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The Regional Municipality of Durham Report

To: Finance and Administration Committee
From: Chief Administrative Officer
Report: 2023-A-11
Date: September 12, 2023

Subject:

The Regional Municipality of Durham 2022 Accessibility Report

Recommendation:

That the Finance and Administration Committee recommends to Regional Council:

That the Regional Municipality of Durham 2022 Accessibility Report be received for information.

Report:

1. Purpose

1.1 The purpose of this report is to present the 2022 Accessibility Report to the Finance and Administration Committee.

2. Background

2.1 In June 2005, the Ontario Legislature passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The AODA builds on the previous Ontarians with Disabilities Act, 2001, and both acts are still in effect.

2.2 Provincial and municipal governments and key broader public-sector organizations are required to prepare an annual accessibility status report which outlines what steps have been taken to prevent and remove barriers to accessibility for people with disabilities, while meeting the AODA requirements. This Report is intended to report on the progress of actions outlined in the Multi-Year Accessibility Plan.

3. Process

- 3.1 The 2022 Accessibility Report is an annual update on the implementation of standards and timelines outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the 2022-2025 Multi-Year Accessibility Plan. The AODA legislation supports the identification, removal and prevention of accessibility barriers throughout the organization's provision of goods and services, facilities and employment. The attached report reviews the progress on actions moving forward as outlined in this 2022-2025 Multi-Year Accessibility Plan.
- 3.2 The Chief Administrative Officer's office led the report's development, in consultation with representatives from each regional department and the Accessibility Advisory Committee. The staff working group has worked with internal departments to prepare updates for the 2022 Accessibility Report.

4. Next Steps

- 4.1 After Regional Council receives the 2022 Accessibility Report it will be made available to the public and posted to the regional website. The Report will also be made available in various accessible formats upon request.

5. Attachments

Attachment #1: The Regional Municipality of Durham 2022 Accessibility Report

Respectfully submitted,

Original Signed By

Elaine C. Baxter-Trahair
Chief Administrative Officer



2022 Durham Region Accessibility Report

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Land Acknowledgement

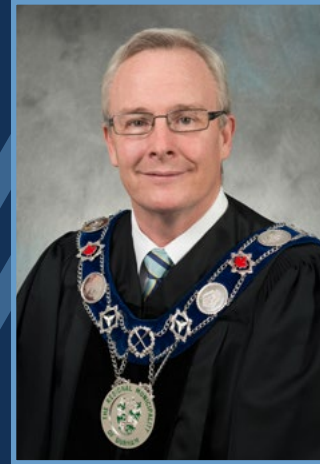
The Region of Durham is located on land that the Michi Saagiig Anishinaabeg inhabited for thousands of years prior to European colonization. These lands are the traditional and treaty territories of the Nations covered under the Williams Treaties, including the Mississaugas of Scugog Island First Nation, Alderville First Nation, Hiawatha First Nation, Curve Lake First Nation, and the Chippewa Nations of Georgina Island, Beausoleil and Rama.

We honour, recognize, and respect Indigenous Peoples as rights holders and stewards of the lands and waters on which we have the privilege to live. In our efforts toward reconciliation, we continue to build and strengthen relationships with First Nations, as well as the large Métis communities and growing Inuit communities here in Durham. We commit to learning from Indigenous values and knowledge, building opportunities for collaboration and recognizing that we are all connected.

Miigwech/ Nia:wen/ Marsi/ Thank you / Merci



Message from the Regional Chair and Chief Administrative Officer



Durham Region is growing now more than ever. With this expansion, we welcome people of all identities and abilities.

In order to ensure we are responsive to our growing population, we adjust our programs and services to address the needs of our communities. This aligns with our vision of creating equitable communities where everyone feels supported.

In 2022, we welcomed many employees back into the office after working remotely for nearly two years. Upon our reopening, we identified and implemented ways to leverage technology for inclusion. By holding Council and Committee meetings in a hybrid format, we made it easier to join meetings remotely and watch the live stream. Court services also introduced updates including automatic, touchless accessible doors; hybrid equipment in two courtrooms and closed captioning enabled in Zoom court proceedings.

The new Oral Health Office and Dental clinic in Oshawa expanded access, this year, to the Ontario Seniors Dental Care Programs and other oral health programs and services. This public space was built with accessibility in mind, without stairs or elevators, wider hallways, accessible washrooms, and a lift system to transfer clients from a wheelchair to the dental chair.

We made strides to acknowledge the importance of invisible disabilities. Our employee census helped us better understand the diversity of our staff—noting that 21 per cent of respondents indicated they live with a disability, some of which are invisible disabilities.

To increase awareness of invisible disabilities and overall diversity represented through regional staff, our Diversity, Equity and Inclusion division organized several educational opportunities. Let's Talk sessions offered insight into topics including anti-Black racism, invisible disabilities and creating 2SLGBTQI+ affirming spaces.

Senior Leaders at the Region also attended a session on Invisible Disabilities, learning from a presenter who shared lived experiences. In December, to honour International Day for Persons with Disabilities, regional staff were invited to attend a presentation on how neurodiversity can be valued in the workplace.

We also partnered with Abilities Centre to host Durham's first Accessibility Conference and welcomed more than 300 participants virtually.

As we work toward an environment where everyone is treated with dignity and respect, we remain committed to promoting continuous education and full participation for all. Together, we will create a region where every person, of any age and ability, can thrive.

Message from the Chair, Durham Region Accessibility Advisory Committee

Throughout this past year, I have had the privilege to serve on the committee alongside a passionate and diverse group of individuals who live across our beautiful region. Their personal experiences with disability and accessibility have contributed to creating a more inclusive and accessible Durham Region.

As a committee we adapted well to virtual meetings that remained in place throughout the year. A few highlights for the year included inspiring lunch and learns for committee members and Durham Region staff. Daniel Cullen, Chair of the GAP committee and community advocate at the Mission United Hub in Oshawa shared his personal story in observance of Bell Let's Talk Day. Michael Jacques, an author who never surrenders to the idea of, "can't," spoke about learning, inclusion, advocating, independence and the power of perseverance while living with a disability.

May is always an exciting month for accessibility advocates because of National AccessAbility Week which is celebrated throughout the last week of the month. The week was celebrated with the first Durham Accessibility Conference entitled, "Build Back Better." The conference was presented in collaboration with the Abilities Centre and was a

free virtual conference focused on breaking down barriers in Durham Region and providing fair access to services.

One of the roles of the AAC is to provide accessibility consultations to departments about their initiatives. One such initiative included working with the Planning and Economic Development Department, in partnership with the Diversity, Equity and Inclusion division, to host an e-scooter and e-bike demo at Regional Headquarters. This event included the Coordinator, Advocacy & Outreach from the CNIB, who ensured there was open communication and consideration for people with disabilities at the event.

Let us remember that everyone has a right to feel included in our region. By keeping accessibility top of mind when creating and planning, the result will always be a more inclusive community.

**Dawn Campbell, Chair,
Durham Region Accessibility
Advisory Committee**



Durham Region Accessibility Report

The Regional Municipality of Durham's 2022 Accessibility Report is an annual update on the implementation of standards and timelines outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the 2022-2025 Multi-Year Accessibility Plan. The Multi-Year Accessibility Plan builds on the accomplishments of Durham Region's previous accessibility plans and activities to implement the Integrated Accessibility Standards Regulation outlined in the AODA.

The Regional Municipality of Durham 2022-2025 Multi-Year Accessibility Plan and previous Accessibility Reports can be found at durham.ca/accessibility.



The accessibility initiatives outlined in this report have met the requirements of the AODA, outlined under the Integrated Accessibility Standards Regulations. These standards include transportation, information and communication, customer service, employment and the design of public spaces. Durham Region's accessibility initiatives are guided by the 2020-2024 Strategic Plan and align with the goal of healthy, inclusive, age-friendly communities where everyone feels a sense of belonging. To achieve a sense of belonging, it is our goal to provide equitable opportunities for everyone in Durham Region to participate fully in their communities.

Accessibility Advisory Committee

The Durham Region Accessibility Advisory Committee (AAC) is a Committee of Council that acts in an advisory role to Regional Council. The goal of the committee is to prevent, identify and remove barriers for people with disabilities.

The AAC is made up of 11 members including one representative of Regional Council. The majority of members are people who have disabilities, have family members with disabilities or are professionals who work with people who have disabilities.



AAC work throughout 2022

The committee wishes to acknowledge that there is continuous work ahead and that listening to people with disabilities is crucial to identify gaps in service. When we improve our understanding of the realities of living with a disability in Durham Region, we can take the steps and make changes to create innovative, inclusive communities. Below is a list of some of the activities that the AAC supported in 2022.

- Reviewed accessibility-related issues, activities and opportunities within the Region.
- Supported accessibility initiatives related to buildings and structures.
- Collaborated with community organizations on various issues including transit.
- Reviewed the 2022-2025 Multi-Year Accessibility Plan.
- Reviewed the Annual Accessibility Report.

The AAC is committed to charting a path to creating an accessible Region by 2025.



Accessibility for Ontarians with Disabilities Act (AODA), 2005

The AODA legislation supports the identification, removal and prevention of accessibility barriers throughout the organization's provision of goods and services, facilities and employment. The AODA's purpose is to improve accessibility standards for Ontarians with disabilities across all public establishments. This includes all levels of government, non-profit organizations and businesses. All service providers and business owners in the region should be aware of current compliance deadlines. Learn more about [Accessibility rules for businesses and non-profits.](#)

There have been many areas of progress in accessibility in Durham Region and Ontario since 2005, however we must continue to prioritize the removal of barriers for people with disabilities to achieve the collective goal of being accessible. We understand that to reach this destination is a journey. We encourage everyone to focus on prioritizing their efforts to meet the requirements under the AODA as soon as possible. Learn more about [accessibility laws.](#)





Accessibility Awards

The Region of Durham's Accessibility Awards celebrate accessibility as an essential foundation of our vision for a healthy, prosperous community for all. Nominations for these awards are made by the Accessibility Advisory Committees (AAC) of local area municipalities within Durham Region. Gratitude goes out to all committee and community partners who recommend and support the nominations. Celebrating these successes helps to highlight the needed awareness of accessibility and breaks down barriers for people with disabilities.

Accessibility Award Recipients

Town of Ajax

Barb Dowds

Barb Dowds served on the Ajax AAC from 2010 to 2022. Throughout her tenure, Barb served as Committee Chair for several years, and led numerous initiatives to identify and break down barriers in her community. In recent years, Barb was always taking part in the Accessible Ajax Information Station at town community events.



Township of Brock

Brock Township Public Library

Throughout the pandemic, the Brock libraries showed their dedicated commitment to diversity, equity, inclusion and accessibility for their patrons and community members by advancing the provision of service during the pandemic. They pivoted to online programming including virtual children's story times, curbside book pickups, and wifi-hubs for public use.



Municipality of Clarington

Kingsway Hardware

Naveed Khan is known for providing exceptional customer service at Kingsway Hardware in Clarington, particularly to those who have mobility issues or use mobility devices. Customers can call the store from a parking spot outside the business or go to the customer service desk to request their items and have staff bring the items to their car.



City of Oshawa

Back Door Mission for the Relief of Poverty

The Back Door Mission for the Relief of Poverty with the support of Simcoe Street United Church, began Project Mission United when it opened available spaces to be used as a collaborative and centralized service hub for people living unsheltered or marginally housed with limited access to essential supports. Project Mission United is a low-barrier access hub for essential services, social supports and primary health care.



City of Pickering

Peter Bashaw

Peter Bashaw was appointed by Council to the Pickering AAC in 2013 and was a committed member until his retirement in 2022. Peter's wisdom, judgment, technical expertise and fabulous networking skills have been invaluable to the Pickering Committee.



Township of Scugog

Two Blokes Cider

Two Blokes Cider owners, Matthew Somerville and Andrew Paul, incorporated the Scugog Accessibility Advisory Committee's comments into the plan for Two Blokes Cider. This included an accessible pathway with a minimum width of one-and-a-half metres, having the entire structure at grade level to allow accessible access, and incorporating automatic doors to the facility and washrooms.



Township of Uxbridge

Uxbridge Lions Club

The Uxbridge Lions Club is committed to creating spaces that are accessible for families of all ages and abilities so that everyone can participate together. They embarked on an ambitious project of creating a universal playground at Elgin Park. The new park with wheelchair accessible features, will incorporate sensory music play and opportunities for individuals of all ages, with differing abilities, to enjoy the space together in nature exploration.



Town of Whitby

WindReach Farm

WindReach Farm's LEARNING-4-LIFE adult day program redefined creativity during the COVID-19 pandemic when in-person programming was not possible. WindReach Farm adapted its program to connect with participants virtually to offer barn and local attraction visits, art projects and movie afternoons.



Durham Region

Mike Roche

Mike Roche served on the Durham Region AAC, the Durham Region Transit Advisory Committee, as well as the site plan subcommittee, throughout his tenure from 2004 to 2022. He offered insights on accessibility for several key projects. Mike played an important role on the team to advocate and raise awareness on issues that impact people with disabilities in our community, improving the quality of life and participation for residents and visitors to Durham Region.



2022 Achievements and Highlights



Diversity, Equity and Inclusion Division

Throughout 2022, Durham Region advanced diversity and inclusion efforts by building on past achievements and launching new initiatives. As part of this work, the Accessibility portfolio, the Diversity & Immigration Program and Durham Local Immigration Partnership transitioned into the Diversity, Equity and Inclusion division.

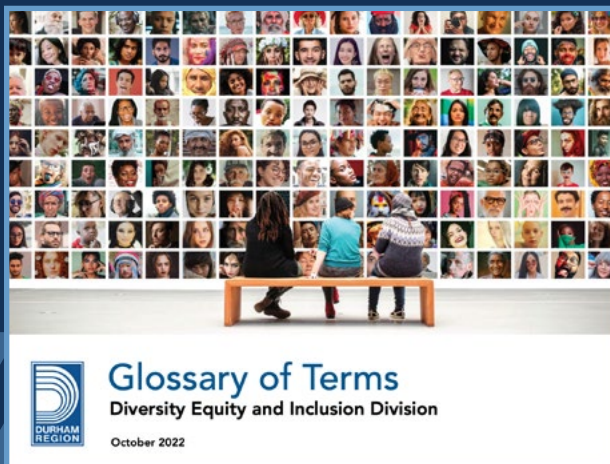


The work of the DEI division centred around four areas of focus:

1. Improving our understanding of diversity and deepening the Region's commitment to inclusion.
2. Strengthening equity and inclusion within our organizational culture.
3. Engaging staff in equity and inclusion efforts; and fostering opportunities for leadership, advancement and employee development.
4. Identifying and addressing barriers to inclusion in the delivery of Regional programs and services.

Key advancements include:

- Complying with recommendations from the Anti-Black Racism Pillar Report: Released in 2020, this report identified recommendations to address lived experiences as well as corporate and community concerns related to anti-Black racism, equity and inclusion. Expanding on the recommendations met in 2021, the DEI Division created a Glossary of Terms to promote person-first inclusive language.
- Durham Region Anti-Racism Taskforce: As part of the Region's commitment to fostering healthy and vibrant local communities, the Durham Region Anti-Racism Taskforce (DRART) advises Regional Council on anti-racism practices and processes. Established in 2021, the Taskforce identifies systemic issues related to anti-racism and equity, collaborates with community organizations and institutions and makes recommendations for systemic equity.



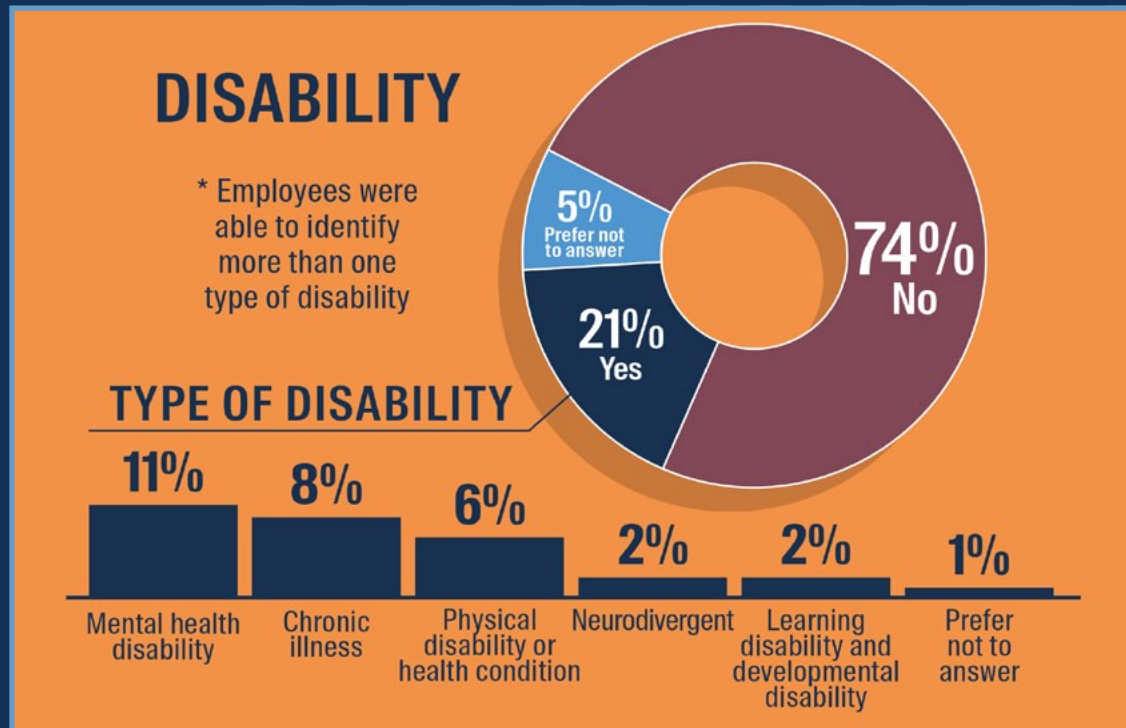
- DEI staff working groups continued their work to build a more inclusive workplace by making recommendations for equity priority areas including Indigenous advocacy, anti-Black racism, anti-Asian racism, disabilities, 2SLGBTQI+ and Black history.



The DEI division championed inclusion and accessibility across the region through several initiatives.

- Partnered with Abilities Centre to host Durham’s first virtual Accessibility Conference, with more than 300 participants in attendance.
- Created a land acknowledgement educational video to provide guidance on how to respectfully acknowledge ancestral lands and Indigenous communities. Please view the video here: [Land Acknowledgement Video](#).
- Installed a commemorative orange crosswalk and accompanying plaque at Regional Headquarters to honour the Indigenous children taken, families left behind and survivors of Canada’s residential school system.
- Launched the “Durham Is Our Home” awareness campaign to celebrate Durham’s newcomer residents and encourage everyone to play a positive role in building a welcoming and inclusive community.
- Collaborated with local organizations and service providers to offer support to Ukrainian newcomers by providing temporary accommodations and wraparound supports to those without housing plans.
- Hosted Youth Pride Durham at Regional Headquarters with more than 500 attendees offering a safe, inclusive celebration for youth, children and families who are part of the 2SLGBTQI+ community, as well as their allies.

Employee Census



Durham Region conducted an employee census to understand the diversity of Regional staff. This data will inform the design of programs and services, succession planning, staff learning and skills development, and will be critical in fostering an inclusive workplace.

One key finding of the census was that 21 per cent of respondents indicated that they live with a disability. This information will inform how the Region moves from words to action in advancing its commitment to accessibility.

DEI Staff Training and Education

The Region continues to support staff to expand their knowledge, increase awareness and offer opportunities for engagement in DEI topics and issues. Below is a snapshot of training and education opportunities in 2022.

- 418 staff received training on accessible documents.
- The Region's "Let's Talk" employee education series offered sessions on bystander intervention, anti-Black racism, invisible disabilities, creating 2SLGBTQI+ affirming spaces, Indigenous histories and restorative justice.
- The Senior Leadership Team participated in an Invisible Disabilities session with the presenter being a person with lived experience.
- A special Lunch and Learn event was held in January called "Dancing in Recovery" featuring Daniel Cullen, an advocate for people who are street engaged and living without shelter.
- In recognition of International Day for Persons with Disabilities, a special presentation was offered on the value of neurodiversity in the workplace.



LEAD Canada™

The Region partnered with Abilities Centre in a LEAD (Leading Equitable and Accessible Delivery) Canada™ evaluation, which assessed current competencies and identified opportunities to improve and enhance inclusion and accessibility at the Region.

The LEAD process guided Regional staff through a facilitated self-assessment of current inclusion practices and assisted in creating an action plan to increase involvement and participation by persons of all abilities, ages and backgrounds in the organization and community.



Community Safety and Well-Being Plan

The Region hosted the virtual Community Safety and Well-Being (CSWB) Symposium, in partnership with Durham Regional Police Service and Greater Toronto and Hamilton Area (GTHA) partners. More than 250 participants from 140 organizations, including 30 Ontario Municipalities were represented. This shared willingness to participate speaks to a shared understanding that a collaborative approach to this work is necessary. The GTHA CSWB Symposium brought together diverse stakeholders from across the province, to make connections, learn from one another and start conversations that lead to meaningful change.

Durham's CSWB Plan identifies the priority risk factors in the Region; the programs, strategies, and bodies to address those priority risk factors; and measurable outcomes to track the effectiveness of the plan. The plan also presents action items and a short-term implementation plan. The CSWB Plan calls upon different sectors, institutions and service delivery agents to share in the collective responsibility of creating the type of community we want to live in. More information is available on the [Community Safety and Well-Being Plan web page](#).





Corporate Services

Human Resources

The Talent and Organization Development Team developed an External Facilitator Handbook for external facilitators who are providing professional learning and training for Regional employees. The handbook was developed in collaboration with the Diversity, Equity and Inclusion division to support a shared understanding of the Region's expectations and accessibility requirements.

Support and guidance were provided to external facilitators on creating accessible documents by:

- Viewing the materials and slide decks before the session.
- Offering training and support on how to align with expectations in the Facilitator's Handbook.

In-person sessions were enhanced by ensuring:

- All facilitators use closed captions in their training.
- A microphone is utilized for all in-person large meetings.

The team developed an e-learning module on Respect in the Workplace to provide staff with more tools on creating an inclusive and welcoming workplace.

An internal mentoring program for employees was launched through an online platform offering staff opportunities to learn from one another. Participation in the program's first year consisted of 36 mentors and 53 mentees.

Disability Management

Over the last five years the Region has doubled the number of facilitations for staff who have made successful returns to work after being off on a medical leave and required accommodations in the workplace. In the last quarter of 2022, 176 staff returned to work, which is the highest (in a quarter) ever recorded after a medical leave.

754 staff returned to work in 2022 after being on a medical leave of absence in 2022. This includes staff who required modified duties or full regular duties to return to work after a medical leave. 160 new accommodations for individuals staying in the workplace were made.



Service Durham Division

All messaging on the Public Front Counter Information Display TV at Regional Headquarters now meets Web Content Accessibility Guidelines (WCAG) 2.0 Level AA accessible guidelines. In 2022, one Senior Customer Service Representative completed a Level One ASL (American Sign Language) Course with the Canadian Hearing Society.

Service Durham maintains, reviews and updates the online accessible Durham Regional Directory: [The Regional Municipality of Durham 2022/2023 Service Directory](#)

Trained customer service representatives provided assistance to anyone who called 311 within Durham Region. Calling 711 connected customers to the Teletypewriter (TTY) Relay Services for people who have speech or hearing disabilities.

Council Services

Council and Committee meetings continue to be offered in a hybrid format allowing the public to participate either virtually or in-person.

Technology in the Council Chambers was updated to improve the experience of participants and viewers. It is now easier to join meetings remotely, watch the livestream or review the recording following the meeting. Refinements continue to be made to improve the experience for all.

Court Services

Regional Court Services is a proud participant in the Ministry of the Attorney General Provincial Courts accessibility committee. Significant improvements were made to the court services user experience with accessibility in mind:

- Automatic/touchless buttons were installed on doors in all courtrooms, the main court lobby hallway and washrooms at Durham Regional Headquarters.
- Installation of hybrid equipment began in two courtrooms and will be completed in 2023.
- Closed captioning was enabled in all Zoom court proceedings.
- As a result of the pandemic, access to many counter services have been moved to remote channels.



Information Technology

Rooms 1A and 1B at Regional Headquarters now allows for hybrid meeting spaces for staff and the community to use.

Durham Region Transit

Site selection criteria and draft locations for 11 transfer hubs were developed. These included transfer hubs with enlarged bus stops and enhanced amenities to support transfers between On Demand and scheduled transit, and space for multiple vehicles, shelters, signage and seating.

There were 95,931 Specialized Service trips for people who have disabilities in 2022.



Transit Assistance Program

The paper Access Pass was phased out in October 2022 and transitioned the Access Pass for customers to the Transit Assistance Program (TAP) on PRESTO cards, providing enhanced customer service and security benefits of electronic fare payment.

Transit Stop Infrastructure

Durham Region Transit (DRT) is working toward accessibility at all bus stops by 2025, in alignment with the AODA. Hard surfacing of existing bus stops continued to be implemented; and select stops were audited when not accessible.

Bus stop infrastructure was reallocated to high priority bus stops, distributing bus shelters to more bus stops throughout the Region.

2022 Peter J. Marshall Municipal Innovation Award for On Demand Service

Durham Region was the recipient of the 2022 Peter J. Marshall Award for the implementation of On Demand service, recognizing municipalities implementing innovative ways to serve the public.

During the pandemic, DRT expanded its On Demand service to meet the transit needs of residents and essential workers, offering service 24/7 in urban areas, and from early morning to late evening in rural areas. On Demand transit offers a flexible travel option, allowing customers to book a trip by phone or through the On Demand App at a time that suits their schedule, making direct connections to nearby bus stops or destinations. The cost-effectiveness of the On Demand service has enabled DRT to further invest in scheduled service in main corridors, increasing frequency and convenience of transit.



Abilities Centre Pathways program



DRT is pleased to collaborate with groups and programs across the Region, including Abilities Centre's [Pathways program](#). The 12-week program is designed to introduce participants to everyday community settings—such as shopping, recreation and dining out—while teaching them important functional skills. One of the strong areas of focus of this program is on transit awareness. Throughout 2022, the program completed two sessions with the Pathways Program at Abilities Centre, offering customers with a variety of abilities a transit orientation session, supporting a total of 20 customers.

DRT staff facilitate sessions to help participants build their confidence and learn how to use DRT public transit services. The one-day session opens with an outline of DRT's services, website, apps and how to use the PRESTO fare payment system. Participants then board a bus for a real-world learning experience.

While on the bus, participants learn that transit operators are approachable and friendly, should they need assistance, and they are encouraged to ask questions or make requests if needed. Participants also learned to identify their stop locations, pull the bus cord to request a stop, pay fares, use the ramp, identify where to sit on the bus if they have reduced mobility or use a mobility device and much more.

Durham Region Health Department

Durham Region Health Department provides programs and services to people who live, work or attend school in Durham Region. The new Oral Health Office and Dental Clinic in Oshawa expanded access to the Ontario Seniors Dental Care Programs and other oral health programs and services. The Dental Clinic is more accessible for the public with features such as having no stairs or elevators, wider hallways, and accessible washrooms, and a lift system to transfer clients from a wheelchair to the dental chair. Learn more about the [Dental and Oral Health Program](#).

The Health Department continued COVID-19 vaccinations in collaboration with other Regional departments, including stationary immunization clinics; mobile, pop-up; homebound visits and immunizing Long-Term Care residents and staff. All clinic sites were assessed for accessibility and required modifications were made. Routine health and safety inspections were completed at stationary immunization clinics to identify and action opportunities to increase accessibility. An ambassador role at stationary immunization clinics was implemented to offer additional support for clients. Transportation and translation services were offered to address access barriers.

Some Regional Health programs transitioned to virtual care services to increase access for clients.

A new Durham Region Health Department Client Experience Survey was launched to gather feedback from the public to improve services. The survey asks questions about a client's experience with the physical space, providers, services delivered and asks questions about overall experience. To gain a better understanding of clients served, the survey also asks respondents sociodemographic questions, including a question about living with or identifying as having a disability or health concern.



Social Services

The following actions reflect professional and person-centred services for a diverse client population:

- Interpreter services and ASL interpretation are used for virtual and in-person service delivery.
- Continual tech support is available for clients to improve participation in virtual services.
- Virtual services continue to be offered for people who are living without shelter in the region through the Primary Care Outreach Program (PCOP).
- The Mental Health Outreach Program that provides Mental Health supports to vulnerable populations in the community was implemented.

Family Services

Partner Assault Response Program

One-on-one phone or video intake sessions were available to clients that have barriers to attending in-person intake sessions. These individualized phone sessions were also available to individuals requiring interpreters, experiencing technical issues or having a mental health diagnosis.



Adult Protective Services

Adult Protective Services (APS) utilized electronic equipment, such as tablets, to enable clients without access to electronics or the internet to fill out applications, attend workshops and use communication platforms such as MS Teams and Zoom. Staff took time to teach clients how to use the technology and digital tools so that they could meet with their APS worker virtually. This has also proven to be helpful for clients accessing medical care virtually. Staff also discussed a client's goals and supported them with technology support where possible. For example if learning transit was a goal, staff assisted clients with downloading the Durham Region Transit app and taught them how to use it.

Virtual workshops were expanded for clients and the PCard system was expanded. The PCard system is a purchasing system for APS clients. It provides funds to clients to assist them with purchasing technology, such as laptops, leading to enhanced community integration. Expanding the PCard system ensured clients had access to the items they needed and reduced financial hardship for clients with accessing technology and other supports.

A monthly information series was created for staff to attend called "Coffee Chats." These chats provided learning opportunities for staff on community

resources, and an opportunity to network and problem solve for clients. Community service providers were invited to share information on the programs and services they offered.

APS workers and counsellors created an integrated team to work together to support APS clients who have experienced developmental trauma.

An Income, Employment and Homelessness Support Durham partnership was created to facilitate clients being connected to Developmental Services Ontario and the Ontario Disability Support Program.

Children's Developmental and Behavioural Support

The Play Project parent guide was translated into French. Pamphlets were also translated into Urdu and made accessible.

Long-Term Care

To ensure that families of Long-Term Care (LTC) home residents were provided with clear and timely communications, the mass notification system called RAVE was adjusted to more effectively call and email families. This significantly decreased the amount of call backs LTC homes received. The regular uploads to the RAVE system—three times per week—ensured that family contact information was up-to-date.

The resident and Family newsletter is now published in a larger 14-point font in response requests from families. Documents shared with residents digitally such as through electronic monitors are enlarged for easier viewing.

Increased signage and communication to families and staff also helped to improve the flow in the clinic and screening areas.

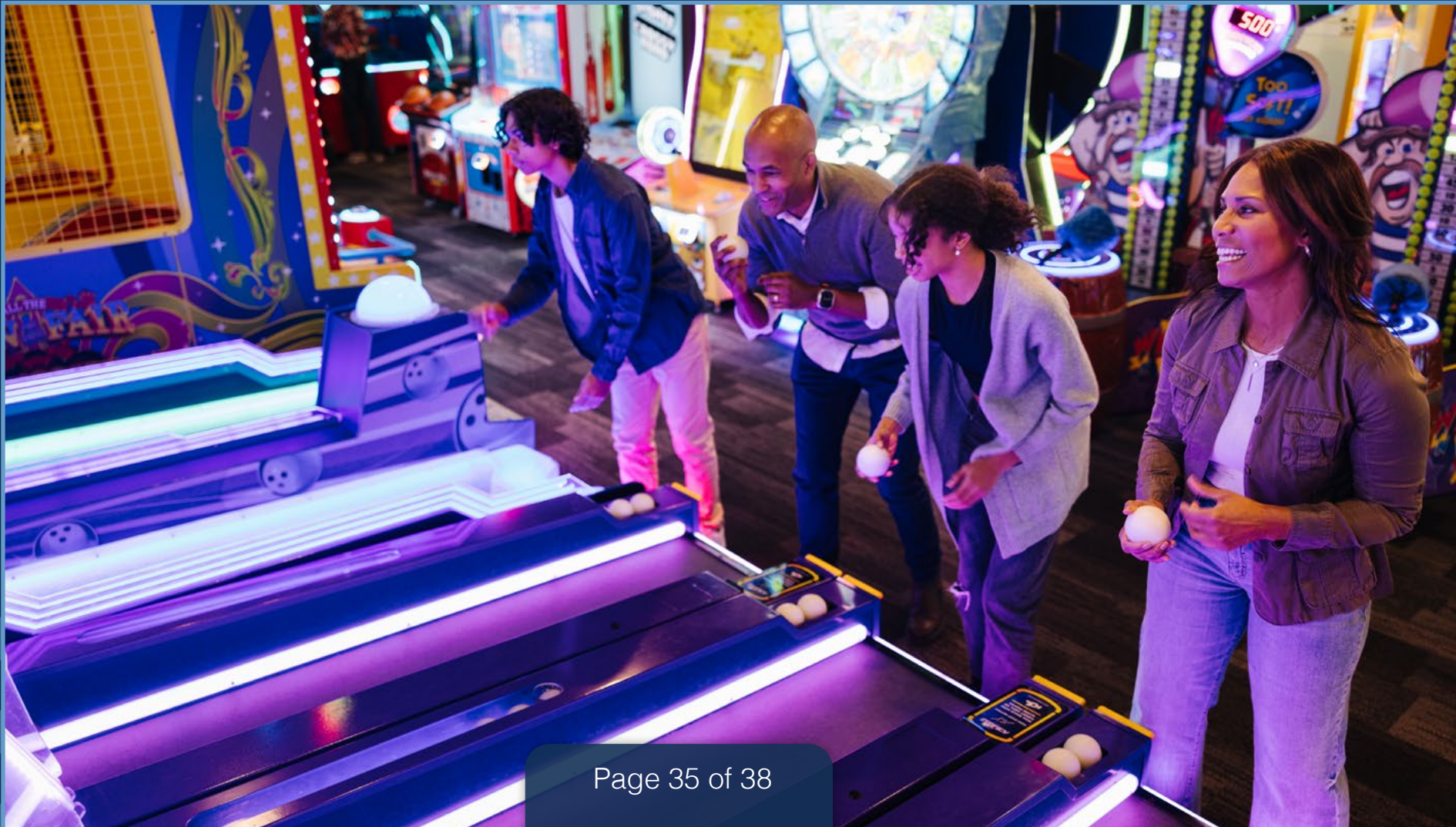
Several renovations to the exterior area at Lakeview Manor Long-Term Care home included new pavement around the main driveway and repairs to the backlot to eliminate hazards and create a smooth transition between asphalt and concrete. A new design and door system in the main hall at Lakeview Manor now makes the space accessible for all mobility devices. Automatic doors to the outdoor spaces will increase independence for residents in their home.



Planning and Economic Development

Economic Development and Tourism

The Economic Development and Tourism division improved the diverse representation of people within photography for web, digital and print promotions across all brands within Invest Durham and Durham Tourism. Visual assets including photography and videography with narration on internet and social media platforms include alternate and descriptive text.



Planning

Regional Electric Kick Scooter By-law, Traffic and Parking By-law and E-Mobility Demo

The Planning and Economic Development Department, in partnership with the Diversity, Equity and Inclusion division, hosted an e-scooter and e-bike demo at Regional Headquarters in June in the northwest parking lot of Regional Headquarters. Attendees had the opportunity to learn about e-mobility devices, rules, regulations and safety tips outlined in the new [Regional Electric Kick Scooter By-law](#) at the demo. Vendors were on-site to allow people to experience e-scooters and e-bikes firsthand. This event took place in consultation with the Coordinator of Advocacy & Outreach from the Canadian National Institute for the Blind (CNIB), who ensured there was open communication and consideration for people with disabilities.

Many stakeholders expressed the need for establishing clear regulations on where and how to enable the safe operations of e-scooter and e-bicycle devices on Regional roads and property. Staff applied two approaches to support the use of e-scooters and e-bikes on Regional roads and properties. This included the development of an Electric Kick-Scooter By-law to permit the use of e-scooter devices, and amending the Regional Traffic and Parking By-law to include the definition of power-assisted bicycle, commonly known as an e-bicycle, to conform with the Highway Traffic Act.

The community was consulted in February 2021 via the Your Voice Your Durham platform to help shape the Regional Electric Kick-Scooter By-Law. [Lean more about the use of e-scooters and e-bikes on Regional roads and properties.](#)

Transportation and Field Services

Traffic Engineering and Operations

The Works department enhanced accessibility across the region including:

- Retrofitting 17 traffic control signal locations to include Accessible Pedestrian Signals with sidewalk improvements, better crosswalk alignment and the installation of tactile plates.
- Adjusting walk times to accommodate slower walking speeds and additional countdown pedestrian signals were added to provide further guidance for pedestrians.
- Adding additional countdown pedestrian signals to provide further guidance for pedestrians.



Contact Information

We welcome your feedback. Please let us know what you think about the Regional Municipality of Durham 2022 Accessibility Report.

By mail:

Diversity, Equity and Inclusion Division
The Regional Municipality of Durham
605 Rossland Road East
Post Office Box 623
Whitby, Ontario L1N 6A3

By phone:

905-668-4113 extension 2009 or
1-800-372-1102 or 311

By email:

accessibility@durham.ca

If you require this information in an accessible format, please contact the Accessibility Coordinator by emailing accessibility@durham.ca or calling 905-668-4113 extension 2009.

