

**GRCA Accessibility Plan – 2018/19**  
**Annual Status Update 2019**

The information in this document identifies potential barriers for accessibility, action items, and regular status updates for 2018 and 2019

**Organizational**

- Reestablish an accessibility working group that is representative of the departments most impacted by the accessibility standards. The working group will meet at regular intervals. A meeting schedule has been followed in 2019 and will continue going forward.
- Continue to work on items identified in previous accessibility plan. In 2018, action items of ongoing relevance were incorporated into the chart below and in 2019, we have continued to move forward with work identified in previous years
- Continue to build elements of accessibility into all practices, procedures and policies. This item is an ongoing commitment.

**Corporate Policies, Procedures & Processes**

<b>Potential Barrier</b>	<b>Action Items for 2018/2019</b>	<b>2018 Status Updates</b>	<b>2019 Status Updates</b>
Human Resources	Recruitment processes - Ensure accommodation is offered when contacting interview candidates.	This is currently being done and will be ongoing.  NEW - Staff Development – added section to document accommodation plans where required for employees	COMPLETED and ongoing commitment
Procurement of goods, services or facilities	Continue to review procurement and purchasing practices to incorporate accessibility criteria and requirements. Educate staff on these requirements. Research options when acquiring point-of-sale (POS) devices and other types of self-serve kiosks.	Accessibility improvements will be incorporated into new projects going forward.	Ongoing.
	Convert purchasing documents to accessible format for posting on GRCA website and/or external purchasing portal e.g. biddingo	Documents are no longer posted on the GRCA website and are posted on Biddingo only. Where procurement documents are requested in an accessible format, they will be provided.	Ongoing as applicable
Signage (identified as barrier in 2018)		NEW – A Signage Strategy will be developed and accessibility will be an important component of the overall strategy.	This has commenced in 2019.

## **Administration Centre**

<b>Potential Barrier</b>	<b>Action Items for 2018/2019</b>	<b>2018 Status Updates</b>	<b>2019 Status Updates</b>
Lack of signage	Based on 2017 building assessment, post universal signage where it remains outstanding.	Signage will be installed pertaining to barrier free washrooms in 2019.	
Main lobby – accessible layout e.g. seating, phone	Needs assessment was conducted in 2017. Accessibility improvements will be incorporated in 2018 where applicable.	The needs assessment did not note any concerns with respect to paths of travel, seating, phone etc. in the lobby.	Accessibility improvements will be considered in any renovations performed, although none are planned.
Accessibility throughout building (identified in 2018)		NEW – An elevator to provide access throughout the building will be evaluated in 2019. Additional signage requirements and other improvements to reduce accessibility barriers will also be documented and incorporated into future capital plans.	This was deferred and will be incorporated into the 2020 plan.

## **Information Systems, Technology and Communications**

<b>Potential Barrier</b>	<b>Action Items for 2018/2019</b>	<b>2018 Status Updates</b>	<b>2019 Status Updates</b>
GRCA Website	Ensure all new documents posted are in an accessible format. Refresher training for staff about posting on the website will be provided.	Under review. Training will be conducted in 2019	This was explored in 2019 and was deferred pending a website update. It will take place in 2020 as required.
Readability of printed materials (e.g. brochures, tabloids, minutes, forms)	Accessible document creation training for applicable staff will be scheduled in 2018. Additional training will be provided where needed.	This was deferred in 2018; training will be conducted in 2019.	Training options were explored in 2019 and was deferred pending a broader discussion on accessible communications. It will take place in 2020 as required.

## **Conservation Areas and Other Recreational Properties**

<b>Potential Barrier</b>	<b>Action Items for 2018/2019</b>	<b>2018 Status Updates</b>	<b>2019 Status Updates</b>
Gatehouses	Accessible customer service training is provided to all staff. All gatehouses will be assessed in 2016 to identify specific barriers to accessibility – deferred to 2018/2019. Remediation of barriers will be included in Five Year Capital Plan.	A Summary will be prepared in 2019 and incorporated into capital plans.	The assessment was partially completed in 2019 and will be completed in 2020 and plans made as appropriate.
Washrooms and Changerooms	Universal signage installation will continue.	This will be incorporated into the signage strategy.	Commenced in 2019.
	Continue to implement accessible washroom upgrades in line with the five year forecast.	The timeline has been adjusted. The goal was to have an accessible washroom in all Conservation Areas (except Belwood) by 2021.	This will be reviewed and incorporated in the Capital Forecast as applicable. The 2021 timeline will be adjusted.
Picnic areas	Implement accessibility upgrades to picnic areas, including trail access, as identified in the five year forecast.	This work is ongoing.	Will be incorporated into accessibility assessments and capital discussions. Accessibility improvements were made at Sandy Bay at Guelph Lake CA.
Parking	No needs have been identified at this time.	Each Conservation Area will identify where designated accessible parking stalls should be installed and implementation will commence in 2019 where applicable.	This has been completed.
Campsites	Areas that have not yet identified a preferred location for an accessible campsite in 2018. Design criteria for accessible campsites will be finalized and a plan for implementation will be developed by 2019.	This has been reviewed and will be discussed further in 2019 as Conservation Areas will identify potential locations for barrier-free campsites	Deferred to 2020 and will be part of capital discussions.

<b>Potential Barrier</b>	<b>Action Items for 2018/2019</b>	<b>2018 Status Updates</b>	<b>2019 Status Updates</b>
Trails	Existing accessible trails at Guelph Lake and Laurel Creek are being expanded and public consultation will be conducted during the project planning phase.	This will continue in 2019 for these projects and others that may arise. Appropriate signage about the accessible trails will be installed	Ongoing. We have increased accessibility as per Recreational Trail Standards.
Outdoor Play Spaces	New outdoor play spaces are planned for Guelph Lake, Byng Island, Conestogo and Rockwood during 2018/19 and public consultation will be conducted as required.	This is ongoing. New playgrounds are also planned at Brant Park in 2019.	The Guelph and Byng playgrounds were installed in 2018 although accessibility was not achieved. The new Brant, Conestogo and Rockwood playgrounds were deferred in 2019 and will be considered as part of capital discussions and accessibility assessments.

### **Nature Centres**

<b>Potential Barrier</b>	<b>Action Items for 2018/2019</b>	<b>2018 Status Updates</b>	<b>2019 Status Updates</b>
Entrances, doors and walkways	LCNC doorways will be replaced in 2018/19. Other remaining issues will be addressed when funds are available.	The LCNC doorways will be replaced in 2019.	Completed
Parking	Designate accessible parking spots and post universal signage at Guelph Lake NC.	This work will be completed in 2019.	Completed other than Guelph Lake Nature Centre.
Washrooms	No action scheduled in this area for this time period.		
Programs	Continue to review programs and activities for accessibility; determine ways to improve accessibility.		This is being done on an ongoing basis.
Emergency Procedures	Fire alarm notification systems to be enhanced to include visual notification in 2018 at GLNC, LCNC, AMNC and Taquanyah.	This work will be completed as upgrades or new systems are installed.	NEW – visibility strips will be added to staircases at Laurel Creek NC, Apps Mill NC and Taquanyah NC in early 2020.