

<b>BARRIER</b>	<b>DEPARTMENT</b>	<b>OBJECTIVE</b>	<b>STATUS / OUTCOME</b>
I, C, A, ,P	<b>Corporate Services</b>	To determine a staff member to spear head the Town's Accessible Plan and Accessible Transportation Plan. Council member and staff to form a Committee to review future proposed plans and give input into future plans.	Plans are implemented in a timely manner. To ensure compliance with the Ontarian's with Disabilities Act.  <b>ACCESSIBILITY COORDINATOR DETERMINED</b>
I, C, A, ,P	<b>Corporate Services</b>	To review the Town's 2010 Year Strategic Plan with respect to council's commitment to continue identification of barriers for removal and/or prevention of barriers	A plan that demonstrates council's commitment to accessibility.  <b>COMPLETED</b>
I,C,A,T	<b>Corporate Services</b>	To review and make recommendation regarding the town's Web page – change from an Economic focus to a municipal focus. Website contract in progress.	A tool that is focused on municipal business. Opportunity for the public to access the town hall without having to travel, or negotiate stairs.  <b>COMPLETED</b>
I, C, A, P AR	<b>Corporate Services</b>	To conduct a customer focus workshop at a General Staff meeting pertaining to individuals with disabilities	More informed staff that can interact respectfully with and provide useful assistance to individuals who have disabilities. <b>ONGOING</b>
PH, A,	<b>Corporate Services</b>	To review research/information gathered and develop a sustainable long term accessible transportation plan.	A sustainable transportation system for persons with disabilities.  <b>COMPLETED – SPECIALIZED TRANSIT IMPLEMENTED JUNE 1, 2008</b>
I, P, A, C, T	<b>Corporate Services</b>	To implement the Customer Service Training Plan for all staff, volunteers, and third parties.	Policy and Practices that comply with the Customer Service Regulations - AODA Staff that are trained and comfortable serving customers with a disability.  <b>COMPLETED - CUSTOMER SERVICE MANUAL</b>

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I, P, A, C, T	<b>Corporate Services</b>	To implement the Communication Plan pertaining Customer Service Feedback Policy.	Policy and Practices that comply with the Customer Service Regulations - AODA Staff that are trained and comfortable serving customers with a disability.  <b>COMPLETED - CUSTOMER SERVICE MANUAL</b>
I, P, A, C, T	<b>Corporate Services</b>	To develop the Customer Service Manual and provide hard copy to all departments.	A manual detailing the Customer Service policies. Policy and Practices that comply with the Customer Service Regulations - AODA  <b>COMPLETED</b>
I, A, C, T, P	<b>Corporate Services</b>	To implement a training plan for staff volunteers and third party contractors to increase their knowledge and awareness of disability related issues, accommodation and legislation requirements (AODA Customer Service Standards)	Policy and Practices that comply with the Customer Service Regulations –AODA Staff that are trained and comfortable serving customers with a disability.  <b>COMPLETED – CUSTOMER SERVICE MANUAL</b>
I, A, C, T, P	<b>Corporate Services</b>	To develop a Customer Service Feedback Policy that adheres to the AODA Customer Service Standard. Develop a Plan to implement and inform customers regarding the policy.	Policy and Practices that comply with the Customer Service Regulations – AODA A policy that to responds to customer feedback for all persons regardless of their abilities. Also, a plan to implement and educate the  <b>COMPLETED – CUSTOMER SERVICE MANUAL</b>
I, A, C, T, P	<b>Corporate Services</b>	To develop a committee to assist the community with the implementation of the Customer Service Regulation – AODA. ie., training workshops for the various businesses, website, resources, education (newsletter) etc.	Policy and Practices that comply with the Customer Service Regulations – AODA Community partners working together to remove barriers and assist others with compliance with the Customer Service Regulations - AODA.  <b>COMPLETED – CUSTOMER SERVICE MANUAL</b>

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I,C,A.P	<b>Planning</b>	To investigate the interest of the Regional Accessibility Committee in receiving and giving input in the site plan approval process	Committee has an opportunity to provide expert opinion on access and barrier removal.  <b>COMPLETED</b>
AR, PH, T, A	<b>Building</b>	To ensure that the plans for the renovation of the town office and council chambers address accessibility. Plans could be reviewed by the Regional Accessibility Committee. The new Council chambers equipment will address presentation barriers.	New portion of Town Hall to be accessible and accessibility barriers in existing part of building are mitigated (where appropriate)  <b>COMPLETED RENOVATIONS 2010</b>
PH, A	<b>By-law</b>	To investigate and implement a By-law for obstruction of sidewalks, i.e, placement of merchandise, construction etc.	Safe passage for all persons including persons with disabilities on municipal sidewalks. Draft By-law to be reviewed by the Regional Disabilities Advisory Committee  <b>COMPLETED</b>
PH, AR, P	<b>Parking</b>	To investigate/research private properties, ie, Walmart, Canadian Tire, who would be interested in implementing an enforcement program for disabled parking on their private property.	A mechanism to allow for the enforcement of disabled parking on private property. An opportunity to educate the public regarding the use of disabled parking.  <b>COMPLETED – NO RESPONSE RECIEVED</b>
PH, A	<b>Parking</b>	To review the accessible parking in the downtown core and around municipal facilities and make recommendations regarding same	An inventory of disabled parking spaces in the downtown and municipal facilities. A list of recommendations pertaining to size and location for future implementation. A policy for the implementation of Accessible Parking spaces in the downtown.  <b>COMPLETED</b>

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I,A,P, C, T	<b>Administration and Finance</b>	To develop a Multiple Formats Policy and a plan to implement same.	A policy that applies to materials produced by the Town for release to the public that will ensure that all persons, regardless of ability, have the tools they require to participate in the civic process. <b>COMPLETED -CUSTOMER SERVICE MANUAL</b>
AR, PH, T, A	<b>Administration and Finance</b>	To ensure that the plans for the renovation of the town office and council chambers address accessibility. Plans could be reviewed by the Regional Accessibility Committee. The new Council chambers equipment will address presentation barriers.	New portion of Town Hall to be accessible and accessibility barriers in existing part of building are mitigated (where appropriate).
AR,PH,A,	<b>Operations Department</b>	To propose budget envelopes pertaining to the review completed by Georgian Engineering at the BOCC.	BOCC accessibility barriers removed. <b>RENOVATIONS TO BE COMPLETED 2010.</b>
PH, AR, T,A, P	<b>Operations Department</b>	To develop an achievable Facility Assessment Design Standard to complete a facility audit on all town owned public access or leased facilities pertaining to mobility. Using various resource: City of London, City Guelph, OBC, CMHC	<b>COMPLETED - UPGRADE TO BUILDING CODE AT THIS TIME UNTIL ENVIRONMENT STANDARDS HAVE BEEN DEVELOPED.</b>
PH,AR,A	<b>Operations Department</b>	To contract Triton Engineering to provide a report outlining accessibility issues on James Street and provide recommendations on same.	A resource which can be used to develop a feasible plan to reconfigure James Street to make it more accessible for persons with a disability. Also, a Capital Plan for same. <b>COMPLETED - RECONFIGURATION TO COMMENCE 2010</b>
P, I, C, A, PH	<b>Operations Department</b>	To develop a method to report barriers to pedestrian travel and provide feedback regarding same.	A form and policy to report barriers that interfere with pedestrian travel. Policy and Practices that comply with the Customer Service Regulations - AODA <b>COMPLETED</b>

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P, A, I, C, T	<b>Operations Department</b>	To investigate the support from community partners for a consistent Disruption of Service Policy. To develop a Disruption of Service Policy and a plan to implement same.	A consistent policy and sharing of resources by the surrounding municipalities, media and PS Power Policy and Practices that comply with the Customer Service Regulations - AODA <b>COMPLETED - NO INTEREST SHOWN</b>
	<b>Operations Department</b>	To develop an Accessibility Plan for the Stocky Centre to remove barriers and prevent barriers.	Policy and Practices that comply with the AODA
	<b>Operations Department</b>	To develop a process, obtain customer feedback from the public on Pedestrian Travel routes and a plan to implement same.	Policy and Practices that comply with the Customer Service Regulations – AODA <b>COMPLETED – CUSTOMER SERVICE MANUAL</b>
	<b>Operations Department</b>	To develop an Accessibility Plan for the Provincial Offences Court to remove barriers and prevent barriers	Policy and Practices that comply with the Customer Service Regulations – AODA <b>COMPLETED</b>
	<b>Operations Department</b>	To develop and accessibility Plan for the conventional Public transit system and the disabled transit system to remove barriers.	Policy and Practices that comply with the Customer Service Regulations – AODA <b>COMPLETED</b>
, C, T, P	<b>Economic and Leisure Services</b>	To determine if the new Town web site meets the requirements and comply with W3C accessibility standards.	A tool, web based information services, that is focused on municipal business that meet the accessibility requirements. <b>COMPLETED</b>
	<b>Parry Sound Library</b>	To develop and accessibility Plan for the conventional Public transit system and the disabled transit system to remove barriers.	Policy and Practices that comply with the Customer Service Regulations – AODA <b>COMPLETED</b>
I,A,P, C, T	<b>Provincial Offences</b>	To investigate the options for providing a sign language interpreter which would enable participation of people who are deaf that use sign language.	The option for persons who are deaf and communicate using sign language to have an interpreter available for attendance in court. <b>COMPLETED - LIST PROVIDED BY ATTORNEY GENERAL'S OFFICE</b>

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I, C, A, P	<b>Fire Department</b>	To increase the awareness of the importance of emergency preparedness to the community including people with disabilities and special needs by distributing educational materials, i.e. Emergency Preparedness Guide for People with Disabilities/Special Needs.	A more aware and prepared community for an unexpected emergency.  <b>ONGOING</b>
A,I,C,AR	<b>Fire Department</b>	To provide a workshop for SMC on the development of Evacuation Plans.	Training for leaders to develop Evacuation Plans for their facilities.  <b>COMPLETED</b>