



KING

INCORPORATED 1850

TOWNSHIP OF KING

ACCESSIBILITY PLAN 2008 UPDATE



TOWNSHIP OF KING ACCESSIBILITY PLAN UPDATE - 2008

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Township of King Buildings & Facilities Strategy
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- IX. Parks, Recreation & Culture Department
- X. King Township Public Library



TOWNSHIP OF KING ACCESSIBILITY PLAN - 2008 UPDATE

SECTION 1: OVERVIEW

Pursuant to the *Ontarians with Disabilities Act*, the Accessibility Advisory Committee (AAC) was established in the fall of 2002. The AAC met with Township staff, toured the municipal facilities and advised on the development of the Township's Accessibility Plan which was received and approved by Council in June, 2003.

The Accessibility Plan 2003 is a 'living' document which identifies and sets targets for the removal of barriers for people with disabilities. The Plan will be reviewed on an annual basis, thus allowing Council, staff, and the public to monitor the barriers identified and to provide direction for the prevention of future barriers. The 2003 Plan focused on identifying existing problems and barriers, the annual Updates advise of the status of the recommendations of the earlier Plans and provide new targets for the coming year.

Lists of the members of the Accessibility Advisory Committee and the Staff Working Group are attached as Appendix 'A' and Appendix 'B' respectively.

SECTION 2: 2008 RECOMMENDATIONS - STATUS

1. Status of 2008 General Recommendations

Status of existing identified barriers is shown in Schedules I – X.

- (i) The use of automated doors at the main public accesses to Township buildings and facilities, and it is recommended that the municipal offices and Council Chambers be given priority.

In 2008, the main entrance and west entrance doors to the Municipal Office were automated. The Council Chamber door requires additional renovation in order to make it fully accessible; it is recommended that this be a priority project for 2009.

- (ii) The AAC is appreciative of the renovations at the Nobleton Community Recreation Centre. The Committee continues to recommend a raised viewing area near the ice surface similar to that in the Schomberg Arena.

Staff advised that due to needed repairs to the rink floor, the wall boards and floor of the rink will be torn out in 2010. At that time, a raised area will be incorporated in the design of the restoration.

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- (iii) Council continue budgeting for an elevator in the King City Library.

Funds had been set aside in 2007 and 2008 budgets; however, these funds were required for emergency repairs to the King City Library in 2008. In early 2009 capital budget discussions, the matter of an elevator for the King City Library has been a priority. The Library Board has re-applied for a Trillium Grant and the application of Development Charges has been included in the proposed new DC By-law.

The Accessibility Advisory Committee recommends the following projects as priority projects for 2009:

- (a) Renovation and automation of the Council Chamber entrance.
- (b) Development of the Accessibility Standards for Customer Service for King Township to meet the deadline of full compliance by January, 2010 as follows:
- (i) Each Department shall establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities;
 - (ii) All staff dealing with the public must receive training about the provision of the Township's goods and services to persons with disabilities as soon as practicable and receive regular updates;
 - (iii) A process for receiving and responding to feedback about the manner in which the Township provides goods and services to persons with disabilities is required to be established.
- (c) Township Staff and the AAC continue working towards addressing physical barriers and with finding ways to remove invisible barriers that also impact on the lives of people with different disabilities. Invisible barriers can be communicational, attitudinal, informational or technological.

2. Township Departments & Facilities

The attached Schedules I – X detail the barriers which were identified in the 2007 Accessibility Plan in each Township Department and in the municipal facilities and provide the status of addressing each barrier.

**SECTION 3: ACCESSIBILITY FOR ONTARIANS WITH
DISABILITIES ACT, 2005 (AODA) – STATUS**

In June, 2005 the AODA became law. The purpose of this legislation is to develop, implement, and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

The AODA requires the Minister of Community and Social Services to develop accessibility standards that will remove barriers for people with disabilities. The standards are expected to apply to the public sector, including all municipalities in Ontario, as well as the not-for-profit and private sectors. The standards will address a full range of disabilities including physical, sensory, mental health, developmental and learning and will be implemented in phases leading to full accessibility in Ontario by 2025.

3.1 Development of Standards for the AODA

The Act requires the Ministry to appoint standards development committees to develop standards. Pursuant to the OAD, the Province established Provincial Standard Development Committees in 2006 -2007 in the following areas:

1. Customer Service
2. Transportation
3. Information and Communications
4. Built Environment
5. Employment

The first standard for Customer Service has been completed and is now in effect. Municipalities must develop and establish its Customer Service Policies, Practices and Procedures by January, 2010; the public sector has until 2012 to come into compliance. A further, more detailed report on the Customer Service Standard will be provided to Council in conjunction with this Accessibility Plan update.

The committee for developing standards for **Transportation** completed its first draft and the Transportation standards were posted for comment on the Ministry of Community and Social Services website in 2007, however, the initial standard is still under review.

The Committee for developing the third Standard, **Information and Communications**, has completed a draft and the Draft Standard was released for public review on November 17, 2008. The public review period has since been extended from January 16, 2009 to February 6, 2009 in order to provide stakeholders adequate time provide meaningful feedback. This proposed standard will outline how businesses and organizations may be required to provide accessible public information in various formats such as online, print, verbal and digital.

3.2 Role of the AAC

Under the AODA, the role of the AAC will change from advising Council on the annual accessibility plan as is required under the ODA to reviewing and advising Council on the Township's compliance with the new accessibility standards. Until the ODA is repealed, the AAC will be responsible for both functions.

3.3 Accessibility Audit

Since the AODA came into effect, the Township Staff Working Committee and the Accessibility Advisory Committee have been identifying and addressing barriers throughout the Township. Many physical barriers identified within the municipal facilities, as well as parks and trails, have been eliminated in the process of maintenance and renovations.

Last year, the Township had a ‘Township Arenas and Halls Facility and Capital Review’ prepared which provided an overview of the conditions of the Township buildings and a life cycle cost study to assist Council with determining the financial and operational direction of Township. This study did not address accessibility issues.

While the AAC and Staff have been diligent in removing barriers, they are not professionals in the field. The legislation requires that all public buildings shall be accessible by 2025. An accessibility audit would advise Council on any work that may be required to make the buildings physically barrier-free and would provide a guideline of work to be completed and estimated costs. The resulting report, in conjunction with the Township Arenas and Halls Facility and Capital Review would provide Council with a more complete picture of capital costs for developing a financial and operational strategy for these facilities and future community needs.

Staff has proposed that \$15,000.00 be allocated in the 2009 Capital Budget to commence an Accessibility Audit.

SECTION 4: IDENTIFICATION OF EXISTING BARRIERS

TAB 2 – TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY – UPDATE OF IDENTIFIED BARRIERS 2008

Please see Tab 2 - provides an overview of Barriers in the Township’s buildings and facilities which were identified in previous Accessibility Plans, as well as any new Barriers that have been identified and provides the status of each.

TAB 3 – DEPARTMENTAL REPORTS

Schedules 1 – X provide a summary and status of barriers which have been identified in previous Accessibility Plans within each Township Department.

SECTION 5: ACCESSIBILITY ADVISORY COMMITTEE COMMENTS

The Accessibility Advisory Committee (AAC) continues to be encouraged with the progress in accessibility that is enabling the Township of King on its way to being an all-inclusive municipality and congratulates Council and staff on the renovations of the Cold Creek Conservation Area, making the buildings there accessible.

The AAC's goals and objectives for 2009 include continuing development of a guide for local businesses on becoming accessible and establishing a program for recognition of same. To this end, the AAC expects to interact with the Chamber of Commerce and the Township's Economic Development Officer.

The Committee extends its appreciation to the Township staff for guidance and assistance with the Accessibility program in the Township of King, and to Council for committing to an all-inclusive municipality.

SECTION 6: 2008 RECOMMENDATIONS FOR 2009

The (Staff) Working Committee recommends that:

- (a) The Accessibility Standards for Customer Service have been developed by the Province and municipalities must prepare to meet the deadline of full compliance by January, 2010. It is recommended that Staff concentrate on developing and establishing the required policies, practices and procedures as described in the AAC recommendations in Section 1 (b) of this Plan.
- (b) An Accessibility Audit be commenced to assess the accessibility status of Township buildings and facilities and to provide a guideline of work that may be required to achieve physically barrier-free status with estimated costs, and that Council approve the allocation of \$15,000 in the Capital Budget for this purpose.

ACCESSIBILITY ADVISORY COMMITTEE

Beverley Barra-Berger

Jane Binions (Vice-Chair)

James Binsfeld

Dorothy Izzard

Kathleen Patterson (Chair)

Staff Liaison

Chris Somerville
Township of King

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Recording Secretary

Diane Moratto
Township of King

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**APPENDIX 'A'
TO TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE – 2008**

2008 - PLAN DEVELOPMENT WORKING GROUP

Working Group Member	Department Represented	Contact Telephone/Fax/e-mail
I. Chris Somerville Clerk	Clerks Department	(905)833-5321, Ext. 4017 Fax: (905) 833-2300 csomerville@king.ca
II. Brian Grubbe Dir. of Building Services Chief Building Official	Building Department	(905)833-5321, Ext. 4006 Fax: (905) 833-2300 bgrubbe@king.ca
III. Stephen Kitchen Director of Planning	Planning Department	(905)833-5321, Ext. 4060 Fax: (905) 833-2300 skitchen@king.ca
IV. Bryan Burbidge Fire Chief	Fire Department	(905)833-2800 Fax: (905) 833-6960 bburbidge@king.ca
V. Jody LaPlante Director of Operations	Operations Department	(905)833-5321, Ext. 4052 Fax: (905) 833-2300 jlaplante@king.ca
VI. Don Young Director of Finance & Treasurer	Finance Department	(905)833-5321, Ext. 4010 Fax: (905) 833-2300 dyoung@king.ca
VII. Marilyn Loan Human Resources Manager	Human Resources Division	(905)833-5321, Ext. 4024 Fax: (905) 833-2300 mloan@king.ca
VIII. Walt Peacock Manager of By-law Enforcement	Clerks - By-law Enforcement	(905)833-5321, Ext. 4001 Fax: (905) 833-2300 wpeacock@king.ca
IX. Catherine Purcell Director Parks, Recreation & Culture	Parks, Recreation & Culture & municipal properties	(905)859-0056, Ext. 5222 Fax: (905) 833-2300 cpurcell@king.ca
X. Murray McCabe Executive Officer/Chief Librarian	King Township Public Library	(905)833-5101 Fax: (905) 833-0824 mmccabe85@hotmail.ca

**APPENDIX 'B' TO TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE – 2008**

TOWNSHIP OF KING
TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2008 **Page 1**

FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2008 & SUCCESS/BARRIERS TO ACHIEVEMENT
MUNICIPAL OFFICES		
Main public entrance doors to be automated	Refer to 2008 Budget. Human & Financial Resources.	Main entrance & West Entrance automated in Fall, 2008
Planning area counter	Not accessible	Public counter completed in 2008 with accessible area.
Public access door to Council Chambers not accessible.	To be reconstructed in 2009 with a foyer and automated doors. Human & Financial Resources.	
MUNICIPAL BUILDING		
Drug store unit underwent renovations in 2008 to create a medical clinic.	Accessible features – wide aisle, counter Front door made accessible with ramping; main entrance to Drug Store to be automated in 2009	

**TOWNSHIP OF KING
TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2008**

FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2008 & SUCCESS/BARRIERS TO ACHIEVEMENT
<p>KING MUSEUM & BUILDINGS</p> <p>Museum Site consisting of 3 heritage buildings.</p> <p>Main building not wheelchair accessible.</p> <p>The slope near the beginning of the new path is quite steep</p> <p>Parking space for persons with disabilities.</p>	<p>Front entrance lip should be reduced, barrier-free entrance required. Human & Financial Resources</p> <p>The slope should be modified. Referred to staff to assess.</p> <p>For 2008, designated parking sign to be placed in appropriate location. (Staff advised to be completed prior to end of 2008.)</p>	<p>Late 2007 – new entrance doors installed, however, due to structure of entrance, unable to remove the threshold lip. The nearby side entrance will be ramped and made barrier-free and will be signed accordingly. New walkway in place. Doors have lever-style handles.</p> <p>In 2009, Parks & Rec Department plans to pave a number of small facility parking lots under a single contract. The Museum parking lot will be paved and lined, with the appropriate number of designated parking spaces identified. There will be a new walkway constructed around the building so that anyone will be able to visit the King Station and the church (heritage buildings located at the museum grounds), without using the slope.</p> <p>The counter in the Museum building has been re-designed to provide service area for persons with disabilities.</p>

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TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2008 Page 3

FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2008 & SUCCESS/BARRIERS TO ACHIEVEMENT
<p>KING MUSEUM & BUILDINGS Cont'd.</p> <p>The Station and church are not accessible; school class room of school not accessible.</p>	<p>The Curator plans to purchase an electronic photo display screen and will provide pictures of the interiors of the buildings for persons with disabilities to view.</p> <p>Financial & Human Resources</p>	
<p>LASKAY COMMUNITY HALL</p> <p>Heritage Building.</p> <p>TOWNSHIP WORKS YARD (office area only)</p> <p>No barrier free parking spaces No ramps No barrier free washrooms, hardware Hallways undersized No signage</p>	<p>The parking lot to be improved in 2009, parking space for persons with disabilities to be identified. (In 2009 Operations Budget)</p> <p>The 5 year Capital Projects Plan includes an addition</p> <p>Human & Financial Resources</p>	<p>Feasibility Study for expansion in 2009.. Offices and public areas will be barrier-free.</p>

**TOWNSHIP OF KING
TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2008**

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FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2008 & SUCCESS/BARRIERS TO ACHIEVEMENT
<p>POTTAGEVILLE PARK PAVILION</p> <p>No handicapped parking; consider providing two handicapped spaces to the west of the pavilion with signage</p> <p>Complaint received about use of small gravel rather than screenings for walkway – impossible to push a wheelchair or stroller along the path</p> <p>Sharp corners on picnic tables</p>	<p>Due to security issues, providing parking at this location is problematic.</p> <p>Human, Financial Resources</p> <p>Problem – the area is in the floodplain, the path material gets washed away. Staff will look into using a different material in 2008 to ‘top’ up the path.</p> <p>Staff to ‘round’ corners of picnic tables and attached bench seats;</p> <p>Some accessible picnic tables to be constructed to be distributed to the parks.</p>	<p>Staff advised that screenings are being used again. It was noted that the paths require grading and after being grading, surface may be loose.</p>
<p>Dr. William Lacey COMMUNITY RECREATION CENTRE (Arena)</p> <p>Viewing area required for person with disabilities.</p>	<p>Suggest a ramp & raised platform similar to the Schomberg Arena be provided.</p> <p>Humans & Financial Resources</p>	<p>Staff advised that due to needed repairs to the rink floor, the wall boards and floor of the rink will be torn out in 2010. At that time, a raised area will be incorporated in the design of the restoration.</p>

**TOWNSHIP OF KING
TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2008**

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FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2008 & SUCCESS/BARRIERS TO ACHIEVEMENT
<p>KING TOWNSHIP PUBLIC LIBRARY</p> <p>Plans to purchase computer software at assist patrons with hearing/visual disabilities – all branches.</p> <p>Purchase of Braille books for children.</p>	<p>Financial & Human Resources 2009 budget request.</p>	<p>Braille books ordered in 2008.</p>
<p>SCHOMBERG PUBLIC LIBRARY</p> <p>Front doors to be automated.</p>	<p>2009 Budget request Financial & Human Resources.</p>	
<p>KING CITY PUBLIC LIBRARY</p> <p>2 Storey, no elevator – main floor is accessible.</p>	<p>Financial & Human Resources.</p>	<p>Library Board has re-applied for Trillium grant for Elevator; Council to include an amount in 2009 budget; Development Charges to be applied. Library Board is also asking for donations from the public for this project.</p>
<p>Washroom on main floor is accessible; however doorway is slightly under required width of 32 in.</p>	<p>Financial & Human Resources.</p>	<p>Washroom improvements completed in 2008. Improved Accessibility at Circulation Desk. Ramp at entrance doors was improved by Township Maintenance staff in 2008.</p>
<p>Automated entrance doors.</p>	<p>To be addressed in 2009. Financial & Human Resources</p>	

**TOWNSHIP OF KING
TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2008**

FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2008 & SUCCESS/BARRIERS TO ACHIEVEMENT
<p>ANSNORVELDT LIBRARY BRANCH</p>		
<p>Entrance door not accessible.</p>	<p>To be addressed in 2009. Financial & Human Resources</p>	
<p>KING CITY SENIORS CENTRE</p>		
<p>Many accessibility issues were identified at the King City Seniors Centre.</p>	<p>To be addressed in 2009. Financial & Human Resources.</p>	<p>Addition/renovations to be considered; accessibility issues to be addressed, AAC to have input on project.</p>
	<p>Needs Analysis to be completed, future expansion planned & referred to 10 year capital plan. Human & Financial Resources.</p>	<p>Needs analysis has been referred to 2009 budget.</p>
<p>NOBLETON COMMUNITY HALL</p>		
<p>AAC was invited to evaluate the Hall with respect to accessibility. The Womens Institute and Nobleton Lions Club wish to have the Hall upgraded to an accessible level. (2006)</p>	<p>The AAC identified many barriers. Financial & Human Resources.</p>	<p>The organizations are looking into obtaining Grants with the assistance of the Township with the objective of having the Hall renovated and accessible in 2009.</p>

**TOWNSHIP OF KING
TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2008**

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FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2008 & SUCCESS/BARRIERS TO ACHIEVEMENT
<p>COLD CREEK CONSERVATION AREA</p> <p>The Township has entered into an agreement with the Toronto Region Conservation Authority to manage the Cold Creek Conservation Area as an outdoor education centre.</p>	<p>Local interest group, the Cold Creek Stewardship Committee, has established a partnership with the Township and through a Trillium grant has restored the Visitors Centre, complete with a barrier-free ramp in 2007. The washrooms were also upgraded to barrier-free status.</p>	<p>The Education Centre washrooms and entrance were upgraded to barrier-free status in 2008.</p> <p>Trillium grant funding was obtained.</p>
<p>NEW PLAYGROUND @ OSIN-LIONS PARK, SCHOMBERG</p> <p>The playground was completed, fall, 2008 with many accessible features.</p>	<p>Site plans and equipment were reviewed by the AAC prior to installation.</p>	<p>Grand Opening to be held in Spring, 2009</p>
<p>ST. ANDREWS PLAY PARK, KING CITY</p> <p>Playground equipment to be replaced and new surface AAC will have input.</p>	<p>Accessibility opportunities to be maximized. Human & Financial Resources; 2009 budget item.</p>	
<p>KING CITY TRAILS</p> <p>New boardwalk installed in summer, 2008 along trail west of Keele Street</p>	<p>As planned improvements on the trails take place in conjunction with King City Development, the trails will become more accessible. (Development Charges, Human Resources)</p>	

**TOWNSHIP OF KING
TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2008**

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FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2008 & SUCCESS/BARRIERS TO ACHIEVEMENT
<p>KITCHEN/BREEDON MANOR PATH & BRIDGE</p> <p>The existing bridge near the Kitchen/Breedon Manor to be replaced and will be accessible</p>	<p>Financial & Human Resources. To be completed in 2009.</p>	

This report will be provided to all Boards of Management for their information.



**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2008**

CLERKS DEPARTMENT

SCHEDULE 1 TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2008

CLERKS DEPARTMENT

Responsible for general public administration, municipal legislation, record keeping, Council/Committee meeting schedules, minutes and agendas, reception and switchboard services, municipal elections, operation of the Nobleton Cemetery, Freedom of Information, licensing. The By-law Enforcement Department is under the supervision of the Clerk.

CONTACT

Chris Somerville, Clerk (905) 833-5321, Ext. 4017
Fax: (905) 833-2300
csomerville@king.ca

1.1 Our Customers

This Department provides services to Township Council, various committees, residents and rate payers, all Township staff, and staff of Region of York, other municipalities and governmental agencies.

1.2 Accessibility Statement

The Clerks Department will continue to review departmental, municipal election, council and committee processes to identify and remove barriers that limit accessibility to these processes for people with disabilities.

1.3 Clerk's Department - Barrier Identification 2007

Accessibility Plan Update 2008 - Status Fall 2008

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy for removal/Prevention.</p>	<p>Resources required (Human /Financial) Timing (When will this be completed)</p>	<p>Status - Fall 2008</p>
<p>Review of all Township By-laws to assist Departments to identify any barriers.</p>	<p>Conduct inventory, review, bring forward and discuss with Staff Working Group.</p>	<p>Human Resources Ongoing</p>	<p>Review of regulatory by-laws is being undertaken. To date no obvious accessibility issues have been found. By-law review will be ongoing.</p>
<p>Clerks Department Staff will take the lead in co-ordinating review of the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Clerks Department Staff will co-ordinate the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	
<p>All staff will continue to participate in the sensitivity and exclusivity training.</p>	<p>Ongoing.</p>	<p>Human, Financial</p>	<p>In 2008, all Clerks Department staff attended "Just Ask Training". All staff who are assigned to development of the new Website received training on website accessibility in 2008.</p>

1.3 Clerk's Department - Barrier Identification 2007

Accessibility Plan Update 2008 - Status Fall 2008

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier?</p>	<p>Resources required (Human /Financial) Timing (When will this be completed)</p>	<p>Status - Fall 2008</p>
<p>Develop a client service survey to identify any existing barriers in service delivery to disabled customers</p> <p>Educational/Awareness Services</p>	<p>Obtain input from AAC for survey content, conduct survey (time period), review results and assess</p> <p>On AAC work plan for future project – deferred to 2009.</p> <p>Ongoing.</p>	<p>Human (Survey could be available for ongoing input)</p> <p>Human, Financial (2009 budget)</p>	<p>On AAC Work Plan.</p> <p>“Did You Know” feature to continue.</p>

1.3 Clerk's Department - Barrier Identification 2007

Accessibility Plan Update 2008 - Status Fall 2008

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier?</p>	<p>Resources required (Human /Financial) Timing (When will this be completed)</p>	<p>Status - Fall 2008</p>
<p>In 2009, the AAC plans to work with the Local Chambers of Commerce in getting the word out to businesses that accessibility must be achieved by 2025; and that business must be compliant to the Customer Service Regulations in 2012.</p>	<p>Meetings, work with Township Economic Development Officer (EDO).</p>	<p>Human (2009 budget)</p>	<p>The AAC has provided communications to the Chambers and will continue to inform the business community of accessibility matters. EDO advising AAC on development of the "Accessibility Friendly" Award.</p>
<p>Access to Records/Archival materials, information.</p>	<p>Records Management staff approved in 2008 budget and was retained October/08.</p>	<p>Human, Financial (2009 budget)</p>	<p>Development of Records Management program in progress, 2008/09.</p>
<p>In conjunction with upgraded Switchboard/telephone system, TTY Service to be added.</p>	<p>Provision of TTY Service for the hearing impaired. "Textnet" program to be obtained and implemented in 2008.</p>	<p>Human, Financial – in 2008 budget</p>	<p>Carried over to 2009.</p>



**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2008**

**BUILDING DEPARTMENT
SCHEDULE II TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2008**

BUILDING DEPARTMENT

Reviews plans, issues building permits and inspects buildings. The Chief Building Official is also responsible for the maintenance of all the Township buildings and facilities (Property Services).

CONTACT

Brian Grubbe, Chief Building Official

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2.1 Our Customers

This Department provides services to the Township Council, residents and rate payers, trades, other Township staff, and staff of Region of York, other municipalities and governmental agencies.

2.2 Accessibility Statement

The Building Department plans to continue to review departmental processes to identify and remove barriers that limit accessibility to these processes for people with disabilities.

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy for removal/Prevention.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2008
Review current practices relating to all aspects of building accessibility, including physical, sensory and cognitive	Research current best practices utilized in both the public and private sectors for identifying and eliminating barriers. Assist the Accessibility Advisory Committee in developing educational materials for the private sector.	Human	Ongoing.
Building Department staff will review the policies, practices, and procedures that are in place governing the provision of Building Department goods and services in working towards compliance with the AODA Customer Service Regulation.	Building Department Staff will co-ordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.	Human, Financial To be completed in 2009.	
All staff will continue to participate in the sensitivity and inclusivity training.	Ongoing.	Human, Financial	In 2008, all Building Department staff attended “Just Ask Training”. All staff who are assigned to development of the new Website received training on website accessibility in 2008



**TOWNSHIP OF KING
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**BY-LAW DEPARTMENT
SCHEDULE III TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2008**

BY-LAW DEPARTMENT

Responsible for enforcement of the Township's by-laws including property standards.

CONTACT

Walt Peacock, By-law Enforcement Manager (905) 833-5321, Ext. 4001
Fax: (905) 833-2300
wpeacock@king.ca

3.1 Our Customers

This Department provides services to Township Council, residents and rate payers, all Township staff, and staff of Region of York, other municipalities and governmental agencies.

3.2 Accessibility Statement

The By-law Department plans to continue to review departmental processes to identify and remove barriers that limit accessibility to these processes for people with disabilities.

3.3 By-law Enforcement Department - Barrier Identification 2007

Accessibility Plan Update – Status Fall 2008

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy for removal/Prevention.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2008
Provide more by-law information on the website.	The new website will be more flexible and will provide more opportunity to enter information. By-law Enforcement staff will continue working on its area of the website.	Human, Financial To be completed in 2009	New Website not completed, By-law Staff have been working with IT in determining content and formats for materials, taking into consideration Accessibility.
By-law Enforcement staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.	By-law Enforcement Staff will coordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.	Human, Financial To be completed in 2009.	
All staff will continue to participate in the sensitivity and inclusivity training.	Ongoing.	Human, Financial	In 2008, all By-law Enforcement Department staff attended “Just Ask Training”. All staff who is assigned to development of the new Website received training on website accessibility in 2008.



**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2008**

**PLANNING DEPARTMENT
SCHEDULE IV TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2008**

PLANNING DEPARTMENT

Responsible for Township's Official Plan, land use and zoning information as well as subdivision development agreements.

CONTACT

Stephen Kitchen, Director of Planning (905) 833-5321, Ext. 4060
Fax: (905) 833-2300

skitchen@king.ca

4.1 Our Customers

This Department provides services to Township Council, various committees, residents and rate payers, all Township staff, and staff of Region of York, other municipalities and governmental agencies.

4.2 Accessibility Statement

The Planning Department plans to continue to review departmental processes to identify and remove barriers that limit accessibility to these processes for people with disabilities.

4.3 Planning Department - Barrier Identification 2007

Accessibility Plan Update – Status Fall 2008

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy to Address.</p>	<p>Resources required (Human/Financial) Timing (When will this be completed)</p>	<p>STATUS - FALL 2008</p>
<p>Front counter not accessible</p>	<p>To be made accessible.</p>	<p>Human/Financial</p>	<p>2008 - completed</p>
<p>Planning Department staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Planning Department Staff will co-ordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	
<p>All staff will continue to participate in the sensitivity and inclusivity training.</p>	<p>Ongoing.</p>	<p>Human, Financial</p>	<p>In 2008, all Planning Department staff attended “Just Ask Training”. All staff who are assigned to development of the new Website received training on website accessibility in 2008</p>



**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2008**

**FIRE & EMERGENCY SERVICES DEPARTMENT
SCHEDULE V TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2008**

FIRE & ENMERGENCY SERVICES DEPARTMENT

Volunteer Fire and Emergency Services Department provides fire protection and emergency services through three stations - King City, Nobleton and Schomberg. There are four full-time staff, being the Fire Chief, Deputy Fire Chief, Fire Prevention Officer and Administrative Assistant.

CONTACT

Bryan Burbidge, Fire Chief (905) 833-5321 ext. 4026 bburbidge@king.ca Fax: (905) 833-6960

Jim Wall, Deputy Fire Chief (905) 833-5321 ext. 4027 jwall@king.ca

Keith Wells, Fire Prevention Officer (905)833-5321 ext. 4071 kwells@king.ca

Andrea Ball, Administrative Assistant (905) 833-5321, ext. 4070 aball@king.ca

5.1 Our Customers

This Department provides services to Township Council, residents and rate payers, all Township staff, and staff of Region of York, other municipalities and governmental agencies.

5.2 Accessibility Statement

The Fire and Emergency Services Department plans to continue to review and evaluate accessibility as it relates to disabled persons requiring fire and emergency services.

5.3 Fire & Emergency Services - Barrier Identification 2007

Accessibility Plan Update – Status Fall 2008

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy for removal/Prevention.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2008
Emergency Preparedness brochure for persons with disabilities is outdated.	There is an updated brochure on Emergency Preparedness developed by the Region of York which includes a section for persons with disabilities or persons with special needs. Copies to be provided to the AAC for review and comment.		Copies were provided to the AAC, as well as copies of the Provincial Emergency preparedness brochure. The AAC recommended that the information be circulated to the Seniors Centre, Libraries and seniors apartment buildings. Copies have been distributed.
Fire & Emergency Services promotion of Fire Prevention programs	Recruited a person with disabilities to assist with public relations and education regarding fire prevention and emergency planning preparation	Human, Financial	Onboard in 2008; ongoing programs
Fire & Emergency Services Emergency Planning	Emergency planning procedures for persons with disabilities	Human	Fire Chief attended AAC meetings; will include AAC in next emergency preparedness exercise.

5.3 Fire & Emergency Services - Barrier Identification 2007

Accessibility Plan Update – Status Fall 2008

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy for removal/Prevention.</p>	<p>• Resources required (Human/Financial) Timing (When will this be completed)</p>	<p>STATUS – FALL 2008</p>
<p>Fire and Emergency Services staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Fire and Emergency Services Staff will co-ordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	
<p>All staff will continue to participate in the sensitivity and inclusivity training.</p>	<p>Ongoing.</p>	<p>Human, Financial</p>	<p>In 2008, all senior Fire and Emergency services staff attended “Just Ask Training”. All staff who are assigned to development of the new Website received training on website accessibility in 2008</p>



**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2008**

**OPERATIONS DEPARTMENT
SCHEDULE VI TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2008**

OPERATIONS DEPARTMENT

Operations Department looks after municipal roads, landfill sites, waste management, recycling, water and wastewater, water mains, storm and sanitary sewers, sidewalks/walkways, street lighting, park maintenance, and engineering. The Township operates a works yard as part of this department and the Parks, and Recreation Department is under the supervision of the Director of Operations.

CONTACT

Jody LaPlante (905) 833-5321, Ext. 4052 jlaplante@king.ca
Director of Operations Fax: (905) 833-2300

6.1 Our Customers

This Department provides services to Township Council, residents and rate payers, all Township staff, and staff of Region of York, other municipalities and governmental agencies.

6.2 Accessibility Statement

To plan and provide accessible, safe, cost-effective operations services.

6.3 Operations Department – Barrier Identification 2007

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy for removal/Prevention.</p>	<p>Resources required (Human/Financial) Timing (When will this be completed)</p>	<p>STATUS – FALL 2008</p>
<p>Provision of portable parking signs to event organizers to indicate parking for persons with disabilities</p>	<p>Signs will be provided for event use and for the Township Elections.</p> <p>Signs to be delivered to the event sites by the Parks and recreation staff when they deliver barricades, picnic tables, etc.</p> <p>When available, the AAC will send letters to the organizations to advise of the availability of the signs.</p>	<p>Human/Financial To be completed in 2008</p>	<p>This project completed in 2008.</p>
<p>Operations Department staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Operations Department Staff will co-ordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy for removal/Prevention.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2008
All staff will continue to participate in the sensitivity and inclusivity training.	Ongoing.	Human, Financial	In 2008, all Operations Department staff attended "Just Ask Training". All staff who are assigned to development of the new Website received training on website accessibility in 2008



**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2008**

FINANCE DEPARTMENT

SCHEDULE VII TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2008

FINANCE DEPARTMENT – TREASURY

Finance Department – Treasury is responsible for tax billing and collection, water billing and collection, budgeting and expenditure control and pay roll. The Finance Department is also responsible for provision of technical services (Computer System and Website).

CONTACT

Don Young (905) 833-5321, Ext. 4010
Director of Finance/Treasurer Fax: (905) 833-2300
dyoung@king.ca

7.1 Our Customers

This Department provides services to Township Council, residents and rate payers, all Township staff, and staff of Region of York, other municipalities and governmental agencies, vendors and suppliers.

7.2 Accessibility Statement

This Department will continue to review the services it delivers and the processes it manages with a view to continually improve service quality and accessibility.

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy for removal/Prevention.	● Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2008
Finance Department staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.	Finance Department Staff will coordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.	Human, Financial To be completed in 2009.	
All staff will continue to participate in the sensitivity and inclusivity training.	Ongoing.	Human, Financial	In 2008, all Finance Department staff attended “Just Ask Training”. All staff who are assigned to development of the new Website received training on website accessibility in 2008

**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2008**

**ADMINISTRATION DEPARTMENT – HUMAN RESOURCES
SCHEDULE VIII TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2008**



ADMINISTRATION DEPARTMENT - HUMAN RESOURCES

Human Resources is responsible for providing services to the Township employees and families to meet their issues and needs: compensation, disability management, employee assistance program, employee information and organization data, employee records, human rights, labour relations, occupational health and safety, organizational development, pay roll, pension and benefits, policy development, recruitment & selection and training and development

CONTACT

Marilyn Loan (905) 833-5321, Ext. 4024
Human Resources Manager Fax: (905) 833-2300
mloan@king.ca

8.1 Our Customers

Human Resources provide services to Township Council and Township staff.

8.2 Accessibility Statement

This Department will continue to review the services it delivers and the processes it manages with a view to continually identify and reduce barriers and enhance and improve the work environment with a vision of a barrier free workplace for municipal staff.

8.3 Administration Department - Human Resources - Barrier Identification 2007
2008

Accessibility Plan Update – Status Fall

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy to remove/Prevention.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2008
Job Analysis (Policy/Practice)	In order to determine what positions we are able to accommodate the above, we must know what the actual requirements are for the jobs.	Human ongoing	All Human Resources Policies are currently under review, will consider accessibility issues.
Injury at the Workplace or elsewhere (Policy/Practice)	Return to Work Policy required which will detail the return, modifications to the position, equipment or the workplace	Human ongoing	All Human Resources Policies are currently under review, will consider accessibility issues.
Human Resources staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.	Human Resources Staff will coordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.	Human, Financial To be completed in 2009.	
All staff will continue to participate in the sensitivity and inclusivity training. Human Resources organized the training sessions which took place in 2008.	Ongoing.	Human, Financial	In 2008, all Township staff attended "Just Ask Training". All staff who are assigned to development of the new Website received training on website accessibility in 2008



TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2008
PARKS, RECREATION & CULTURE DEPARTMENT
SCHEDULE IX TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2008

PARKS, RECREATION and CULTURE DEPARTMENT

Parks, Recreation and Culture Department provides recreation programs, arena and community facilities management, community liaison, parks and trails development, as well as operation of the King Township Museum. The Township works with a number of volunteer boards to operate its facilities on a user pay basis.

This Department is responsible for the management and maintenance of the municipal buildings and facilities, including the Township Municipal Building, Arenas, Community Halls, Libraries, Museum, and the buildings at Cold Creek.

CONTACT

Catherine Purcell (905)859-0056, Ext. 5222
Director of Parks, Recreation & Culture Fax: (905) 859-8018

cpurcell@king.ca

9.1 Our Customers

Parks, Recreation and Culture Department provides services to the Township Council, Staff, residents, rate-payers, volunteer boards and committees and other volunteer organizations, Region of York and other government staff and agencies.

9.2 Accessibility Statement

This Department will continue to review the services it delivers and the processes it manages with a view to continually identify and reduce barriers and provide safe, accessible, cost-effective services and to enhance and improve the quality of life for all in King Township.

9.3 Parks, Recreation & Culture Department -Barrier Identification 2007 Accessibility Plan Update – Status Fall 2008

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy to Remove/Prevention.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2008
Pottageville Trail AAC identified problem with material used – difficult to push a wheelchair or stroller.	Addition of different type of material To be applied in Spring, 2008	Human, Financial	Screenings are now in place.
Installation of new Playground in Osin-Lions Park	Some accessible play structures to be included To be constructed in 2008	Human, Financial	Completed in 2008.
Toddler and Pre-schooler Sign Language Programs	Educational and awareness training for children with respect to disability	Human, Financial	Fall of 2007, ongoing
Tai chi Program	Provides fitness training to persons to improve flexibility, balance and ability	Human, Financial	Fall of 2007, ongoing
Advertising accessibility of Township facilities	All advertisements for Township facilities to indicate accessible status	Human, Financial	Completed in 2008, ongoing

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy to Remove/Prevention.</p>	<p>Resources required (Human/Financial) Timing (When will this be completed)</p>	<p>STATUS – FALL 2008</p>
<p>Parks, Recreation & Culture Department staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Parks, Recreation & Culture Department Staff will co-ordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	
<p>All staff will continue to participate in the sensitivity and inclusivity training.</p>	<p>Ongoing.</p>	<p>Human, Financial</p>	<p>In 2008, all administrative Parks, Recreation & Culture Department staff attended “Just Ask Training”. Staff who are assigned to development of the new Website received training on website accessibility in 2008 All summer students and staff involved in the parks and recreation programs receive “Reach for the Rainbow” training re: Autism, and Crisis Prevention and Intervention training (CPI), as well as sensitivity training with all York Region municipalities.</p>

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy to Remove/Prevention.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2008
<p>NOTE: In 2008, responsibility of Township property services came under the Parks, Recreation & Culture Dept.</p> <p><u>Property Services</u> Review current practices relating to all aspects of building accessibility, including physical, sensory and cognitive</p>	<p>Research current best practices utilized in both the public and private sectors for identifying and eliminating barriers.</p>	<p>Human</p>	<p>Ongoing.</p>
<p><u>Property Services</u> Review of properties owned by the Township and leased (ie. Plaza units) – also to be completed with the above-noted study.</p>	<p>Inspect all leased properties to identify current barriers or problem areas, identify priorities and develop a plan to ensure these properties are made accessible.</p>	<p>Human 2009 – Budget</p>	<p>Accessibility issues to be considered in any renovations of the rental units. Please see Facilities & Buildings Section for updates.</p>

**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2008**

**KING TOWNSHIP PUBLIC LIBRARY
SCHEDULE X TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2008**



KING TOWNSHIP PUBLIC LIBRARY

(Governed by the King Township Public Library Board)

Operating four libraries within the Township of King at the following locations:

Ansnoorveldt Library, 18997 Dufferin Street, Ansnoorveldt, Ontario L3Y 4V9

905-775-8717 (Sharon Bentley, Deputy Chief Librarian)

King City Library, 1970 King Road, King City, Ontario L7B 1A6

905-833-5101 (Manager, Adele Reid)

Nobleton Library, 8 Sheardown Drive, Nobleton Ontario, LOG 1N0

905-859-4188 (Manager, Mary Oram)

Schomberg Library, 77 Main Street, Schomberg, Ontario, LOG 1T0

905-939-2102 (Sharon Bentley, Deputy Chief Librarian)

The King Township Public Library system

- Information Provider to all residents of King Township and open to all citizens and visitors
- Lender of numerous information formats and provider of electronic information resources
- Provides instruction on the use of information formats and information retrieval systems
- Programmes - provided for patrons throughout the year
- Reading Readiness Programmes for Children
- Public Meeting Rooms and equipment rented to the public
- Community development

CONTACT

Murray McCabe

Chief Executive Officer / Chief Librarian

mmccabe85@hotmail.com

(905) 833-5101

Fax: (905) 833-0824

All Library Managers report to the Chief Executive Officer who in turn reports to the Library Board. The Library operates under the Ontario Public Libraries Act. Members of the Library Board are appointed by Council. The Board meet once each month with the exception of July and August. All library personnel are employees of the Library Board and operate under policies developed by the Board and the requirements of the Public Libraries Act.

10.4 King Township Public Library -Barrier Identification 2007

Accessibility Plan Update – Status Fall 2008

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy to Remove/Prevent.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2008
<i>Please see the Township of King Buildings Schedule for status of Library facilities.</i>			
Library Staff will review the policies, practices, and procedures that are in place governing the provision of library services in working towards compliance with the AODA Customer Service Regulation.	The Library CEO on behalf of the Library Board will co-ordinate efforts with the Township in developing the policies, practices, and procedures to comply with the Customer Service Regulation.	Human, Financial To be completed in 2009.	
All staff will continue to participate in the sensitivity and inclusivity training.	Ongoing.	Human, Financial	Library Staff will take part in training offered by the Southern Ontario Library Service or other outside consultants in 2009.