

Grey County Joint Accessibility Advisory Committee Agenda

September 18, 2025

2:00 P.M.

Electronic Meeting

	Pages
1. Call to Order	
2. Declaration of Interest	
3. Delegations	
4. Items For Direction or Discussion	
4.a CCR-JAAC-09-25 2025 Accessibility Compliance Report	3
That Report CCR-JAAC-09-25 Grey County 2025 Accessibility Compliance Report, be received; and That the 2025 Accessibility Compliance Report be endorsed as presented for submission to the Ministry for Seniors and Accessibility as legislated.	
4.b TR-JAAC-29-25 Grey Road 12 Reconstruction - Markdale	30
That report TR-JAAC-29-25 Grey Road 12 Reconstruction – Markdale be received and that the Grey County Joint Accessibility Advisory Committee provide review and comment on the proposed design of the pedestrian facilities and rest areas.	
4.c LTCR-JAAC-15-25 Childcare Centre Renovation and Updated Lease at Grey Gables	35
That the Grey County Joint Accessibility Advisory Committee receive Report LTCR-JAAC-15-25; and That the Committee review and provide comment on the proposed renovations and updated lease.	
4.d Municipality of West Grey 2025-2029 Multi-Year Accessibility Plan	38
That The Municipality of West Grey Multi-Year Accessibility Plan 2025-2029 be presented to the Grey County Joint Accessibility Advisory Committee for review and comment.	

5. **Correspondence**
6. **Other Business**
 - 6.a Guide Dog Month
September is Guide Dog Awareness Month
7. **Next Meeting Date**
8. **Adjournment**

To:	Chair Sholtz and members of the Grey County Joint Accessibility Advisory Committee
Committee Date:	September 18, 2025
Subject / Report No:	CCR-JAAC-09-25
Title:	Grey County 2025 Accessibility Compliance Report
Prepared by:	Kathie Nunno, Accessibility and Contract Specialist
Reviewed by:	Tara Warder, Clerk
Lower Tier(s) Affected:	This report does not include submissions for lower tiers

Recommendation

1. That Report CCR-JAAC-09-25 Grey County 2025 Accessibility Compliance Report, be received; and
2. That the 2025 Accessibility Compliance Report be endorsed as presented for submission to the Ministry for Seniors and Accessibility as legislated.

Executive Summary

Every two years, the Ministry for Seniors and Accessibility requires public sector organizations to complete and submit an accessibility compliance report.

Grey County demonstrates compliance in every area although it is not possible to achieve 100% compliance every day for WCAG 2.0 website compliance due to the number of documents that are posted every day.

Background and Discussion

The AODA compliance report is a self-assessment of an organization's status in terms of compliance with all provincial accessibility requirements. The Ministry for Seniors and Accessibility ("MSAA") modified the approach for questions for the 2025 report. Previous reports focused on particular areas for compliance. The 2025 report asks six questions:

1. Is your organization in compliance with all applicable requirements of the General Section?
2. Is your organization in compliance with all applicable requirements of the Information and Communications Standards?

3. Is your organization in compliance with all applicable requirements of the Employment Standards?
4. Is your organization in compliance with all applicable requirements of the Transportation Standards?
5. Is your organization in compliance with all applicable requirements of the Design of Public Spaces Standards?
6. Is your organization in compliance with all applicable requirements of the Customer Service Standards?

Accessibility Standards Checklist Tool

The Ministry provided an Accessibility Standards Checklist tool to allow organizations to identify the requirements necessary to declare compliance. Staff worked with all Grey County departments to complete the checklist which will also provide backup to support the responses in the 2025 compliance report. This will be especially useful in the event that Grey County is chosen to be audited.

The completed tool is attached to this report in support of the responses in the completed compliance report.

Compliance and Enforcement

The MSAA ensures compliance with accessibility laws by:

- requiring applicable businesses and organizations to submit compliance reports
- auditing and inspecting businesses and organizations to verify that they are following the requirements
- enforcing the requirements, where appropriate (for example, in situations where organizations avoid meeting their legal obligations)

The completed compliance report is attached. Staff are requesting Council's approval to submit the compliance report as presented.

Legislated Requirements

As a designated public sector organization with one or more employees, Grey County is legally required to file a 2025 accessibility compliance report by December 31, 2025. The report serves to confirm whether or not Grey County has met its current accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Financial and Resource Implications

None.

Relevant Consultation

- ☒ Internal: All Grey County departments
 - ☒ AODA Compliance: Submission of 2025 Accessibility Compliance Report
 - ☐ Contribution to Climate Change Action Plan Targets (describe)
- ☐ External (list)

Appendices and Attachments

[Attachment 1 to Report CCR-JAAC-09-25 2025 Accessibility Compliance Form Grey County.docx](#)

[Attachment 2 to CCR-JAAC-09-25 Provincial Accessibility Standards Checklist for compliance report.docx](#)

Completing your accessibility compliance report

You must complete the mandatory fields on each page before you can move to the next page. Mandatory fields are marked with an asterisk (*).

To start, save the form on your computer. Be sure to open the form with the latest version of Adobe Reader. You can save the form at any point in the process and return to it later. You may distribute the form within your organization for input before submitting. This form is due by **December 31, 2025**.

You need the following to file your accessibility compliance report:

- organization legal name
- 9-digit business number (BN9). This is the number that Canada Revenue Agency uses to identify your organization. You can find it on your federal or provincial tax return. If your organization does not have a business number (BN9), contact us to receive an AODA identifier to be used in place of a business number (BN9).
- organization category (Ontario Public Service/Ontario Legislative Assembly, Designated Public Sector, Business or Non-profit)

Note: If you select the wrong organization category, you may see questions that do not apply to you. You will need to correct the category and enter your data again to successfully submit your report.

- number of employees in your organization in Ontario
All full-time, part-time, seasonal and contract employees, regardless of status, must be counted when determining the number of employees an organization has. Employees based outside of Ontario, volunteers and independent contractors are not included for counting purposes. For more information, consult [Ontario.ca How to count your employees](https://ontario.ca/how-to-count-your-employees).
- name and contact information of your certifier (a director or senior officer with legal authority to say that the report is complete and accurate)

File for up to 20 organizations at once

You can use one form to file a report for up to 20 organizations. To do so, you need each organization's:

- legal name
- business number (BN9) or AODA identifier
- number of employees in Ontario
Refer to the guidance above on how to count employees
- address

Each organization must have the same:

- organization category
- number of employees range (e.g. 20-49, 50+)
- certifier
- answers to all of the accessibility compliance questions

If not, you will need to complete a separate form for each organization.

Note: Users of assistive technology should pull up a list of buttons to get a list of the links on the form.

Begin your report

Follow these steps to complete your form:

1. Download and save the form

- Download and save the form on your computer
- Open the form with the latest version of Adobe Reader

2. Enter your organization's information

- Enter your organization's information then select **Next**

3. Certify your report

- Complete the Certifier Information section
- The certifier must:
 - make sure all information on the form is complete and accurate
 - check the box to show they have authority to certify your organization
 - enter the certification date or select it from the drop-down calendar
- Enter your organization's primary contact. This is the person to be contacted if more information is needed. This person may be the certifier or a different person.

4. Answer the questions

- The questions on the form are based on the requirements that apply to your:
 - organization category
 - number of employees range
- Select **Yes** (if you are in compliance) or **No** (if you are not in compliance) for each question. You may add comments in the comment box below each question.
- Each report question has links to:
 - the regulation section that is related to that question
 - helpful resources to help you understand and comply with the requirements
- Once you have answered all of the questions, select **Save form** at the bottom of the page before selecting **Next**
- Review the accessibility compliance report summary.

5. Submit your report

- You may save the form at any time by selecting the **Save form** button. When you are ready to submit your report, select the **Save and Submit button**. You will be prompted to save the form on your computer first and then it will be submitted.
- Wait for a confirmation prompt with a confirmation number that either confirms submission or indicates any problems.
- Once the report is received, an email will be sent to the Certifier and the Primary Contact. This email will include:
 - a confirmation number
 - an accessible PDF copy of your report
- Organizations must make completed reports available to the public. The Ministry may conduct an audit to verify compliance. Failure to comply may result in enforcement actions.

If you have not received a confirmation number upon successfully submitting the form or have any questions, please contact the AODA Contact Centre (ServiceOntario) at:

Toll free phone: 1-866-515-2025

Phone: 416-849-8276

Alternate formats

If you need the accessibility compliance report in an alternate format, please email accessibility@ontario.ca.

Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

If you are a public sector organization with **20 or more employees** that is not designated under the IASR ([O. Reg. 191/11: Integrated Accessibility Standards](#)) you are to comply with the IASR as a business/non-profit organization and complete the appropriate Accessibility Compliance Report. If you are a public sector organization with **fewer than 20 employees** that is not designated under the IASR ([O. Reg. 191/11: Integrated Accessibility Standards](#)), you are to comply with the IASR as a small business/non-profit organization and are exempt from the requirement to submit a report.

Fields marked with an asterisk (*) are mandatory.

A. Organization information

Organization category *	Number of employees range *	Reporting year
Designated Public Sector	50+ employees	2025

Business details

Organization legal name *	Number of employees in Ontario * Help
The Corporation of the County of Grey	1150

Business number (BN9) * [Help](#) ☐ Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility

[106979388](#)

☐ Check if operating/business name is same as legal name

Organization operating/business name

[Grey County](#)

Sector that best describes your organization's principal business activity *

[91 - Public administration](#)

[Help](#)

Subsector (if possible)

[913 - Local, municipal and regional public administration](#)

Industry group (if possible)

[9139 - Other local, municipal and regional public administration](#)

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Country *

The fields below will change based on your selection.

☒ Canada

☐ USA

☐ International

Type of address *

☒ Street address

☐ Street address served by route

☐ Other

Unit number	Street number *	Street name *		
	595	9th		
Street type	Street direction	City *	Province *	
Avenue	E (East/Est)	Owen Sound	ON (Ontario)	

Postal code (e.g. A1A 1A1) *

[N4K 3E3](#)

Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

☒ Check if business address is same as mailing address

Country *

The fields below will change based on your selection.

☒ Canada ☐ USA ☐ International

Type of address * ☒ Street address ☐ Street address served by route ☐ Other

Unit number	Street number * 595	Street name * 9th		
Street type Avenue	Street direction E (East/Est)	City * Owen Sound	Province * ON (Ontario)	
Postal code (e.g. A1A 1A1) * N4K 3E3				

Use the "Add new organization" button to add additional organizations to which this accessibility report is to be applied (maximum 20).

Note: All organizations must have the same organization category, number of employees range, compliance answers and certifier, and have different business numbers, in order to file under the same form.

Organization category [Designated Public Sector](#)

Number of employees range [50+](#)

Filing organization legal name [The Corporation of the County of Grey](#)

Filing organization business number (BN9) [106979388](#)

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](#)
Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

☒ I certify that all the information is accurate and I have the authority to bind the organization *

Certification date (yyyy-mm-dd) * [2025-08-20](#)

Certifier information

Last name * Warder		First name * Tara	
Position title * Other	Position title other * Clerk	Business phone number * 519-370-2340	Extension ☐ Check here if TTY

Email *	Alternate phone number	Extension	Fax number
tara.warder@grey.ca			

Primary contact for the organization(s)

☐ Check if the primary contact is same as the certifier

Last name *	First name *
Nunno	Kathie

Position title *	Position title other *	Business phone number *	Extension	☐ Check here if TTY
Other	Accessibility Specialist	519-370-0159		

Email *	Alternate phone number	Extension	Fax number
accessibility@grey.ca			

D. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

General

1. Is your organization in compliance with all applicable requirements of the General Section? * ☒ Yes ☐ No

[Read O. Reg. 191/11, Part I: General](#)

[Learn more about your requirements for question 1](#)

[Use this self-assessment tool to identify which requirements apply to your organization under the General Requirements](#)

Comments for question 1 Include any additional information or explanation to accompany your yes/no answer to the question.

Information and communications

2. Is your organization in compliance with all applicable requirements of the Information and Communications Standards? * ☒ Yes ☐ No

[Read O. Reg. 191/11, Part II: Information and communications standards](#)

[Learn more about your requirements for question 2](#)

[Use this self-assessment tool to identify which requirements apply to your organization under the Information and Communications Standards](#)

Comments for question 2 Include any additional information or explanation to accompany your yes/no answer to the question.

Employment

3. Is your organization in compliance with all applicable requirements of the Employment Standards? * ☒ Yes ☐ No

[Read O. Reg. 191/11, Part III: Employment Standards](#)

[Learn more about your requirements for question 3](#)

[Use this self-assessment tool to identify which requirements apply to your organization under the Employment Standards](#)

Comments for question 3 Include any additional information or explanation to accompany your yes/no answer to the question.

Transportation

4. Is your organization in compliance with all applicable requirements of the Transportation Standards? * ☒ Yes ☐ No

[Read O. Reg. 191/11, Part IV: Transportation standards](#)

[Learn more about your requirements for question 4](#)

[The Transportation Standards Reference Guide provides information about accessibility requirements from the Transportation Standards](#)

Comments for question 4 Include any additional information or explanation to accompany your yes/no answer to the question.

Design of public spaces

5. Is your organization in compliance with all applicable requirements of the Design of Public Spaces Standards? * ☒ Yes ☐ No

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 5](#)

[The DOPS Reference Guide provides an overview of the scope, applicability and specific requirements of DOPS](#)

Comments for question 5 Include any additional information or explanation to accompany your yes/no answer to the question.

Customer Service

6. Is your organization in compliance with all applicable requirements of the Customer Service Standards? ^{*} ☒ Yes ☐ No

[Read O. Reg. 191/11 Part IV.2: Customer Service standards](#)

[Learn more about your requirements for question 6](#)

[Use this self-assessment tool to identify which requirements apply to your organization under the Customer Service Standards](#)

Comments for question 6	Include any additional information or explanation to accompany your yes/no answer to the question.
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Organization category	Designated Public Sector
Number of employees range	50+
Filing organization legal name	The Corporation of the County of Grey
Filing organization business number (BN9)	106979388

Fields marked with an asterisk (*) are mandatory.

E. Accessibility compliance report summary

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards.

Next Steps:

- 1. Your organization may be audited to verify compliance.
- 2. You must make this completed accessibility report available to the public.

Fields marked with an asterisk (*) are mandatory.

Welcome to the Accessibility Standards Checklist (ASC)! This is a self-assessment tool that will allow your organization to identify the requirements that apply to your organization under the following sections of the Integrated Accessibility Standards Regulation (IASR, O. Reg 191/11 to the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA)):

- General,
- Customer Service Standards,
- Information and Communications Standards, and
- Employment Standards.

This tool will also provide information including direct links to tools and resources, to help your organization understand and meet these requirements. Please refer to our [website](#) to confirm if your organization has requirements under any other sections of the regulation.

Note: The Transportation Standards and Design of Public Spaces Standards are not covered by this tool.

Disclaimer

Using the ASC Tool

The ASC provides only general information about the [AODA](#) and its [standards](#) and how it may apply. Users should consult the AODA and its standards prior to using the tool, as exemptions apply to certain organizations, depending on sector and size.

This tool may not cover aspects of your particular situation and an audit or inspection by the ministry could produce a different result. The ministry assumes no responsibility for any errors or omissions within the tool. Your organization may wish to obtain legal advice, in addition to using this tool.

Information About Your Organization

The ministry does not retain any of the data entered into the tool, except for information that relates to the sector and size (according to the number of employees) of a user's organization, and information collected from an optional survey. Information about the sector and size of the user's organization is collected for statistical purposes.

Please note, this tool is not intended to be used by the Ontario Government or the Legislative Assembly to assess compliance with the AODA and its standards.

If you agree to use the ASC for the purposes indicated above, you can get started by answering "Yes" below. Do you agree? *

☒ Yes

☐ No

General Section

Self-assessment Questions

IASR Section 3 – Establishment of Accessibility Policies

1. Does your organization develop, implement and maintain policies governing how you achieve or will achieve accessibility through meeting your requirements referred to in this Regulation? *

☒ Yes ☐ No

2. (a) Has your organization prepared one or more written documents describing your accessibility policies, statement of commitment and

(b) Does your organization make those documents publicly available and, on request, provide them in an accessible format? *

☒ Yes ☐ No

Grey County's statement of commitment is displayed at the top of the Accessibility page on grey.ca: Grey County is committed to providing accessible and inclusive services to people of all abilities in a timely manner. The statement of commitment is included in the multi-year accessibility plan.

The Multi-Year Accessibility Plan, Accessible Customer Service Policy, Pets and Service Animals policy, 2023 – 2024 Multi-Year Accessibility Plan Progress Update, are all posted on Grey.ca on the Accessibility page. These documents are all accessible and also available in an alternate format upon request.

For more information about creating policies, go to our webpage: [How to Create an Accessibility Plan and Policy](#)

For a template to develop your policies, go to our webpage: [Accessibility Policy Sample](#)

IASR Section 4 – Accessibility Plans

1. Has your organization established, implemented and maintained a multi-year accessibility plan and posted it on your organization's website? *

☒ Yes ☐ No

Note: This section applies to you if your organization has a website. You are also required to provide an accessible format upon request, as well as update your accessibility plan at least once every five years.

2. Did your organization consult with people with disabilities or an accessibility advisory committee, where appropriate, when establishing, reviewing and updating your multi-year accessibility plan? *

☒ Yes ☐ No

Report CCR-JAAC-17-24 Multi-Year Accessibility Plan Progress Update 2023 2024 was presented for consideration to the Grey County Joint Accessibility Advisory Committee on September 19, 2024, and was endorsed by Grey County Council as presented through resolution CW101-24 on October 10, 2024 and CC82-24 on October 24, 2024.

The multi-year accessibility plan was updated to include AODA compliant budget software through Report CCR-JAAC-17-24.

3. Has your organization completed a review of its progress implementing the strategy outlined in your accessibility plan and documented the results in an annual status report posted on your organization's website? *

☒ Yes ☐ No

For additional resources to help understand and meet the requirements of this section, go to our webpage: [How to Create an Accessibility Plan and Policy](#)

For a template to develop your multi-year accessibility plan, go to our webpage: [Sample Multi-Year Plan Template](#)

For additional guidance and resources, go to:
[Designated Public Sector and Multi-Year Accessibility Plans](#)

IASR Section 5 – Procuring or Acquiring Goods, Services or Facilities

1. Does your organization incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so? *

☒ Yes ☐ No

2. When it is determined that it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, does your organization, upon request, provide an explanation as to why? *

☒ Yes ☐ No

Grey County's By-law 5209-24 Purchasing Policy includes the following

Accessibility and Procurement

a) The County, to the extent possible, shall incorporate accessibility design, criteria and features, when procuring or acquiring goods, services or facilities in accordance with the AODA.

Where it is not practicable to incorporate the said accessibility design, criteria and features when procuring or acquiring goods, services or facilities, the County shall be prepared to provide, upon request, an explanation as to why this is the case. (Ontario Regulation 191/11).

b) The County will require that anyone providing goods, services, or facilities on behalf of the County has received training on the accessible customer service standard (IASR) and the Ontario Human Rights Code. (Ontario Regulation 191/11).

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Accessibility Rules for Procurement](#)

IASR Section 6 – Self-Service Kiosks

1. If your organization was to design, procure, or acquire self-service kiosks, will you incorporate accessibility features? *

☒ Yes ☐ No

For additional resources to help understand and meet the requirements of this section, go to our webpage: [How to Make Self-Service Kiosks Accessible](#)

IASR Section 7 – Training

1. Does your organization provide appropriate training on the AODA, Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to people with disabilities? *

☒ Yes ☐ No

2. Does your organization provide training to the types of staff outlined below, and is this training appropriate to their duties? *

Note: your training must be provided to:

- (a) all people who are an employee of, or a volunteer with, the organization;
- (b) all people who participate in developing the organization's policies; and
- (c) all other people who provide goods, services or facilities on behalf of the organization

☒ Yes ☐ No

Relating to (c) all other people who provide goods, services or facilities on behalf of the organization, the County requires the provider of the goods, services or facilities to ensure AODA and Ontario Human Rights Code training has been given to all those involved.

3. Are the types of staff outlined above trained as soon as practicable? *

☒ Yes ☐ No

4. Does your organization provide training in respect of any changes to the policies described in section 3 on an ongoing basis? *

☒ Yes ☐ No

5. Does your organization keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided? *

☒ Yes ☐ No

In the fall of 2025, Grey County switched training platforms to move toward a corporate platform for training. This platform allows for improved tracking of training and meets the accessibility legislation and includes description of the training, dates, and the names of the individuals to whom it is provided.

For additional resources to help understand and meet the requirements of this section, go to our webpage: [How to Train Your Staff on Accessibility](#)

For a training checklist and links to training materials, go to our webpage: [Accessibility Training Requirements Checklist](#)

Customer Service Standards

Tell Us About Your Organization

1. Does your organization charge a fee to enter your premises? *

☐ Yes ☒ No

Self-assessment Questions

IASR Section 80.46 – Establishment of Policies

1. Does your organization have policies on providing goods, services or facilities to persons with disabilities? * ☒ Yes ☐ No
2. Has your organization applied reasonable efforts to ensure that your policies are consistent with the following principles? *
 - (a) The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.
 - (b) The provision of goods, services or facilities to people with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.
 - (c) People with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.
 - (d) When communicating with a person with a disability, the organization shall do so in a manner that takes into account the person's disability.☒ Yes ☐ No

Senior Management in all departments confirm the policies are consistent with the above principles.

3. Do your organization's policies deal with the use of assistive devices by people with disabilities enabling them to obtain, use or benefit from the goods, services or facilities or with the availability of other measures? *

☒ Yes ☐ No

Grey Transit Route (GTR)

Contracted conventional transportation provider includes the use of assistive devices in its policy.

Grey Roots Museum & Archives

Grey Roots Museum & Archives has an accessibility plan which is included as Appendix B to the Grey County multi-year accessibility plan.

Grey Roots Museum & Archives has two scooters and three wheelchairs available for the use of visitors. Front desk staff is happy to help.

The main museum building, including the Archives, is fully accessible to those using scooters, wheelchairs, or assistive walking devices. Moreston Heritage Village is partially accessible. Please call our front desk for more information. Audio tours of Moreston Village are available.

Exhibit areas have space for movement of wheelchairs, walkers, and other mobility devices.

The theatre has accessible seating areas for mobility devices.

Long-Term Care

Long-Term Care uses AODA legislation under the Human Resources manual and describes the roles and responsibilities of the staff relating to assistive devices among other things. III-J-10.00 Accessibility for Ontarians with Disabilities Act. There are also resident-specific policies that pertain to AODA.

Paramedic Services

Paramedic Services' policy, Care and Transportation of Disabled Patients states: "Disabled patients shall receive the same care and treatment as others in the health care system. Paramedics are to allow assistance devices to accompany the patient during transport."

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Create Policies](#)

For a template to develop your policies, go to our webpage: [Accessibility Policy Sample](#)

IASR Section 80.47 – Use of Service Animals and Support Persons

1. Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law? If excluded by law, does your organization have alternate ways for people with service animals to access and use your goods, services or facilities? *

☒ Yes ☐ No

Corporately, the Pets and Service Animals in the Workplace policy permits people to keep their service animals with them except where the animal is excluded by law.

Paramedic Services

Paramedic Services' policy, Care and Transportation of Disabled Patients states: "For health and safety reasons, 'Assistance Animals' shall be allowed to accompany patients in the ambulance." The Third Party Transports policy states, "It is acceptable to allow Service animals to escort patient's that require them, if it is safe to do so. Discretion should be exercised at all times, keeping in mind the advantages and sensitivity of this issue."

Long-Term Care

Grey County's Long-Term Care homes speaks to service animal in their overarching AODA policy.

Grey Roots Museum & Archives

The admissions page on greyroots.com states: "Please note: Dogs and pets are not permitted inside Grey Roots Museum & Archives or on the grounds of Moreston Heritage Village. **Certified service animals are welcome.**"

2. Does your organization ensure that when a person with a disability is accompanied by a support person, both are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises? *

☒ Yes ☐ No

There is no fee for admission to Grey Roots Museum and Archives for support persons.

For additional resources to help understand and meet the requirements of this section, go to our

IASR Section 80.48 – Notice of Temporary Disruptions

1. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's good or services, including the reason, duration and any alternatives available? *

☒ Yes ☐ No

As well as physically posting the notice of temporary disruption, whether scheduled or unexpected, notice is posted on Grey County's social media accounts.

IASR Section 80.49 – Training for Staff, etc.

1. Does your organization ensure that the following persons receive training about the provision of your organization's goods, services or facilities, as the case may be, to a person with a disability? *
 - (a) An employee of, or a volunteer with, your organization.
 - (b) Those that develop your policies.
 - (c) Anyone that provides goods, services or facilities on behalf of your organization.

☒ Yes ☐ No

Grey County provides training for (a) and (b). For (c), in the County's Purchasing Policy, the following statement is included:

"The County will require that anyone providing goods, services, or facilities on behalf of the County has received training on the accessible customer service standard (IASR) and the Ontario Human Rights Code. (Ontario Regulation 191/11)."

2. Does your training include a review of:
 - The purpose of the Accessibility for *Ontarians with Disabilities Act* (AODA),
 - The requirements of the Customer Service Standards, and
 - Instructions on the following?
 - (a) How to interact and communicate with persons with various types of disability.
 - (b) How to interact with people with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
 - (c) How to use equipment or devices available on the organization's premises or otherwise provided by the organization that may help with the provision of goods, services or facilities to a person with a disability.
 - (d) What to do if a person with a particular type of disability is having difficulty accessing the organization's goods, services or facilities.

☒ Yes ☐ No

County staff provide assistance depending on the unique needs of the individuals it provides service to.

3. Does your organization ensure that every person referred to in question 1 above, is trained as soon as practicable?

* ☒ Yes ☐ No

4. Does your organization ensure that you provide training on an ongoing basis in respect of any changes to the policies described in section 80.46? * ☒ Yes ☐ No
5. Does your organization keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided?
- * ☒ Yes ☐ No

In the fall of 2025, Grey County switched training platforms to move toward a corporate platform for training. This platform allows for improved tracking of training and meets the accessibility legislation and includes description of the training, dates, and the names of the individuals to whom it is provided.

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Who You Need to Train](#)

For a template to develop your policies, go to our webpage: [Accessibility Policy Sample](#)

IASR Section 80.50 – Feedback Process Required

1. Has your organization established a process for receiving and responding to,
- (a) feedback about the manner in which you provide goods, services or facilities to persons with disabilities; and
 - (b) feedback about whether the process established for purposes of clause (a) complies with the requirements that your process is accessible to people with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request?
- *

☒ Yes ☐ No

The process for feedback is included in the County's Accessible Customer Service Policy.

Feedback for the County's conventional transit, GTR, is actioned by, managed and evaluated by the third-party provider and this is confirmed in section 14.0 of the Accessible Customer Service Policy .

Section 15.0 of the policy outlines the requirements for feedback which are compliant with accessibility legislation.

2. Does your organization's feedback process specify the actions that you will take if a complaint is received about the manner in which you provide goods, services or facilities to persons with disabilities? *

☐ Yes ☒ No

Actions resulting from feedback are specific to the situation and are not specified in the policy to allow for individualized attention and resolution if needed.

3. Does your organization make information about your feedback process readily available to the public? * ☒ Yes ☐ No

Feedback is received by Grey County staff in a variety of ways. The public may call, email or visit in person. Online options include completing an online form or viewing and downloading a printable feedback form on the accessibility webpage, or there is a fillable form at the top of every page on the website that says "Contact Us".

For additional resources to help understand and meet the requirements of this section, go to

our webpage: [Accessibility Standards](#)

IASR Section 80.51 – Format of Documents

1. Does your organization give a copy of a document to a person with a disability, and, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,
 - (a) in a timely manner that takes into account the person's accessibility needs due to disability; and
 - (b) at a cost that is no more than the regular cost charged to other persons?

* ☒ Yes ☐ No

2. Does your organization consult with the person making the request in determining the suitability of an accessible format or communication support? * ☒ Yes ☐ No

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Accessibility Standards](#)

For all sections above, (except for section 80.51 - Format of documents) do you: *

- (a) prepare document(s) describing each of these policies above;
- (b) make the document(s) available upon request;
- (c) notify the public about their availability;
- (d) post the information about the notice in a conspicuous place on the premises owned or operated by your organization, on your website (if you have one), or such other method as is reasonable in the circumstances?

☒ Yes ☐ No

Employment Standards

Self-assessment Questions

Section 22 – Recruitment General

1. Does your organization notify your employees and the public about the availability of accommodation for applicants with disabilities in your recruitment process? *

☒ Yes ☐ No

On the Careers page of Grey.ca, the following message is posted:

Opportunity

Grey County is an equal opportunity employer and we believe inclusion enables innovation. Accommodations are available for all parts of the recruitment process and individual accommodation plans are prepared for employees who need them.

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Accessible Workplaces](#)

Section 23 – Recruitment, Assessment or Selection Process

1. Does your organization notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used? *

☒ Yes ☐ No

Job postings include:

"The County of Grey is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance"

2. If a selected applicant requests an accommodation, does your organization consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability? *

☒ Yes ☐ No

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Accessible Workplaces](#)

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Accessible Recruitment Process](#)

Section 24 – Notice to Successful Applicants

1. Does your organization notify the successful applicant of its policies for accommodating employees with disabilities when making offers of employment? *

☐ Yes ☒ No

Grey County has a statement in all job postings relating to accommodations being available. As candidates are made aware of this during the interview process, specific reference is not always made in the offer letter.

:

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Hiring](#)

Section 25 – Informing Employees of Supports

1. Does your organization inform your employees of your policies used to support your employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability? *

☒ Yes ☐ No

2. Does your organization provide the information required under this section to new employees as soon as practicable, after they begin their employment? *

☒ Yes ☐ No

New Employee Orientation includes presentations on accommodation and return to work.

3. Does your organization provide updated information to your employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability? *

☒ Yes ☐ No

Employees are provided with updated policies and procedures as they are approved.

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Accessible Workplaces](#)

Section 26 – Accessible Formats and Communication Supports for Employees

1. Does your organization consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: *

(a) information that is needed in order to perform the employee's job; and

(b) information that is generally available to employees in the workplace, upon request?

☒ Yes ☐ No

2. Does your organization consult with the employee making the request in determining the suitability of an accessible format or communication support?

* ☒ Yes ☐ No

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Workplace Information](#)

Section 27 – Workplace Emergency Response Information

1. Does your organization provide individualized workplace emergency response information to employees with disabilities? *

☒ Yes ☐ No

2. Does your organization provide the workplace emergency response information to the person designated by the employer, if an employee who received individualized workplace emergency response information requires assistance and with the employee's consent? *

☒ Yes ☐ No

3. Does your organization provide information required under this section as soon as practicable after you become aware of the need for accommodation due to the employee's disability? *

☒ Yes ☐ No

Grey County's offer of temporary modified work form (injured employee) includes a question asking they would need assistance during an emergency.

4. Does your organization review the individualized workplace emergency response information when: *

- (a) the employee moves to a different location in your organization;
- (b) the employee's overall accommodation needs or plans are reviewed; and
- (c) your organization reviews its general emergency response policies.

☒ Yes ☐ No

If a staff member requires assistance during an emergency, HR develops an individualized plan specific to their needs. It may include evacuating to a specific area relative to their needs. I.e: if gathering in a large crowd was difficult for them, HR would identify another suitable area in proximity. Same if they had mobility issues and the meeting area was at the top of hill that they were unable to navigate HR would find another suitable meeting area. If they need assistance to evacuate the building, HR will develop an individualized plan specific to their needs.

For additional resources to help understand and meet the requirements of this section, go to our webpage: [How to Provide Accessible Emergency Information to Staff](#)

For a template to provide accessible emergency information to staff, go to our webpage: [Providing Accessible Emergency Information to Staff](#)

Section 28 – Documented Individual Accommodation Plans

1. Does your organization develop and have in place a written process for the development of

documented individual accommodation plans for employees with disabilities? *

☐ Yes ☒ No

Accommodation plans are developed individually as needed with one-on-one consultation with the disability claims manager.

2. Does your process for the development of documented individual accommodation plans include the elements outlined in this section? *

☒ Yes ☐ No

For additional resources to help understand and meet the requirements of this section, go to our webpage here: [Accommodation Plans](#)

3. Do your organization's individual accommodation plans: *

(a) If requested, include any information regarding accessible formats and communications supports provided, as described in section 26? * ☒ Yes ☐ No

(b) if required, include individualized workplace emergency response information, as described in section 27? * ☒ Yes ☐ No

(c) identify any other accommodation that is to be provided? * ☐ Yes ☐ No

Grey County adopted Policy 1-4, Workplace Accommodation which was approved by the CAO December 5, 2017. The Early and Safe Return to Work Program was approved by the CAO June 21, 2022.

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Accessible Workplaces](#)

For a sample individual accommodation plan process, go to our webpage: [Sample Individual Accommodation Plan Process](#)

Section 29 – Return to Work Process

1. Does your organization develop, have in place, and document a return to work process for your employees who have been absent from work due to disability and require disability-related accommodations in order to return to work? *

☒ Yes ☐ No

The Early and Safe Return to Work Program Policy 2-28 was approved by the CAO June 21, 2022. Appendix C Offer of Temporary Modified Work includes the following section:

Workplace Emergency Response Request

Will the employee require assistance in the event of a workplace emergency, due to their temporary or permanent disability (please circle/highlight)? Yes / No

Appendix C Offer of Temporary Modified Work asks: Will the employee require assistance in the event of a workplace emergency, due to their temporary or permanent disability.

2. Does your return to work process: *

(a) outline the steps your organization will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and

(b) use individual documented accommodation plans, as described in section 28, as part of the process?

☒ Yes ☐ No

Grey County has a corporate policy entitled: Workplace Accommodation Policy 1-4. The County strives to eliminate barriers for staff members with a medical condition or disability and undertakes to provide meaningful, available and suitable work on a temporary or permanent basis.

Note: Make sure that your return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Return to Work Process](#)

For a sample return to work process and plan, go to our webpage: [Sample Return to Work Process and Plan](#)

Section 30 – Performance Management

1. Does your organization take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using your performance management process in respect to employees with disabilities? *

☒ Yes ☐ No

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Talent and Performance Management](#)

Section 31 – Career Development and Advancement

1. Does your organization take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to your employees with disabilities? *

☒ Yes ☐ No

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Talent and Performance Management](#)

Section 32 – Redeployment

1. Does your organization take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities? *

☒ Yes ☐ No

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Talent and Performance Management](#)

Information and Communications Standards

Tell Us About Your Organization

Self-assessment Questions

IASR Section 9 – Exceptions

1. If your organization has been asked for information or communication that it has determined is

unconvertible: *

- (a) Does your organization provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible? *

☒ Yes ☐ No

- (b) Does your organization provide the person requesting the information or communication with a summary of the unconvertible information or communications? *

☒ Yes ☐ No

Section 11 – Feedback

1. Does your organization ensure that its feedback processes are accessible to people with disabilities by providing or arranging for accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy? *

☒ Yes ☐ No

Feedback is received by Grey County staff in a variety of ways. The public may call, email or visit in person. Online options include completing an online form or viewing and downloading a printable feedback form on the accessibility webpage, or there is a fillable form at the top of every page on the website that says “Contact Us”.

For additional resources to help understand and meet the requirements of this section, go to our webpage: [Accessibility Standards](#)

For additional resources to help understand and meet the requirement of this section, go to our webpage: [How to make information accessible](#)

Section 12 – Accessible Formats and Communications Supports

1. Does your organization have a process to provide accessible formats and communication supports to people with disabilities in a timely manner and at no extra cost? *

☒ Yes ☐ No

2. Does your organization consult with the person to determine their accessibility needs when an individual request an accessible format or communication support? *

☒ Yes ☐ No

3. Does your organization notify the public about the availability of accessible formats and communication supports? *

☒ Yes ☐ No

For additional resources to help understand and meet the requirement of this section, go to our webpage: [How to make information accessible](#)

Section 13 – Emergency Procedure, Plans or Public Safety Information

1. Does your organization provide its publicly available emergency procedures, plans or safety information in accessible formats to people with disabilities, upon request? *

☒ Yes ☐ No

For additional resources to help understand and meet the requirement of this section, go to our webpage:

[How to make information accessible](#)

Section 14 – Accessible Websites

1. Does your organization's internet website conform to World Wide Web Content Accessibility Guidelines (WCAG) 2.0, according to the section below? *

Designated Public Sector, business and non-profit sector organizations with 50+ employees must meet the requirements for accessible websites and web content, specified in this section:

- By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than,
 - a) success criteria 1.2.4 Captions (Live), and
 - b) success criteria 1.2.5 Audio Descriptions (Pre-recorded)

☒ Yes ☐ No

For more information about WCAG requirements, please check the resource below: [Web Content](#)

The Ontario Network of Accessibility Professionals (ONAP) digital sub-group met in early June to discuss achieving WCAG compliance. The majority of participants concluded that 100% compliance is not perpetually achievable. Grey County has a 95% accessibility rating based on Google Lighthouse (<https://developer.chrome.com/docs/lighthouse/overview>) for grey.ca. But since the website is constantly changing, there's no way to confirm 100% compliance. As the answers are only Yes or No, Grey County is choosing to respond Yes. The only way to meet a 100% compliant site would require changing the website(s) to remove all the dynamic components which would result in a simple website that would not be very useful.

[Accessibility Guidelines \(WCAG\) 2.0](#)

For additional resources to help understand and meet the requirement of this section, go to our webpage: [How to Make Websites Accessible](#)

To:	Chair Sholtz and Members of the Grey County Joint Accessibility Advisory Committee
Committee Date:	September 18, 2025
Subject / Report No:	TR-JAAC-29-25
Title:	Grey Road 12 Reconstruction - Markdale
Prepared by:	Sean Potter
Reviewed by:	Trevor Ireton
Lower Tier(s) Affected:	Grey Highlands

Recommendation

1. That report JAAC-29-25 Grey Road 12 Reconstruction – Markdale be received and that the Grey County Joint Accessibility Advisory Committee provide review and comment on the proposed design of the pedestrian facilities and rest areas.

Executive Summary

This report requests feedback from the Grey County Joint Accessibility Advisory Committee (GCJAAC) on the proposed design of the Grey Road 12 between Wellington Avenue North and just west of Terra Drive in Grey Highlands' Markdale. This design is not finalized at the time of this meeting as discussions with the Grey County Joint Accessibility Advisory Committee have not yet taken place.

Background and Discussion

Project Description

This project is a joint undertaking between Grey Highlands and Grey County. Grey Road 12 (Main Street) between Wellington Avenue North and Terra Drive is made up of infrastructure that is beyond its useful life. As nearly all the existing road, sanitary sewer, and watermain main will be removed, we are provided with an opportunity to improve infrastructure and facilities such as those found within the Accessibility for Ontarians with Disabilities Act, and the Integrated Accessibilities Standards.

The existing condition has sidewalk on the south side of the road between Wellington Avenue and Glasgow Street where the sidewalk switches to the north side of the road between Glasgow and the structure over the west arm of the Rocky Saugeen River tributary that feeds the town

pond. The proposed design will add new sidewalk to the north side of the road from Wellington to Terra Drive, while the south side will have the same limits as the existing configuration. Efforts were made to provide for larger boulevards where possible and improvements are to be made to access and egress, to and from the crosswalks by using standardized concrete ramps with tactile walking surface indicators. These improvements can be observed on the attached preliminary design drawing.

Staff are seeking the GCJAAC's feedback on the preliminary drawings, specifically pertaining to placement of rest areas.

Legislated Requirements

O.Reg. 191/11: Integrated Accessibility Standards states, "80.21 (1) This Part applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6." under Exterior paths of travel, accessible pedestrian control signals, and O.Reg. 413-12: states, "80.29 When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall consult on the design and placement of rest areas along the exterior path of travel and shall do so in the following manner:

1. The Government of Ontario, the Legislative Assembly, designated public sector organizations and large organizations must consult with the public and persons with disabilities.
2. Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6." under Exterior paths of travel, rest areas.

Financial and Resource Implications

At this time, there are no additional financial considerations for this project related to accessibility. Further, sidewalk and non-vehicular facilities constructed beyond the limits of the curb are the responsibility of the member municipality. Feedback from the Committee will be considered by staff and incorporated into the design of the intersection.

Relevant Consultation

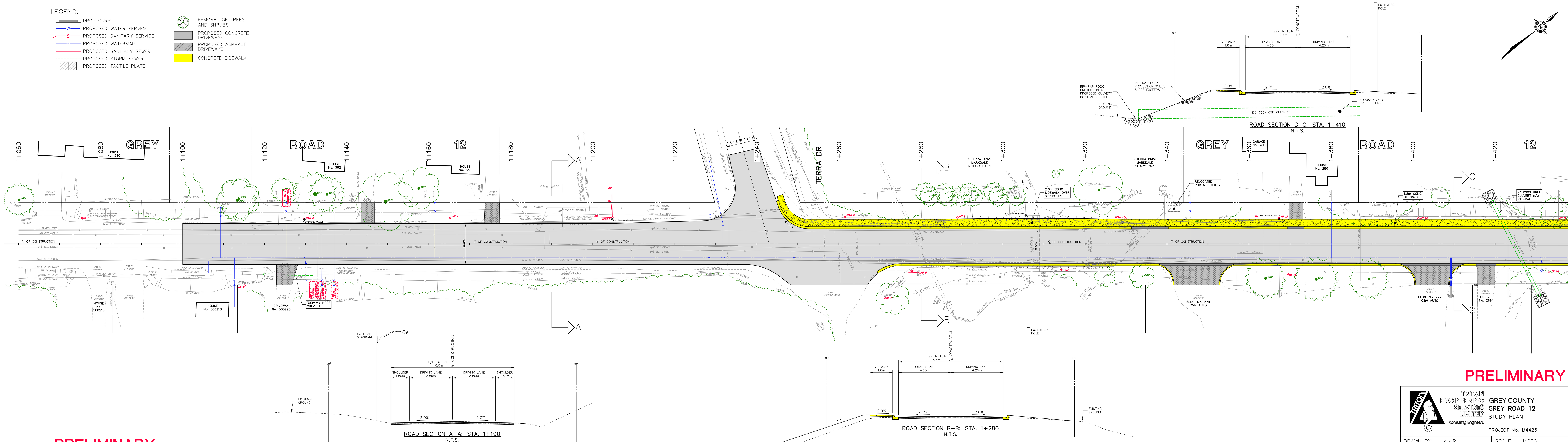
- ☒ Internal (list)
 - ☒ AODA Compliance – see the Legislated requirements above
 - ☒ Contribution to Climate Change Action Plan Targets – Improvements to pedestrian safety remove barriers to choice to walk or roll as a transportation option.
- ☒ External – Ongoing consultations with Grey Highlands

Appendices and Attachments

Preliminary design documents

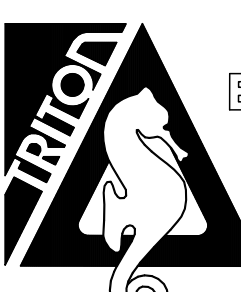
LEGEND:

- DROP CURB
- PROPOSED WATER SERVICE
- PROPOSED SANITARY SERVICE
- PROPOSED WATERMAIN
- PROPOSED SANITARY SEWER
- PROPOSED STORM SEWER
- PROPOSED TACTILE PLATE
- REMOVAL OF TREES AND SHRUBS
- PROPOSED CONCRETE DRIVEWAYS
- PROPOSED ASPHALT DRIVEWAYS
- CONCRETE SIDEWALK



PRELIMINARY

PRELIMINARY

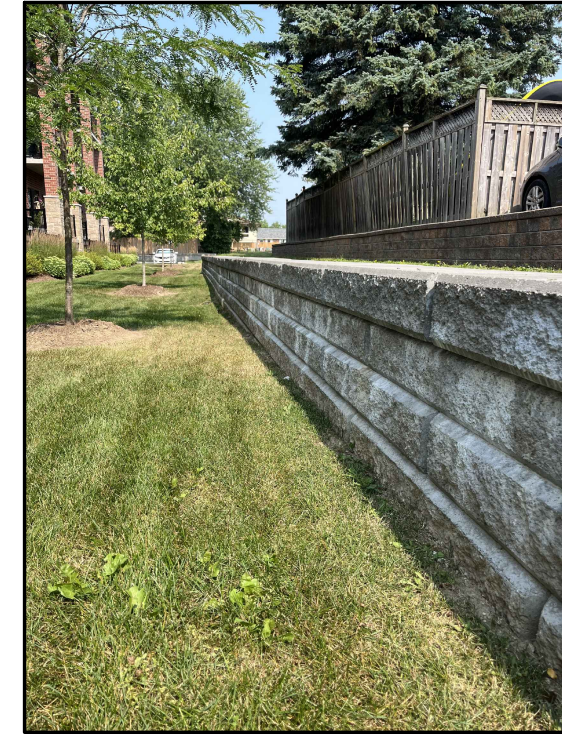


TRITON
ENGINEERING
SERVICES
LIMITED
Consulting Engineers

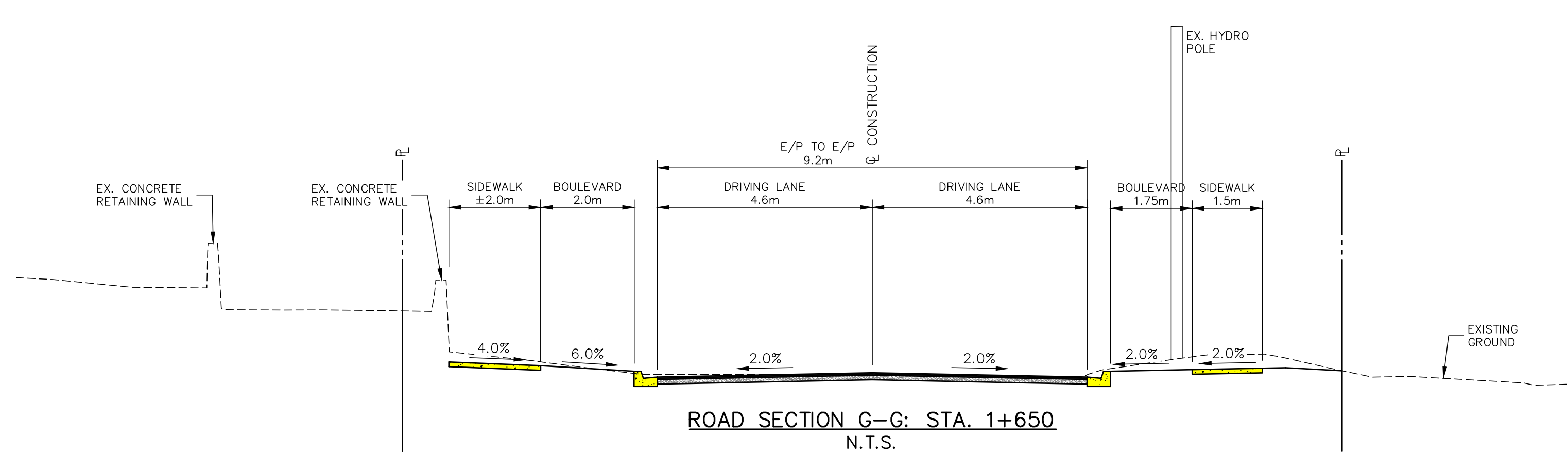
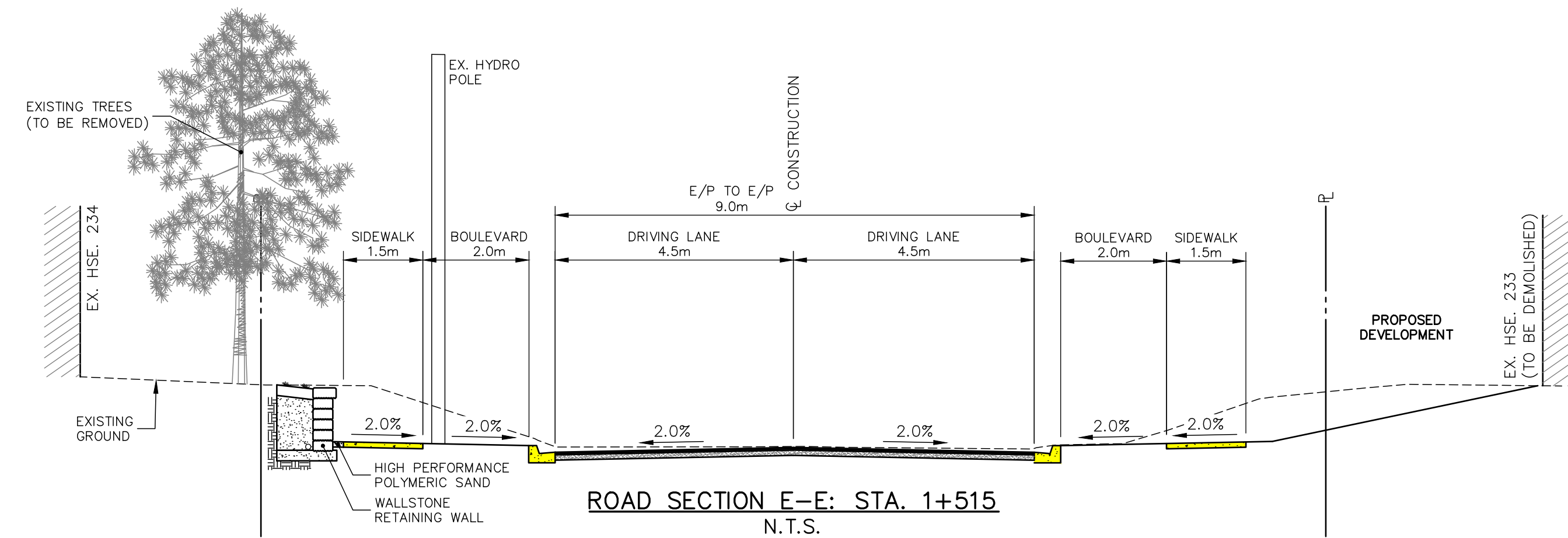
**GREY COUNTY
GREY ROAD 12
STUDY PLAN**

PROJECT No. M4425

DRAWN BY: A.v.R.	SCALE: 1:250
DATE: JULY 2025	DWG. No. 01

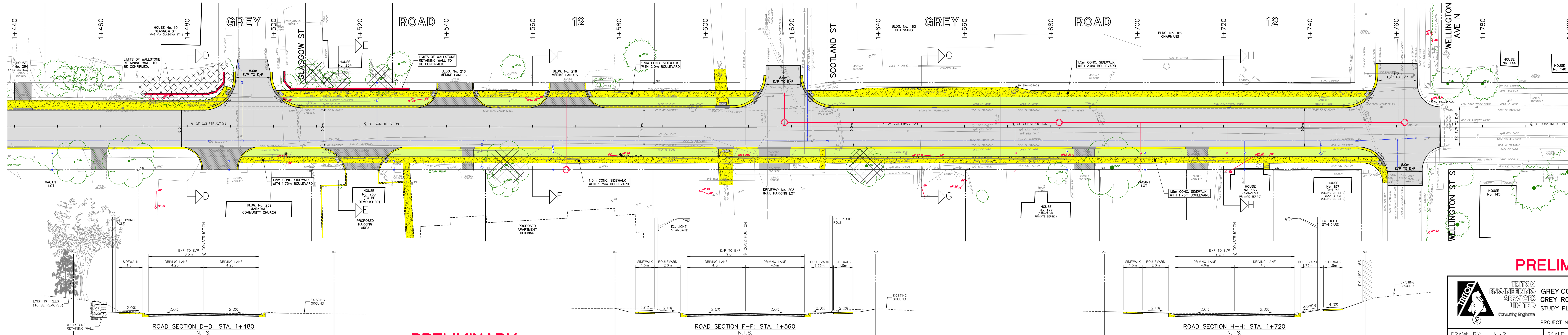
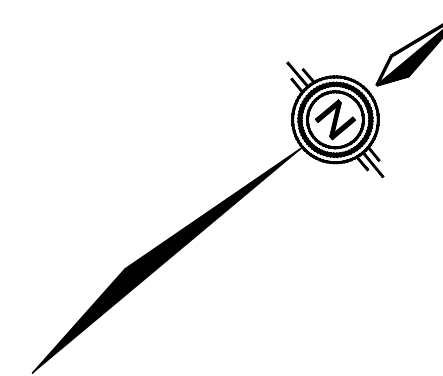


TYPICAL GRANDE WALL

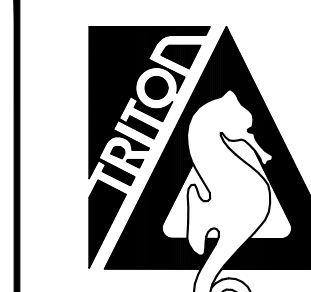


LEGEND:

- DROP CURB
- PROPOSED WATER SERVICE
- PROPOSED SANITARY SERVICE
- PROPOSED WATERMAIN
- PROPOSED SANITARY SEWER
- PROPOSED STORM SEWER
- PROPOSED TACTILE PLATE
- REMOVAL OF TREES AND SHRUBS
- PROPOSED CONCRETE DRIVEWAYS
- PROPOSED ASPHALT DRIVEWAYS
- CONCRETE SIDEWALK



PRELIMINARY



GREY COUNTY
GREY ROAD 12
STUDY PLAN

PROJECT No. M4425

DRAWN BY: A.v.R.	SCALE: 1:250
DATE: JULY 2025	DWG. No. 02

To:	Chair Sholtz and member of the Grey County Joint Accessibility Advisory Committee
Committee Date:	September 18, 2025
Subject / Report No:	LTCR-JAAC-15-25
Title:	Childcare Centre Renovation and Updated Lease at Grey Gables
Prepared by:	Shannon Cox, Executive Director Grey Gables
Reviewed by:	Jennifer Cornell, Director of Long-Term Care and Seniors Services
Lower Tier(s) Affected:	Grey Highlands

Recommendation

1. **That the Grey County Joint Accessibility Advisory Committee receive Report LTCR-JAAC-15-25; and**
2. **That the Committee review and provide comment on the proposed renovations and updated lease.**

Executive Summary

This renovation project is presented to the Grey County Joint Accessibility Advisory Committee for feedback, review, and comment. Discussion about lighting, flow of movement, sound elements, and independent movement and other features will work toward promoting a culture of accessibility and fulfill the legislated responsibilities for consultation.

Background and Discussion

Grey County is the owner/operator of Grey Gables, a long-term care home in Markdale, Ontario. Kids & Us Community Childcare and Family Education Centres has leased space at Grey Gables for over ten years. Changes have resulted in the need for a renovation which Kids & Us has agreed to lead and pay for with approval from Grey County.

Attached are the drawings that show the space Kids & Us will occupy during the renovation and following the renovation. A new lease agreement has been prepared to replace the lease from 2019. The new lease provides details for the leased space both during and following the renovation and the drawings demonstrate the space that will be used by the childcare program from the time the renovation is started until its completion.

Public Access:

Following completion of this project, Grey County has committed to ensuring the exterior door leading into the common space will be an accessible automated door.

The vestibule at the main entrance, which provides access to the area adjacent to the Reception/Administration office of the Kids & Us space, is sufficiently sized to accommodate a wheelchair turning radius of 1,500 mm in diameter.

Public Corridor 113, which serves as the primary access route to the Kids & Us tenancy, meets accessibility requirements in terms of width. Additionally, the coat hanging and cubby storage previously located within this corridor have been relocated inside the Daycare suite. This change eliminates potential obstructions and ensures the corridor maintains its clear width for barrier-free access.

The doors providing entry into the Daycare suite are accessible in terms of width and clearance; however, they are not equipped with automatic door operators.

Daycare Suite Features:

Within the Daycare Suite, the path from the public corridor entrance to the Pre-School Classroom 112 exceeds 1.1 m in width, providing a barrier-free route. The internal corridor connecting classrooms to office and staff areas also meets barrier-free width requirements.

An accessible washroom labeled “Staff Washroom” is located off the public corridor and is designated for exclusive use by the Kids & Us facility.

New doors serving public and semi-public spaces within the suite—Sleep Room 111, Offices 105 and 106, and Door 107—are 965 mm wide and meet accessibility standards. Exceptions include:

- Door 110 (Daycare Storage): 864 mm wide
- Door 104 (I.T. Closet): 864 mm wide
- Door 102 (Closet & Storage): 915 mm wide

Lighting:

New lighting installed within Sleep Room 111, Cubbies 109, and Offices 104 and 105 are LED fixtures that improve visibility on desk and floor surfaces when compared with the former fluorescent lighting fixtures. These fixtures have a 3500 Kelvin lamp arrangement which provides a good balance of warm light that is also bright.

Legislated Requirements

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, Chapter 11, Part III, Duty of Council:

(5) The council shall seek advice from the committee on the accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises,

- (a) that the council purchases, constructs or significantly renovates;
- (b) for which the council enters into a new lease; or

(c) that a person provides as municipal capital facilities under an agreement entered into with the council in accordance with section 110 of the Municipal Act, 2001 or section 252 of the City of Toronto Act, 2006. 2005, c. 11, s. 29 (5); 2006, c. 32, Sched. C, s. 1.

Financial and Resource Implications

Following completion of the Kids N Us project, Grey County has committed to ensuring the exterior door leading into the common space will be an accessible automated door. This project is included in the 10 year capital plan.

Relevant Consultation

- ☒ Internal: Manager of Childrens' Services, Director of Long-Term Care, Director of Community Services, and CAO
 - ☒ AODA Compliance. Presentation of the renovation to a pub
 - ☐ Contribution to Climate Change Action Plan Targets (describe)
- ☐ External: Executive Director, Kids & Us Community Childcare and Family Education Centres

Appendices and Attachments

[Kids & Us Community Childcare and Family Education Centres – Floor and Renovation Plan](#)

[Grey Gables Floor Plan and Measurements](#)

Multi-Year Accessibility Plan 2025-2029



Introduction

The Municipality of West Grey is committed to providing equitable treatment to persons with disabilities with respect to the use and benefit of Municipality's programs, services and facilities. The Municipality seeks to identify and remove barriers to accessibility and prevent the creation of new barriers. The Municipality is working to provide services in a manner that respects the dignity and independence of all West Grey citizens, its employees, and visitors. The Municipality of West Grey is equally dedicated to ensuring that all legislated obligations under the Accessibility for Ontarians with Disabilities Act (AODA, 2005) and the Ontario Human Rights Code are met in a timely manner and that compliance is maintained.

This Multi-Year Accessibility Plan outlines the ongoing and future actions the Municipality of West Grey will undertake to enhance accessibility throughout our community. By establishing clear objectives and timelines, the plan serves as both a roadmap and a commitment to continuous improvement. It reflects the Municipality's dedication to fostering inclusion, supporting participation, and removing systemic barriers for people of all abilities.

Through collaboration, consultation, and engagement with community stakeholders and the Grey County Joint Accessibility Advisory Committee, West Grey will strive to create accessible environments that are welcoming and safe for everyone. This plan will be reviewed and updated regularly to ensure it remains responsive to the evolving needs of individuals with disabilities and compliant with legislative requirements. Our goal is to offer leadership in accessibility, champion universal design, and nurture a culture where diversity and inclusion are celebrated as strengths of our municipality.



Background

Creating a barrier free community where everyone has an equal opportunity to participate is important for all people, businesses, and the community. In accordance with the AODA, West Grey developed this Multi-Year Accessibility Plan to demonstrate how the Municipality is implementing the legislative requirements of the AODA and to manage compliance with emerging AODA regulations related to the Corporation. The Municipality recognizes that there is also a need for innovation outside of the legislation, and remains dedicated to ensuring that it meets, and when possible, exceeds, the compliance standards and legislated responsibilities to meet residents' accessibility needs. The Municipality also recognizes that achieving these objectives requires a corporate-wide approach to identify, remove, and prevent barriers for residents, employees, and visitors.

While the Municipality of West Grey is compliant with the Integrated Accessibility Standards Regulation (IASR) under the AODA, the Municipality's Multi-Year Accessibility Plan focuses on maintaining and monitoring compliance, as well as promoting accessibility by design beyond legislative requirements. This plan covers the period from 2025 through 2029 and includes both new and continuing priorities that support the Municipality of West Grey in the ongoing identification, removal and prevention of accessibility barriers.

Identification of Barriers

Effective identification of barriers to accessibility is an important first step in their removal and is crucial to ensuring new barriers are not created along the way. When identifying barriers, assessments will involve evaluation of all possible forms, including:

Barrier Type	Description
Attitudinal	Behaviours, perceptions, and assumptions that discriminate against persons with disabilities.
Physical or Architectural	Occurs in the built environment and often prevents access for persons with disabilities.
Systematic	Organizational barriers, often policies or procedures, that unfairly discriminate and possibly prevent persons with disabilities from full participating.
Technological	Occur when technology or the way it can be used, does not consider the needs of persons with disabilities.
Communication	Arise when consideration is not given to how persons with disabilities receive or send information, or when persons with disabilities cannot easily receive and/or understand information that is available to others.

The Plan

Accessibility Standards

The AODA sets out accessibility standards for private and public organizations to prevent and remove barriers for persons with disabilities. The following provides a brief description of each standard:

- **General Requirements:** Outlines actions to enhance accessibility across an organization, including the creation and maintenance of a Multi-Year Plan.
- **Customer Service Standard:** Outlines requirements for service providers to make their goods, services, and facilities accessible for customers or patrons with disabilities.
- **Information and Communications Standard:** Requires organizations to create, provide, and receive information and communications in such a manner that is accessible to persons with disabilities.
- **Employment Standard:** Requires employers to make their workplace and employment practices accessible to potential or current employees with disabilities.
- **Design of Public Spaces Standard:** Outlines the need for certain newly constructed or redeveloped public spaces to be accessible for persons with disabilities.
- **Transportation Standard:** Requires transportation service providers to make the features and equipment on routes and vehicles accessible to passengers with disabilities.

Municipalities are required to develop, implement, and maintain a multi-year accessibility plan. This plan must outline the organization's strategy for identifying, preventing, and removing barriers to accessibility across its operations and services, in accordance with the standards set out by the AODA. The plan should be reviewed and updated regularly to ensure continued progress, and it must be made publicly available to allow for transparency and community input.

Highlights of Achievements to Date

The following is a summary of the Municipality's achievements to date and reflect AODA required actions related to each standard that are already in place as a result of earlier efforts. The Municipality will continue to maintain compliance with the AODA standards and the requirements already in effect.

General Requirements

- Implemented and maintained a Multi-Year Accessibility Plan that outlines long-term strategies to achieve AODA requirements, as well as accessibility initiatives above and beyond the AODA to improve accessibility within programs, services, and Municipal facilities.
- Established internal accessibility policies which govern how the Municipality achieves and maintains compliance with the requirements of the AODA, including Accessible Customer Service.
- Provided training to all employees, volunteers, and members of Council on the AODA Accessibility Standards and on the Human Rights Code as it pertains to persons with disabilities. Training is provided to new people when they come on-board.

Customer Service

- Accommodate the use of assistive devices, support persons, and service animals.
- Receive and respond to feedback regarding the manner in which goods or services are provided to persons with disabilities.
- Provide notice of temporary service disruptions to programs, services, or facilities.
- Publish a Municipal Election Plan, outlining the measures implemented to ensure all voters and candidates have an equal opportunity to participate in the 2022 Municipal Election.

Highlights of Achievements to Date

Information and Communication

- Ensured West Grey website is WCAG 2.1 Level AA compliant.
- Included a notice on the West Grey website about the availability and provision of alternative formats being available upon request.
- Continuously train and ensure accessible documents are uploaded to the Municipality's website.

Employment

- As an equal opportunity employer, the Municipality provides notice of the availability of accommodation for applicants with disabilities in its recruitment process.
- Ensure employees are aware, and informed of, available supports and accommodations. This would include consulting with employees to provide and arrange for accessible formats and communication supports where required and ensuring the needs of employees with disabilities are taken into account for the purposes of performance management, career development, advancement, and redeployment.
- Continuing to implement and document return-to-work processes and provide individual documented accommodation plans for employees with disabilities where required. Support employees who have been absent due to non-occupational or occupational illness/injury (Sick Leave, and WSIB Return to Work Procedure).
- Create accessible job postings and inform applicants that accommodation is available upon request during all recruitment stages.

Design of Public Spaces and the Built Environment

Continue to ensure new or redeveloped public spaces comply with AODA design requirements as it relates to:

- Trails
- Outdoor public eating areas
- Public play spaces and accessible parking
- Exterior paths of travel, including sidewalks and accessible pedestrian signals
- Service counters.

Accessibility Goals and Initiatives for 2025-2029

- Continuously improve, replace, and install tactile warning plates and sidewalks.
- Enhance the accessibility of new and redeveloped parks and playgrounds.

Transportation

The Municipality does not provide public transportation services; however, it has taken the following actions as it relates to accessible taxicab services that operate within the Municipality.

- Ensure owners and operators of taxicabs do not charge a higher fare for persons with disabilities, nor charge for storage of mobility aids or assistive devices.
- Ensure taxicabs display vehicle registration and identification on rear bumpers of taxicabs, and that this information is available in an accessible format to passengers with disabilities.

Accessibility Goals and Initiatives for 2025-2029

To ensure continued success in creating a fully accessible community for West Grey residents, employees, and visitors, the Municipality has developed a list of goals and initiatives. This list includes improvements to Municipal practices and procedures currently in place, as well as future initiatives that go above and beyond the requirements of the AODA.

General Requirements

- Review and update procurement process to include requirements for AODA compliant goods, services, facilities;
- Review and update the Municipality's accessibility policies;
- Formalize process for bringing items to the Accessibility Advisory Committee for review/input.

Customer Service

- Review and update the Municipality's Accessible Customer Service policies;
- Formalize and communicate the Municipality's process for responding to feedback;

Information and Communication

- Create a corporate procedure for the creation of accessible documents;
- Create a corporate procedure for accessible web content that will include the process involved to effectively audit and maintain Municipal webpages to ensure accessibility requirements are met;
- Enhance AODA training for website content managers and social media content creators;
- Perform regularly scheduled audits and maintenance of the westgrey.com website and its content to ensure continued compliance with the AODA and Web Content Accessibility Guidelines (WCAG);
- Review and update the Municipality's process for responding to requests for alternative formats.

Accessibility Goals and Initiatives for 2025-2029

Employment

- Update and provide AODA related training to staff, members of Council, and volunteers, as required;
- Review and update accommodation and return-to-work policies and procedures to ensure they reflect legislation and best practices.

Design of Public Spaces and the Built Environment

- Continue to ensure new or redeveloped public spaces comply with AODA and accessible design standards;
- Provide Council with facility improvement plans as facilities under go renovations to make Municipal facilities meet or exceed current standards where feasible.
- Review the Municipality's event spaces and practices to identify areas of improvement related to accessibility and the removal of barriers for those in attendance;
- Integrate accessibility features into new parks and public spaces.

Transportation

- Communicate and promote regional partner accessible transit options available in West Grey.

Conclusion

The Municipality of West Grey is committed to meeting the initiatives of multi-year accessibility plans and will continue to identify, prevent, and remove accessibility barriers. The Municipality will continue to monitor the progress and results of the Multi-Year Accessibility Plan through status updates and compliance reports that are sent to the Province every two years. These reports will be available on the Municipality's website.

Accessibility is everyone's responsibility and will be incorporated by design into the work of all Municipal Divisions. The Municipality's Multi-Year Accessibility Plan will coordinate across all service areas to create a shift in the workplace culture with respect to attitudes about accessibility and disability. The Municipality of West Grey will demonstrate and maintain accessibility excellence as an inclusive employer, service provider and municipal government.

Feedback

The Municipality of West Grey encourages the public to submit feedback regarding this Multi-Year Accessibility Plan or any other accessibility matters in our community. Generating feedback is an important process that aids in identifying and removing barriers.

If you have any suggestions to help us identify and remove barriers or improve accessibility to our programs, services, and facilities, we'd like to hear from you.

To request a copy of this plan in an alternative format or to send us your comments or questions, please contact us at:

Municipality of West Grey
402813 Grey Road 4
Durham, ON N0G 1R0

Phone: 519-369-2200
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Staff Report

Report To: Grey County Joint Accessibility Advisory Committee
Report From: Jamie Eckenswiler, Director of Legislative Services/Clerk
Meeting Date: September 18, 2025
Subject: 2025-2029 Multi-Year Accessibility Plan

Recommendations:

THAT in consideration of staff report '2025-2029 Multi-Year Accessibility Plan', Committee receives the report for review and comment.

Highlights:

- West Grey is committed to supporting and enhancing accessibility throughout the municipality.
- This multi-year accessibility plan seeks to replace West Grey's previous plan.
- This plan will cover a period from 2025 to 2029.

Previous Report/Authority:

None.

Analysis:

The Municipality of West Grey has recently created a new 2025-2029 Multi-Year Accessibility Plan. The purpose of this plan is to outline strategies, goals, and actions to advance accessibility within our organization, ensuring compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

The AODA establishes a framework to make Ontario accessible. The Act requires both public and private sector organizations to identify, remove, and prevent barriers for people with disabilities. Under the AODA, the IASR came into effect, consolidating accessibility requirements in five key areas: Information and Communications, Employment, Transportation, Design of Public Spaces, and Customer Service.

Our current accessibility plan, covering 2021-2024, focused on foundational compliance, barrier identification, staff training, and accessible customer service. As we approach a new cycle, the opportunity arises to update our commitments, deepen accessibility integration across organizational practices, and respond to emerging needs and best practices.

Our vision is to foster an accessible, inclusive, and equitable organization where all individuals—regardless of ability—can participate fully and independently. Guiding principles for the plan include:

- **Inclusivity:** Universal access and barrier removal are foundational to our services and spaces.
- **Accountability:** We are committed to transparent reporting and ongoing improvement.
- **Collaboration:** Stakeholder engagement and cross-departmental efforts are essential to success.
- **Innovation:** We leverage technology and best practices to enhance accessibility.
- **Compliance:** Adherence to the AODA, IASR, and other relevant legislation is non-negotiable.

Staff training is integral to the success of the accessibility plan. The organization will continue to provide mandatory training for all staff, volunteers, and Board members on the requirements of the AODA, IASR, and the Human Rights Code as it pertains to people with disabilities. Training will be updated regularly and designed to address practical issues and foster a culture of inclusion.

Through collaborative engagement, continuous improvement, and a steadfast commitment to accessibility, our organization aims to set a standard in ensuring that all individuals—regardless of disability—have equitable access to programs, services, and opportunities.

Financial and Operational Implications:

There are no direct financial implications associated with this report.

Climate and Environmental Implications:

There are no direct climate or environmental implications associated with this report.

Communication Plan:

The final version of the plan will be posted on the West Grey website for public consumption.

Consultation:

The proposed multi-year accessibility plan is being presented to the Grey County Joint Accessibility Advisory Committee for comments and feedback.

Attachments:

2025-2029 West Grey Multi-Year Accessibility Plan

Recommended by:

Jamie Eckenswiller, AOMC, AMP
Director of Legislative Services/Clerk

Submission approved by:

Michele Harris, Chief Administrative Officer

For more information on this report, please contact Jamie Eckenswiller, Director of Legislative Services/Clerk at clerk@westgrey.com or 519-369-2200 Ext. 229.