



# **TOWNSHIP OF KING**

## **2010**

# **ACCESSIBILITY PLAN**

## **UPDATE**

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**MESSAGE FROM THE ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
CHAIR**

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On behalf of the Accessibility Advisory Committee for the Township of King, I am pleased to present the Township's 2010 Annual Accessibility Plan. This is our seventh (7<sup>th</sup>) Plan update since our formation in 2003 in compliance with the *Ontarians with Disabilities Act, 2001* (ODA). This Plan provides direction and guidance on accessibility matters for Council, staff and residents of the Township of King by identifying, eliminating and preventing barriers to access information and opportunities for people with disabilities.

I encourage you to review the Plan to learn more about how the Township is working towards becoming a fully inclusive community.

The Accessibility Advisory Committee would like to acknowledge the outstanding support from the Clerks Department and for the dedication towards facilitating the Township's compliance with the Customer Service Standard under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Respectfully submitted,

Kathleen Patterson, Chair



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## THE ACCESSIBILITY ADVISORY COMMITTEE

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### **Committee Members:**

Kathleen Patterson – Chair

Jane Binions – Co-Chair

Beverly Barra-Berger

James Binsfeld

### **Staff:**

Chris Somerville - Clerk

Kathryn Smyth – Deputy Clerk

Diane Moratto – Administrative Clerk – Council/Committee



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## THE ODA/AODA STAFF WORKING GROUP

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The ODA/AODA Staff Working Group, an inter-departmental committee with representatives from each department has been an active contributor and participant in developing and implementing accessibility initiatives across the Township of King.

As the Township of King continues to implement the requirements of both accessibility Acts, the ODA/AODA Staff Working Group will continue to provide its expertise and time, ensuring that the Township continues to move towards becoming a community that encourages the principles of dignity, independence, integration and equality.

The Township of King appreciates the ongoing commitment and support of all the members of the ODA/AODA Staff Working Group.

<b>Office of the Chief Administrative Officer</b>
Scott Somerville
<b>Office of the Clerks and By-law Department</b>
Chris Somerville and Kathryn Smyth
<b>Office of the Engineering and Public Works and Building Department</b>
Rob Flindall
Brian Grubbe
<b>Office of the Finance/Treasury Department</b>
Jeff Schmidt
<b>Office of the Human Resources Department</b>
Marilyn Loan
<b>Office of the Information and Technology Department</b>
Barbara Harris
<b>Office of the King Fire and Emergency Services Department</b>
Bryan Burbidge
<b>Office of the King Township Library Department</b>
Murray McCabe
<b>Office of the Parks, Recreation and Culture and Facilities Department</b>
Catherine Purcell
<b>Office of the Planning Department</b>
Stephen Kitchen



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## INTRODUCTION

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### **The Township of King's 2010 Accessibility Plan reflects the Township's ongoing commitment to meet Ontario's two (2) Accessibility Acts**

As a requirement of the *Ontarians with Disabilities Act, 2001 (ODA)*, all municipalities are to establish an Accessibility Advisory Committee and also prepare an annual Accessibility Plan.

The Township of King's Accessibility Advisory Committee (AAC) was approved by Council in 2003 and members were appointed for the Committee's first term (2004-2005). The current members were appointed for the 2006 – 2010 term.

This is the Township of King's seventh annual Accessibility Plan Update since the initial Plan was created in 2003. The Plan Updates continue to provide for persons with disabilities through the identification, removal and prevention of barriers within Township facilities and in the Township's provision of goods and services. It includes actions the Township has taken and will take in 2011 to remove barriers that have been identified. This Plan is in effect for the period of January 1, 2010 to December 31, 2010.

The Accessibility Advisory Committee reviewed and provided comments with respect to the Township of King's Policy on Accessible Customer Service Standards. The Committee also approved and participated in the training program and were consulted and commented on the process for receiving and responding to feedback, and the Notice of Temporary and Emergency Service Disruptions, as provided in Ontario Regulation 429/07.

### **The Township of King is one of the fastest growing Census Division municipalities in York Region**

People with disabilities represent a significant and growing part of our population. According to the Participation and Activity Limitation Survey (Statistics Canada 2006)<sup>1</sup>, there are an estimated 1.9 million Ontarians with a disability – about 16% of the population. This was an increase of two (2) per cent from 2001. In the Township of King, this would represent over 3,200 residents.

Disability tends to increase with age. In Ontario, over 47% of people over the age of sixty-five (65) have a disability and the population is projected to increase by 34.4 per cent over the next twenty-six (26) years. Rising by over 4.5 million from an estimated 13.2 million to 17.7 million by July, 2036<sup>2</sup>, such rapid growth will pose challenges for all



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levels of government to find better ways to anticipate the needs of residents and to ensure that programs and services are accessible to everyone. Enhancing the ability of people with disabilities to live independently and contribute to the community will have positive effects on future prosperity in the Township of King.

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- 1 Statistics Canada, Participation and Activity and Limitation Survey, 2006
  - 2 Statistics Canada, Census 2006 (Note: This census provides the most recent census data available)



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**PROGRAMS AND SERVICES IN YORK REGION THAT AFFECT ACCESSIBILITY IN THE TOWNSHIP OF KING**

York Region provides services and programs that are not overseen by the nine (9) local municipalities but which must also be ODA/AODA compliant. The following list shows the range of services provided at the regional and local municipal levels, in accordance with the provincial *Municipal Act, 2001*<sup>1</sup>.

The Regional Municipality of York	Local Municipalities (such as King)
Court Services	Building/demolition permits
Emergency Medical Services (EMS)	Local Emergency Preparedness
Family and Children's Services	Fire Services
Housing and Residential Services	Curb side garbage, green bin, blue box recycling, yard waste, appliance collection
Long Term Care Services	Film permits
Police Services	Libraries
Public Health	Local Roads
Roads	Parking permits/restrictions
Social Assistance	Parks, Recreation and Culture
Solid Waste Management	Pet Licences
Transit	Sidewalk Repair
Water and Wastewater	Streetlights
Planning and Development Services	Water and Sewage (Local)

1 York Region's 2011/2012 Accessibility Plan



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## ACCESSIBILITY LEGISLATION

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The Province of Ontario introduced the *Ontarians with Disabilities Act, 2001* (ODA) with the purpose of improving access and opportunities for people with disabilities. The primary focus of this legislation was to identify, remove and prevent barriers that may limit opportunities for people with disabilities to fully participate in society. Since 2004, all municipalities in the province have had a legal obligation under the ODA to prepare annual Accessibility Plans in order to ensure that policies, by-laws, facilities, programs and services be reviewed to remove barriers and prevent new barriers from being created. Furthermore, the ODA mandates that municipalities with a population over 10,000 must implement Accessibility Advisory Committees with more than half of the committee appointments composed of members who have a disability.

The ODA legislation has been helpful with the identification and removal of barriers; however, the Province of Ontario recognized that Ontario was still not fully accessible for people with disabilities. As a result, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was passed into law to ensure a barrier free Ontario by 2025. The AODA will ensure full participation for people with disabilities in both private and public sectors. The AODA legislation will eventually replace the existing ODA legislation; however, the planning requirements of ODA are still in effect until it is officially repealed. Under the AODA, accessibility planning requirements shift from annual to multi-year plans which must outline a municipality's strategy to prevent and remove barriers and meet the requirements under the Integrated Accessibility Standards Regulation (IASR). The first multi-year plan must be in place by January 2, 2013. The Township of King is moving forward with the implementation of both pieces of legislation in order for its citizens to have equal access and full participation within the Township.



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The AODA will help ensure that people with disabilities have access to goods and services, facilities, accommodations, employment, buildings, structures and premises in both the public and private sectors. The removal and prevention of barriers will help accomplish full accessibility for persons with disabilities. Barriers can be identified in any of the following areas;

- Physical and architectural (Built Environment)
- Information and Communication
- Technological
- Attitudinal
- Systemic (policy, procedure and practice)

The *Accessibility for Ontarians with Disabilities Act, 2005* encompasses the following range of disabilities;

- Physical
- Neurological (ALS, epilepsy)
- Hearing
- Deaf-blindness
- Vision
- Intellectual (cognitive or developmental)
- Speech
- Learning
- Mental health
- Sensory (smell, touch, taste)
- Other

Many types of disabilities are referred to as invisible disabilities as they are not always apparent or obvious such as heart disease or arthritis. Some types are referred to as temporary such as a broken leg. The AODA legislation uses the same definition of disabilities as that used in the *Ontario Human Rights Code*. (These definitions can be found in the Glossary of Terms on page 20)

The AODA will develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities by 2025. Standards are being developed in five (5) areas: customer service; transportation, information and communications; employment; and the built environment.

The first Standard under the AODA to become law is the Accessibility Standards for Customer Service (Ontario Regulation 429/07). This regulation came into force on



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January 1, 2008. It established accessibility standards for customer service and governs how all public sector organizations and every other person or organization shall provide their goods or services to persons with disabilities. If you are a provider of goods or services and have one or more employees in Ontario, you will be required to comply with the regulation. If you are a public sector organization designated in the Standard, you must have complied by January 1, 2010. If you are a private business, non-profit organization or any other service provider with at least one employee in Ontario, you must comply by January 1, 2012.

For further information on the ODA or AODA, contact:

The Ministry of Community and Social Services

Toll-free: 1-800-267-8097

TTY: 800-268-7095

Website: [www.mcss.gov.on.ca](http://www.mcss.gov.on.ca) or [www.AccessON.ca](http://www.AccessON.ca)



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## ROLE OF THE ACCESSIBILITY ADVISORY COMMITTEE

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The Accessibility Advisory Committee (AAC) reports to Council through the Committee of the Whole. The Accessibility Advisory Committee meets, along with support staff members, on a monthly basis, with the exception of July. As a Committee, they provide input to Council on implementation of the ODA and AODA legislation and other related accessibility matters.

The Accessibility Plan represents the formal way in which the Accessibility Advisory Committee reviews and advises Council on accessibility matters. The following represents other ways in which the Committee provides advice and guidance to the Township of King:

- (a) Provide comments and recommendations to the Clerks Department and Council on the accessibility of buildings, structures or premises (or parts thereof) that the Township purchases, constructs, significantly renovates, leases and uses as a municipal facility.
- (b) Receive presentations from staff regarding plans and drawings for development under Section 41 of the *Planning Act* with respect to accessibility issues, and provide comments and recommendations in a timely manner.
- (c) Provide comments about and make recommendations on how the needs of persons with disabilities can be better served through the Township's purchasing of goods and/or services.
- (d) Perform other functions that are specified in the Regulations to these Acts when they are developed.
- (e) The Committee will participate in the annual development and/or refinement of the Township's Accessibility Plan as required by the Act.

### Other Duties:

- (a) Liaise with the Region of York and its constituent municipalities in policy development and with the planning and implementation of projects to enhance accessibility throughout York Region.
- (b) Confer with organizations of and for persons with disabilities to facilitate shared goals and objectives.



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- (c) Participate in the coordination, implementation and/or delivery of public information forums.
- (d) Establish sub-committees or working groups as directed by the Committee or Council to address specific issues.
- (e) Coordinate the immediate and ongoing dissemination of information in various formats to the disabled community, etc. and to the public at large regarding issues faced by persons with all types of disabilities and regarding the work undertaken by the Accessibility Advisory Committee.



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**ACCESSIBILITY ADVISORY COMMITTEE – 2010 ACCOMPLISHMENTS**

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- Reviewed all site plan applications submitted to the Township
- Participated in ensuring the 2010 Election process was accessible
- Reviewed and updated Committee pamphlets
- Toured the new Elementary School in King City
- Researched a proposed 'Ramp' Program for local businesses
- Promoted the Committee's 'Accessibility Friendly Awareness' Program



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**Township of King - 2010 Accessibility Plan Update**

**RECOMMENDED ACCESSIBILITY ITEMS IDENTIFIED FOR 2010/2011**

<b>Plan Item</b>	<b>Type of Barrier</b>	<b>Proposed Solution</b>	<b>Associated Costs (if known)</b>	<b>Department Responsible</b>	<b>Comments</b>
01-2010 (Municipal Office Building)	Physical – rental units to be reviewed & assessed for accessibility	Inspection, determine needs, budget to remedy deficiencies	TBD	Parks, Rec/Culture Facilities	
02-2010 (Municipal Office Building)	Physical – no accessible route from sidewalk through parking lot to access municipal building	Inspection, determine needs to create a proper walkway, route	TBD	Parks, Rec/Culture Facilities	
03-2010 (Municipal Building – Council Chambers)	Physical – entrance not accessible	Retrofit entrance and doors into Council Chambers		Parks, Rec/Culture Facilities	Completed
04-2010 (Museum)	Communication – parking space for persons with disabilities	Signage for location. Paving of parking lot.		Parks, Rec/Culture Facilities	
05-2010 (Pottageville Pavilion)	Physical – sharp corners on picnic tables	Staff to ‘round’ corners of tables and bench seats. New accessible picnic tables to be constructed to be distributed to the parks		Parks, Rec/Culture	



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Plan Item	Type of Barrier	Proposed Solution	Associated Costs (if known)	Department Responsible	Comments
06-2010 (Schomberg Library)	Physical – front doors to be automated			Parks, Rec/Culture Facilities	2010 budget
07-2010 (King City Library)	Physical – 2 storey – no elevator to lower level	Elevator to be completed in 2011	Township provided \$325,000 for project.	Parks, Rec/Culture Facilities	2010/2011 budget
08-2010 (King City Library)	Physical – entrance doors not accessible	Retrofit with automated doors		Parks, Rec/Culture Facilities	2010/2011 budget
09-2010 (King City Library)	Physical – washroom door on main floor under required width	Door width widening		Parks, Rec/Culture Facilities	2010/2011 budget
10-2010 (Ansnorveldt Library)	Physical – entrance doorway and door not accessible	Door & entrance retrofit		Parks, Rec/Culture	This facility is not accessibility friendly.
11-2010 (King City Seniors Centre)	Physical – many issues identified	Needs analysis to be completed, future expansion planned – refer to 10 year Capital Plan		Parks, Rec/Culture Facilities	Many issues identified.
12-2010 (Nobleton Community Hall)	Physical – many issues identified	AAC suggests the building not be rented out to public		Parks, Rec/Culture Facilities	Currently too many issues identified with this facility. This facility is not accessibility friendly.
13-2010 (King City Trails)	Physical – trails need accessible improvements	Plans take place in conjunction with King		Parks, Rec/Culture Facilities	



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Plan Item	Type of Barrier	Proposed Solution	Associated Costs (if known)	Department Responsible	Comments
14-2010 (Trisan Centre)	Physical	New building to be completed in 2011		Parks, Rec/Culture Facilities	Ongoing
15-2010 (Municipal buildings)	Physical – municipal audit required on all Township owned buildings			Parks, Rec/Culture Facilities	
16-2010 (2010 Election)	Physical and Information and Communication – ensure all election facilities are accessible and ensure persons with disabilities can vote	Voting tabulators to be used. AAC to inspect voting locations. Use of signage and ensure accessible parking		Clerks	Completed
17-2010 (2010 Election)	Information and Communication – election staff require Customer Service Standard training	Election staff will be trained in the AODA Standard during election training program		Clerks	Completed
18-2010 (Forms and records)	Information and Communication – forms, permit applications, Official Plans, etc.	Make forms available on website or by request on CD, electronic, or other format		All departments	Ongoing. <i>(This item will be further dealt with when the AODA's Accessibility Standard for Information and Communications becomes Law)</i>



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**Township of King - 2010 Accessibility Plan Update**

<b>Plan Item</b>	<b>Type of Barrier</b>	<b>Proposed Solution</b>	<b>Associated Costs (if known)</b>	<b>Department Responsible</b>	<b>Comments</b>
19-2010 (Municipal Office)	Information and Communication – Upgrading switchboard/ telephone system, TTY service	“Textnet” program to be installed		Clerks, Finance and IT Departments	
20-2010 (King Fire and EMS Department)	Information and Communication – smoke alarm program	Fire Dept. to work with the Canadian Hearing Society in developing a program for installing visual smoke alarms in homes		King Fire and EMS	
21-2010 (King Fire and EMS Department)	Information and Communication - public education	Include fire safety lessons and emergency preparedness for person with disabilities. Purchase of an accessible fire safety education trailer.		King Fire and EMS	
22-2010 (Engineering and Public Works)	Information and Communication – Notice of Service Disruptions	Staff ensure notices are posted re: unexpected and scheduled service		Engineering and Public Works and IT Department	



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**Township of King - 2010 Accessibility Plan Update**

<b>Plan Item</b>	<b>Type of Barrier</b>	<b>Proposed Solution</b>	<b>Associated Costs (if known)</b>	<b>Department Responsible</b>	<b>Comments</b>
23-2010 (Engineering and Public Works)	Physical – snow removal	Remove street side snow banks as soon as possible after heavy snowfalls. Include funds in 2010 to upgrade snow removal equipment		Engineering and Public Works	
24-2010 (Engineering and Public Works)	Physical – sidewalks	Trip hazards should be marked with paint to improve visibility. Inspection and repair program should be implemented		Engineering and Public Works	
25-2010 (Finance Department)	Information and Communication – contracts, agreements	Ensure clauses are in contracts and agreements regarding Accessible Customer Service Standards compliance		Finance Department	



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## GLOSSARY OF TERMS

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### Barrier

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, procedure or a practice (“obstacle”).

### Disability

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the Insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

### Types of disabilities and functional limitations

A person’s disability may make it physically or cognitively hard to perform everyday tasks such as operating a keyboard, reading a sign, differentiating colours, distinguishing sounds, climbing stairs, grasping small items, remembering words, or doing arithmetic. Consider the functional limitations associated with twelve different kinds of disability and the effects of these limitations on an individual’s ability to perform everyday tasks.

#### 1. Physical

Physical disabilities include minor difficulties moving or coordinating a part of the body, muscle weakness, tremors, and in extreme cases, paralysis in one or more parts of the body. Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendonitis. Physical disabilities affect an individual’s ability to perform manual tasks, such as hold a pen, grip and turn a key, type on a keyboard, click a mouse



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button, and twist a doorknob; control the speed on one's movements; coordinate one's movements; move rapidly; experience balance and orientation; move one's arms or legs fully (e.g. climb stairs); move around independently; walk any distance; easily get into or out of a car; stand for an extended period; reach; pull, push or manipulate objects' have strength or endurance.

2. Hearing

Hearing loss includes problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness.

3. Speech

Speech disability is a partial or total loss of the ability to speak. Typical voice disorders include problems with pronunciation; pitch and loudness; hoarseness or breathiness; stuttering or slurring.

4. Vision

Vision disabilities range from slightly reduced visual acuity to total blindness.

A person with reduced visual acuity may have trouble reading street signs, recognizing faces, or judging distances. He/she might find it difficult to maneuver, especially in an unfamiliar place. He/she may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night, or require bright lights to read. Most people who are legally blind have some vision.

5. Deaf-blind

Deaf-blindness is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living.

Deaf-blind disabilities interfere with communication, learning, orientation and mobility. Individuals who are deaf-blind communicate using various sign language systems, Braille, standard PCs equipped with Braille displays, telephone devices for the deaf-blind and communication boards. They navigate with the aid of white canes, service animals, and electronic navigation devices.

People who are deaf-blind may rely on the services of an intervener. Interveners relay and facilitate auditory and visual information and act as sighted guides. Interveners are skilled in the communication systems used by people who are deaf-blind, including sign language and Braille.



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6. Smell

Smell disability is the inability to sense or a hypersensitivity to, odours and smells.

A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

7. Taste

Taste disability limits the ability to experience the four (4) primary taste sensations; sweetness, bitterness, saltiness and sourness.

A person with a taste disability may be unable to identify ingredients in food, spoiled food, or noxious substances.

8. Touch

Touch disability alters the ability to sense surfaces and their texture or quality, including temperature, vibration and pressure. Touching sensations may be heightened, limited, absent (numbness), or may cause pain or burning.

A person with a touch disability may be unable to detect (or be insensitive to) heat, cold or changing temperatures. Alternatively, a person with a touch disability may be hypersensitive to sound, physical vibrations, or heated surfaces or air.

9. Intellectual

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (e.g. Down's syndrome), exposure to environmental toxins (as in Fetal Alcohol Syndrome), brain trauma and psychiatric conditions.

A person with an intellectual disability may have difficulty with:

- Language: understanding and using spoken or written information
- Concepts: understanding cause and effect
- Perception: taking in and responding to sensory information
- Memory: retrieving and recognizing information from short or long term memory
- Recognizing problems: problem solving and reasoning



10. Mental Health

There are three (3) main kinds of mental health disabilities:

- Anxiety: a state of heightened nervousness or fear related to stress
- Mood: sadness or depression
- Behavioral: being disorganized; making false statements of inappropriate comments; telling distorted or exaggerated stories.

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behavior; be perceived as being pushy or abrupt; start laughing or get angry for no apparent reason.

11. Learning

Learning disabilities are disorders that affect verbal and non-verbal information acquisition, retention, understanding, processing, organization and use.

People with learning disabilities have average or above-average intelligence, but take in information, retain it, and express knowledge in different ways. Learning disabilities affect reading comprehension and speed; spelling; the mechanics of writing, manual dexterity; math computation; problem solving; processing speed; the ability to organize space and manage time; and orientation and way finding.

12. Other

Disabilities result from other conditions, accidents, illnesses, and diseases, including ALS (Lou Gehrig disease), asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke, and joint replacement.

