

## GRCA Accessibility Plan – 2018/19 Annual Status Update 2018

### Action Items for 2018/2019 – status updates noted in green font

#### 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 set for 2019 and will be followed going forward.
- Continue to work on items identified in previous accessibility plan. Action items of ongoing relevance have been incorporated into the chart below.
- Continue to build elements of accessibility into all practices, procedures and policies. Ongoing commitment.

#### Corporate Policies, Procedures & Processes

Potential Barrier	Action Items for 2018/2019
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
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.  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.
Signage	NEW – A Signage Strategy will be developed and accessibility will be an important component of the overall strategy. This will commence in 2019.

#### Administration Centre

Potential Barrier	Action Items for 2018/2019
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.

Potential Barrier	Action Items for 2018/2019
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 throughout building	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.

### Information Systems, Technology and Communications

Potential Barrier	Action Items for 2018/2019
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.
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.

### Conservation Areas and Other Recreational Properties

Potential Barrier	Action Items for 2018/2019
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. The assessment has been conducted. A Summary will be prepared in 2019 and incorporated into capital plans.
Washrooms and Changerooms	Universal signage installation will continue. This will be incorporated into the signage strategy. Continue to implement accessible washroom upgrades in line with the five year forecast. The timeline has been adjusted to have an accessible washroom in all Conservation Areas (except Belwood) by 2021.
Picnic areas	Implement accessibility upgrades to picnic areas, including trail access, as identified in the five year forecast. This work is ongoing.
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.

Potential Barrier	Action Items for 2018/2019
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.
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.
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.

### Nature Centres

Potential Barrier	Action Items for 2018/2019
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.
Parking	Designate accessible parking spots and post universal signage at Guelph Lake NC. This work will be completed in 2019.
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 at LCNC, AMNC and Taquanyah in 2019. This will be completed at GLNC when the new building is constructed which is anticipated to be in 2020.  NEW – visibility strips will be added to staircases at all centres, where applicable, in 2019.