



2024 Annual Status Update

Joint Accessibility Plan 2023-2027



Perth County | North Perth | Perth South | Perth East | West Perth

If you require this document in an alternate/accessible format, please contact clerk@perthcounty.ca or call 519-271-0531 ext. 210

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Municipal Jurisdictions Participating in the Joint Accessibility Plan

The Corporation of the County of Perth

1 Huron Street
Stratford, ON N5A 5S4

Lower-Tier 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

160 Wellington Street
P.O. Box 609
Mitchell, ON N0K 1N0

Key Contact Information

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County of Perth Joint Accessibility Plan Annual Status Update 2024

Executive Summary

This is the second Annual Status Update to the County of Perth's 2023-2027 Joint Accessibility Plan. The 2024 Annual Update highlights the County of Perth and the Lower-Tier Municipalities' continued commitment to create accessible organizations by identifying, removing and preventing barriers for people with disabilities.

This update will be posted on the County's website, as well as on the website of each of the Lower-Tier Municipalities, and shall be made available in an alternate format and with communication supports upon request.

Highlights of the Joint Accessibility Plan (2023-2027):

- **Communication:** A focus on streamlined communications from the County of Perth around its accessibility program, initiatives and projects.
- **Education:** Continued internal and external education from the County of Perth to better support community members, businesses, and staff members with the implementation of accessibility initiatives.
- **Diversity and Inclusion:** Prioritizing diversity, inclusion and the County's commitment to impactful initiatives for all members of the community in this plan.
- **Age-Friendly Focus:** Demonstrating focus on age-friendly resources, discussions, and education to continue to better support the aging population of the Perth County area.
- **Community Leadership:** A commitment to remain a leader in accessibility and to maintain up-to-date on provincial and federal regulations and requirements.

Our Commitment to Accessibility

Perth County and the Lower-Tier Municipalities (North Perth, Perth East, Perth South, and West Perth) commit to prioritizing accessibility in County services, programs, goods and facilities. Progress on all accessibility initiatives remains a collaborative effort between the Upper and Lower-Tier Municipalities in the Perth County community. Continued knowledge-sharing, documentation, and resource creation will remain a priority for all parties to illustrate the commitment that Perth County has to the AODA.

Moving forward, there is continued work to be done on accessibility throughout Perth County. The municipality will continue to identify and remove barriers to create accessible spaces and services for all in the Perth County community.

Please contact us through one of the following methods:

[County of Perth Website:](#)

Phone: 519-271-0531

Mail: Accessibility Program
County of Perth
1 Huron Street
Stratford, ON N5A 5S4

Email: clerk@perthcounty.ca

Obligations

The County of Perth and the Lower-Tier Municipalities must meet the requirements under the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Please refer to the Multi-Year Joint Accessibility Plan 2023-2027 for more information regarding legislation.

The County of Perth and its Lower-Tier 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.

January 1, 2025: Provincial AODA Compliance Deadline

In 2005, a unanimous vote carried in Queen’s Park formalized a pledge by the province to become fully accessible by 2025. The deadline under the Accessibility for Ontarians with Disabilities Act (AODA) was supported by advocates and experts at the time with the AODA legislation being deemed as “progressive”. The AODA was created to help people with disabilities participate in society and to invite all people to the table when crafting regulations and standards.

With the 2025 deadline looming, several reports from advocates across the province have noted that Ontario would require some major course corrections to meet the deadline proposed by the AODA. Part of the January 1 accessibility compliance deadline included a fully compliant (WCAG 2.0 standard) website which Perth County has achieved in 2024. Moving forward, advocates hope to see the province instilling more change through the province to meet the goal of becoming “fully accessible”.

Consultation

The Perth County Joint Accessibility Update (2024) has been developed in conjunction with County departments, Lower-Tier Municipalities and the Joint Accessibility Advisory Committee. No public engagement is required for the update as it is meant to monitor progress on the existing Joint Accessibility Plan.

In 2022, consultations for the Perth County Joint Accessibility Plan (2023-2027) were completed with County Staff, Lower-Tier Municipalities, the Joint Accessibility Advisory Committee, persons with disabilities in the greater community, and community members. All stakeholders were given opportunity to actively engage in the development of the plan.

Structure and Governance

Perth County's Legislative Services Division and the Joint Accessibility Advisory Committee (JAAC) are responsible at a corporate level for ensuring compliance under the AODA, and sharing legislative analyses and subject matter expertise.

The County of Perth and each of its Lower-Tier Municipalities are separately responsible for ensuring that all departments within their Municipalities are compliant with the separate 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.

Connection to Perth County's Diversity, Equity and Anti-Racism Charter

The Joint Accessibility Plan has a direct connection to Perth County's initiatives regarding diversity, equity, anti-racism, and inclusivity. Becoming a welcoming and inclusive community requires all members of the County to actively combat racism, discriminatory behaviours, and non-inclusive practices (conscious and unconscious).

Perth County believes that celebrating community means recognizing all of the people who call Perth County home regardless of age, sex, gender identity, race, ethnicity, abilities, religion, sexual orientation, social status, educational background or any other differences they may have. It is part of our mission to enhance Perth County in becoming a more inclusive and welcoming community for all who seek to live, work, and play within our communities.

The Perth County Diversity, Equity and Anti-Racism Charter outlines the values, principles, roles and responsibilities in our organization that represent this commitment. It is directly related to the work of the Accessibility program at Perth County.

Our Progress on the AODA Regulations

The following outlines Perth County's commitments, our countywide progress in 2024 and the new goals established for 2025 in meeting the accessibility standards in five key areas, all of which are part of the Integrated Accessibility Standards Regulation (IASR), ON Reg. 191/11.

- **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. For more information related to each barrier, please see the Perth County Joint Accessibility Plan (2023-2027).

Any updates to the IASR and any new goals established under each of the accessibility standards in the coming years will be reflected in the Annual Status Update Reports to the 2023-2027 Accessibility Plan.

Compliance as of 2024

As of December 31, 2024, the County of Perth are compliant with most of the applicable requirements of the Integrated Accessibility Standards Regulation. As of September 2024, County Staff reported to the Province of Ontario that the corporate website is fully compliant with existing accessibility requirements and standards.

The Information and Communications Standard states that municipal websites and web content must meet the requirements of the World Content Accessibility Guidelines (WCAG) 2.0, Level AA. Third party documents are included in many County Council agenda packages and some of those documents are not accessible to screen readers. Alternate formats of the agenda packages are available upon request.

WCAG 2.0 has a provision for "partial conformance" due to third party content. In these cases, a statement of partial conformance may be made indicating that the page does not conform but could conform if certain parts were removed.

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

An Annual Update will be coordinated and produced by the Legislative Services Division to report on the progress and implementation of the multi-year Joint Accessibility Plan. This Annual Update will include information from individual departments, Lower-Tier Municipalities, and any other relevant stakeholders. After being passed by the Lower-Tier Councils and County Council, this information will be posted on each municipality's website for public access. The Annual Update will also be made available in alternate formats, upon request.

Per the provincial legislation, a Compliance Report regarding accessibility will be filed bi-annually with the Province of Ontario. Support will be provided to the Lower-Tier Municipalities ahead the filing deadline, as required.

Training

All employees, volunteers and persons developing policies for the County of Perth and its Lower-Tier Municipalities are trained on the requirements of the accessibility standards in the Integrated Accessibility Standards Regulation (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 Lower-Tier Municipalities are trained on accessible customer service and how to interact with people with 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.

Topical information sessions have been integrated into the accessibility program as of December 2020. These are supplemental to the mandatory training described above and focus on different aspects of the IASR. These sessions are available to all County and Lower-Tier staff with the goal of providing practical tools and knowledge, while reinforcing key concepts.

This initiative continued into 2024, as Perth County staff provided one training session to County and Lower-Tier Municipal staff, focused on one of the five IASR standards or other topics related to accessibility compliance. The topic for 2024 was:

- Hosting Accessible Meetings (Built Environment & Customer Service standards)

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

Perth County Joint Accessibility Advisory Committee (JAAC)

According to the Province of Ontario, the role of a municipal accessibility advisory committee is to provide advice to municipalities to help make public services and facilities more accessible to everyone.

In 2024, the JAAC met 8 times, on the fourth Tuesday of each month (excluding July and August) virtually via ZOOM. Committee agendas and minutes are posted on the Perth County website. JAAC meetings continue to be held virtually via ZOOM. However, the public is welcome to request to join the meetings at any time. Alternate formats of the agenda packages are available upon request.

In addition to Accessibility Plans, the County and the Lower-Tier Municipalities are required to consult with the Perth County Joint 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**
 - On the proportion of on-demand accessible taxicabs required in the community;
 - Accessibility features required for PC Connect Transit Service
- **Design of Public Spaces Standard**
 - On specific technical requirements for Recreational 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
- **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 Lower-Tier Municipalities welcome input from the public in order to help identify ways that accessibility can be improved across the Perth County community.

Members of the public are always encouraged to share their comments or suggestions by contacting the Legislative Services Division at the County of Perth via phone or email. You can also visit the “Contact Us” section on the County of Perth website.

Accessible formats and communication supports are available, upon request.

Phone: 519-271-0531 x 210
Email: clerk@perthcounty.ca
Mail: Corporation of the County of Perth
1 Huron Street
Stratford, ON N5A 5S4

Integrated Accessibility Standards Regulation Ontario (IASR)

(Ontario Regulation 191/11)

Accessible Customer Service Standard

Legislated Mandate

The Customer Service Standard mandates compliance of the public sector and private sector industries in the following areas: use and treatment of support persons, service animals, assistive devices, alternative formats of materials, methods of notification of service disruption and collection of feedback, as well as development and deployment of training for staff, volunteers and third parties acting on behalf of the organization.

Commitment

The County of Perth and its Lower-Tier 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 Lower-Tier Municipalities

The County of Perth and the Lower-Tier 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 considers the person's disability.

The County and Lower-Tier 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

The Corporation of the County of Perth

Accomplishments:

- Economic Development and Tourism Division proactively engaged with clients to provide services in alternative formats upon request, ensuring no barriers to engagement.
- Planning Division developed the Perth County Official Plan 2024 to be AODA compliant.
- The Stratford-Perth Archives summer students continued the ongoing project of digitizing local newspapers. Original newspapers have been digitized using the Archives' Bookeye4 scanner. Newspapers on microfilm are digitized using one of the ScanPro 2000 machines also used to read microfilm in the Reading Room. Both methods create a PDF copy of the newspapers. The students then use ABBYY reader software to add an Optical Character Recognition (OCR) layer to the PDFs. Together, these processes convert the newspapers (or the images of them on microfilm) into accessible electronic documents with fully searchable text.
- As of September 2024, all local newspapers printed before 1949 that have been digitized so far are available for free online access at: www.vitacollections.ca/s-pacollections/search . Post-1949 issues scanned so far are available to browse and search in the same way via public computers in the Stratford-Perth Archives' reading room. Recent issues of the Listowel Banner, Mitchell Advocate, Mitchell Times, Stratford Beacon Herald, Stratford Gazette and Stratford Times are available as well but only on public computers in the Stratford-Perth Archives' reading room.
- Court Services Division continued to provide hybrid Court options including a ZOOM feature, as needed.
- Court Services Division continued to provide interpreters by request for court proceedings, inclusive of ASL.

- Human Resources Division ensured that all new hires received training regarding accessible customer service standards.
- Legislative Services Division provided accessibility training sessions for County and Lower-Tier staff for hosting accessible meetings and events.

Goals:

- County Staff will continue to offer alternative delivery formats for programming and documents.
- County Staff will continue to provide accessibility training sessions for both County and Lower-Tier staff on topics focused on the customer service standard.
- County Staff will ensure the use of inclusive and plain language whenever possible in the development of new County policies and communications.
- Economic Development and Tourism Division will continue to provide flexible and inclusive options for program delivery and client meetings, ensuring that accessibility remains a priority.
- Planning Division is working on updating all Planning applications and forms to be entirely accessible for both Perth County and the Lower-Tiers.
- Stratford-Perth Archives will continue their project to digitize more newspapers and have them in accessible formats for research on public computers at the Stratford-Perth Archives and/or online by members of the public.
- Court Services Division will continue to offer services and documentation in accessible formats, additional languages, and with interpreters as required.
- Human Resources Division will continue to ensure that all new hires and volunteers complete training in accessible customer service standards.
- Planning Division will continue to provide accessible options for meetings with both applicants and stakeholders.
- Communications and Technology Services will ensure a smooth transition to new and more accessible website Content Management System.

The Municipality of North Perth

Accomplishments:

- Continued partnership with Gateway Centre of Excellence for Rural Health to offer “Lonely No More” training for Seniors and Rural individuals. Related information and resources are available on website in an accessible format.
- North Perth Public Library launched a new collection of books enhanced by speakers.
- Completion of accessible customer service training for staff and new volunteers.

- Continued to offer hybrid-style Council meetings (digital and in-person attendance).

Goals:

- Continue partnership to offer “Lonely No More” training for seniors and rural individuals.
- Continue to provide accessible customer service training for staff and new volunteers.
- North Perth has representatives on the Perth County Joint Accessibility Advisory Committee.
- Ongoing review to ensure corporate policies, procedures, reports and templates meet standards.
- Improve customer service through new program software for program registration and child care invoicing.
- Community Developer and Support Worker providing social service navigation to individuals.
- Continue to update templates for accessibility.

The Township of Perth East

Accomplishments:

- Ongoing implementation of enhanced customer service policies and procedures.
- Offering different formats (print, electronic, etc.) for customers to meet varying needs, as required.
- Perth East has representatives on the Perth County Joint Accessibility Advisory Committee.
- Staff attended training for customer service standards.
- Continued to provide accessible fire safety material and used the accessible Fire Safety House in public education.
- The Public Library added Internet Access Kits for patron usage and a C-Pen Reader to circulation for patron usage.
- The Public Library also introduced tech workshops and programs at sites throughout Perth East township.
- The Public Library had publicly accessible bus passes.
- Recreation and Community Services completed Mental Health First Aid Training.

- Continued to provide all new fire department recruits with Accessible Customer Service training.

Goals:

- Long term goal to make all policies available in alternate formats.
- Ongoing implementation of enhanced accessibility policies and procedures.
- Continued Perth East representation on the Perth County Joint Accessibility Advisory Committee.
- The Building department will continue training for accessible customer service practices and standards.
- Continue to provide accessible fire safety material and use the accessible Fire Safety House in public education.
- Continue providing opportunities for Public Library patrons to learn about technology available through the website.
- Public Library plans to add additional shelves to ensure collection is more readily accessible for patrons.
- Recreation and Community Services will continue to complete Mental Health First Aid Training, as needed.

The Township of Perth South

Accomplishments:

- Promoted “Report It and Get Involved Perth South” platforms for resident engagement.
- Posted municipal news and activities regularly to Facebook to communicate with entire community.
- Perth South has representatives on the Perth County Joint Accessibility Advisory Committee.
- Implemented Sportsheadz App for St. Pauls Athletic Association to improve communication with players and parents.
- Created a Recreation Manager position and filled the position at the end of 2024. One of the goals of this position is to provide more accessible and inclusive recreation programming. This position will review all programming and review ways to better utilize the recreation assets in Perth South.
- Continued to offer multiple options for the billing and payment services through the Finance Department, including: e-billing, e-transfer payments and pre-authorized payment options.

Goals:

- Continue to provide accessible options for meetings with applicants and stakeholders.
- Continue to participate in quarterly accessibility training sessions provided by the County.
- Continue to update templates for accessibility.
- Expanding the Sportsheadz app to include registration for soccer as well as adding the Kirkton Pool lesson registration and programming to the app.
- Received approval to update to City Reporter for the Building Department for the issuing of building permits. Implementation to occur in first quarter of 2025.
- Ongoing review to ensure corporate policies and procedures requirements meet standards and implementation of enhancements as required.
- Digitize older documents and work to make them more accessible.

The Municipality of West Perth**Accomplishments:**

- Staff attended “Offensive Customers & Comments Webinar Confirmation,” which also discussed accessible customer service standards.
- Expanded Home Delivery Service for home-bound West Perth residents.
- West Perth has a representative on the Perth County Joint Accessibility Advisory Committee.
- New by-law for Domestic Animals, including exemption of licensing fees for service dogs and off-leash allowance.
- Year-round free tax clinics through Canada Revenue Agency's Community Volunteer Income Tax Program for individuals with modest incomes.
- Completed building condition assessments for current facilities including recommendations for accessible design and improvements.
- Designed and implemented accessible policy document template.
- Continued purchase and upgrades of accessible office furniture to accommodate different accessibility needs.

Goals:

- Continue to have staff participate in regular training opportunities.
- Continue to identify and remove barriers to municipal services.

- Health and Safety Program Manual updates accounting for accessibility requirements.
- Website redesign focusing on continued accessibility compliance and ongoing improvements.
- Continue to offer accessible options for participating in and viewing meetings of Council.
- Continued incorporation of accessible design features into planning for future playgrounds and public spaces.
- Continue to offer accessibility training for all new employees.

Information and Communications Standard

Legislated Mandate

The Information and Communication Standards mandates all information and communication produced by an organization must be made available in alternative formats upon request. This Standard also includes the legislated requirement to make websites accessible.

Commitment

The County of Perth and its Lower-Tier 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 Lower-Tier 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

Accomplishments:

- County staff ensured any new documents and images added to the website were accessible.
- Accessible formats and communication supports are available for persons with disabilities, upon request, and are responded to in a timely manner. Policies are in place to ensure that accessible formats are provided at a cost no higher than other documents available to the public. This is made clear to all employees as well as the public on any public communications, including the new County of Perth website.
- All new County employees are trained on the Information and Communications Standard through online Moodle module or instructor-led sessions, as applicable to their duties.
- Ongoing use of Communications Plan & Policy, which outlines guiding principles, goals and an implementation schedule for improving the quality of internal and

external communications and supporting and encouraging an engaged community with accessibility considerations.

- Ongoing conversion of departmental templates to accessible formats.
- All Divisions ensured the use of inclusive and plain language whenever possible in the development of new County policies and communications.
- Communications Division and Legislative Services Division reviewed and remediated all content on the County's website to ensure it is AODA Compliant.
- Communications implemented new digital Accessibility Workflow for all Divisions using the County website to ensure all content will be maintained in an accessible format going forward.
- Communications designed and updated a new Corporate Policy template which improves format and accessibility of County policies.
- Communications ensured System Outages, Service Disruptions, Public Notices, and News Releases issued by Corporate Communications were completed in an accessible format and the information was disseminated using multiple tools (website, social media, etc.).
- Communications launched a new accessible online Coyote reporting form and public information webpage.
- Economic Development and Tourism Division ensured the use of plain and inclusive language in the development of County policies and communications.
- Economic Development and Tourism Division worked with Legislative Services to update or remove documents from Ec Dev/Tourism webpages and digital resources to ensure full accessibility.
- In 2024, Economic Development and Tourism Division hosted numerous events designed with accessibility at their core. These events were crafted to remove as many barriers as possible, from physical accessibility to digital access.
- Finance division updated 2024 Budget documents to align with AODA standards.
- Finance division completed Asset Management Plan for all assets, assessed at current service levels in accordance with Ontario Regulation 588/17.
- Court Services Division offers all documents on the County website in both English and French, as well as ensuring that all documents are accessible prior to adding to the County Website.
- County Council meetings continue to be livestreamed to facilitate access for those who would like to watch. Recordings are available at https://www.youtube.com/@Perth_County to watch after Council meetings have finished. This allows for an additional level of transparency and accessibility regarding our County Council communications. Additionally, YouTube provides a

number of integrated accessibility features such as adjustable playback speeds, automated closed captioning and adjustable viewer size.

- Court Services Division continues to provide a “remote court” model. This has allowed for the removal of all physical barriers to persons attending court. Clearly worded instructions are provided to defendants/agents/counsel/prosecution.
- Planning Division will continue to offer alternate formats of documents, upon request, prior to public meetings.
- Stratford-Perth Archives digitizing and making available more digital versions of finding aids and resources to provide more avenues to accessing archival information, including remote access.

Goals:

- County staff will continue to ensure that the County of Perth website, County of Perth internet and intranet websites and web content, with some exceptions, conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
- Communications will lead the update of County Website CMS to a new that platform will further ensure accessibility of content, allowing for further content streamlining and bringing the whole site into a modern standard. Technology Services will assist with this project, as needed.
- Economic Development and Tourism Division will continue to adopt inclusive language practices and ensure all Economic Development and Tourism materials align with the County’s accessibility policy.
- Legislative Services Division will offer Accessible Document Training for all Lower-Tier Municipalities and County Staff.
- Planning Division has launched a webpage to provide application information, supporting studies, maps, concept plans and status information for all County planning applications. Planning staff are working to ensure that all content posted on the site is accessible.
- Economic Development and Tourism Division will work toward greater accessibility in all communications, ensuring materials remain user-friendly and compliant with accessibility standards.
- Complete Asset Management Plan for all assets, assessed at proposed service levels in accordance with Ontario Regulation 588/17.
- Update Planning Public notices webpage to be fully accessible.
- Stratford-Perth Archives will continue to convert existing paper-based finding aids to electronic files.
- POA will continue providing accessible documents, where possible.

- Ongoing review of County website to ensure content being published is as accessible to all audiences as possible.
- Planning Division will focus on updating and redesigning all department templates for accessibility.
- Finance staff are ensuring that the annual budget and other financial documents posted on the corporate website use a format that is accessible.

The Municipality of North Perth

Accomplishments:

- Implementation of new municipal website that adheres to WCAG 2.0 standards.
- Continued review and maintenance of website and uploaded documents to increase adherence to WCAG 2.0 standards.
- All social media posts (where available) include ALT text and closed captioning.
- Beginning to publish/post some public communications in English and other languages prevalent in the community.
- The North Perth Public Library launched a new AODA compliant website.
- Library uses ALT text in all online materials.
- Library bolds spine labels for higher contrast.
- Update of Municipality of North Perth logo to increase accessibility in printed and digital use.
- Through the Lonely No More Program, volunteers provide seniors with information and resources they need.
- The Community Developer and Support Worker assists with social services navigation to the North Perth community. They are available for drop-in times for community members to seek information, resources, and assistance.
- Continued livestreaming of Council meetings through YouTube.

Goals:

- Ensure reports, public notices, newsletters and marketing materials are accessible and available in accessible and/or alternate formats.
- Monitor community needs and requests and update information on website as needed. Additional information to be provided to enhance website resources and information pages.
- Monitor and increase use of languages other English in public communication materials.

- In 2025, the North Perth Fire Department has begun introducing some fire and life safety messaging in English and Spanish, with the intent of providing safety messaging in multiple languages as it becomes available.
- Review accessibility and compatibility with screen readers for PDFs uploaded to website (policies and procedures).
- Completion of records management review, which will include strategies for digitizing paper records.
- Continue to review corporate policies and procedures to ensure requirements are being met, update as required.

The Township of Perth East

Accomplishments:

- Continued to provide hybrid council meeting option.
- Continued use of social media platforms to share corporate information broadly in multiple formats.
- CAO department staff checked each website page with the built-in accessibility checker and made appropriate changes.
- CAO department staff removing out of date web pages and by-laws from the website to help limit the number of inaccessible documents on the website.
- Staff attended training for customer service standards.
- Ongoing conversion of department templates, forms, and website content in finance department to accessible format.
- Fire department noted some progress making website content more accessible.
- The Perth East Library continued to ensure policies and board minutes are available online.

Goals:

- Design new website with accessible standards in mind and continue to monitor and update with Optimize for accessibility standards. This conversion should include accessible backend coding.
- Hybrid Council meetings to continue moving into 2025 and beyond.
- Continue to update and correct issues as identified by software scans.
- Continue to remove inaccessible or dated documents from our website.
- Implement mobile printing with new photocopier/printer lease.

- Continue to seek ways to communicate library events and information in a variety of formats.

The Township of Perth South

Accomplishments:

- Council meetings now livestreamed on Perth South YouTube channel for greater ease of access for the general public and also includes closed captioning.
- Continue to publish newsletters to be included in tax bills.

Goals:

- Ongoing review of Township website to ensure content that is being published is as accessible to all audiences as possible.
- Continue to update form templates for best possible accessibility.

The Municipality of West Perth

Accomplishments:

- Promoted e-billing for taxes, utilities, wastewater, and landfill services, providing residents with an alternative billing option.
- Provided accessible PDFs and other formats for council agendas, reports, and public notices.
- New Wonderbooks audio book read-along and sing-along collection for children.
- Catalogue translation option for patrons to search the Library's online catalogue in alternate languages.
- Online catalogue updates with more inclusive terminology for Indigenous and LGBTQ2S+ communities.
- New digital resources for self-directed language learning, in partnership with other Perth County libraries.
- Digital access to magazines and newspapers in their original languages, in partnership with other Perth County libraries.
- Continue to provide accessible options for meetings.
- Council meetings continued to be live streamed and available for viewing on YouTube for those unable to attend Council meetings in-person.

Goals:

- Develop wayfinding signage for trails to enhance accessibility.
- Exploring the development of a new AODA-compliant website.

- Digitize older documents and work to make them more accessible.

Employment Standard

Legislated Mandate

The Employment Standard speaks to organizations accommodating individuals throughout the employment cycle, beginning with the recruitment process.

Commitment

A commitment has been made by the County of Perth and its Lower-Tier Municipalities to employment practices that ensure the process of finding, hiring and retaining employees who have disabilities is inclusive. The County and the Lower-Tier Municipalities are all in compliance with the requirements of this standard. All of the requirements in the Employment Standard continue to be maintained by the County of Perth and its Lower-Tier Municipalities, including those pertaining to the following:

- Recruitment, assessment and selection
- Accessible formats and communication support 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.

Progress

The Corporation of the County of Perth

Accomplishments

- New staff at the County completed AODA training through the County's Moodle platform to ensure an understanding of all Accessibility Standards.
- Office furniture is adjustable for different accessibility needs or requirements.
- Finance Division updated Perth County's Finance policies to be accessible.
- Finance Division updated Perth County's Finance Standard Operating Procedures to be accessible.
- Finance Division created new Finance policies as deemed necessary by the Municipal Act and Finance staff with accessibility in mind.
- Planning division updated some of County's Planning Standard Operating Procedures to be accessible.

- Human Resources Division includes an accessibility and inclusion statement on all job postings, and offers accommodations during the interview process if needed.
- Human Resources Division offered virtual interviews for ease of access and can accommodate accessibility needs (as required).
- Human Resources Division ensures any requests from job applicants for open positions will be accommodated to ensure accessible opportunity for employment.
- Human Resources Division attended recruitment fairs to answer any questions regarding recruitment process and accessibility with regard to job postings and careers at the County.

Goals:

- All Divisions continue to update corporate Standard Operating Procedures and Policies as needed, with accessibility in mind.
- All Divisions continue to focus on ensuring compliance with all accessibility requirements of the employment standard.
- Create budget document for new staff and senior management that adheres to accessibility standards.
- Human Resources Division will continue to promote staff engagement with Accessibility training opportunities available on Moodle.
- Human Resources Division will continue to offer accommodations for candidates in the interview process, as well as for any staff as needed.

The Municipality of North Perth

Accomplishments

- Use of online recruitment available in an accessible format.
- All staff to undergo accessibility training.

Goals

- Continue to ensure that recruitment for vacant positions is available in an accessible format.
- Continue to provide new staff with accessibility training.
- Provide accessibility training to Facilities Leadership Team.
- Continue to ensure compliance with all accessibility requirements of the employment standard.

- Further development/improvements with internal staff accommodation process to ensure value-added and safe Return to Work opportunities, as required.
- Orientation enhancements with customer service training.
- AODA Design of Public Spaces Group Training targeted for 2025.

The Township of Perth East

Accomplishments

- All job postings now include an accessibility acknowledgement.
- All new hires are required to read and sign off on the accessibility policy.
- Policy updates formatted according to AODA standards.
- Staff completed accessibility training.

Goals

- Print interview questions for interviewees to have the option to listen to the interview questions being asked, as well as read the questions during interviews.
- Offer blank notepad and pencil to interviewees to allow for note taking during interviews (candidate choice).
- Continue providing and attending accessibility training for all staff.
- Provide accommodation for firefighters with written provincial certification examinations.
- Continue to provide staff training on service to individuals with disabilities. Provide accommodations for any job applicants who require them.

The Township of Perth South

Accomplishments

- Offered employment interviews in a virtual format.
- Ensured Ontario's Accessible Employment Standards are met regarding employment practices and accessibility in order to meet the needs of employees and job applicants with disabilities.

Goals

- Continue to work with Perth County Accessibility program to ensure inclusive and accessible employment practices.
- Continue to focus on ensuring compliance with all accessibility requirements of the employment standard.

The Municipality of West Perth

Accomplishments

- Ensured accessible employment practices by offering accommodation and providing job postings in accessible formats.

Goals

- Continue to offer accommodations for job applicants in West Perth and provide alternative formats for all job postings and descriptions.

Transportation Standard

Legislated Mandate

The Transportation Standard speaks to the physical requirements of both conventional and specialized transit vehicles as well as operational elements of the services. Some of the elements outlined are fare parity, eligibility for specialized transit and hours of operation.

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 Lower-Tier Municipalities currently offer the PC Connect public transportation service across the municipality. PC Connect is a public transit service that provides transportation throughout Perth County, Stratford, St. Marys, Kitchener/Waterloo and London. PC Connect provides affordable and accessible service on weekdays and Saturdays, and provides connections to other services such as GO Transit.

Progress

The Corporation of the County of Perth

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 ¹](#)

This link is provided on the County of Perth website.

Perth County Community Transportation Network:

Launch of accessible PC Connect community transportation service using two fully accessible buses. The County of Perth and the City of Stratford have each received provincial funding through the Ministry of Transportation's "Community Transportation Grant Program - Municipal Stream" to establish new public transit for a pilot period.

¹ <http://www.southwesthealthline.ca/listServices.aspx?id=10109®ion=HuronPerth>

Perth County, its Lower-Tier Municipalities of North Perth, Perth East, Perth South, and West Perth, along with the City of Stratford and the Town of St. Marys, worked in partnership to submit the synergistic proposals that will benefit all of Perth County's residents as one joint project.

The joint project will involve the creation of an inter-regional transit service connecting London, St. Mary's, Stratford and Kitchener. Service between Listowel and Kitchener is also planned. A separate but related commitment will create a transit system to link the communities of Stratford, St. Marys, Mitchell, Sebringville, Monkton, Atwood, Milverton, Listowel and Millbank. Coordination with other transit systems (e.g. GO Transit, VIA) is a priority consideration.

Accomplishments:

- Offered fully accessible public bus services, equipped with high-floor ramp access and space for two wheelchairs.
- Operated a fleet designed with accessibility in mind, including lifting devices, grab bars, handrails, priority seating, and appropriate signage.
- Provided complementary service for support persons and welcomed service animals' aboard PC Connect.
- The Economic Development and Tourism Division distributed route and schedule information through multiple accessible channels, including a fully compliant County website and accessible print and PDF brochures
- A comprehensive Financial Analysis was completed on the long-term feasibility of the Community Transportation program.

Goals (while service is functioning in 2025):

- Maintain accessible transportation services, ensuring program offerings align with evolving accessibility standards.
- Continue providing transportation services that accommodate diverse needs and support inclusive access to mobility.
- Strengthen accessibility in transportation by fostering greater awareness and utilization of inclusive options for passengers.
- Enhance communications and promotional materials to ensure continued alignment with accessibility standards.

Duties of Lower-Tier Municipalities – Specialized Transportation Services

The County of Perth and three of the Lower-Tier 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

The Municipality of North Perth

Accomplishments:

- Ongoing support of PC Connect.
- Transportation Master Plan adopted by Council. Master Plan includes strategies for proposed policies, programs, and infrastructure investments.
- Reconstruction of Alexander Ave N, Binning St W, John St W, Nelson Ave S that included new and upgraded sidewalks.

Goals:

- Continue to consult with stakeholders regarding the provision of on-demand accessible transportation services
- Continue to work with licensed taxicab companies to ensure all AODA requirements are being met.
- Develop policies and implement programs to reflect short and long-term goals of the Transportation Master Plan.

The Township of Perth East

Accomplishments:

- Continued assurance that new building and additions/renovations that are subject to site plan approval address accessible parking requirements.
- Ongoing support of PC Connect.
- Creation of new AODA compliant sidewalks with tactile warning plates on Whaley Avenue in Milverton, Perth Road 119 in the village of Brunner and Line 29 in the village of Sebastopol.

Goals:

- Support with replacement of an accessible bus in the 2025 budget for use at Long Term Care Home (Perth East Transportation) through administration of the Provincial Gas Tax funds.
- Ongoing maintenance of transportation assets to ensure accessibility throughout Perth East.
- Tactile surface implemented in new sidewalks at intersections.
- Continue to build trail network to connect communities.
- Creation of new AODA compliant sidewalks on Fulton Street, St. Mary's Street North, MacBeth Street and Maple Street in Milverton.

The Township of Perth South**Accomplishments:**

- aSt. Marys and Area Mobility Bus service program with grant funding.

Goals:

- Continue supporting St. Marys and Area Mobility Bus service program with grant funding.

The Municipality of West Perth**Accomplishments:**

- Nothing to note at this time.

Goals:

- Collaborate with West Perth Village to acquire an accessible bus to enhance transportation options for individuals with mobility challenges.
- Review and enhance accessible parking availability near municipal facilities, ensuring compliance with accessibility standards.

Design of Public Spaces and Built Environment

Legislated Mandate

The Built Environment Standard was divided into two parts, one for outdoor components and one for interior spaces. The outdoor elements are now referred to as Design of Public Spaces (DOPS) in the IARS. The interior elements as they relate to accessibility are encompassed in the Ontario Building Code (OBC).

Commitment

The Accessibility Standards for the Built Environment focus on removing barriers in public spaces and 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 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 Lower-Tier 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 Lower-Tier 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 Lower-Tier Municipalities.

Progress

Site Plan Reviews (JAAC)

In 2024, the Joint Accessibility Advisory Committee (JAAC) provided feedback across the County for external pathways, play spaces, recreational trails and site plans. In total,

subcommittees were formed to review 12 site plans in 2024. The County and the Lower-Tier Municipalities will continue to:

- Refer to the Perth County Site Plan Design Guidelines, the Ontario Building Code and the Design of Public Spaces Standards for any new construction or development; and
- Consult with the Perth County Joint Accessibility Advisory Committee on accessibility plans, recreational trails, outdoor play spaces, exterior paths of travel and on-street parking spaces; and
- Consult with the Perth County Joint Accessibility Advisory Committee on site plans and drawings described in Section 41 of the Planning Act that the committee selects.

Accomplishments

- The County had a new member join the Joint Accessibility Advisory Committee (JAAC) in late 2024.
- A JAAC Working Group was established to review existing and potential accessibility concerns in the County.

Goals

- Ensure that new office equipment in the 1 Huron new build meets the needs of staff.
- Continue work within the Working Group to explore the possibility of implementing a ramp program across the County.

The Municipality of North Perth

Accomplishments

- In addition to resurfacing and parking area enlargements at North Perth's fire stations, accessible parking spaces were enhanced at the Listowel Fire Station in 2024.
- Replacement of Atwood Playground – added more accessible features.
- Replacement of Listowel's Memorial Park Playground – added more accessible and sensory features.
- Installation of Wallace Optimist Park Playground – accessible features included.
- Installation of Listowel's Memorial Arena Park (MAP'59) Playground – accessible features included.
- Replacement of Ward Park Subdivision Playground (in progress) – adding more accessible features.

- Monkton Fire training centre – eliminated 3-inch threshold lip at person door when parking lot was paved.
- Atwood Fire Station – eliminated 3-inch threshold lip at person door when parking lot was paved.
- Listowel Station – installed accessible push buttons in front entrance vestibule.
- Atwood Library Branch refresh included a new accessible service desk, improved space for navigation around the space.

Goals:

- AODA Design of Public Spaces Group Training targeted for 2025.
- In 2025, renovations are being undertaken at the Listowel Fire Station to provide an accessible washroom in the administration portion of the building, which includes the installation of power doors, an emergency button, and additional handrails.
- Improve sound quality for spectator experience at Steve Kerr Memorial Complex.
- Listowel Fire Station accessible sidewalk installation.
- Improve accessibility entrance and washrooms at Elma Logan Recreation Centre.
- Install concrete in pavilion at Wallace Optimist Park and add a pathway to amenity.
- Focus on accessibility in development or Nichol and Hannah’s Haven park (trails, playgrounds etc.)
- Plans for new outdoor pool with beach entry at Memorial Park (future project).

The Township of Perth East

Accomplishments

- Continue consideration during review of site plans and other planning applications.
- Applications are circulated to Perth County Accessibility Advisory Committee. Feedback from the committee is shared with applicants.
- Considering accessibility for needs of public during public meetings, creating space removing physical obstacles, having staff available to assist with sign-in if needed.
- Creation of new playground at the Newton park with the incorporation of inclusive swings.
- Construction of accessible trail from Greenwood Park to G2G Trail.

Goals

- Continue consideration during design and retrofitting of public spaces, ensuring spaces are consistent with AODA.
- As site plan requirements are updated, ensure AODA standards are referenced.
- Update outside lighting and foyer lights at the library.
- Purchase additional shelves for library materials for additional access.
- Review accessibility parking at all municipal parks to determine needs.
- Review accessibility needs at Morningdale Park Pavilion.
- Include any required features at Greenwood Park if park revitalization is completed.

Township of Perth South

Accomplishments

- Accessibility upgrades completed at the Kirkton Pool including repair of the barrier-free pipe barrier where damaged; installed horizontal and vertical grab bars in the men's washroom stall; repaired damaged concrete floor in women's washroom; created a marked level area and pedestrian aisle at the end of the barrier-free pipe barrier; removed and replaced public service count to make it AODA compliant; rearranged life guard area to create a barrier-free path of travel; removed two urinals in men's washroom and reinstalled one at appropriate height with added grab bars; installed door pulls on both sides of washroom stall doors; removed and replaced two private dressing rooms with AODA compliant change rooms; and installed railings on both side of exterior stairs and added contrast colour on edge of steps.
- The proposed accessibility upgrades for the Kirkton Pool were reviewed with Julie Sawchuk and were amended to include additional accessibility options.

Goals:

- Proposing renovation of municipal office to more efficiently utilize office space and provide additional office space.
- 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 redevelopment.

Municipality of West Perth

Accomplishments

- Continued hosting community engagement meetings, council meetings and service club meetings in the accessible Municipal Office.
- Performing a building condition assessment, including an AODA compliance review, for our public facilities. This assessment encompasses the Arena and Community Centre, Brodhagen Community Centre, Dublin Community Centre, and West Perth Library.
- Installed benches along the walking path at Keterson Park.

Goals

- Continue to make trails and recreation spaces more accessible for all.
- Continue to address accessibility concerns as they arise.

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 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 D: 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 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.