

THE REGIONAL MUNICIPALITY OF DURHAM ACCESSIBILITY PLAN 2009-2010



One Goal of Durham Region's Strategic Plan:

Strengthen accessibility to appropriate services which respond to the needs of our diverse community, including children, youth and the aging population.



Message from Regional Chair & CEO

2009 has been another active year for both staff and our Accessibility Advisory Committee (AAC). We have been continuing to implement the Customer Service Standard so that we will meet the compliance date of January 1, 2010. One element of the Standard is training, and it has been a huge undertaking to ensure that our 4000+ staff have all received the appropriate customer service training. Our Accessibility Coordinator is to be congratulated for her perseverance, creativity and dedication.

One of the reasons that the training has been so effective is due to members of our AAC assisting with the sessions. When staff realize the challenges that people with disabilities face, and learn more about how they can help in assisting them, it really brings the legislation to life. Certainly our thanks are extended to all the AAC members for their continued commitment to improving accessibility in Durham.

As we look ahead to 2010, I would like to draw your attention to an event on June 17th. Along with the local Accessibility Advisory Committees, we will be hosting an Accessibility Expo: Breaking Down Barriers at Durham College. This is an opportunity for the business community to learn more about their obligations under the AODA, 2005 as well as providing a venue for people to discover the variety of accessibility aids available. I encourage you to mark this on your calendar and attend the event – I am sure it will be very informative.

We expect that more of the standards will be adopted into regulation during the coming year, and we will continue to work hard at ensuring all our services meet the needs of our community through continued service excellence.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, I certify that the information contained in this report is accurate.

Yours truly,

Roger Anderson
Regional Chair





Message from the Chair of the Accessibility Advisory Committee

Again another busy year but a very pleasant one due to the accomplishments of our committee. A new initiative, about which we are very excited, is being planned by the Durham Region Joint Chairs Committee of the nine AACs in Durham. On June 17th, 2010, Accessibility Expo: Breaking Down Barriers will be held. The purpose is to educate the business community and general public about accessibility and, the implementation and implications of Ontario's newly established Customer Service Standard Regulations.

In addition to the Customer Service Standard, information about the remaining four AODA standards currently under development will be available. The Information and Communication Standard is close to final approval and the Employment, Transportation and Built Environment Standards are well under way with the aim of making Ontario fully accessible by 2025.

Our AAC has been attentive to accessibility throughout the region. For instance, we had some involvement with identified intersections for Accessible Pedestrian Signals (APS). One of our members, Allan Angus, has been a lead for us in this undertaking as he works along with the CNIB and the Region's Traffic Engineering and Operations Division of the Works Department. Transit continues to be an important issue for this committee with representation on the Durham Region Transit Advisory Committee. Further efforts for safe and accessible intersections for citizens with disabilities has been demonstrated with our AAC having expressed concern with channelized lanes within our communities.

At this time, the AAC would like to welcome new member, Scott Bremner who joins us from Durham College/UOIT. As Chair, I extend congratulations to all the AAC members for their hard work and efforts in handling the various issues outlined in this report, and for their participation in the Customer Service training sessions organized for Durham Region staff. I am looking forward to working with the committee and Durham Region staff in what promises to be a very exciting year.

Yours sincerely,

A handwritten signature in blue ink that reads "W. Michael Roche". The signature is written in a cursive style and is positioned above a horizontal line.

Mike Roche
Chair, Durham Region Accessibility Advisory Committee

Accessibility Advisory Committee



Mike Roche
Chair



Roberta Atkinson
Vice-Chair



Mari-Lynn Cordahi
Vice-Chair



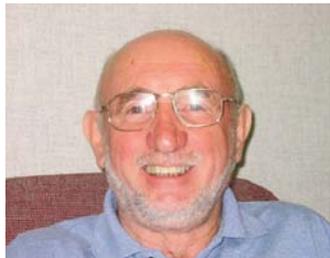
Allan Angus



Veronica Bickle



Scott Bremner



Joe Drumm
Regional Councillor



Carol Edwards



Dianne McKenzie



Pat Rundle



Mary Sutherland

The AAC in 2009



“The role of the Accessibility Advisory Committee is to advocate for change by way of providing unbiased advice to municipal council.”

Ministry of Community and Social Services



“An AAC member plays an important role in the community by helping to ensure that public services and facilities are accessible to everyone.”

Ministry of Community and Social Services

Acknowledgements

Achieving a fully inclusive and accessible environment means having an awareness of disabilities as well as the barriers that prevent full participation. Efforts must take place so that surroundings are accessible in a variety of ways by taking into account many different disabilities.

At the Region, we have had many employees demonstrate important efforts helping us to achieve better accessibility within facilities and services. Staff training sessions have provided opportunity for departments to obtain information on existing barriers. The continued accessibility feedback that is received is a necessary component to removing and preventing any barriers for people with disabilities. Thanks are extended to those staff whose sensitivity and awareness helped in our accessibility planning.

In addition to this, a great deal is accomplished because of the AODA Staff Working Group. Members make sure accessibility is at the forefront of their service provisions. Whether it is making a waiting room more accessible, lowering a reception counter or installing an automatic door, removing barriers is a necessity for service delivery to our citizens with disabilities.

Due to these efforts demonstrated on a regular basis, acknowledgement must go out the AODA Staff Working Group Representatives:

Shelley Chamberlain	Health Department
Ben Chartier	Durham Region Transit
Alisa Cole	Finance Department
Jack Dermegherdijian	Durham Region Transit
Jonathan Dixon	Social Services Department
David Gooding	Durham Region Transit
Sharon Hill	Human Resources Department
Jason Hunt	Legal Department
Ihor Kotowycz	Works Department
Tina Lee	Regional Chair and CAO's Office
John Malandrino	Clerk's Department
Lara Perroni	Corporate Information Services
Pauline Reid	Regional Chair and CAO's Office
Dave Simpson	Durham Regional Police Service
Michelle Stevenson	Planning Department
Tracey Tyner Cavanagh	Regional Chair and CAO's Office

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Durham Region

The Region of Durham encompasses a vast land area of 2,590 square kilometres (1,000 square miles) with a current population estimated at 614,975.

A forecast for the year 2031 is that there will be 960,000 people residing in Durham Region.

Citizens within Durham Region are served by eight area municipal governments and the Regional Municipality of Durham. The Region is governed by a Council consisting of a Regional Chair and 28 members. The Regional Chair is the head of Regional Council and is the Chief Executive Officer of the Regional Corporation. The Chief Administrative Officer is the most senior staff person in the Region of Durham and reports to Regional Council, working in close collaboration with the Regional Chair.

The Region, through various departments, is responsible for the following services:

- ◆ Police Service and 911 management
- ◆ Durham Region Transit
- ◆ Delegated authority for local municipal official plans and amendments
- ◆ Water supply, treatment, distribution and billing
- ◆ Sewage collection and treatment, and billing
- ◆ Main roads, traffic lights and controls
- ◆ Emergency management
- ◆ Borrowing of money for capital expenditures of upper and lower tier municipalities
- ◆ Economic development and tourism
- ◆ Public health
- ◆ Emergency medical services
- ◆ Social services, including child care, long-term care and services for seniors, family services, social housing and Ontario Works programs
- ◆ Provincial Offences court, prosecution services, administration and collection of fines
- ◆ Solid waste management, diversion, recycling, promotion and education, waste collection, processing and disposal
- ◆ Strategic land use planning and subdivision/condominium approvals
- ◆ Property taxation policy

Region's Accessibility Planning

In 2003, the Region of Durham put together its first Accessibility Plan to identify, remove, and prevent barriers. Conscientious efforts were put forth with the formation of the first Durham Region Accessibility Advisory Committee. As well, various Regional departments were brought together for the ODA Staff Working Group in order to improve access for people with disabilities. The first year of accessibility planning began with reviewing facilities, programs, services and policies to identify barriers impacting full participation.

The Region's accessibility planning is coordinated through the Office of the Chief Administrative Officer. This work continues to involve the efforts of our Accessibility Advisory Committee and the Staff Working Group. Together these individuals help to review Regional facilities, services and programs to identify, remove and prevent barriers for people with disabilities. This process has now brought us to the development of the Region's sixth Accessibility Plan.

To date, the Region's accessibility planning has helped the organization remove many barriers for various types of disabilities. Many of our facilities are now accessible and departments continue to strategize for further barrier removal. In addition to these accomplishments, the new AODA Customer Service Standard has allowed us to enhance the way in which we provide goods and services to people with disabilities. These efforts will be outlined in this Accessibility Plan as well as an overview of additional accessibility commitments.

Accessibility Partnerships

In order to achieve a fully accessible community, the Region of Durham recognizes the importance of collaboration and sharing of best practices. Over the last several years we have partnered and shared information with a variety of different groups.

For the Region of Durham, our partnerships begin with the AODA Staff Working Group and the Accessibility Advisory Committee. Both of these committees are led by the CAO's Office to help co-ordinate accessibility strategies throughout Regional departments and services.

In addition, local municipal staff come together regularly to share best practices and resources and to provide updates on accessibility legislation. This collaboration is in addition to the provincial network of accessibility professionals who share information and best practices of municipalities across the province on an ongoing basis.

As part of the Region's accessibility efforts another coordinating committee comprises nine municipal AAC Chairs who meet on a quarterly basis. This opportunity allows for sharing of information specific to Accessibility Advisory Committees. An annual Regional Joint AAC Forum was held in September 2009 hosted by the Region of Durham's AAC.

Fully inclusive communities mean recognizing the diversity of people living within Durham Region. To help create and foster communities of inclusion for people with disabilities, accessibility is part of the Region of Durham's Local Diversity and Immigration Partnership Council (LDIPC). Collaboration, resource sharing and consistency will be at the forefront of this community strategy.

Ontarians with Disabilities Act, 2001 (ODA)

People with disabilities have experienced unfairness and inequality in many aspects of their lives. In order to address this injustice within communities, the Ontario Human Rights Code has defined disability and outlines that we cannot discriminate based on a disability. From this, in 2001 the *Ontarians with Disabilities Act, 2001 (ODA)* was proclaimed and uses this same definition of disability. (See Appendix A.)

The purpose of the ODA is to help organizations identify, remove and prevent barriers for people with disabilities. As a public sector organization, the Region of Durham, by law, has been required to develop Accessibility Plans taking into account various disabilities in all aspects of the Region's operations, including bylaws, practices, facilities, programs and services.

This legislation required that an Accessibility Advisory Committee (AAC) be formed. The Region of Durham's AAC has a majority of members with disabilities along with representatives from the community in the disabilities sector. Regional staff representatives actively support the committee with the lead being from the CAO's Office.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Building on the *Ontarians with Disabilities Act, 2001* requirements, the AODA will help ensure full accessibility for people with various disabilities. This legislation differs from the ODA in that accessibility standards will be enforced with specific timeframes for implementation. By law, compliance reports will be completed to outline that the necessary accessibility requirements are being implemented. The definition of disability under the Act also follows that of the Human Rights legislation (Appendix A). Until the AODA is fully enacted, the ODA will also remain in effect.

Accessibility Standards

In order to achieve full accessibility for people with disabilities there have been five standards established under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Standards were developed by provincial committees that involved over 50% of people with disabilities as well as professionals in the particular service sector or industry relating to the standard. Each of the standards will help address barriers for people with various disabilities and have specific timeframes to comply.

◆ Customer Service Standard

The Customer Service Standard is the first of the five standards to become law. It pertains to the way in which we provide our goods and service to the public. This law came into effect in January 2008 with a compliance deadline of January 2010 for the municipal sector. The Region is well underway in its compliance requirements having made many achievements thus far. A full compliance report will be completed on the Region's implementation of the Customer Service Standard in 2010.

◆ Information and Communications Standard

The proposed Information and Communications Standard involves the removal of barriers to information and communications for people with disabilities. There are many different kinds of limitations for people with disabilities such as visual, mobility, hearing and understanding. Depending on the context in which information and communication is provided, the barriers can vary greatly.

Barriers can occur in providing, sending or receiving knowledge, data or facts. The standard defines communication as the process and information as the content. As a public organization, the implementation of this standard will be comprehensive. The Region has provided two reports on the proposed requirements during the public feedback period. To date, the final proposed standard has now been submitted to the Minister of Community and Social Services for consideration as law.

◆ Transportation Standard

The Transportation Standard proposes accessibility requirements in areas such as: stop announcements, retrofitting vehicles, specialized transit, eligibility, service delays and visitor service. In addition to these obligations, under this proposed standard the establishment and implementation of accessibility training policies and procedures will be required.

The final proposed standard has now been submitted to the Minister of Community and Social Services for consideration. There is no public review period set for this proposed standard, leaving final revisions to the government before being enacted into law.

◆ Employment Standard

The purpose of the proposed Employment Standard is to ensure dignity and respect for employees with disabilities throughout the employment life cycle. Accessible employment policies and procedures will allow for a culture of inclusion in the workplace for people of all abilities. Identification, removal and prevention of workplace barriers will allow the necessary accommodation for persons with disabilities.

During the public review period, the Region of Durham provided its comments by way of a report. The Standards Committee has just submitted the proposed standard to the Minister of Community and Social Services to be considered.

◆ Built Environment Standard

The proposed Built Environment Standard is the last of the five AODA accessibility standards to be considered. The requirements of the standard include accessibility in areas of buildings, site development, public ways along with parks and trails. Accessibility in these areas will allow for greater independence for people with disabilities.

The proposed Built Environment Standard was recently sent out to the public for review with a deadline for feedback of October 16, 2009. The Region's report has been completed which provided an overview analysis and implications of the proposed standard for the Region of Durham.

Report on the Status of the Customer Service Requirements

Commitment #1: Accessible Customer Service Policy

The Region developed an Accessible Customer Service Policy which was adopted in 2008 by Council.

Planned Actions:

All employees, volunteers and contract workers will be trained on the Region's Accessible Customer Service Policy. Every effort in providing goods and services will be made to ensure that dignity and independence of people with disabilities is at the forefront. Service provisions will allow for alternative measures where appropriate.

Measurement of Success:

Goods and services throughout Regional departments will be provided in a manner that takes into consideration people with disabilities.

Commitment #2: Training

Regional staff

Accessible Customer Service Training program has been provided on an ongoing basis to Regional employees, contract workers and volunteers.

Planned Actions:

Through training, individuals gain knowledge of various disabilities and barriers that may be present within Regional facilities and services. Awareness of service provisions for service animals and support people, alternate formats and service disruption notification are provided to attendees.

Measurement of Success:

Barriers to Regional services will be removed for people with disabilities. Enhanced customer service delivery within Regional departments will be provided.

Durham Regional Police Service (DRPS)

Police staff participated in Regional offered training sessions and released a computer based training (CBT) module in April 2009 for all other staff. The interactive and informative e-learning module included necessary legislative material along with information on disabilities and how to provide service to someone with a disability.

Planned Actions:

All members of DRPS are scheduled to complete the training by December 31, 2009. The CBT module is updated where deemed appropriate or necessary. This will ensure up-to-date information on disability awareness for DRPS.

Measurement of Success:

Increased knowledge of various disabilities will allow members of DRPS to better understand and assist someone with a disability in the community.

Commitment #4: Feedback method

Accessibility feedback process has been developed for both the public and employees.

Planned Actions:

The accessibility feedback process allows for the identification of barriers within Regional departments and services. This documentation provides necessary information for prioritizing and strategizing to remove identified barriers for people with disabilities.

Measurement of Success:

Identification of barriers allows departments to plan for barrier removal. People with disabilities will be able to more fully access necessary departments and services with independence, integration and dignity.

Commitment #5: Documentation

As part of the Customer Service Standard, all necessary requirements are documented for compliance purposes.

Planned Actions:

The training program has been documented as well as the individuals who have received the Accessible Customer Service training. Policies and procedures related to customer service for people with disabilities is part of the documentation process. Accessible feedback that is received is also recorded to meet upcoming compliance.

Measurement of Success:

Region of Durham will meet compliance requirements for the Customer Service Standard on January 1, 2010.

Report on Other Accessibility Commitments

2009 Departmental Barriers Removed

The following departments have identified barriers and made plans for removal in 2009 to ensure accessibility for people with disabilities.

Department/facility	Activities
Clerk's Dept. 605 Rossland Rd. E. Whitby	Development of new "How to" tutorials for the Zylmage software involves a closed captioning component. This will better assist the public to access Regional documents.
Corporate Information Services (CIS) 605 Rossland Rd. E. Whitby	In order to ensure an accessible website for everyone, CIS has re-developed the Region's external website. By conforming to W3C accessibility guidelines, a variety of users will be able to navigate and benefit from this website. It meets the Web Accessibility Initiative's Priority Level A.
Durham Regional Police Service 19 Division Ajax/ Pickering Police Office Pickering	An accessible ramp to the lobby entrance was replaced to meet code requirements.
Durham Regional Police Service Regional Reporting Centre 650 Rossland Rd. E. Whitby	The facility that was formally 18 Division in Whitby is being converted into a Regional Reporting Centre (RRC) and will include a Collision Reporting Centre. Improvements to the building will include an accessible public entrance and accessible public washroom. The RRC is schedule to be opened to the public in November 2009.
Finance Dept. 605 Rossland Rd. E. Whitby	Renovations involved moving the POA Office-Collections which deals with the public, from the lower level floor to the main floor. This will ensure better accessibility for the public as it incorporated a seated area and a lowered accessible counter

Department/facility	Activities
Health Dept. Environmental Health Division 101 Consumers Dr. 2 nd floor Whitby	The Food Rap newsletter is published by the Health Dept. and distributed to food premises operators and employees in the Durham Region. In the Summer 2009 edition, an article highlighted important information regarding the law for service animals being permitted in food establishments.
Regional Headquarters 605 Rossland Rd. E. Whitby	New automatic door in the cafeteria to the outside balcony.
Social Services Dept. Ontario Works 200 John St. 1 st and 2 nd floors	<p>Accessibility designs have been incorporated into the new offices at 200 John St. This will include a meeting room, offices and accessible washroom on the 1st floor.</p> <p>In addition, renovations on the 2nd floor will include lowered accessible counter at the reception area and open space within the waiting area.</p>
Social Services Dept. Housing Services 605 Rossland Rd. E. Whitby	The new development of Lakeview Harbourside housing units will incorporate one accessible unit.
Works Dept. Traffic Division 101 Consumers Dr. Whitby	New front counter will incorporate a lowered reception counter to ensure accessibility.
Works Dept. Traffic Division 101 Consumers Dr. Whitby	The Traffic Engineering and Operations Division continues to partner with the CNIB for the installation of Accessible Pedestrian Signals (APS) at identified locations within the Region of Durham. Each of these locations is also evaluated by one of our AAC members who is blind. Every identified APS location is evaluated, including a construction/installation estimate, in order to help prioritize the APS installation program.

Planning for the Future

As previously mentioned in this document, accessibility feedback is an important process for the identification, prevention and removal of barriers. From the feedback received, the Region of Durham is able to prioritize and plan better towards barrier-free services and facilities. This information will be helpful as the AODA standards are enacted and further implementation takes place. Some of the key areas of focus for the Region are highlighted below.

From the accessibility feedback received over the last year, the following areas have been identified as priorities for the Region's accessibility planning:

- **Signage** → clear and readable signage that ensures easy way-finding
- **Lower reception counters** → information and assistance can be provided in a dignified and respectful manner
- **Audible elevator cues** → individuals can navigate facilities in an independent manner
- **Automatic doors** → ensures access into buildings with dignity and independence

Accessibility Strategies for 2010

The following is an overview of departmental strategies for planned barrier removal. Each of the projects has been identified as priorities to ensure accessibility for people with disabilities.

Department/facility	Activities
Clerk's Dept. 605 Rossland Rd. E. Whitby	Clerk's Dept. office will be installing an automatic door as well as a lower counter to allow for full accessibility.
Clerk's Dept. 605 Rossland Rd. E. Whitby	The front reception and information counter at the Region's Headquarters will be renovated to ensure accessibility.
Durham Regional Transit (DRT) 110 Westney Road Ajax	The Maintenance Garage will be expanded and renovations will include accessibility requirements. There will be two accessible washrooms built along with an elevator.
Economic Development and Tourism 605 Rossland Rd. E. Whitby	In order to bring awareness of the new AODA legislation, an Accessibility Expo will be organized in June 2010. This event will allow local area businesses to learn about their Customer Service Standard compliance requirements. Local area AACs will also be assisting with the planning of the event.
Finance Dept. 605 Rossland Rd. E. Whitby	Renovations to the waiting area will involve a lowered accessible counter.
Planning Dept. 605 Rossland Rd. E. Whitby	A new lower counter will be constructed to ensure accessibility.
Social Services Dept. 140 Commercial Ave. Ajax	Waiting area will allow for accessibility with a lower counter for reception.

As each standard becomes legislation, we will be reviewing policies and practices to identify potential barriers and strategies for removal.

Members of the public are encouraged to make comments on this Plan.

Contact Information:

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Regional Municipality of Durham
605 Rossland Rd. East
P.O. Box 623
Whitby, ON L1N 6A3

Direct telephone: 905-668-7711 ext. 2009 or 1-800-372-1102
Email: Tracey.TynerCavanagh@durham.ca

This plan can be made available in an alternate format upon request.

Glossary of Key Terms and Definitions

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 or a practice (obstacle).

Barrier Identification Process

Any process or methodology used to determine what barriers exist, where barriers exist and other information. Examples of a barrier identification process may include surveys, audits or customer feedback.

Disability Means:

- (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*; (handicap)

Types of disability and functional limitations

A person's disability may make it physically or cognitively hard to perform everyday tasks. Listed below are different kinds of disabilities 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 button, and twist a doorknob
- Control the speed of 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, e.g., 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. Sensory

Hearing

Hearing loss includes problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness. A person who is deaf, deafened or hard-of-hearing may be unable to use a public telephone, understand speech in noisy environments, or pronounce words clearly enough to be understood by strangers.

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

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. They might find it difficult to manoeuvre, especially in an unfamiliar place. He or 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.

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.

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.

Taste

Taste disability limits the ability to experience the four 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.

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.

3. Cognitive

Intellectual

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (e.g., Downs 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

Mental Health

There are three main kinds of mental health disabilities:

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

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

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 wayfinding.

4. 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.

Taken from: A Guide to Annual Accessibility Planning

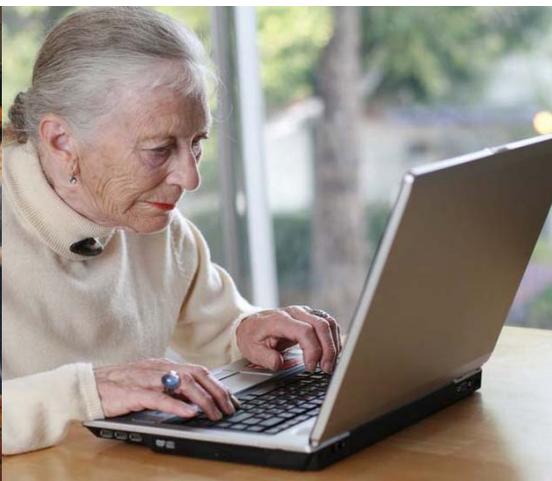


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