municipality of North Perth receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the applicable workforce area, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, Municipality of North Perth personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices, as indicated below.
- Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on Municipality of North Perth premises, the Municipality of North Perth website and/or such other method as is reasonable under the circumstances.



Appendix C: Township of Perth South

Preventative and Emergency Maintenance of Accessible Elements in Public Spaces

Pursuant to the Integrated Accessibility Standards Regulation (section 80.44) under the Accessibility for Ontarians with Disabilities Act, the Township of Perth South has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces. Accessible public space elements maintained by the Township of Perth South include:

- Recreational trails
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel, such as walkways, stairs, and ramps, where these elements are not already covered by the Ontario Building Code
- Accessible parking areas
- Obtaining services

The Township of Perth South procedures include the following:

- Managers of the workforce areas responsible for maintaining accessible elements in the Township of Perth South public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place on Township of Perth South premises, the Township of Perth South website and/or such other method as is reasonable under the circumstances.

- Township of Perth South personnel will inspect applicable accessible elements that are available for use by the public on Township of Perth South premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the Township of Perth South Public Works Department, so they can be addressed. Typically, a work order will be generated and sent to the workforce area responsible for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate crew(s), personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.
- In the event the Township of Perth South receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the applicable workforce area, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, Township of Perth South personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices, as indicated below.
- Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on Township of Perth South premises, the Township of Perth South website and/or such other method as is reasonable under the circumstances.



Appendix D: Township of Perth East

Preventative and Emergency Maintenance of Accessible Elements in Public Spaces

Pursuant to the Integrated Accessibility Standards Regulation (section 80.44) under the Accessibility for Ontarians with Disabilities Act, the Township of Perth East has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces. Accessible public space elements maintained by the Township of Perth East include:

- Recreational trails
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel, such as walkways, stairs, and ramps, where these elements are not already covered by the Ontario Building Code
- Accessible parking areas
- Obtaining services

The Township of Perth East procedures include the following:

- Managers of the workforce areas responsible for maintaining accessible elements in the Township of Perth East public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place on Township of Perth East premises, the Township of Perth East website and/or such other method as is reasonable under the circumstances.

- Township of Perth East personnel will inspect applicable accessible elements that are available for use by the public on Township of Perth East premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the Township of Perth East Public Works Department, so they can be addressed. Typically, a work order will be generated and sent to the workforce area responsible for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate crew(s), personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.
- In the event the Township of Perth East receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the applicable workforce area, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, Township of Perth East personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices, as indicated below.
- Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on Township of Perth East premises, the Township of Perth East website and/or such other method as is reasonable under the circumstances.



Appendix E: Municipality of West Perth

Preventative and Emergency Maintenance of Accessible Elements in Public Spaces

Pursuant to the Integrated Accessibility Standards Regulation (section 80.44) under the Accessibility for Ontarians with Disabilities Act, the Municipality of West Perth has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces. Accessible public space elements maintained by the Municipality of West Perth include:

- Recreational trails
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel, such as walkways, stairs, and ramps, where these elements are not already covered by the Ontario Building Code
- Accessible parking areas
- Obtaining services

The Municipality of West Perth procedures include the following:

- Managers of the workforce areas responsible for maintaining accessible elements in the Municipality of West Perth public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place on Municipality of West Perth premises, the Municipality of West Perth website and/or such other method as is reasonable under the circumstances.

- Municipality of West Perth personnel will inspect applicable accessible elements that are available for use by the public on Municipality of West Perth premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the Municipality of West Perth Public Works Department, so they can be addressed. Typically, a work order will be generated and sent to the workforce area responsible for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate crew(s), personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.
- In the event the Municipality of West Perth receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the applicable workforce area, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, Municipality of West Perth personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices, as indicated below.
- Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on Municipality of West Perth premises, the Municipality of West Perth website and/or such other method as is reasonable under the circumstances.