



# COUNTY OF RENFREW

## Municipal Accessibility Plan 2013

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With the implementation of the *Ontarians With Disabilities Act (2003)*, the County of Renfrew formed an Accessibility Advisory Committee that is made up of one appointed elected official representing the County of Renfrew and a group of volunteers from throughout the County of Renfrew. The Committee annually reviews the County of Renfrew's Municipal Accessibility Plan to identify barriers for persons with disabilities.

Section 2 (1) of the Act – Definition of Barrier

*"barrier" means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; ("obstacle")*

Sections 11, 12 and 13 of the Act identify the "duties of municipalities" as follows:

### ***Municipal Accessibility Plans***

11. (1) *Each year, the council of every municipality shall,*
- (a) *Prepare an accessibility plan; and*
  - (b) *Either,*
    - (i) *Seek advice from the accessibility advisory committee that it establishes or continues under subsection 12 (1), or*
    - (ii) *Consult with persons with disabilities and others, if the council has not established or continued an accessibility advisory committee under subsection 12 (1).*

### Contents

- (2) *The accessibility plan shall address the identification, removal and prevention of barriers to persons with disabilities in the municipality's by-laws and in its policies, programs, practices and services.*

Same

- (3) *The accessibility plan shall include,*
- (a) *A report on the measures the municipality has taken to identify, remove and prevent barriers to persons with disabilities;*
  - (b) *the measures in place to ensure that the municipality assesses its proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities;*
  - (c) *a list of the by-laws, policies, programs, practices and services that the municipality will review in the coming year in order to identify barriers to persons with disabilities;*
  - (d) *The measures that the municipality intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities; and*
  - (e) *All other information that the regulations prescribe for the purpose of the plan.*

Availability to the public

- (4) *A municipality shall make its accessibility plan available to the public.*

**Accessibility Advisory Committees**

12. (1) *The council of every municipality having a population of not less than 10,000 shall establish or continue an accessibility advisory committee and the council of every municipality having a population of less than 10,000 may establish or continue an accessibility advisory committee.*

Duty of Committee

- (2) *The committee shall advise the council in each year about the preparation, implementation and effectiveness of its accessibility plan.*

Members

- (3) *A majority of the members of the committee shall include persons with disabilities.*

Duty of Council

- (4) *The council shall 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,*
- (a) *That the council purchases, constructs or significantly renovates;*
  - (b) *For which the council enters into a new lease; or*
  - (c) *That a person provides as municipal capital facilities under an agreement entered into with the council in accordance with section 210.1 of the Municipal Act.*

Functions

- (5) *The committee shall,*
- (a) *perform the functions set out in this section, including reviewing in a timely manner the site plans and drawings described in section 41 of the Planning Act that the committee selects; and*
  - (b) *Perform all other functions that are specified in the regulations.*

Supplying Site Plans

- (6) *If the committee selects site plans and drawings described in section 41 of the Planning Act to review, the council shall supply them to the committee in a timely manner for the purpose of the review.*

**Municipal goods and services**

- 13.** *In deciding to purchase goods or services through the procurement process for the use of itself, its employees or the public, the council of every municipality shall have regard to the accessibility for persons with disabilities to the goods or services.*

**OBJECTIVES**

The general objectives identified in this plan are:

1. Describe the process by which the County of Renfrew will identify, remove and prevent barriers to people with disabilities.
2. Review earlier efforts to remove and prevent barriers to people with disabilities.
3. List the facilities, policies, programs, practices and services the County will review in the coming year to identify barriers to people with disabilities.
4. Describe the measures the County will take in the coming year to identify, remove and prevent barriers to people with disabilities.
5. Describe how the County will make this accessibility plan available to the public.

**APPOINTMENT OF ACCESSIBILITY ADVISORY COMMITTEE**

On Dec 11, 2012, Council appointed Reeve Audrey Green, Town of Renfrew to the Standing Committee. The Accessibility Advisory Committee is open to all individuals who have fulltime residence in the County of Renfrew.

Through public advertisement, members are invited to make application for inclusion on the Committee. Interviews are conducted and selections made.

## **TERMS OF REFERENCE FOR THE ACCESSIBILITY ADVISORY COMMITTEE**

### **Mandate**

The primary purpose of the County of Renfrew's Accessibility Advisory Committee shall be to consult with and provide advice to County Council on the annual municipal accessibility plan for the corporation of the County of Renfrew. The Accessibility Advisory Committee will also be responsible to review and advise Council on accessibility issues including:

- Site plans of new and existing municipal buildings where approval is required by the County of Renfrew (as described in section 41 of the Planning Act).
- New and existing municipal by-laws of the Corporation of the County of Renfrew.
- Purchasing goods and services for the Corporation of the County of Renfrew.
- Significant renovations of structures designated for municipal use by the Corporation of the County of Renfrew.
- Leased facilities or any other facility used as a municipal building by the Corporation of the County of Renfrew.
- Corporation of the County of Renfrew capital facilities under the Municipal Act.
- Goods and services provided by the Corporation of the County of Renfrew or agents providing services under contract with the Corporation of the County of Renfrew.
- The Committee, upon request from the CAO or Department Head, will physically tour County of Renfrew property to offer advice to Council on accessibility issues.
- The Committee shall submit the Annual County of Renfrew Municipal Accessibility Plan to County Council on February 27<sup>th</sup>, 2014 for their review and approval.
- The Committee shall bring forward concerns and make recommendations on programs and regulations which encourage equal access to municipal services by the person living with a disability.

In addition to these primary responsibilities, the County of Renfrew's Accessibility Advisory Committee may provide advice to companies and organizations from within both the Public and Private Sectors in terms of accessibility issues. The Committee may assist in general public awareness of various issues related to disability and offer suggestions or advice in terms of public education and general awareness to the general public.

The County of Renfrew Accessibility Advisory Committee shall carry out all other duties that are established in the regulations and duties that County Council may deem appropriate following consultation from the public on the role of the County of Renfrew Accessibility Advisory Committee.

It is possible that certain Committee members find themselves in a position of conflict of interest in situations where their personnel or commercial interests involve decisions taken by the Accessibility Advisory Committee. The Municipal Conflict of Interest Act applies to all members of the Accessibility Advisory Committee.

### **Size and Membership**

The Accessibility Advisory Committee shall consist of members appointed by resolution of County Council. The composition of the Committee shall be as follows:

- Seven (7) or more members with four (4) or more members who are people with disabilities. County Council lead to be appointed by the County of Renfrew Steering Committee on an annual basis. County resource staff as required from within the Human Resources Department

### **Committee Procedures**

The term of the Accessibility Advisory Committee shall coincide with the term of Council commencing January 1, 2004. The inaugural term of the Committee will be August 28, 2003

The Accessibility Advisory Committee will meet quarterly at a time and location to be determined by the Committee or more frequently, if required and at the discretion of the Chair.

If a committee member is absent for three consecutive meetings, they have forfeited their membership unless their absence is justifiable.

The County of Renfrew rules of parliamentary procedure and meeting conduct stipulated in By-law 85-10 – A By-law to govern the Proceedings of the Council and Committees of the County of Renfrew shall be adhered to by the Committee.

Administrative support to the committee including the recording of minutes, staff support with meeting preparation, support necessary to convening an accessible meeting and other required supports shall be provided by the County of Renfrew's Human Resources Department.

Agendas shall be distributed to committee members in advance of the scheduled meeting date and shall be provided in an alternate format, upon request, if technically possible.

Members who are persons with disabilities will be provided with the resources related to their disability and that are deemed necessary for them to fully participate in the Committee (e.g. sign language interpretation services, Braille translation services, transportation, support care services, etc.).

An election of Committee Chair shall be held every third year during the first quarterly meeting of the Accessibility Advisory Committee commencing March 13, 2012.

Any member of the Committee is eligible to be Chair and must be nominated by a member in good standing of the County of Renfrew Accessibility Advisory Committee. All members of the Committee present during the Nomination of Chair shall vote on the selection of the Chair.

**Committee Members:****Name****Bio**

Chair

Keith McDonald

Keith has lived in the Township of Admaston/Bromley for ten years. He is sight impaired and is accompanied everywhere he goes by his guide dog. He has done volunteer work with the Canadian Institute for the Blind and has made presentations at local schools. He has chosen to get involved with this committee to ensure that the needs of the sight impaired are represented.

Audrey Green

Audrey Green is the Reeve for the Town of Renfrew, and is the elected representative on the Accessibility Advisory Committee. Audrey has been active in local politics for over 25 years. Audrey has served as Councillor, Mayor and Reeve of the Town. Audrey has a long history of social activism through her volunteer work with The Royal Canadian Legion, The Town of Renfrew Historical Society and other community groups. Audrey has served on County Council since 1997, and was appointed as the elected representative to the committee in 2006. Audrey is proud and honoured to be chosen as the elected representative on this committee.

Joanne  
Peplinskie

Joanne has lived in the City of Pembroke for 35 years. She is a registered nurse and a certified occupational health nurse and therapist and has been involved in policy development at her place of work. She wants to have a greater awareness of the issues surrounding the disabled community and believes that her background in health care will be an asset.

Keith Rae

Keith currently resides in Pembroke but grew up in the Town of Deep River. He is currently a board member of Community Living and a recipient of its services. Keith wants to ensure that future generations have complete accessibility in our communities.

Bruce Leclaire

Bruce retired in 2001 after spending 27 plus years in Municipal Government and since then has been active on the volunteer front. He applied for the Board of Directors for the Renfrew County Accessibility Advisory Board as his many years of volunteer experience and work in Municipal Government would make him a great candidate. Aside from these skills Bruce has something special to offer the committee. He has first-hand knowledge of what it is like to struggle with accessibility issues.

As a child, Bruce had polio that left him with only partial use of his left arm and the reduced use of the right leg. Post-Polio Syndrome started to set in around 1998 and left him with a further reduction of use in these limbs. Also after a series of strokes in 2007, Bruce continues to have trouble with his leg.

Geraldine Prince

Geraldine has been a long time resident of Renfrew. She has been a member of the Self Advocates group for a number of years. Geraldine is happy to have met new people on the Accessibility Advisory Committee that share the same interests and concerns she has regarding accessibility issues. In her spare time, Geraldine enjoys playing floor hockey, basketball, bowling and curling. She also enjoys knitting and crocheting.

Jeanne St. Louis

Jeanne is a life-long resident of Renfrew. She holds a B.A in Psychology from Queens University and a Master Studies in Education from Carleton University. She is a new member of this committee, and just retired in April of 2013 with 35+ years experience in employment services in Renfrew County with Federal, and Provincial Departments. She has been a service provider for the Ontario Disability Support Program and non-profit community services, and a volunteer coordinator/canvasser to recruit volunteers for March of Dimes Fundraising in Renfrew/Arnprior.

Jeanne specialized in working with vulnerable people/persons with disabilities in regards to the following: diagnostic testing, employment goal setting, work assessments, job matching and placement, skills enhancement/development, job maintenance skills, and with employer/clients in Renfrew County in regards to employment equity and accessibility and marketing clients for realistic and attainable jobs through government wage incentive programs.

Hearing impaired; Jeanne believes we need to look at what we can do, not what we can't do, and have those around us look beyond the label of disability or differently abled individuals. Everyone has a right to be able to contribute and to participate in all the services offered in Renfrew County.

Nancy Rantz

Nancy is a resident of Cobden, Ontario. She has been working as a support worker with Community Living for the last 3.5 years. Nancy joined this committee so that she could learn more about the obstacles and challenges that people with disabilities face every day. She hopes to take away some insights that will benefit the people she supports through her work.

Natalie Ducey

Natalie has been a resident of Petawawa since 2005. Originally from Newfoundland, she settled in nicely when her husband was posted to Petawawa in 2005 with the Canadian Forces.

Natalie has a Bachelor's Degree, Psychology Major/Sociology Minor from Memorial University of Newfoundland. She later completed a Certificate of Professional Counselling from the Counsellor Training Institute of Canada.

Natalie has extensive experience in the delivery of client services for individuals with a disability. Since 2007 Natalie has been working with the Neil Squire Society, an organization that helps individuals with a disability remove barriers so that they can live independent lives and become active members of the workplace and our society; specializing in education and workplace empowerment. Before moving to Petawawa Natalie worked with the Canadian Paraplegic Association in Newfoundland. With 10 years' experience working in the Vocational and Employment Counselling field she assists individuals living with a disability, injury, or illness in the career exploration process and finding meaningful employment.

Natalie sustained a spinal cord injury as the result of a motor vehicle accident in 1992. She understands the unique challenges that individuals with a disability face. However, she has also witnessed firsthand the extraordinary efforts by dedicated individuals to

enhance the quality of life for individuals with a disability. It's from her personal experience, acquiring a disability at the age of 18, that fostered her desire to work in this field and somehow help others experiencing similar challenges. She brings this enthusiasm and positivity to the Accessibility Advisory Committee on both a personal and professional level.

Michael Barber

Michael is a long-time resident of Renfrew County and has recently joined the committee as a liaison for the County of Renfrew, where he is the Media Relations/Grants Coordinator. Previously Michael has worked in local media and with the Department of National Defense as a Marketing and Sponsorship Agent. Michael has a keen interest in making Renfrew County more accessible. His mother is disabled and he often sees the challenges she faces with accessibility. In his role as a liaison with the committee, Michael along with an Administrative Assistant work with the committee to identify barriers to accessibility in the County and on how to remove those barriers in an efficient and timely manner.

Janet Porter

Janet is a resident of Petawawa, Ontario. She works in the Development and Property Department, as the Asset Management Coordinator for the County of Renfrew.

She has over 10 years experience in Engineering and Design, in her previous employment with the Department of National Defense, which included the provision to provide Barrier free access to building and properties through both retro fits and new construction. She hopes to bring a technical view to this committee knowing that we have an aging population on the rise and this committee could play a larger role in the future.

## DESCRIPTION OF THE COUNTY OF RENFREW

The County of Renfrew, in the Ottawa Valley, stretches from the outskirts of Canada's capital, Ottawa, in the east and along the shores of the historic Ottawa River and the Province of Quebec to the northern tip of Algonquin Park's wilderness and Barry's Bay in the west. The County is 3,009 square miles or 763,870 hectares in geographic size, which makes it the largest geographic County in the Province of Ontario. The population of the County of Renfrew is approximately 92,000 including the population of the separated City of Pembroke of 14,700.

## SERVICES DELIVERED BY THE COUNTY OF RENFREW

*Chief Administrative Officer/Clerk* - For a detailed outline of the functions and responsibilities of the Chief Administrative Officer, reference should be made to By-law 37-08 in its' entirety. A brief summary of those functions and responsibilities reads, in part, as follows:

- i) That the Chief Administrative Officer shall have general control and management of the administration of the government and affairs of the Corporation of the County of Renfrew and perform such duties as are hereinafter prescribed.
- ii) That the Chief Administrative Officer shall be responsible for the efficient administration of all the departments of the Corporation of the County of Renfrew and shall be responsible to the Council and all standing or special committees for such responsibilities.
- iii) That the duties, responsibilities and obligations imposed on the Chief Administrative Officer shall in no way be deemed to empower him to perform, do or direct any act or matter or to exercise any authority that would to any extent whatsoever encroach upon the legislative powers of the Councils.
- iv) That the Chief Administrative Officer shall take direction from and be responsible to the Council of the Corporation of the County of Renfrew and to its standing and special committees, but he shall not be instructed or directed by or be responsible to any individual member of the Council. Notwithstanding the above, the Chief Administrative Officer shall consult with the Head of Council or any member of Council with respect to any matter of concern to the municipality or to any of its local boards or committees.

The by-law goes on to set out specific responsibilities of the Chief Administrative Officer in the specific areas of personnel administration, financial administration, and policy development, implementation, and administration.

This department is also responsible for the function and responsibilities of acting as the Clerk to County Council and to all County Council special and standing committees.

The Chief Administrative Officer, as noted above, is responsible to the Council and all standing or special committees for the conduct of the office's responsibilities.

*Social Services* - In 1997 legislation designated Consolidated Municipal Service Managers (CMSMs) as delivery agents to manage Ontario Works, Child Care and Social Housing. The County of Renfrew is a Service Manager. On January 1, 2008 the Community Services Department-Childcare Division started to manage Renfrew County Childcare Integration Services providing “special needs” resources funding to provide support services to Child Care and Nursery School Programs in Renfrew County. The Community Services Department of the County of Renfrew is responsible for delivery of these programs and accountable to the Eastern Region of the Ministry of Community and Social Services and Ministry of Children and Youth Services, Social Housing and the Affordable Housing Plan fall under the jurisdiction of the Ministry of Municipal Affairs and Housing. The County of Renfrew is responsible for 921 public housing units as well as seven non-profit housing providers, or 337 units. The Community Services Department is also responsible for the management of funds designated to the County of Renfrew by Provincial and Federal Government for related issues, e.g. Homelessness Initiatives, National Child Benefit Reinvestment funds and Affordable Housing Plan.

*Development & Property* - The Development and Property Department is comprised of the following divisions: economic development, planning and land division, property, forestry and native land claim. The department is responsible for property at both 7 and 9 International Drive, County of Renfrew forests, Algonquins of Golden Lake Comprehensive Land Claim, land planning services, and promotion of economic development in the County, including agriculture and tourism development. Tourism promotion is done by the Ottawa Valley Tourist Association. The department is also responsible for the abandoned K&P rail corridor between Calabogie and Renfrew.

*Emergency Services* - The County of Renfrew Emergency Services Department is responsible for the provision of the Paramedic Service, including Paramedic Base Stations in Arnprior, Barry's Bay, Deep River, Eganville, Pembroke, Petawawa and Renfrew. The Emergency Services Department is responsible for 911, Fire Dispatch and Emergency Management Services for the County of Renfrew. The Director of Emergency Services reports directly to the Chief Administrative Officer; the Health Committee and County Council. The Director of Emergency Services is also the Chief of the Paramedic Service. There are three Deputy Chiefs and seven District Managers (one at each Paramedic Base Station) who report to the Chief of the Paramedic Service. The Deputy Chief is also the Community Emergency Management Coordinator (CEMC) for the County of Renfrew.

*Finance* - The Finance Department is, for financial reporting purposes, a part of the Chief Administrative Officer/Clerk's Department. The department, by virtue of its functions, is primarily responsible for the accounting and accurate financial record keeping and operates as the Finance Department of the County.

*Information Technology* - The County of Renfrew's Information Technology Division has the responsibility for supporting the corporation's needs with respect to Information Technology encompassing all corporate computer hardware and software, Local and Wide Area Networking, cellular phones, and the County Administration telephone system. In today's challenging environment employees and technology combine in a unique way to ensure the County of Renfrew services can be provided in the most efficient means possible.

Provincial Offences Administration - This office is responsible for the administration of the Provincial Offences Courts within the County of Renfrew court catchment area as well as the support functions and select prosecutions under the Streamlining of Administration of the Provincial Offences Act. It is responsible to ensure that the County of Renfrew provides administration of Parts I, II and III of the Provincial Offences Act (Ontario) in accordance with the Memorandum of Understanding entered into between the County of Renfrew and the Province of Ontario. It is accountable to all municipalities within the Renfrew court catchment area to ensure that the agreements between the County and themselves are exercised in accordance with the contract signed.

Human Resources - The Human Resources staff provide a variety of administrative functions that form the framework of corporate employee policy. Collective bargaining, return to work programs, recruitment, training and competitive compensation programs all contribute to attracting and retaining our employees.

Long Term Care Facilities of Bonnechere Manor and Miramichi Lodge – The Long Term Care Facilities, under the direction of Administrators for each home, are responsible for the delivery of Long Term Care in the County. Bonnechere Manor and Miramichi Lodge are the two approved Homes for the Aged in the County of Renfrew, which are jointly operated by the County of Renfrew and the City of Pembroke. There are a total of 346 approved beds within the facilities. Both facilities offer Respite Care programs, which provide temporary relief to care givers in the community. Bonnechere Manor provides an onsite Adult Day Program and satellite sites in smaller communities. Miramichi Lodge provides Meals on Wheels for Pembroke and Petawawa clients. Rooms are also available for residents who require low flow oxygen. The Administrators report directly to the Chief Administrative Officer, the Health Committee (comprised mainly of County Council members with representation from the City of Pembroke Council), and County Council. An Administrator is located at each facility and has responsibility to oversee the day-to-day operation of their respective facilities.

Public Works & Engineering - The Public Works & Engineering Department is responsible for the administration, maintenance and capital upgrades of public works infrastructure under the jurisdiction and control of the County of Renfrew. Major items of infrastructure include 810 kilometres of roadway, 260 bridges and major culverts located on both County and local municipal roads, 15 traffic signal installations and 3 roadside parks. The department is responsible for 5 patrol yards and garage facilities.

**BARRIERS****(a) Barrier Identification and Strategy for Removal or Prevention (by department)****Administration & Finance**

Administration Office, 7 and 9 International Drive, Pembroke

<b>Barrier Type</b>	<b>Actual Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Status</b>
	Meetings	Audit front reception area with considerations for services to accommodate individuals with wheelchairs.	Complete

**POA Office (Pembroke)**

<b>Barrier Type</b>	<b>Actual Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Status</b>
Physical	Washroom entrance and sinks to be replaced	RFP issued and renovations completed	Complete

**Bonnechere Manor**

<b>Barrier Type</b>	<b>Actual Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Status</b>
Physical	Security Systems	Raised numbering of keypad on exit doors or Braille.	<b>Pending</b>
Information	Signage	Signs at appropriate height, large print and use of symbols. Investigate possible use of Braille for specific signs in public areas, replace signs as required.	New signage installed in public areas i.e. Reception and hallways. Completed, but height needs adjustment. Signs not in Braille but are indented
Recreational Facilities	Auditorium	Accessible to wheelchair	<b>Non Applicable</b>
	Audience		<b>Non Applicable</b>
	Stage	Provide wheelchair lift	<b>Non Applicable</b>
	Sound System	Accessible for hearing impaired	<b>Completed</b>
	Picnic Areas	Accessible to wheelchair	<b>Completed</b>

**Social Services**

Ontario Works – Pembroke

<b>Barrier Type</b>	<b>Actual Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Status</b>
Building Environment	Physical access to building	Entrance is equipped with concrete ramp, railings and push button activated door to allow wheelchair access.	Discussion with landlord ongoing to improve access

Ontario Works – Arnprior - No barriers to be addressed

Ontario Works – Renfrew - No barriers to be addressed

Social Housing – Head Office – Pembroke - No barriers to be addressed

Social Housing – Branch Office – Renfrew - No barriers to be addressed

Social Housing – Branch office – Arnprior - No barriers to be addressed

**Development & Property**

Administration Building, 7 &amp; 9 International Drive

<b>Barrier Type</b>	<b>Actual Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Status</b>
Physical	Exterior automatic door openers operational on one side and timing is too short	Quotes obtained for supplying an electronic aid at entrances for contact if someone requires assistance.	Complete
	no reception or information	Provide reception or building map at Health Unit Entrance.	Will be incorporated with electronic notification above.
	Washrooms - availability and access  - taps should have levers instead of knobs	Door closure tensions are being reviewed for accessibility. .  Replace with levered handles.	Four new installed.  Will be included in 2013 budget.

	Elevator	Obtain quotes to upgrade elevator to equip with raised numbering, better lighting and audible announcing.	Completed.
Policies - safety	Evacuation during catastrophic event	Review of procedures for assisting disabled persons in the event of a catastrophic failure of utilities.	Common meeting area being established and written into evacuation plan.
K&P Trail	Gravel	Grant application for paving pending.	Pending

**Emergency Services**

Paramedic Base Stations (Arnprior, Barry’s Bay, Deep River, Eganville, Pembroke, Petawawa, Renfrew).

The Paramedic Base Stations will be configured to meet all applicable AEC requirements. Newly constructed Stations Renfrew, Arnprior and Deep River are compliant with all necessary accessibility guidelines. Any public visitation would be with previous consent and would be accompanied by a Paramedic. Paramedics work with the public to promote awareness consistent with their two year College Diploma and Sensitivity training.

The 911 service has worked extensively with phone service providers to ensure accessibility by all, including Braille keypads for the blind and data transmission for the hearing impaired.

Paramedics are educated to deal with disabled individuals and to recognize the signs of disability when patients are unable to speak or care for themselves.

It is the mandate of the CEMC to work closely with Community organizations to ensure safety of all people in the event of an Emergency.

**Human Resources**

Barrier Type	Actual Barrier	Strategy for Removal or Prevention	Status
Practice/Policy		Human resources policies reviewed by employment equity/human rights staff who will look for impact and issues that affect protected human rights and employment equity groups.  Systematic audit of Policies related to recruitment.	<b>Completed policy review 2006/2007.</b>  <b>Spring 2008</b>

<b>Barrier Type</b>	<b>Actual Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Status</b>
		Coordination of county wide workshop highlighting Disability issues in the workplace	<b>Completed September 2012</b>
		Corporate “Customer Care Excellence” workshop for appropriate County of Renfrew staff to include ODA training to meet requirements of new legislation.	<b>Completed in 2012 and ongoing for new staff</b>

**Information Technology** -No changes required

**Miramichi Lodge** -No barriers to be addressed

**Public Works & Engineering**

<b>Barrier Type</b>	<b>Actual Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Status</b>
Physical/ Architectural (Patrol Facilities)	Patrol Access (General)	Consider modifications to existing door hardware and entry features to facilitate access. See Property Division submission for additional detail	<b>Future Consideration</b>
	Patrol Signage (General)	Improve identification signage for visually impaired persons.	<b>Future Consideration</b>
Built Environment	Traffic Signage	Consider directional traffic signs with larger font size to accommodate visually impaired persons.	<b>Future Consideration</b>
	Traffic Signals	Install audible traffic signals in areas where intersections have pedestrian crossings. Consider pedestrian crossing allowance in signal timing.	<b>All new Traffic Signal installations.</b>
Informational	Print Size	Provide permit application forms and brochures in large font format.	<b>Future Consideration</b>

**(b) Barriers to be addressed in 2014**

A plan of action for barrier removal complete with a remedial schedule will be presented to the Accessibility Advisory Committee and County Council by the end of February 2014. This will allow any budget requirements to be considered in the 2015 budget year. The Following areas will be included in that report:

- Training
- Accessible Feedback Process
- Recruitment
- Employee Accommodation
- Employee Return to Work
- Performance Management, Career Development and Redeployment
- Website(s) compliant with WCAG 2.0 Level A

**(c) Review and Monitoring**

County Council is committed to following through with this plan. This plan will be created annually thus allowing County Council, staff and the public to monitor the barriers identified and the direction to which the County is moving to remove all barriers under the Ontarians With Disabilities Act.

**(d) Communication of the Plan**

This plan will be available on the web site as well as at the County Administration Offices.