



# Halton Region Accessibility Plan 2018-2023

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## Introduction

It is estimated that one in seven people in Ontario has a disability. As Ontario's demographic profile changes and the likelihood of having a disability increases with age, it is expected that by 2036 this number will rise to one in five.

## Halton Region Statement of Organizational Commitment

The Regional Municipality of Halton (Halton Region) recognizes the diverse needs of residents and works to provide services that are accessible to everyone.

Halton Region is committed to:

- removing barriers to meet the needs of people with disabilities with respect to Regional programs, services and facilities; and,
- meeting the objectives and requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and *Ontario Regulation 191/11 – Integrated Accessibility Standards* (IASR).

## Halton Region Multi-Year Accessibility Plan, 2018-2023

The development of accessibility plans is required by the AODA. This document is Halton Region's second multi-year accessibility plan and sets out how Halton Region will address compliance obligations under the IASR for the period 2018-2023. It also highlights a number of additional initiatives and projects that Halton will undertake to prevent and remove barriers to people with disabilities when accessing Regional programs, services, and facilities. This information is set out in Table 2 of this document.

As required, annual progress updates on the activities identified in this document will be developed. This document and annual updates will be posted to Halton's website and will be provided in alternate formats, upon request.

## Halton Region Accessibility Progress Report, 2017

This document also provides information on accessibility-related activities undertaken or ongoing during 2017. They include actions that Halton has taken that are specifically focused on meeting compliance obligations in the AODA and IASR; Halton-led initiatives and corporate projects, not directly related to compliance but which improve the accessibility of Regional programs and services; and, other initiatives directed at supporting people with disabilities such as the Halton Regional Police Service's Project Lifesaver and the Halton Region Community Investment Fund.

This information is set out in Table 1 of this document

## Accessibility Legislation

### Proposed Federal Accessibility Legislation

The Government of Canada is developing accessibility legislation that will be focused on industries and sectors under federal jurisdiction, such as banking, broadcasting, and cross-border transportation. In the fall of 2017, the Federal Minister of Sport and Persons with Disabilities indicated that a federal accessibility act would likely be introduced in 2018. Although it is unlikely that the federal legislation will impact municipalities, Regional staff will continue to monitor the progress of the proposed act and report back to Regional Council, as required.

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

In 2005, the Government of Ontario enacted the AODA. Its objective is to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings and premises by 2025. The AODA requires the establishment of accessibility advisory committees, the filing of accessibility reports and the development and implementation of accessibility standards. To date, accessibility standards have been developed in the following areas:

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

Each of the standards includes a number of requirements that obligated organizations, including municipalities, are required to meet within specified timeframes.

## ***Review of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)***

In February 2018, the Provincial Government announced that the Honourable David C. Onley (who served as the Lieutenant Governor of Ontario from 2007 to 2014) had been appointed to conduct a review of the AODA. The review, which is to be completed by the end of 2018, will include public consultations and consider the evolution of the AODA and its goals. Regional staff will monitor the progress of the review, participate in consultations as appropriate, and report back to Regional Council, as required.

## ***Accessibility Standards under Review and Development***

The IASR requires that accessibility standards be reviewed and updated five years after they are enacted. As a result, the Information and Communications, Employment and Transportation standards are in various stages of review. Two new accessibility standards are also under development – a health care standard and an education standard.

Both these processes are being led by the Accessibility Directorate of Ontario in conjunction with provincially-appointed standard development committees. Once the reviews have concluded, proposed new standards and changes to existing ones will be issued for public review and comment. Regional staff will continue to monitor the review and development processes, provide feedback as appropriate and report back to Regional Council, as required.

## ***Halton Region Accessibility Advisory Committee***

The AODA requires that Halton Region have an accessibility advisory committee and that a majority of its members be people with disabilities. The Halton Region Accessibility Advisory Committee (HRAAC), established in 2002, reports to Regional Council through the Administration and Finance Committee. As required by provincial legislation, it provides advice on the prevention and removal of barriers to people with disabilities with respect to Regional programs, services and facilities. Since its establishment, the HRAAC has provided input on a number of Regional initiatives and projects and has supported activities aimed at creating awareness on issues relating to people with disabilities.

The composition of the Committee includes a member of Regional Council and a member of Halton Region's Older Adult Advisory Committee. The members bring to the HRAAC a wide range of personal experiences

and perspectives related to the challenges faced by people with disabilities and provide invaluable advice and support to Regional staff.

## Next Steps

Halton Region staff will continue to address compliance, reporting and consultation requirements identified in the AODA and the IASR. Additional initiatives will also be undertaken to improve the accessibility of Regional programs and services.

A copy of this document will be posted on Halton's website and will be made available in alternate formats, upon request.

**Table 1 – Halton Region Accessibility Progress Report, 2017**

<p>Ongoing Compliance with IASR Standards</p>	<p><b>General Requirements</b></p> <ul style="list-style-type: none"> <li>• Ongoing training provided to new staff as part of the onboarding process</li> <li>• Procurement documents continued to include accessibility-related language</li> </ul>
	<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Policies and procedures updated to align with legislative changes</li> <li>• Additional resources created to support staff in assisting people who require an assistive device, service animal or support person</li> </ul>
	<p><b>Design of Public Spaces (DOPS)</b></p> <ul style="list-style-type: none"> <li>• Design specifications related to accessible pedestrian signals, tactile walking surface indicators and curb ramps incorporated into Regional road projects</li> <li>• <b>Halton Regional Waterfront Parks</b> <ul style="list-style-type: none"> <li>○ Burloak Park – public consultations undertaken as required. Regional staff consulted with the Halton Region, City of Burlington and the Town of Oakville Accessibility Advisory Committees</li> </ul> </li> <li>• <b>Outdoor Play Spaces</b> <ul style="list-style-type: none"> <li>○ Consultations took place with the Halton Region Accessibility Advisory Committee on proposed modifications to the outdoor play spaces at Halton Region’s child care centres in Oakville and Halton Hills</li> </ul> </li> </ul>
	<p><b>Employment</b></p> <ul style="list-style-type: none"> <li>• Halton’s employment page continued to include information for applicants who require a disability-related accommodation to participate in a recruitment process</li> <li>• Accommodation planning and other supports to employees with disabilities provided, as required</li> </ul>
	<p><b>Information and Communications</b></p> <ul style="list-style-type: none"> <li>• Ongoing work to ensure Halton’s re-designed website will meet Web Content Accessibility Guidelines, 2.0 Level AA</li> <li>• Members of the public encouraged to provide feedback in ways that work for them</li> <li>• Documents and information provided in alternate formats or through communication supports, as required</li> <li>• Members of the public encouraged to advise of disability-related accommodation needs when attending Regional events or meetings</li> </ul>

# Table 1 – Halton Region Accessibility Progress Report, 2017

<p><b>Compliance Reporting to the Provincial Government</b></p>	<p>Halton Region's 2017 Accessibility Compliance Report completed and submitted to the Provincial Government by December 2017 deadline.</p>
<p><b>Halton Region Accessibility Advisory Committee (HRAAC) Consultations</b></p>	<p>The HRAAC provided input on a number of construction and renovation projects including the following:</p> <ul style="list-style-type: none"> <li>• Halton Regional Centre Accommodation Strategy (Overview presentation in March 2017. Second presentation to HRAAC and the Older Adult Advisory Committee in January 2018)</li> <li>• Burloak Regional Waterfront Park</li> <li>• Relocation of Employment Halton (Oakville office)</li> <li>• New Paramedic stations (Oakville &amp; Milton)</li> <li>• Biosolids Management Centre Operations Building (January 2018)</li> </ul> <p>Members of the HRAAC also:</p> <ul style="list-style-type: none"> <li>• Participated in consultations on, and the launch of, the Community Safety and Well-Being in Halton: A Plan for Collaboration and Action</li> <li>• Provided feedback on 1) how they would like to be engaged as part of a review of Halton's public engagement framework and 2) the re-design of Halton Region's website</li> <li>• Provided input on "Fast Facts" publications on mobility scooters and assistive devices developed by the Older Adult Advisory Committee</li> <li>• Participated in consultations hosted by the Government of Canada on proposed federal accessibility legislation</li> </ul>
<p><b>Halton Region Accessibility Advisory Committee (HRAAC) Recruitment</b></p>	<p>Halton undertook a recruitment process in 2017 to fill vacancies on the HRAAC resulting in the appointment of five new members.</p>
<p><b>Training and Awareness Activities</b></p>	<p>A number of training and awareness activities were undertaken including the following:</p> <ul style="list-style-type: none"> <li>• Training on the AODA, the Ontario Human Rights Code as it relates to people with disabilities and the IASR was provided to specific staff groups (March 2017)</li> <li>• InspireAccessibility Showcase (April 2017) was attended by a number of Halton's program areas</li> <li>• Mental Health Week (May 2017) - In recognition of Mental Health Week, Regional staff were encouraged to visit a mental health awareness display. Staff of the Region's Employment and Social Services Division were available to answer questions, distribute resources and discuss programs and services that Halton offers to residents</li> </ul>

**Table 1 – Halton Region Accessibility Progress Report, 2017**

	<ul style="list-style-type: none"> <li>• “Hire Autism &amp; Discover Untapped Talent” - Lunch &amp; Learn Session (May 2017). Employment Halton hosted an employer engagement and awareness event aimed at addressing concerns related to hiring individuals who may be on the autism spectrum</li> <li>• Regional staff attended:             <ul style="list-style-type: none"> <li>○ A training session on the Deaf culture hosted by the Halton Equity and Diversity Roundtable (September 2017)</li> <li>○ An accessibility conference hosted by the City of Ottawa and the Ottawa Hospital (October 2017)</li> </ul> </li> </ul> <p><b>Regional staff participated in webinars hosted by the Accessibility Directorate of Ontario on the following topics:</b></p> <ul style="list-style-type: none"> <li>• Recreational Trails &amp; Beach Front Access Routes</li> <li>• Outdoor Play Spaces</li> <li>• Getting Ready to Report</li> <li>• Accessible Employment Practices</li> <li>• Creating Accessible Microsoft Word Documents</li> <li>• Creating Accessible PDFs with Adobe Acrobat</li> <li>• Web Content Accessibility Guidelines 2.0</li> </ul>
<p>Networking and Information Sharing Activities</p>	<p><b>Halton staff continued to participate in the:</b></p> <ul style="list-style-type: none"> <li>• Local Municipal &amp; Regional Accessibility Working Group whose membership includes staff from the City of Burlington, the Town of Halton Hills, the Town of Milton, the Town of Oakville, the Halton Regional Police Service and the Sheridan College Institute of Technology and Advanced Learning.</li> <li>• Ontario Network of Accessibility Professionals (ONAP), an information sharing network with representatives from more than 100 organizations, including municipalities, hospitals, school boards, universities and colleges, and police services.</li> </ul> <p><b>Participation in Annual Joint Meeting of Local Municipal and Regional Accessibility Advisory Committees</b></p> <ul style="list-style-type: none"> <li>• The HRAAC and Regional staff participated in the annual joint meeting of accessibility advisory committees in the region. The event, hosted by the City of Burlington Accessibility Advisory Committee in October 2017, provided an opportunity to share information on issues of common interest and hear updates from the committees on the work and initiatives underway in their communities.</li> </ul>

**Table 1 – Halton Region Accessibility Progress Report, 2017**

<p><b>Accessible Customer Service at Halton Region Events</b></p>	<p><b>Rain Barrel Sales Events</b></p> <ul style="list-style-type: none"> <li>• Actions taken to provide accessible customer service include: portable signage designating accessible parking spots; tables and chairs provided for individuals who prefer or need to sit; staff available to carry rain barrels to residents' cars; residents given the option of sending someone to the sales event on their behalf or to purchase online if they are unable to attend any of the sales events.</li> </ul> <p><b>Halton Children's Water Festival</b></p> <ul style="list-style-type: none"> <li>• Actions taken to provide accessible customer service include: accessible buses for participating elementary students or high school volunteers were available upon request; all-terrain wheelchairs provided for participants or volunteers who require them; accessible change areas provided; and, actions taken to ensure children and volunteers with disabilities could participate.</li> </ul>
<p><b>Community Safety and Well-being in Halton (CSWB): A Plan for Collaboration and Action</b></p>	<p>The CSWB Plan was developed to enhance how Halton Region and the Halton Regional Police Service collaborate with community partners on issues that impact safety and well-being. The Plan was approved by Regional Council and launched in November 2017.</p> <ul style="list-style-type: none"> <li>• Community consultation process – Input was sought from community agencies, residents and others interested in safety and well-being issues in the region. Public consultation meetings were held in each of the four local municipalities. An online survey was also available. Meetings were held with a number of specific groups including Halton Region's Accessibility Advisory Committee and representatives of the deaf community in Halton.</li> <li>• Issues identified for further examination and potential action include reducing hospital re-admissions for individuals with mental health disabilities and enhancing access to mental health supports for adolescents and youth.</li> </ul>
<p><b>Employment &amp; Social Services – Employment Resource Centres</b></p>	<p>Halton Region's two Employment Resource Centres continued to offer a number of features to assist job seekers who may have a disability including:</p> <ul style="list-style-type: none"> <li>• Adjustable workstations to accommodate mobility devices</li> <li>• Jaws screen reader and Zoom Text magnifier</li> <li>• Ubi Duo wireless communications system to support people with hearing loss</li> </ul>



**Table 1 – Halton Region Accessibility Progress Report, 2017**

<p>Employment &amp; Social Services - Mental Health Program</p>	<p>The Mental Health Program, part of the Employment &amp; Social Services Division, provided supports to individuals who have mental health disabilities that may present barriers to employment. The supports include completing assessments and developing case plans based on employment goals.</p>
<p>Enhancements to the SPLIT (Subsidized Passes for Low Income Transit) Program</p>	<p>In May 2017, the SPLIT Program was enhanced to include low-income residents in Halton Hills. Effective September 2017, residents in Halton Hills were able to access the SPLIT Program to subsidize the cost of ActiVan - a specialized transportation service intended for people aged 65 and older, and people with disabilities who reside in Halton Hills. This enhancement enables more residents with limited mobility to access affordable transportation.</p>
<p>Halton Region Community Investment Fund (HRCIF)</p>	<p>The HRCIF provides one and multi-year grants to community health and social service programs aligned with funding priorities. In April 2017, Regional Council approved funding to 40 community programs/projects aimed at enhancing the health, safety and well-being of Halton residents.</p> <p>A number of the 40 programs provide support to people with disabilities through organizations such as the Canadian Mental Health Association (Halton Branch), Central West Specialized Developmental Services, Community Living-Burlington/North Halton, Darling Home for Kids, ErinoakKids Centre for Treatment and Development, Halton Down Syndrome Association, Links2Care, Peel Halton Dufferin Acquired Brain Injury Services, Reach Out Centre for Kids (ROCK), Summit Housing &amp; Outreach Programs and the Tetra Society of North America.</p>
<p>Support to Halton Regional Police Service's Project Lifesaver</p>	<p>In early 2017, the Halton Regional Police Service implemented Project Lifesaver - a rapid response and rescue program. Project Lifesaver features the use of a tracking device to help locate wandering or missing persons with cognitive disorders such as Alzheimer's disease or autism, Down syndrome, or acquired brain injury. Halton Region supports Project Lifesaver by promoting it and providing subsidies to eligible Halton residents with low incomes or who are receiving Ontario Works or Ontario Disability Support.</p>
<p>Halton Accessibility Repair Program (HARP)</p>	<p>HARP provided limited funding to eligible homeowners for home modifications needed to improve accessibility and independent living (e.g., handrails to assist with using stairs, walk-in shower). Funding made available on a first come, first served basis through a dedicated application process.</p>

**Table 1 – Halton Region Accessibility Progress Report, 2017**

<p>Halton Regional Waterfront Parks</p>	<p><b>Accessibility Improvements to Burloak Regional Waterfront Park</b></p> <ul style="list-style-type: none"> <li>• First phase of work completed in June 2017</li> <li>• New features that enhance accessibility include – a four metre wide accessible waterfront pathway, a new gazebo and plaza with accessible seating options throughout and a pedestrian guardrail adjacent to the bluff. Regional staff consulted with the Halton Region, the City of Burlington and Town of Oakville Accessibility Advisory Committees</li> </ul> <p><b>Accessibility Improvements to Spencer Smith Park (Burlington Beach Waterfront Park)</b></p> <ul style="list-style-type: none"> <li>• Improvements to the park included the installation of an upgraded, accessible gazebo and a hard surface plaza area, new asphalt on the promenade to upgrade it to a smooth accessible pathway</li> </ul>
<p>Physical Improvements to Regional Buildings</p>	<p><b>Physical improvements included the following:</b></p> <p><b>Allendale Long-Term Care Home</b></p> <ul style="list-style-type: none"> <li>• Modifications to in-suite washrooms included improvements to turning radius and fixtures, incorporation of Ontario Building Code accessibility requirements</li> </ul> <p><b>Child Care Centres in Oakville and Halton Hills</b></p> <ul style="list-style-type: none"> <li>• Modifications to outdoor play spaces reflected requirements in design of public spaces standards</li> </ul> <p><b>Rotary Gardens Oakville (Seniors Housing)</b></p> <ul style="list-style-type: none"> <li>• Installation of accessible ramps from sidewalk to interior of several units, as required by the tenant</li> <li>• Bathroom modifications - grab bars installed near toilets and showers, counter redesigned as required by tenant</li> <li>• Lever handles installed on all doors</li> </ul> <p><b>Halton Community Housing Corporation (HCHC)</b></p> <ul style="list-style-type: none"> <li>• Modifications/renovations undertaken in response to specific tenant accommodation approved requests</li> <li>• Multiple units throughout HCHC modified to include accessibility features to suit current and future tenant requirements</li> <li>• Ongoing common space upgrades include accessibility improvements where applicable</li> </ul>

# Accessibility Activities 2018-2023

Table 2 - IASR Compliance Activities, 2018-2023	
General Requirements	Actions to be Taken
<p><b>Develop accessibility policies</b></p> <ul style="list-style-type: none"> <li>• Develop/maintain accessibility policies, and a statement of organizational commitment</li> <li>• Make policies publically available</li> </ul>	<ul style="list-style-type: none"> <li>• Existing accessibility policy, procedures and other resources will be reviewed and updated to reflect any changes to the AODA or the IASR.</li> </ul>
<p><b>Develop a multi-year accessibility plan</b></p> <ul style="list-style-type: none"> <li>• Establish, implement, maintain and document a multi-year accessibility plan. Report annually on the plan, post on website, provide in an accessible format, upon request</li> </ul>	<ul style="list-style-type: none"> <li>• Halton Region Multi-Year Accessibility Plan, 2018-2023 developed and will be posted on Halton’s website.</li> <li>• Annual progress reports will be developed and posted on Halton website.</li> </ul>
<p><b>Incorporate accessibility in procurement of goods, services or facilities</b></p> <ul style="list-style-type: none"> <li>• Incorporate accessibility design, criteria and features when procuring/acquiring goods, services or facilities, except where it is not practicable to do so</li> </ul>	<ul style="list-style-type: none"> <li>• Accessibility wording will continue to be included in Halton’s procurement documents. Wording to be reviewed and updated, as required.</li> <li>• “Accessibility Obligations in Procurement” procedure to be reviewed and updated, as required.</li> </ul>
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Ensure that training on the IASR and the Human Rights Code is provided to employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of organization</li> </ul>	<ul style="list-style-type: none"> <li>• New staff to continue to receive training as part of the onboarding process.</li> <li>• Training module and other tools to be provided to staff and volunteers. Training resources to be updated, as required.</li> </ul>

## Table 2 - IASR Compliance Activities, 2018-2023

### Customer Service Standards

Requirement	Actions
<p><b>Establishment of policies</b></p> <ul style="list-style-type: none"> <li>Develop, implement and maintain policies governing provision of goods, services, facilities to persons with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Accessibility Policy that reflects accessible customer service standards is in place. To be reviewed and updated, as required.</li> <li>Procedures relating to accessible customer service are in place and available to staff (e.g., notification of service disruptions, accessible feedback, provision of accessible formats/ communication supports, support persons, accessing assistive listening system). To be reviewed and updated, as required.</li> </ul>
<p><b>Use of service animals and support persons</b></p> <ul style="list-style-type: none"> <li>Ensure that a person with a disability who is accompanied by a guide dog/service animal is permitted to enter premises with the animal and keep it with them unless otherwise excluded by law</li> <li>When a person with a disability is accompanied by a support person, ensure that both persons are permitted to enter premises together</li> </ul>	<ul style="list-style-type: none"> <li>Existing accessibility policy, procedures and training materials reflect requirements regarding service animals and support persons. To be reviewed and updated, as required.</li> </ul>
<p><b>Notice of temporary disruptions</b></p> <ul style="list-style-type: none"> <li>Provide public notice of disruptions to services or facilities</li> </ul>	<ul style="list-style-type: none"> <li>Service Disruption Notification procedure is in place. To be reviewed and updated, as required.</li> </ul>
<p><b>Training for staff</b></p> <ul style="list-style-type: none"> <li>Ensure training on provision of goods/services/ facilities is provided to employees, volunteers, persons who participate in developing policies on behalf of provider and others who provide goods/services/facilities on behalf of provider</li> </ul>	<ul style="list-style-type: none"> <li>Accessibility training module and supporting resources include information relating to accessible customer service and regulatory requirements. To be reviewed and updated, as required.</li> </ul>
<p><b>Feedback process</b></p> <ul style="list-style-type: none"> <li>Establish a process for receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>“Accessible Feedback” procedure in place.</li> <li>Halton’s website to continue to include information for individuals requiring an alternate format or communication support to provide feedback.</li> <li>To be reviewed and updated, as required.</li> </ul>

## Table 2 - IASR Compliance Activities, 2018-2023

### Customer Service Standards

Requirement	Actions
<p><b>Format of documents</b></p> <ul style="list-style-type: none"> <li>Provide or arrange for documents or information in accessible formats or with a communication support in a timely manner and at a cost that is no more than the regular cost to other people</li> </ul>	<ul style="list-style-type: none"> <li>“Accessible Formats and Communications Supports” procedure is in place.</li> <li>Halton’s website to continue to provide public notification that accessible formats and communication supports are available.</li> <li>Advertisements for Halton Region events/meetings to continue to include wording asking residents to advise if they require a disability-related accommodation.</li> </ul>

## Table 2 - IASR Compliance Activities, 2018-2023

### Design of Public Spaces Standards

Requirement	Actions
<p><b>Design of Public Spaces (DOPS)</b></p> <p>This section of the IASR includes a number of technical and consultation requirements related to the following elements:</p> <ul style="list-style-type: none"> <li>recreational trails and beach access routes</li> <li>outdoor public use eating areas</li> <li>outdoor play spaces</li> <li>exterior paths of travel</li> <li>accessible parking</li> <li>service counters, queuing areas</li> <li>maintenance procedures</li> </ul>	<p>DOPS requirements to continue to be incorporated into the design of construction/renovation projects. Engineering and Construction Division to continue to incorporate DOPS requirements relating to accessible pedestrian signals, tactile walking surface indicators and curb ramps at intersections under Halton Region’s jurisdiction.</p> <p><b>Burloak Regional Waterfront Park &amp; Burlington Beach Waterfront/Spencer Smith Park</b></p> <ul style="list-style-type: none"> <li>Consultations, as required by the IASR, will be undertaken as work continues on the parks. DOPS design specifications to be incorporated, as appropriate.</li> </ul> <p><b>Outdoor Play Spaces</b></p> <ul style="list-style-type: none"> <li>Design requirements as outlined in DOPS will be incorporated when new play spaces (on Regional property) are constructed or existing ones are redeveloped.</li> <li>Consultations will be undertaken, as required in DOPS.</li> </ul> <p><b>Maintenance Procedures</b></p> <ul style="list-style-type: none"> <li>Procedure on Notification of Service Disruption is in place and includes direction to staff on actions to take for planned and unplanned disruptions to Regional services.</li> <li>Communication regarding planned and unplanned disruptions is provided through a number of methods.</li> <li>Daily site inspections are undertaken on the following elements and repairs are done as soon as practicable. These elements are maintained as part of grounds-keeping contracts. <ul style="list-style-type: none"> <li>outdoor public eating areas (on Regional property)</li> <li>exterior paths of travel (on Regional property)</li> <li>off-street parking (on Regional property)</li> </ul> </li> </ul>

## Table 2 - IASR Compliance Activities, 2018-2023

### Design of Public Spaces Standards

Requirement	Actions
	<ul style="list-style-type: none"> <li>Outdoor play spaces (on Regional property) are inspected as part of daily site inspections. They are inspected and certified annually and maintained as part of a playground inspection and repair service contract.</li> </ul>

## Table 2- IASR Compliance Activities, 2018-2023

### Employment Standards

Requirement	Actions
<b>Recruitment</b> <ul style="list-style-type: none"> <li>Notify employees and the public about the availability of accommodation for applicants with disabilities in recruitment process</li> <li>Notify job applicants when selected to participate in selection process that accommodations are available</li> <li>Notify successful applicants of policies for accommodating employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Halton's Employment Opportunities page and job postings to continue to include wording advising that disability-related accommodations are available.</li> <li>Interview candidates to continue to be advised that disability-related accommodations are available.</li> <li>Offer of Employment letters to continue to include wording advising that Halton will provide disability-related accommodation.</li> </ul>
<b>Accessible formats and communication supports for employees</b> <ul style="list-style-type: none"> <li>When requested by an employee with a disability, employers provide or arrange for the provision of accessible formats/communication supports for information needed to perform employee's job or generally available to employees in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>Halton Region Accessibility Policy reflects requirement and will be reviewed, as required.</li> <li>Accessible formats /communication supports to continue to be provided to employees, as required.</li> </ul>
<b>Workplace emergency response information</b> <ul style="list-style-type: none"> <li>Provide individualized workplace emergency response information to employees who have a disability, as required</li> </ul>	<ul style="list-style-type: none"> <li>Process in place to provide employees, upon request, with a workplace emergency response plan. Process to be reviewed, as required.</li> </ul>

## Table 2- IASR Compliance Activities, 2018-2023

### Employment Standards

Requirement	Actions
<p><b>Documented individual accommodation plans</b></p> <ul style="list-style-type: none"> <li>Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Disability Management Policy / Work Accommodation Procedure in place. To be reviewed, as required.</li> </ul>
<p><b>Return to work process</b></p> <ul style="list-style-type: none"> <li>Develop and have in place a return to work process for employees who have been absent from work due to a disability and require accommodation to return to work</li> </ul>	<ul style="list-style-type: none"> <li>Return-to-work process to be reviewed, as required.</li> </ul>
<p><b>Performance management, career development and redeployment</b></p> <ul style="list-style-type: none"> <li>Needs of employees with disabilities and individual accommodation plans are considered in performance management processes, when providing career development opportunities and considering redeployment</li> </ul>	<ul style="list-style-type: none"> <li>Halton Region's Accessibility Policy reflects requirements for performance management, career development and redeployment.</li> <li>To be reviewed, as required.</li> </ul>

**Table 2 - IASR Compliance Activities, 2018-2023**  
**Information and Communications Standards**

Requirement	Actions to be taken
<p><b>Feedback processes</b></p> <ul style="list-style-type: none"> <li>• Ensure that processes for receiving and responding to feedback are accessible to people with disabilities by providing/arranging for accessible formats and communication supports, upon request</li> </ul>	<ul style="list-style-type: none"> <li>• Halton’s website to continue to include information for individuals requiring an alternate format/ communication support to provide feedback.</li> <li>• To be reviewed and updated, as required.</li> </ul>
<p><b>Accessible formats and communication supports</b></p> <ul style="list-style-type: none"> <li>• Upon request, provide accessible formats/communication supports for people with disabilities</li> <li>• Notify the public about the availability of accessible formats and communication supports</li> </ul>	<ul style="list-style-type: none"> <li>• Halton’s website to continue to include public notification that accessible formats/communication supports are available.</li> <li>• Advertisements for Halton Region meetings/events to continue to include wording asking residents to advise if they require accommodation.</li> </ul>
<p><b>Emergency procedures, plans or public safety information</b></p> <ul style="list-style-type: none"> <li>• Provide emergency procedures, plans/public safety information, that are available publicly, in an accessible format or with appropriate communication supports, upon request</li> </ul>	<ul style="list-style-type: none"> <li>• Documents to continue to be provided in alternate formats, upon request.</li> <li>• Information on emergencies and people with disabilities to continue to be made available on Halton Region’s website.</li> </ul>
<p><b>Accessible websites and web content</b></p> <ul style="list-style-type: none"> <li>• New websites to conform to WCAG 2.0 Level AA</li> </ul>	<ul style="list-style-type: none"> <li>• Work to continue toward achieving WCAG 2.0 Level AA compliance.</li> <li>• Re-designed Halton website to meet WCAG 2.0 level AA.</li> </ul>



## TABLE 2 - Additional Accessibility Activities, 2018 – 2023

Additional activities to be undertaken to enhance accessibility to Halton Region's programs and services

<p>Halton Region Accessibility Advisory Committee (HRAAC) End of Term Review</p>	<ul style="list-style-type: none"> <li>• During 2018, an end of term review of the HRAAC will be undertaken. This will include seeking input from committee members as well as staff who support the HRAAC on the goals, objectives and composition of the committee.</li> <li>• The review will also consider the HRAAC's terms of reference and whether they need to be updated to reflect changes in accessibility legislation.</li> </ul>
<p>Seeking Input from the Halton Region Accessibility Advisory Committee (HRAAC)</p>	<ul style="list-style-type: none"> <li>• Regional staff will continue to seek the input of the HRAAC on construction and renovation projects, new leases and other projects and initiatives, as appropriate (e.g., Accommodation Strategy, Regional Waterfront Parks, etc)</li> </ul>
<p>Halton Region Assisted Housing Design Guidelines</p>	<ul style="list-style-type: none"> <li>• Document to be reviewed and updated.</li> </ul>
<p>Review and Update of Emergency Preparedness for People with Disabilities Information</p>	<ul style="list-style-type: none"> <li>• Resources providing information on emergency preparedness for people with disabilities will be reviewed and updated.</li> </ul>
<p>Review and Update of Resources and Tools to Ensure Alignment with any Changes to Accessibility Legislation</p>	<ul style="list-style-type: none"> <li>• Accessibility resources and tools will be reviewed and updated to ensure they are aligned with any changes to accessibility legislation.</li> </ul>
<p>Training and Awareness Activities</p>	<ul style="list-style-type: none"> <li>• Halton staff will continue to participate in training and awareness activities, as appropriate.</li> </ul>
<p>Networking and Information Sharing Activities</p>	<ul style="list-style-type: none"> <li>• Halton staff will continue to participate in accessibility information sharing and networking groups, i.e., the Local Municipal &amp; Regional Accessibility Working Group and the Ontario Network of Accessibility Professionals</li> </ul>
<p>Monitoring Changes to Provincial Accessibility Legislation and Development of a Federal Accessibility Act</p>	<ul style="list-style-type: none"> <li>• Halton staff will continue to monitor changes to provincial accessibility legislation and the development of a federal accessibility act to determine potential impacts on Regional programs and services.</li> </ul>

