



# Staff Report to Council - for Direction

**Title:** Multi-Year Accessibility Plan

**From:** Linda White, Clerk

**Date:** November 21, 2024

**Report Number:** CAO-2024-021

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## Staff Recommendation:

That Council approve the Multi-Year Accessibility Plan, and  
That a by-law be introduced to adopt the Plan.

## Report Summary:

The Accessibility Advisory Committee has reviewed and updated the County's Multi-Year Accessibility Plan. The Committee's review of the Plan has resulted in re-formatting the document to provide a comprehensive list of completed actions in Schedule A and updating Schedule B to provide new initiatives for 2024-2028. The accessibility initiatives identified in Schedule B reflect the objectives and actions approved in the County's Strategic Plan.

At their September 19<sup>th</sup> meeting, the Accessibility Advisory Committee recommended approval of the updated Multi-Year Accessibility Plan, attached to this report, for the period 2024-2028.

## Background/Analysis:

The *Integrated Accessibility Standards O Reg 191/11* under the *Accessibility for Ontarians with Disabilities Act* requires the County to have a multi-year accessibility plan. The County's first multi-year accessibility plan was adopted in 2010 and has been reviewed and updated at least once every five (5) years, in accordance with the Act.

The Accessibility Advisory Committee reviewed the Plan over two meetings held in 2024. The formatting of the Plan was updated to separate the completed actions from the body of the Plan and to provide a comprehensive list of completed actions in Schedule A. The proposed accessibility initiatives for 2024-2028 were updated in Schedule B to reflect the objectives and actions approved in the County's Strategic Plan.

The Plan continues to reaffirm the County's ongoing commitment to ensure accessibility for our employees and the public we serve in our services, products and facilities. The Plan communicates the County's committed to:

- The continual improvement of access to County facilities and services for people with disabilities.

- The participation of people with disabilities in the development and review of its multi-year accessibility plan.
- The provision of quality services to all members of the community with disabilities.
- Meeting the accessibility requirements under the AODA.

The Plan sets out the regulatory requirements and the County’s commitment to the following areas:

- Customer Service
- General accessibility compliance with the Plan, procurement and training
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces including recreational trails, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, parking, and
- Maintenance of public spaces and notice of temporary disruptions.

Schedule A of the Plan includes progress to date and ongoing initiatives.

Schedule B of the Plan includes the proposed initiatives for 2024-2028. These initiatives are a direct reflection of the County’s recently adopted Strategic Plan. The proposed strategic objectives and actions to improve accessibility in the County of Bruce include:

1. **Objective:** Be a welcoming and inclusive community

**Action:** Develop a County-wide framework to achieve age-friendly communities.

**Action:** Add employment service providers that serve those with disabilities and racialized individuals.

2. **Objective:** Provide more integrated services and seamless technology that enhance the customer experience.

**Action:** Increase the number of services available for virtual/online delivery in all the County departments.

3. **Objective:** Actively foster Equity, Diversity, and Inclusion (EDI) in all aspects of our work.

**Action:** Develop and implement policies or initiatives that promote EDI in recruitment, hiring, and retention practices.

**Action:** Conduct corporate-wide EDI training sessions for employees at all levels of the organization.

4. **Transit Demand Study:** Explore opportunities to collaborate with Home and Community Support Services (HCSS) and Saugeen Mobility and Regional Transit (SMART) for accessible transportation.
5. **Corporate Facilities:** Reduce the physical barriers within the Council Chamber.

**Financial/Staffing/Legal/IT Considerations:**

The cost of implementing the initiatives provided in Schedule B of the Plan will require annual budget consideration. The 2025 draft budget includes funding to advance the implementation, or the planning stages, of the initiatives identified in Schedule B of the Plan.

**Interdepartmental Consultation:**

Senior Management Team

**Link to Strategic Goals and Objectives:**

Community and Partnerships - Build a strong and inclusive community

**Report Author:**

Linda White, Clerk

**Approved for Submission:**

Sean Morphy, Deputy Chief Administrative Officer

**Attachments:**

Attachment #1: Multi-Year Accessibility Plan 2024-2028