2023-2027 Accessibility Plan – Barrier Achievements to Date

Contents

1.0   Town Accessibility Barrier Achievements 2001 to Date

The Town has implemented a number of initiatives since the publication of the 2003 Accessibility Plan to eliminate barriers and to make the municipality more accessible. Barriers identified and addressed with further details of these initiatives can be found below.

The Town was the recipient of the "Ontario Mainstreet Accessibility Award 2006" for outstanding achievement in and promotion of universal access and diversity by successfully hosting the Provincial Winter Paralympic Championships. The awards program was developed through partnership through the Toronto Association of Business Improvement Areas (TABIA) and the Ontario Business Improvement Areas Association (OBIAA) and the Ontario Government. The awards were created to recognize the efforts of small businesses and communities in Ontario that have significantly improved accessibility and reduced barriers for people with disabilities.

1.1. Year Addressed – 2024

Access to Centennial Pool

- Department: Facility Management
- Barrier Type: Physical

  Doors in the pool changeroom were updated in 2024 as part of the pool changeroom retrofit.

  A new pool lift was installed to replace the equipment that had reached the end of its lifespan.

1.2. Year Addressed – 2023

Access to Services - Town Hall – Directional Signage

- Departments: Marketing and Facility Management
- Barrier Type: Information

  Method of Addressing: Facility Staff have update all Town Hall directional Signage to reflect all moves and changes within the facility

1.3. Year Addressed – 2022

Signage at all Designated Accessible Viewing Areas

- Department: Facility Management
- Barrier Type: Communication, Physical, Information
- Method of Addressing: Community Services staff have completed the update and placement of signage to meet this request.

Signage for Automatic Door Access to the Top Level of the Jack Bionda Arena

- Department: Facility Management
- Barrier Type: Communication, Physical, Information
- Method of Addressing: Community Services staff have completed the update and placement of signage to meet this request.

Signage Audit of the Huntsville Public Library

- Department: Library

- Barrier Type: Information, Communication
- Method for Addressing: The Library's emergency exit signs have been updated to AODA standard. Completed in 2023 by Town Facilities Department.

1.4.	Year Addressed – 2021

Site Plan Guidelines

- Department: Building/Planning
- Barrier Type: Architectural and Physical
- Method of Addressing: An accessibility checklist was developed by the Accessibility Advisory Committee to assist staff in their review of all site plans. This will also be incorporated into new Community Planning Permit System.

Access to Port Sydney Beach – Mobi Mat

- Department: Parks
- Barrier Type: Physical
- Method of Addressing: A Mobi Mat has been purchased for Port Sydney beach. The area has also been upgraded to improve accessibility.

Collection Development Plan

- Department: Library
- Barrier Type: Information
- Method of Addressing:
  - The library has large print already and is in the ARP (Automatic Release Plan)
  - Audiobooks (in the ARP) and Overdrive – ePlatform
  - DAISY materials can be retrieved from CELA. We help our patrons get setup and CELA either mails them discs directly or they get a download link from CELA. The library loans out DAISY readers as well.
  - Described Video – available from CELA and many DVDs in the library collection have this feature.
  - Braille – something the library can acquire through Inter-library loan when possible.

- In many cases, libraries will be able to comply with AODA requirements by obtaining accessible versions of materials through interlibrary loan.

Programming Policy & Plan

- Department: Library
- Barrier Type: Information, Systematic
- Method of Addressing:
  - Programs and how they are accessible are addressed on a case-by-case basis.
  - Materials generated for marketing are made to conform with AODA best practices and our website complies with WCAG 2.0 Level AA.
  - The library will be working with the Community Services Department to have library staff trained in Parks and Recreation Ontario's High Five program.

1.5. Year Addressed – 2020

Access to Information & Service - Accessible Websites and Web Content (IASR – Information and Communications s.14)

- Department: Marketing
- Barrier Type: Technological
- Method of Addressing: The Town of Huntsville completed the new Huntsville.ca website and, to their best ability, ensured that all content possible conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

Installation of handrails along the west side of Town Hall

- Barrier Type: Physical
- Department: Facility Management
- Method of Addressing: The installation of a handrail was completed at the time the stairs were repaired.

1.6.   Year Addressed – 2019

Feasibility Assessment of the Library and Annex Properties

- Barrier Type: Architecture, Physical
- Department: Library
- Method of Addressing: The feasibility assessment was completed and determined accessibility items requiring attention and the best fiscal direction for implementation.

Access to Information & Service - Accessible Websites and Web Content (IASR – Information and Communications s.14) – Partial

- Barrier Type: Technological
- Department: Marketing
- Method of Addressing: In 2018 two of the three Town websites were updated, designed and developed at Level AA compliancy. The third website will be complete July 2019. Content on these websites will continue to be monitored and accessible where possible on an ongoing basis.
  Future website upgrades will be required to comply with current legislation.

Access to Hutcheson Beach – Mobi Mat

- Barrier Type: Physical
- Department: Parks
- Method of Addressing: The Town entered into an MOU with Community Living and the Mobi Mat has been installed for the 2019 season. At the request of the AAC, an accessible portable washroom was placed at the beach as well.

1.7.   Year Addressed – 2018

Access to Sidewalks – West Road

- Barrier Type: Physical
- Department: Operations
- Method of Addressing: A curb cut was made in the sidewalk at the cross walk, in front of Pine Glen Public School (On West Road next to Gouldie St.)

Access to Information – Signage at Town Hall

- Barrier Type: Information and Communication

- Department: Corporate Services

- Method of Addressing: Accessible wayfinding signage was replaced at Town Hall

Access to Heritage Buildings – MHP - Building 7 (Maw House)

- Barrier Type: Architectural, Physical

- Department: Muskoka Heritage Place

- Method of Addressing:

    o Per Museum Standards Report No. CS-2013-12, Resolution No. 40-13 (Note: Heritage Site is Exempt from Legislation)

    o MHP has re-thought the decision to ramp the Maw House due to inaccessibility through the door. Current proximity to building by wheelchair or scooter allows for interior view.

Adjusting Height of Pamphlet/Information Racks at Town Hall and Canada Summit Centre

- Barrier Type: Physical

- Department: Facility Management

- Method of Addressing: Specifications were received from the AAC as to the proper height requirements for the Pamphlet/Information racks and the height was adjusted.

Access to Information & Service – Accessible Websites and Web Content (Accessible Website Policy)

- Barrier Type: Technological

- Department: Marketing

- Method of Addressing: A procedural set of guidelines was developed to guide staff. The need for further policies will be reviewed at a later date.

Access to Information & Service – Accessible Websites and Web Content (Accessible Documents)

- Barrier Type: Technological

- Department: Marketing/IT

- Method of Addressing: The need for training has diminished as the updated websites will allow for more functionality and less reliance on PDF documents. Staff will be

encouraged to attend training sessions, within budget, to continue to learn about publishing online documents as well as documents will be thoroughly reviewed and content re-considered by website staff already trained in this area, prior to publishing PDFs online.

1.8.   Year Addressed – 2017

Access to Service (Transit) – Pre-Boarding and On-Board Announcements (IASR – Transportation s.51,52)

- Barrier Type: Information
- Department: Roads
- Method of Addressing: Consultation took place with the contractor for transportation services to ensure the sections of the regulation were being complied with and included within their operational policies.

Access to Conroy Park Washrooms

- Barrier Type: Architectural, Physical
- Department: Parks and Cemeteries
- Method of Addressing: The following items were addressed:
    - Increased signage at the facility;
    - Installation of grab bars and coat hooks in the washroom stalls;
    - The installation of an automatic door;
    - Wheelchair height paper towel dispenser; and
    - Grading of pathway leading up to the washroom.

Door between the pool lobby and the change room hall

- Barrier Type: Communication, Physical, Information
- Department: Facility Management
- Method of Addressing: An accessible door opener was installed in this area.

Access to the Canada Summit Centre

- Barrier Type: Communication, Physical, Information
- Department: Facility Management

- Method of Addressing: Benches have been installed, an automatic door for the Family change room Pool has been installed and listening devices have been purchased.

Installation of Handrails along both Walls of the Gallery in the Council Chambers

- Barrier Type: Physical
- Department: Facility Management
- Method of Addressing: Handrails were installed in 2016.

Access to Aspdin Community Hall

- Barrier Type: Architectural, Physical
- Department: Facility Management
- Method of Addressing: The washrooms have been brought to accessibility standards and a level access entrance to the building has been completed.

Access to Information & Service – Accessible Websites and Web Content (Accessible Documents)

- Barrier Type: Technological
- Department: Marketing
- Method of Addressing:
    - Corporate Information staff completed accessible document training in 2016
    - Created an accessible document action plan
    - Completed a draft Accessible Standards document for Town staff
    - Appropriate software tools for word/excel documents and pdf were given to one staff member in Marketing (Corporate Services at the time).
    - Marketing Department has made a conscious effort to remove or significantly reduce the need for pdf documents on the Town website. Where necessary, Marketing will make the document as accessible as possible with the tools given. This will help ensure that compliancy is met in accordance with the WCAG 2.0 level A deadline of January 1, 2012 which requires that new content placed on websites be accessible.

Access to MHP Site

  i. Parking Lot (Forbes Hill Drive and Brunel Road)
- Barrier Type: Architectural, Physical

- Department: Transportation Infrastructure
- Method of Addressing:
  - MHP Accessible parking spaces increased from 1 to 2 in each location (4 spaces total)

    1.9.   Year Addressed – 2016

Access to Information & Service – Accessible Websites and Web Content
(IASR – Information and Communication s.14)

- Barrier Type: Technological
- Department: Corporate Information
- Method of Addressing: Staff have attended workshops, webinars and training sessions to understand the full scope of accessible websites and web content. This includes working with Word and PDF documents to ensure all accessible features have been identified and accessibility checks have been run on the document before it is placed on the website.
  The Corporate Information Department subscribes to an electronic program called Siteimprove. This product crawls the website for quality assurance issues as well as WCAG 2.0 level A, AA and AAA accessibility issues. Staff review the errors and warnings on an ongoing basis to ensure that web page compliance issues are addressed and fixed immediately.

Access to Information – Implementation of Self-Checkout Workstations
- Barrier Type: Information, Communication
- Department: Library
- Method of Addressing: The self-checkout workstation has been installed.

Access to Service (Transit) – Categories of Eligibility
(IASR – Transportation s.63)

- Barrier Type: Attitudinal
- Department: Public Works

- Method of Addressing: Huntsville Transit has "unconditional eligibility" which means equal eligibility for all riders. This approach will be monitored to ensure the needs of individuals with disabilities are being met.

Access to Service (Transit) – Fare Parity

(IASR – Transportation s.66)

- Barrier Type: Attitudinal
- Department: Public Works
- Method of Addressing: The Town of Huntsville offers equal fare for all riders.

Access to Service (Transit) – Transit Study

- Barrier Type: Physical/ Information & Communication
- Department: Public Works
- Method of Addressing: Between May 15th and June 30th, the Town issued a survey in order to measure the level of satisfaction with the current service provided. Staff are analyzing the results and will present their findings along with recommendations for the 2017 budget.

1.10. Year Addressed – 2015

Access to Information – Smoke Alarm Program

- Barrier Type: Information
- Department: Fire
- Method of Addressing: The Fire Department has developed a Standard Operation Guideline (SOG 1500) Smoke Alarm Program. This Program provides people with physical disabilities, vision loss and seniors with smoke alarm assistance and home escape plan information.

Access to Accessible Formats and Communication Supports

(IASR – Information and Communication s.12)

- Barrier Type: Information
- Department: Customer Service/Corporate Information

- Method of Addressing: The Municipality will develop has developed a procedure that addresses the process related to providing accessible formats and communication supports for persons with disabilities in a timely manner and at no extra cost. The procedure identifies how to consult with the person making the request to determine the appropriate format, the time necessary to produce the document, the cost if any (must not exceed the normal fee for requested documentation), and if it cannot be produced in house where to outsource the required service. The Town will notify the public about the availability of accessible formats and communication supports.

Access to Information – Maps

- Barrier Type: Information
- Department: Corporate Information
- Method of Addressing: A new Accessibility Map of the Town of Huntsville has been created (as of June 15) which will include highlights of accessible parking, accessible public washrooms, local businesses and resorts, new accessible boat parking space, curb stops and sidewalk routes and accessible park and beach areas. The Town of Huntsville will work alongside the Chamber of Commerce and/or the Downtown Huntsville BIA to gather any missing information and to provide a link to the Town map on the associated websites. The colour scheme of this map has been selected based on the recommended colours as per the CNIB Clear Print Guidelines.

1.11. Year Addressed – 2014

Access to Muskoka Heritage Place

- Barrier Type: Physical
- Department: Muskoka Heritage Place
- Method of Addressing: Four accessible parking spaces in total. Two spaces are located across from Muskoka Museum main entrance at 88 Brunel parking lot and the other two spaces are across from Muskoka Heritage Place Train Station at Forbes Hill Drive parking lot.

Access to the Stephenson Community Hall

- Barrier Type: Architectural, Physical

- Department: Property Management
- Method of Addressing: Building permits have been obtained and construction of the new washroom and repairs to the wheelchair ramp are due to be completed by the end of 2014.

Access to Information (Transit) – Accessibility Training
(IASR – Transportation s.36)

- Barrier Type: Information
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies. Driver training records are available at Campbell Bus Lines.

Access to Service (Transit) – Fares, Support Persons
(IASR – Transportation s.38)

- Barrier Type: Attitudinal
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies. There is no fare charged for support workers.

Access to Service (Transit) – Eligibility Application Process (specialized)
(IASR – Transportation s.64)

- Barrier Type: Attitudinal, Information
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies. Huntsville Specialized transit has unconditional eligibility.

Access to Information (Transit) – Emergency or Compassionate Grounds (specialized) (IASR – Transportation s.65)

- Barrier Type: Information
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Service (Transit) – Booking (specialized) (IASR – Transportation s.71)

- Barrier Type: Physical
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Service (Transit) – Trip Restrictions (specialized) (IASR – Transportation s.72)

- Barrier Type: Physical
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies. There are no trip restrictions inside the boundaries set by the Town of Huntsville,

Access to Information – Town Websites (Town, Theatre, Muskoka Heritage Place, Library)
- Barrier Type: Communication, Information, Technological
- Department: Corporate Information
- Method of Addressing: BrowseAloud Software has been purchased and is now operational on all four of the Town's websites.

Access to Information – Home Bound Library Service

- Barrier Type: Information, Communication
- Department: Library
- Method of Addressing: An introductory brochure to promote the Home Bound Library Service has been created. The brochure complies with CNIB Clear Print Guidelines.

Access to Information – Development of Collection Brochure for Library Accessibility Collection

- Barrier Type: Information, Communication
- Department: Library
- Method of Addressing: A bibliography promoting the Huntsville Public Library's audiobooks, eBooks, e-audio books and large print collection has been completed. The brochure complies with CNIB Clear Print Guidelines.

Access to Information – Staff Training Plan

- Barrier Type: Information, Communication
- Department: Library
- Method of Addressing: An annual accessibility training plan has been developed.

1.12.   Year Addressed – 2013

Access to Information – Leisure Guide

- Barrier Type: Attitudinal, Information
- Department: Marketing
- Method of Addressing: The Town of Huntsville 2013 Spring/Summer and 2013/2014 Fall/Winter Leisure Guide included a full page and three quarters titled "Accessibility Information". It provides information on the transit system, the TTY system, the audible lights, and accessible features on municipal buildings. The Transit pages in both guides include the Courtesy Seating and Priority Seating logo for awareness. This is a standard practice whereas the Municipality will review the "Accessibility Information" section on a semi-annual basis.

Access to Information – Establishment of Accessibility Policies
(IASR – General Requirements s.3)

- Barrier Type: Information, Communication

- Department: Clerk's
- Method of Addressing: The Municipality has developed policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the Integrated Accessibility Standards Regulation.

Access to Information – Accessibility Plans
(IASR – General Requirement s.4)

- Barrier Type: Information, Communication
- Department: Clerk's
- Method of Addressing: The Municipality has established a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Accessibility Standards Regulation. The Accessibility Plan has been posted on the municipal website and will be provided in an accessible format upon request. The Accessibility Plan will be reviewed annually in conjunction with the Budget process to ensure adequate funding is available for mandatory projects.

Access to Service – Self-service Kiosks
(IASR – General Requirement s. 6)

- Barrier Type: Physical
- Department: Customer Service
- Method of Addressing: The Municipality will incorporate accessibility features when designing, procuring or acquiring self-service kiosks. A procedure has been created to address the requirements of this section.

Access to Service – Cheques and Forms
- Barrier Type: Attitudinal, Systemic
- Department: Customer Service
- Method of Addressing: As customers may require assistance when writing cheques or filling out forms, a corporate procedure has been developed and implemented to allow an appropriate Staff member (Staff member from another Department to avoid any conflict of interest) to assist with completing applications, cheques, forms, etc. This will

be included in the Knowledge Wiki for Customer Service as an FAQ including the process.

Access to Information – Accessible Feedback Process
(IASR – Information and Communication s.11)

- Barrier Type: Information, Communication
- Department: Customer Service/Corporate Information
- Method of Addressing: The Municipality has created an Integrated Accessibility Standards Regulation Policy that outlines the process for receiving and responding to feedback. This information will be accessible to persons with disabilities and will be provided in alternate formats upon request. This policy can be found on the Accessibility page at www.huntsville.ca

Access to Information – Town Website

- Barrier Type: Communication, Information, Technological
- Department: Corporate Information
- Method of Addressing: A new initiative was brought forward for an E- Services Plan. This Plan will identify all corporate online service needs to improve customer service and to make more municipal services available online. Now that the Plan is formalized, the Corporate Information Department will then research possible solutions to address these new online service needs. (Online registration was indicated within the E-Services Plan and has been implemented into the CLASS software.)

Access to Information – New Internet Websites and Web Content
(IASR – Information and Communication s.14)

- Barrier Type: Technological
- Department: Corporate Information
- Method of Addressing: The Municipality has ensured that their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA in accordance with the schedule set out in section 14 of the IASR. Site improve has been purchased. A procedure has been established to ensure ongoing compliance and monitoring.

Access to Service – Procuring or Acquiring Goods, Services or Facilities

(IASR – General Requirement s.5)

- Barrier Type: Information, Communication
- Department: Finance
- Method of Addressing: The Municipality has incorporated accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. The Procurement By- law has been amended incorporating this requirement.

Access to CN Train Station

Barrier Type: Physical, Communication

- Year Addressed: Ongoing
- Department: Property Management
- Method of Addressing: The telephone will be removed as the establishment will be leased to private individuals and no longer publically accessible.

Notes about this next section of the Plan

The following areas have been addressed through consultation with the contractor for transportation services to ensure these sections of the regulation are being complied with and are included within their operational policies. Written confirmation has been obtained ensuring compliance.

Access to Information (Transit) – Accessibility Plan

(IASR – Transportation s. 41-43)

- Barrier Type: Information
- Department: Public Works

Access to Service (Transit) – Alternative Accessible Method of Transportation (conventional)

(IASR s.45)

- Barrier Type: Physical
- Department: Public Works

Access to Service (Transit) – Fares

(conventional with no specialized, alternate fare payment option) (IASR – Transportation s.46, 66)

- Barrier Type: Attitudinal
- Department: Public Works

Access to Service (Transit) – Service Disruptions

(IASR – Transportation s.50)

- Barrier Type: Physical, Communication
- Department: Public Works

Access to Service (Transit) – Technical Requirements

for Vehicles Manufactured on or after January 1, 2014 (IASR – Transportation s. 53-61)

- Barrier Type: Physical
- Department: Public Works

Access to Service (Transit) – Visitors (specialized)

(IASR – Transportation s.67)

- Barrier Type: Attitudinal
- Department: Public Works

Access to Service (Transit) – Service Delays (specialized)

(IASR – Transportation s.73)

- Barrier Type: Communication
- Department: Public Works

Access to Service (Taxi Cabs) – Duties of Municipalities

Accessible Taxi Cabs – Proportion of On-demand (IASR s. 79)

- Barrier Type: Physical
- Department: By-law

- Method of Addressing: The Municipality has consulted with its Accessibility Advisory Committee and is undertaking public consultation.

Access to Council Chambers

- Barrier Type: Architectural, Physical
- Department: Property Management
- Method of Addressing: The installation of the automatic door will allow a person with a disability independent access to the Council Chambers.

Access to Information - Civic Centre Sign Review

- Barrier Type: Communication, Information
- Department: Organizational Development & Strategy
- Method of Addressing: A review of the Huntsville Civic Centre interior and exterior signage has been reviewed by a small committee and will be further updated as the need arises to ensure all signs are properly labeled and designed.

Access to Information - Workplace Emergency Information
(IASR - Employment s.27)

- Barrier Type: Information
- Department: Human Resources
- Method of Addressing: The Municipality will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability. A procedure has been created to address the requirements of this section.

Access to Information – Training (IASR and Human Rights Code)
(IASR – General Requirements s. 7)

- Barrier Type: Information
- Department: Human Resources
- Method of Addressing: The Municipality has ensured that training will be provided as soon as practicable on the requirements of the accessibility standards referred to in the Integrated Accessibility Standards Regulation and on the Human Rights Code as it

pertains to persons with disabilities. This training requirement is reflected in Human Resources policies.

Access to Information – Recruitment
(IASR – Employment s. 22-24)

- Barrier Type: Information, Communication
- Department: Human Resources
- Method of Addressing: The Municipality has ensured that they have met the requirements in these sections by January 1, 2014. These requirements have been incorporated into the Human Resources Policies where applicable.

Access to Information – Employee Accommodations
(IASR – Employment s. 25, 26, 28)

- Barrier Type: Information, Communication
- Department: Human Resources
- Method of Addressing: The Municipality has ensured that they have met the requirements in these sections. These requirements have been incorporated into the Human Resources Policies where applicable.

Access to Information – Performance Management, Career Development and Redeployment
(IASR – Employment s.30-32)

- Barrier Type: Attitudinal, Information
- Department: Human Resources
- Method of Addressing: The Municipality has developed a policy that addresses performance management, career development and advancement and redeployment which will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

Access to the Huntsville Public Library

- Barrier Type: Architectural, Physical, Technological
- Department: Library

- Method of Addressing: A facility condition assessment (2012) was completed to assess accessibility standards in the Library. The information in the report was used in the plan to renovate the Library space.

Access to Information – Partnership with the CNIB
- Barrier Type: Information, Communication
- Department: Library
- Method of Addressing: Huntsville Public Library has entered a partnership with the CNIB to offer Daisy books (50 titles), readers (1), and the CNIB Digital Library collection (over 80,000 books, newspapers, magazines, music and descriptive movies in alternate formats) in order to improve access to collections.

Access to Information – Replacement & Redeployment of Accessibility Workstation
- Barrier Type: Information, Communication
- Department: Library
- Method of Addressing: The accessible computer workstation was upgraded to ensure current and recommended versions of hardware and software are available to assist customers with visual, mobility and learning disabilities with access to the Internet, to produce documents, to scan hardcopies and reproduce into text. The accessible workstation has been moved to the Creativity & Exploration Hub which was created using funds received from the Ontario Trillium Foundation (2013).

Access to Information – Revision of the eLibrary Accessibility Web pages
- Barrier Type: Information, Communication
- Department: Library
- Method of Addressing: The accessibility page of the eLibrary has been redesigned and updated and includes policies and procedures, accessible equipment and services, online databases with audio capabilities, facility accessibility information, collections for persons with disabilities including material available from the partnership with the CNIB. The website complies with the Information and Communication Standard.

Access to Information – Public Libraries
(IASR – Information and Communication s.19)

- Barrier Type: Information
- Department: Library
- Method of Addressing: The Huntsville Public Library procedure provides access to or will arrange for the provision of accessible materials where they exist or provide materials in an accessible format upon request.

Access to Information – Selection of eResources with Accessibility Components
- Barrier Type: Information, Communication
- Department: Library
- Method of Addressing: Reviewed accessibility legislation and product policies from database providers (Gale/EBSCO, Overdrive, and Freegal, etc.); Incorporated questions for suppliers to ensure e-resources are accessible.

Access to Information – Development of Brochure for use of the Accessible Workstation
- Barrier Type: Information, Communication
- Department: Library
- Method of Addressing: Development of a brochure promoting the accessible workstation and its functions. The brochure will comply with CNIB Clear Print Guidelines.

1.13.   Year Addressed – 2012

Access to Parking – Location of designated accessible parking spaces
- Barrier Type: Physical
- Department: By-Law Enforcement
- Method of Addressing: The Accessibility Advisory Committee has set the criteria for designated accessible street parking spaces and the By- law Department has conducted a Parking Study on all parking spaces in the Downtown area to determine the necessary number of designated accessible parking spaces and their appropriate locations.

Access to Information – Employees Returning to Work (IASR – Employment s.29)
- Barrier Type: Information, Communication
- Department: Human Resources

- Method of Addressing: The Municipality has developed and has in place a return to work process for its employees who have been absent from and require disability-related accommodations in order to return to work. The policy includes all requirements listed under this section of the Regulation.

Access to Service – Duties of Municipalities, Taxicabs (IASR – Transportation s.80)

- Barrier Type: Attitudinal, Information
- Department: By-law
- Method of Addressing: The municipality has ensured that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab. The owners and operators of taxicabs will make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers upon request. Written confirmation has been requested to ensure compliance.

Access to Accessibility Information

- Barrier Type: Attitudinal
- Department: Marketing
- Year Addressed: Ongoing
- Method of Addressing: The Marketing Department is going to continue to include Accessibility information in advertising materials and will continue to make advertising available for information about Accessibility.

Access to Information – Leisure Guide

- Barrier Type: Attitudinal
- Department: Marketing
- Method of Addressing: The Town of Huntsville Spring/Summer Leisure Guide 2012 included a full page and three quarters titled "Accessibility Information". It provided information on the transit system, the TTY system, the audible lights, and accessible features of municipal buildings.

Access to Information – Town Announcement Ad

- Barrier Type: Attitudinal
- Department: Marketing

- Method of Addressing: The Town Announcement ad within the Huntsville Forester weekly, as space permitted included: "Did You Know?" box with information about accessibility.

Access to Information – Town of Huntsville Website
- Barrier Type: Attitudinal
- Department: Marketing
- Method of Addressing: On the Town of Huntsville website throughout various areas was included a box with information about Accessibility titled "Did You Know?" There were one line pieces of information about Accessibility.

Access to Information – Radio Advertising
- Barrier Type: Attitudinal
- Department: Marketing
- Method of Addressing: On FM 105.5 radio for November and December 2012 the following ran each month as awareness information on accessibility issues:
  - 10 - 15 second radio promotional pieces encouraging listeners to tune in to learn more;
  - 20 - 30 second radio commercials about accessibility and where to get more information;
  - 2 minute interviews with the Chair of Accessibility Advisory Committee.

Access to Pool
- Barrier type: Systemic
- Department: Leisure Services - Aquatics
- Method of Addressing: Practice already exists to allow service animals to accompany individuals in the pool area; however, it was necessary to create a policy as required by the Customer Standard AODA 2005, which reflects existing practices and have it clearly posted for all to see. Signage has been placed at the entrance to the Canada Summit Centre that Service Animals are permitted within the facility. Staff policy identifies that Service Animals are allowed in all areas of the Canada Summit Centre including the Pool.

Access to Service at Fire Department

- Barrier Type: Architectural, Physical

- Department: Fire Department

- Method of Addressing: Renovations and alterations were required for the front entrance to the Fire Hall. The facility is now wheelchair accessible. The automatic door openers have been installed.

Access to Service

- Barrier Type: Information, Systemic
- Department: Fire Department/Emergency Planning
- Method of Addressing: Emergency Planning personnel took part in the Accessible Customer Service for Emergency Responders Course through Emergency Management Ontario and will attend other informational/educational sessions, as they became available.

Access to Accessible Pedestrian Signals

- Barrier Type: Visual
- Department: Public Works
- Method of Addressing: As a result of consultation between the Town of Huntsville and the District of Muskoka, the District improved curbs, pedestrian lines, and placement of the push button system at two intersections.

Access to Information (Transit) – Availability of Information on Accessibility Equipment
(IASR – Transportation s.34)

- Barrier Type: Information
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation was being complied with and included within their operational policies.

Access to Information (Transit) – Emergency Preparedness and Response Policies
(IASR – Transportation s.37)

- Barrier Type: Information
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Service (Transit) – General Responsibilities (Conventional)
(IASR – Transportation s.44)

- Barrier Type: Physical, Attitudinal
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Service – Transit stops (conventional)
(IASR – Transportation s.47)

- Barrier Type: Information, Physical
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Service (Transit) – Storage of Mobility Aids (Location, Handling)
(IASR – Transportation s.48)

- Barrier Type: Physical
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Service (Transit) – Courtesy Seating
(IASR – Transportation s.49)

- Barrier Type: Communication, Information
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Service (Transit) – Companions and Children
(IASR – Transportation s.74)

- Barrier Type: Attitudinal

- Department: Public Works

- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Information – Emergency and Public Safety Information

(IASR – Information and Communication s.13)

- Barrier Type: Information

- Department: Customer Service/Corporate Information

- Method of Addressing: The Municipality has made emergency procedures, plans and public safety information available to the public. Upon request, this information will be provided in an accessible format.

Access to Information – Maps

- Barrier Type: Information

- Department: Corporate Information

- Method of Addressing: Large font urban area road maps have been posted on the Town's website as a pdf file. Posted on the Town website September 10, 2012

Access to Information - Training and Policies

- Barrier Type: Systemic

- Department: Human Resources

- Method of Addressing: The mandatory training component for Accessible Customer Service has been incorporated into the employment letters for all new employees. A training module entitled "Accessible Customer Service Standard" has been added to the Inner Circle (intranet site) and is accessible for staff. The training module includes a PowerPoint Presentation, test sheet, and training sign off sheet. Existing employees and volunteers are currently being provided with this training module.

  The policies required by the Employment Standard under the Integrated Accessibility Regulation have been integrated into the recruitment practices of the Municipality and all other HR Policies which relate to the standard.

Access to Information – Customer Service Desk

- Barrier Type: Communication, Information, Physical, Architectural
- Department: Organizational Development & Strategy
- Method of Addressing: New desk area is at the proper height requirements and all semi-private work areas are accessible to the public.

Access to Library Entrance

- Barrier Type: Architectural, Physical, Technological
- Department: Library
- Method of Addressing: The Library has reconstructed the front entrance to improve accessibility.

1.14. Year Addressed – 2011

Access to Box Office

- Barrier Type: Acoustic, Architectural, Physical
- Department: Facilities
- Method of Addressing: The Box Office glass screen and microphone system creates a physical and psychological barrier to users. The broadcast voice system lessened personal privacy. The microphone was inaccessible to someone in a wheelchair. The window glass and microphone system were removed and replaced with a metal shutter style wall/screen. The shutters create privacy when the box office is closed. The open counter, when box office is open, allows for better access to ticket agents and terminals, providing individual personal service improvement. Speed of transactions will be improved. Psychological barriers impeding friendliness are removed. A more welcoming open atmosphere now exists. Small space heater inside box office may be required in cold months.

Access to Information – Leisure Guide

- Barrier Type: Attitudinal
- Department: Marketing
- Method of Addressing: The Town of Huntsville Spring/Summer Leisure Guide 2011 included a full page and a half page titled "Accessibility Information". It provides

information on the transit system, the TTY system, the audible lights, and accessible features on municipal buildings.

The Town of Huntsville Fall 2011 and Winter 2012 Leisure Guide included a full page and three quarters of a page titled "Accessibility Information". It provides information on the transit system, the TTY system, the audible lights, and accessible features on municipal buildings.

Access to Information – Town Announcement Ad

- Barrier Type: Attitudinal
- Department: Marketing
- Method of Addressing: The Town Announcement ad within the Huntsville Forester weekly, as space permitted included – "Did You Know?" box with information about Accessibility. There were one line pieces of information about Accessibility.

Access to Information – Town of Huntsville Website

- Barrier Type: Attitudinal
- Department: Marketing
- Method of Addressing: On the Town of Huntsville website throughout various areas was included a box with information about Accessibility titled "Did You Know?" There were one line pieces of information of Accessibility.

Access to Information – Radio Advertising

- Barrier Type: Attitudinal
- Department: Marketing
- Method of Addressing: On FM 105.5 radio for October, November and December 2011, the following are running each month as awareness information about Accessibility:
  - 5 second - radio promotional pieces encouraging listeners to tune in to learn more about accessibility;
  - 20-30 second - radio commercials about accessibility and additional information;
  - 2 minute interviews with the Chair of Accessibility.

Access to Communication

- Barrier Type: Communication

- Department: Muskoka Heritage Place / Emergency Planning
- Method of Addressing: An accessible telephone was installed in the Train Station. The unit is wireless and the landline jack was installed at the Canada Summit Centre. The telephone is located in the Telegraph Office at the Train Station and lists the 911 emergency response address as 100 Forbes Hill Drive.

Access to Information – Library Website

- Barrier Type: Communication, Information

- Department: Library

- Method of Addressing: The new Huntsville Public Library website was W3C Priority 2 CSS compliant with all current accessible features.

Access to Public Playgrounds

- Barrier Type: Physical

- Department: Parks & Recreation

- Method of Addressing: Community Services have a policy that all new and existing playgrounds will be accessible.

Access to Information – Town Website

- Barrier Type: Communication, Information, Technological

- Department: Information Technology

- Method of Addressing: The new Town of Huntsville website was W3C Priority 2 compliant with all current accessible features.

Access to Information – Maps

- Barrier Type: Information

- Department: Corporate Information

- Method of Addressing: A map showing the urban area accessible parking spaces is available on the Town's website as a pdf file.

Access to Information and Service – 2nd Floor Counter

- Barrier Type: Architectural, Communication

- Department: Building/Planning Services

- Method of Addressing: The open concept counter was very distracting and could be difficult when accommodating individuals with various disabilities. A quiet area (such as the meeting room if not booked) will be designated for use allowing for more privacy. Staff were notified to try to use another area i.e. office, meeting room, lower level of counter.

Access to Parking - Meters

- Barrier Type: Physical
- Department: By-Law Enforcement
- Method of Addressing: All "blue meter heads" have been removed from designated accessible parking spaces within the Town of Huntsville.

Access to Service (Taxi Cabs) – Duties of Municipalities that Licence Taxicabs (equal fares and fees) (IASR – Transportation s.80)

- Barrier Type: Attitudinal
- Department: By-Law Enforcement
- Method of Addressing: Under the Integrated Accessibility Standard the Town shall ensure that all owners and operators of taxicab companies are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip and from charging a fee for the storage of mobility aids or mobility devices. Written confirmation will be obtained from the taxicab companies ensuring compliance.

Access to Service

- Barrier Type: Information, Systemic
- Department: Fire Department/Emergency Planning
- Method of Addressing: The Emergency Preparedness Guide for People with Disabilities/Special Needs is contained within the Town of Huntsville Emergency Plan. The Plan is available in various formats including on the Town of Huntsville website. A link is also included to Emergency Management Ontario to their accessibility information.

Access to Service (Transit) - Non-functioning Accessibility Equipment (IASR Transportation s.35)

- Barrier Type: Physical
- Department: Public Works

- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Service (Transit) - Technical Requirements of vehicles
(purchased on or after July 1, 2011)

(IASR – Transportation s. 53-62)

- Barrier Type: Physical
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Service (Transit) - Fares
(conventional, cannot charge higher fare for persons with disabilities)

(IASR – Transportation s. 46)

- Barrier Type: Attitudinal
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Service (Transit) - Storage of Mobility Aids (no charge)
(IASR – Transportation s.48)

- Barrier Type: Physical
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Service (Transit) - Pre-boarding and On-board Announcements

(verbal – on request)

(IASR – Transportation s.51, 52)

- Barrier Type: Information
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

Access to Service (Transit) - Origin to Destination Services (specialized)

(IASR – Transportation s.68)

- Barrier Type: Information
- Department: Public Works
- Method of Addressing: Consultation has taken place with the contractor for transportation services to ensure this section of the regulation is being complied with and included within their operational policies.

1.15.   Year Addressed – 2010

Access to Huntsville Train Station

- Barrier Type: Physical, Communication
- Department: Facilities
- Method of Addressing: A wooden angle plate has been bolted on the front door to allow ramped access to the facility.

Access to Services – Braille Signage

- Barrier Type: Physical, Information
- Department: Facilities
- Method of Addressing: The spelling on the Braille signage for the men's washroom door on the first floor has been corrected. As well all new Braille signage in the Civic Centre

has been replaced using the proper grade level. The Town has adopted the CSA standard for all old and new Braille signage.

Access to Beach Washrooms at Port Sydney Beach

- Barrier Type: Physical, architectural
- Department: Parks
- Method of Addressing: During the Port Sydney Beautification project the washroom facilities were made fully accessible – ramps for entry, doorways widened hands free sinks and dryers.

Access to Information – MHP

- Barrier Type: Information
- Department: Muskoka Heritage Place
- Method of Addressing: MHP has released a large print photographical booklet. This will assist visitors with disabilities in gaining the most complete experience and enjoyment of our site.

Access to Heritage Buildings – MHP

- Barrier Type: Architectural, Physical, Visual
- Department: Muskoka Heritage Place
- Method of Addressing: Dwelling-specific manuals have been created with photos and descriptions of areas unable to be made accessible – second floor as well as narrow entrances.

Access to Information

- Barrier Type: Information
- Department: Marketing/Clerks
- Method of Addressing: The Town's Leisure Activity Guide now includes 1
- ½ pages of information on accessibility features of town buildings, transit information, TTY information, etc. Since 2009, this has expanded to include the Canada Summit Centre. (And all accessible features.) It will be updated with each subsequent publication.

Access to Service – Payments

- Barrier Type: Information, Technological, Communication
- Department: Finance
- Method of Addressing: The interac machine that the finance department has on 3rd floor is equipped with a Braille dot on the "5", chip technology and extra cord length that can extend to different lengths and heights at the counter.

Access to Information – Alternate Format Documents

- Barrier Type: Information
- Department: Clerks
- Method of Addressing: Alternate formats of municipal documents are provided upon request. Where possible, documents are available in PDF and Microsoft Word formats. Huntsville Public Library is able to convert a word document into Braille.

Access to Service - Methods of Voting

- Barrier Type: Information, Physical
- Department: Clerks
- Method of Addressing: The voting method for the 2010 Municipal Election will be by telephone and internet, therefore no voting machine was required. This method is fully accessible to all eligible electors.

Access to Information – Council Chambers

- Barrier Type: Technological
- Department: Clerks
- Method of Addressing: Assistive listening devices are now offered at the Algonquin Theatre and in the Council Chambers.

Access to Private Parking Lots

- Barrier Type: Physical
- Department: By-Law Enforcement
- Method of Addressing: Existing private parking lots are added to the by- law upon request. All newly constructed private lots fall under the Town's Site Plan Guidelines and required to comply with the by-law.

Access to Grants/Funding

- Barrier Type: Systemic

- Department: Economic Development

- Method of Addressing: Economic Development is committed to working cooperatively with the Town of Huntsville departments to overcome barriers related to accessibility. Funding has been researched and reviewed as the need arises.

Understanding the Needs of People with Disabilities

- Barrier Type: Attitudinal

- Department: Human Resources

- Method of Addressing: An in-house advanced training program has been developed as required by the Customer Service Standard, AODA 2005. All staff, Council Members and Town volunteers received this training in 2010 and will received updated training regularly.

1.16. Year Addressed – 2009

Access to Information – Agendas and Minutes

- Barrier Type: Information

- Department: Clerks, Information Technology

- Method of Addressing: Council and Committee Agendas and Minutes are now being posted on the Town of Huntsville website in a Microsoft Word format so that the document can be translated for anyone with screen reading software.

Access to Information – Report Format

- Barrier Type: Informational

- Department: Clerks

- Method of Addressing: The report format has been amended to include a specific section which relates to Accessibility implications.

Access to Information - Maps

- Barrier Type: Informational

- Department: Corporate Information

- Method of Addressing: Large-print urbanarea roads and important landmark maps were updated, printed and are located at the 2nd floor counter.

  6 large-font maps are readily available for the public and can be re-printed as necessary.

Access to Information – Web Map Services

- Barrier Type: Informational
- Department: Corporate Information
- Method of Addressing: New GIS software gives the ability to publish map services on the internet using WMS (web map services) compatible with the Open Geospatial Consortium, Inc (OGC) which is an international industry consortium of 383 companies, government agencies and universities participating in a consensus process to develop publicly available interface standards. This new GIS software also allows the Town of Huntsville to consume or view other available WMS map services within our own application interface (eg. Bird Studies Canada, Canadian Mineral Deposits, etc). We can now view this available data without storing the data on our physical server machines. This capability expands data sharing and data use abilities.

Access to the River Mill Playground

- Barrier Type: Physical
- Department: Parks and Trails
- Method of Addressing: Improved access has been made to the playground that was constructed in 2008. The Parks & Trails Department has reviewed the accessibility of the surface (Fibar) and additional accessible equipment (a Sway Fun and ramp extension) was installed.

Access to Information – Leisure Guide

- Barrier Type: Communication
- Department: Leisure Services
- Method of Addressing: The Leisure Activity Guide now includes information on the AAC as well as the availability of accessibility programs and access to community centres.

Access to the Northland Passenger Train

- Barrier Type: Physical

- Department: Facilities

- Method of Addressing: A new lift device was ordered by Northland for the Huntsville Train Station and is in place to ensure wheelchair access onto the train. The Town has supported this project by building the shed to house the lift.

Access to Accessible Parking

- Barrier Type: Physical

- Department: By-Law Enforcement

- Method of Addressing: An additional accessible parking spot was added to Main Street in front of The Nutty Chocolatier.

1.17. Year Addressed – 2008

Access to 9 Heritage Buildings – MHP

- Barrier Type: Architectural, Physical

- Department: MHP

- Method of Addressing: The ramp to the Spence Inn was completed in 2008.

Access to Information – Audio/Video Collections

- Barrier Type: Technological

- Department: Library Services

- Method of Addressing: The Library continues to offer collections & services for persons with disabilities:
    - Books on tape & books on CD.
    - Described movies (in video & audiocassette formats).
    - Adult Learners' (literacy) collection.
    - Large print collection.
    - Adaptive technology (e.g., magnifier, reading machine, etc.).
    - Computer training sessions (with volunteer computer tutors and seasonal grants).

- Home delivery of library materials.

Access to Information – Council Chambers Sound System

- Barrier Type: Communication
- Department: Clerks
- Method of Addressing: The microphones used for staff and councillors were adjusted to improve the sound for people in the gallery. In addition, a hand- held microphone was purchased for those wishing to speak from the gallery (it is especially beneficial for those in wheelchairs or with mobility limitations.)

Access to Employment - Discrimination

- Barrier Type: Attitudinal
- Department: Human Resources
- Method of Addressing: Since conducting a review of the Human Resources Policy and Procedure Manual, it now includes legislative changes as they occur.

Access to Employment - Discrimination

- Barrier Type: Systemic
- Department: Human Resources
- Method of Addressing: Educate Human Resource personnel on:
    - The effective hiring practices to include more persons with disabilities in the work place
    - On the credits available to employers who hire persons with disabilities
    - Ongoing through courses and seminars. Liaise with Local organizations (Community Living, Health Unit, etc.).

Access to Muskoka Heritage Place Washrooms

- Barrier Type: Architectural, Physical
- Department: Muskoka Heritage Place
- Method of Addressing: Door knobs which were difficult to turn by hand have been replaced with two hall-style (non-locking) door knobs in Steam Museum at 24 Park Drive; Non-key knobs were installed in the main Admissions/Muskoka Museum at 88 Brunel Road.

Access to Service – Snow Removal for Accessible Parking Spaces

- Barrier Type: Physical
- Department: Public Works
- Method of Addressing: Due to snow build up in designated accessible parking spaces, snow removal and snow storage removal practices were reviewed. The Public Works Department deals with snow removal in these spaces the same way as all others, by clearing the snow for all locations as soon as possible.

Ensuring Accessibility-Supportive Review of Commercial / Industrial / Multi-

- Family Developments
- Barrier Type: All
- Department: Planning
- Method of Addressing: The new Comprehensive Zoning By-law has been revised in 2008 to provide more specific requirements for developments. Also site plan enforcement and accessibility parking enforcement is being employed to ensure greater compliance.

Access to the Civic Centre

- Barrier Type: Physical, Technological
- Department: Civic Centre/Theatre
- Method of Addressing: Automatic door openers were installed on 2nd floor.

1.18. Year Addressed – 2007

Understanding the Needs of People with Disabilities

- Barrier Type: Attitudinal
- Department: Human Resources
- Method of Addressing: Awareness training was provided for all staff by the Simcoe County Accessibility for Persons with Disabilities completed fall 2007.
- An in-house training and advanced program was conducted the fall/winter of 2008.

Access to Service – Assistive Hearing Devices at the Theatre

- Barrier Type: Information, Physical, Technological

- Department: Civic Centre/Theatre
- Method of Addressing: Literature now contains hearing assistive information for persons who are hearing impaired.

Access to Information – Software Training

- Barrier Type: Physical, Technological
- Department: Library Services
- Method of Addressing: Staff and volunteer training was provided in June 2007 on the Trillium Workstation and was conducted to address learning disabilities.

Access to Information – Library Software

- Barrier Type: Physical, Technological
- Department: Library Services
- Method of Addressing: Additional software is available for the Trillium Workstation: Boardmaker, Co-writer, Write "Out Loud", Writing with Symbols.

Access to Workstation at Library

- Barrier Type: Technological
- Department: Library Services
- Method of Addressing: An application was made to the Trillium Foundation for an accessible workstation at the library – the application was successful. Added 100+ new books on tape and books on CD to the collection, an automatic door opener for the inside door and software for persons with learning disabilities (Trillium workstation).

Access to Service – Outreach Initiatives

- Barrier Type: Informational
- Department: Library Services
- Method of Addressing: Miscellaneous outreach initiatives are provided to special needs groups:
    - Home deliveries by volunteers to homebound patrons.
    - Partnership with and regular reporting to Visually Impaired Peer Support Group (host monthly meetings at the Library).

- Board outreach initiative to identify special needs user groups and raise the awareness of what is available at the library for them, May-August 2007.
- Consultation with Town Accessibility Advisory Committee.
- Online subscription databases and electronic books.

Access to Information – Storm Events

- Barrier Type: Informational, Technological
- Department: Public Works
- Method of Addressing: Made snow/tree removal information available in as many formats as possible. Storm event information has (and will continue to be) conveyed by all media outlets wherever possible.

Access to Service – Designated Accessible Parking in Private Parking Area

- Barrier Type: Attitudinal, Informational, Policy
- Department: By-law/Public Works
- Method of Addressing: Assist with negotiations with private business owners to increase fines to $300 for those parking illegally in designated accessible parking spaces. The Town of Huntsville is enforcing fines at various locations. Although the Public Works department cannot force the owners of private parking areas to create additional spots, issues as such should and can be identified during planning stages.

1.19. Year Addressed – 2006

Access to Information – Town Hall

- Barrier Type: Technological
- Department: Corporate Services
- Method of Addressing: A TTY system was purchased.

Access to Huntsville Public Transit

- Barrier Type: Informational, Physical, Policy/Practice
- Department: Transit/Public Works
- Method of Addressing: Huntsville has had one wheelchair lift-equipped community bus since 1991 that runs on a fixed route from 8:00am to 5:30pm from Monday to Friday

excluding statutory holidays. As of this year, Huntsville has added a second wheelchair lift equipped bus that runs a door- to-door service 5 days a week from 9:00am to 3:00pm.

The bus schedule has been made available in large print. It is also available on the Town's website.

It is the only municipal bus service in the District of Muskoka at this time.

Access to Land Use & Development

- Barrier Type: Architectural, Physical
- Department: Planning
- Method of Addressing: The AAC provided extensive comments on the Official Plan and all were incorporated.

    The Town's new Official Plan commits to the development of policies and zoning requirements that address the needs of persons with disabilities within a land use planning context.

    Under its objectives, Section 2.4.10, titled "Universally Accessible Environment" the Plan states that "The provision of cultural, recreational and educational facilities is encouraged to ensure accessibility by all. The development of an environment that facilitates universal access for all persons is encouraged".

In-Law Accommodation, Inspection, Permit and Plan Examination Practices

- Barrier Type: Systemic
- Department: Planning
- Method of Addressing: The new Official Plan 2006 addresses the issue and Zoning By-laws also address it.

    1.20.   Year Addressed – 2005

Access to the Old Town Hall Council Chambers

- Barrier Type: Physical
- Department: Town Administration/Clerks

- Method of Addressing: Both Gallery and Council floor are accessible. Significantly improved sound and video services.

Access to Customer Service Counters

- Barrier Type: Physical
- Department: Administration/Clerks
- Method of Addressing: Counters were lowered and redesigned to make it easier for people with a physical disability to conduct required business.

Access to a Change Room in the Centennial Centre

- Barrier Type: Physical
- Department: Leisure Services
- Method of Addressing: An accessible change room was constructed at the Pool. Input on layout and functionality was provided by the AAC.

Access to a Heated Viewing Area in the Centennial Centre

- Barrier Type: Architectural, Physical
- Department: Leisure Services
- Method of Addressing: The arena lobby has a raised heated viewing area. It was identified that there was no heated viewing for persons in a wheelchair. A permanent ramp has been constructed and some of the permanent bench seating removed in order to correct this situation. Hand rails were installed to assist people with mobility or sight issues in stepping up or down from the raised viewing area at locations other than the ramp location.

Access to Parks and Trails

- Barrier Type: Physical
- Department: Parks & Trails
- Method of Addressing: AAC provided a review of Parks Master Plan. All committee comments were integrated into the Final Plan.

Access to Centennial Centre

- Barrier Type: Physical

- Department: Facilities
- Method of   Addressing: Additional Automatic Door Openers installed inside the Centennial Centre to allow access into the Pool and Arena.

Access to Town-Owned Facilities

- Barrier Type: Architectural, Physical
- Department: Facilities
- Method of Addressing: All Town facilities including some year-round community halls are wheelchair accessible through the use of ramps. Most washrooms have been renovated to provide accessibility according to the Ontario Building Code.

Access to Parking at Library

- Barrier Type: Physical
- Department: Library Services
- Method of Addressing: Parking reconfigured at front of Library to create "Kiss and Drop", additional designated accessible parking and effective access to curb cuts.

Access to Fairy Lake Station

- Barrier Type: Physical
- Department: Muskoka Heritage Place
- Method of Addressing: New decking and ramp were installed.

Access to Train Station and Train

- Barrier Type: Physical
- Department: Muskoka Heritage Place
- Method of Addressing: A wooden ramp was built to access the platform and portable metal ramps were purchased to access the train.

Access to Information – Human Resource Policies

- Barrier Type: Attitudinal, Informational, Systemic
- Department: Human Resources
- Method of Addressing: Human Resources Policy and Procedures Manual (incorporating AAC comments) now compliant and approved by Council December 2006.

Ensuring Accessibility-Supportive Review of Commercial / Industrial / Multi-Family Developments

- Barrier Type: All
- Department: Planning
- Method of Addressing: New Site Plan Guidelines has a revised barrier- free accessibility section developed by the AAC.

Trip Hazards Outside Downtown Core

- Barrier Type: Physical
- Department: Public Works
- Method of Addressing: Comprehensive review completed of all sidewalks outside of Downtown Core, all identified trip hazards removed using sidewalk saw contractor. In excess of 500 trip hazards removed in 2005.

1.21. Year Addressed – 2004

Access to Information – Library Website

- Barrier Type: Technological
- Department: Library Services
- Method of Addressing: Summer students redesign of HPL webpage to promote accessibility. Incorporating the standards from BOBBY have been implemented in 2004 and will continue to be an on-going process.

Access to Daniel Bray House & Trappers Cabin

- Barrier Type: Physical
- Department: Muskoka Heritage Place
- Method of Addressing: Ramp was manufactured for both locations.

Access to First Nations Encampment

- Barrier Type: Physical
- Department: Muskoka Heritage Place
- Method of Addressing: Area leveled and landscaped.

Access to Information – Huntsville Website

- Barrier Type: Informational, Technological
- Department: Information Technology
- Method of Addressing: The Town has identified the deficiencies for accessibility in its current published website. To understand the requirements for the development of updated web site, the Town has:
  - Done extensive research into the best practices assumed by some of the largest corporations (Microsoft) for accessibility.
  - Developed accessibility standards for the development of the website. These standards not only guide the development of the NEW website when launched but will ensure that future changes and modifications retain the integrity and quality.
  - Purchased assistive software (JAWS) so that the Town could educate themselves and test the development of the NEW website against end- user software.
  - Purchased a software license for BOBBY so that the Town can complete an exhaustive accessibility test before the NEW website is published in the public domain.
  - Launched new website in the 2nd quarter of 2004 that improved navigation and accessibility. New reports downloaded from website are available in HTML format. Departments are increasing the availability of documents on the website to communicate to persons with disabilities easily and effectively. During the launch we identified to Council, Staff and the public at a Committee of the Whole meeting the accessibility features available on Town's website.

Ensuring Accessibility-Supportive and Transit-Supportive Review
(Commercial / Industrial / Multi-Family / Institutional Developments)

- Barrier Type: All
- Department: Planning
- Method of Addressing: New developments are reviewed by the AAC for appropriate accessibility features as part of the Site Plan Review.

Access to Washroom at the Town of Huntsville Train Station

- Barrier Type: Physical

- Department: Public Works

- Method of Addressing: A barrier-free washroom was constructed with funding from Huntsville Train Station Society and Lions Club.

Access to Washroom at 215 Main Street West

- Barrier Type: Physical

- Department: Economic Development

- Method of Addressing: The women's washroom was made accessible during tenant construction improvements.

1.22.   Year Addressed – 2003

Access to Parking in Designated Spaces Downtown

- Barrier Type: Physical

- Department: By-law/Public Works

- Method of Addressing: A comprehensive review of Downtown Parking was completed by AAC, Staff and BIA. By-laws were passed by District/Town to designate revised locations.

Disability Awareness and Discrimination Employment Practices

- Barrier Type: Attitudinal, Physical, Technological

- Department: Human Resources

- Method of Addressing: Town of Huntsville Disability Awareness Training Seminar was offered to all staff in April 2003.

Disability Awareness and Other Training

- Barrier Type: Attitudinal, Physical, Technological

- Department: Library Services

- Method of Addressing: Staff Training. Town of Huntsville Disability Awareness Training Seminar (all library staff), April 2003. Services for people who are hearing impaired – CLA/ALA Conference, June 2003. Webcast – Accessible Libraries, June 2003.

Access to Information and Services

- Barrier Type: Attitudinal
- Department: Library Services
- Method of Addressing: In partnership with Friends of the Library and the Muskoka Literacy Council, the library initiated a new collection of library materials for Adult Learners (specifically, those with low literacy skills).

  Needs Assessment In-House Survey, distributed for 3 weeks in August and 3 weeks in September of 2003, contained a detailed question regarding difficulties or barriers encountered in using the library and offers several opportunities for suggestions to remove barriers, improve service, add services, etc.

  HPL Strategic Agenda 2005-2009 identified the following goal (with special regard to addressing special needs):

  - HPL will provide cost-effective, convenient access to accurate, in-depth information and library materials as well as to local and global communications networks. The library will pursue strategies in the following areas:
  - Improve and expand collections to support library roles.
  - Sustain and expand learning outreach programs and partnerships.
  - Promote electronic literacy.
  - Promote the ability of patrons to access services independently.

Access to Pool at the Centennial Centre

- Barrier Type: Physical
- Department: Leisure Services
- Method of Addressing: An additional in-water wheelchair has been donated to the Town by the Odd Fellows and Rebekahs. It accommodates a greater number of aquatics program users who require this equipment. There is ramp access into both large and small pools.

Access to Information – Computer Monitors

- Barrier Type: Informational, Technological
- Department: Information Technology

- Method of Addressing: Larger computer monitors have been provided to staff who work intensively with documents, maps, drawing etc. to reduce eye strain.

Access to Information – Computer Keyboards

- Barrier Type: Informational, Physical, Technological
- Department: Information Technology
- Method of Addressing: Ergonomic keyboards have been provided to staff who work at computer workstations as requested. The keyboards allow staff to place their hands, wrists and forearms in a natural position for greater comfort and less strain while keyboarding.

Access to Services - Trip Hazards in Downtown

- Barrier Type: Physical
- Department: Public Works
- Method of Addressing: Downtown reviewed and sidewalk trip hazards removed. This will continue to be done annually.

1.23.   Year Addressed – Pre 2003

Access to Information – Employment Opportunity

- Barrier Type: Attitudinal, Communicational, Informational
- Department: Corporate Services
- Method of Addressing: Positions advertised for the Town include a statement that we are an "Equal Opportunity" employer. The Human Resources Department complies with the Human Rights Act and Employment Equity Act.

Access to Equipment

- Barrier Type: Physical, Technological
- Department: Library Services
- Method of Addressing: In-house equipment for Special Needs:
  - Reading machine (CCT print magnifier)
  - Magnifier

- Walkalator (basket on wheels to support user and carry library materials around the library)

Access to Information and Service – Computer Training

- Barrier Type: Technological
- Department: Library Services
- Method of Addressing: Through Community Access Program Youth Worker grants, the Library has offered computer training for seniors.

Compliance with the ODA

- Barrier Type: Attitudinal, Informational, Policy
- Department: By-law/Public Works
- Method of Addressing: Passing by Town Council of By-law that reflects new fines of $300 for those parking illegally in designated accessible parking locations in the Downtown.

Access to Facility

- Barrier Type: Architectural, Physical
- Department: Muskoka Heritage Place
- Method of Addressing: The museum and washrooms are barrier-free and accessible.

Access for Visually Impaired

- Barrier Type: Informational, Physical
- Department: Muskoka Heritage Place
- Method of Addressing: Offer guided tours for the visually impaired and supply dwelling descriptions upon request, in various formats and languages.

Access to Information and Service – Town Staff Email

- Barrier Type: Informational, Technological
- Department: Information Technology
- Method of Addressing: Contact information for e-mail address provides access to Town staff to respond to enquiries from individuals who cannot readily, physically access the Town Hall.

Access to Doorways, Washrooms and Corridors

- Barrier Type: Architectural, Physical

- Department: Fire Department

- Method of Addressing: Doorways and Corridors were widened to accept wheelchairs. Washrooms were made accessible for wheelchairs and attendants.