

Multi-year Accessibility Plan Summary Chart

2018-2022

City of Dryden Human Resources Department
THE CORPORATION OF THE CITY OF DRYDEN | 30 VAN HORNE AVE. DRYDEN, ON

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Overview

The City of Dryden Multi-Year Accessibility Plan provides an opportunity to identify current achievements and establish an implementation plan for future priority initiatives. The current focus of the Accessibility Plan is implementing the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11. The plan will also address other barriers and/or initiatives the City of Dryden has identified.

The City of Dryden is committed to identifying, preventing, and removing barriers to persons with disabilities. The City will work diligently to meet the Regulations under the Accessibility for Ontarians with Disabilities Act (2005) and its mandate to have an Accessible Ontario by 2025.

Regular monitoring and updating of the Plan will be necessary to ensure relevant initiatives are included and progress is identified. As such the Plan will be reviewed and updated annually to ensure continued compliance with the legislation as well as meeting obligations and commitments as the City of Dryden has identified.

Statement of Commitment

The City of Dryden is committed to providing persons with disabilities with the same opportunities to access our resources and services, in a manner consistent with the principles of dignity, independence, integration, and equal opportunity.

The City of Dryden recognizes the importance of meeting the needs of all those with and with whom we network in the conduct of our business and will endeavor to provide services and facilities in our community that are universally accessible to all.

The City shall use every effort to ensure that we meet the needs of persons with disabilities in a timely manner through the implementation of this policy in accordance with the spirit and intent of all applicable legislation including the **Accessibility for Ontarians with Disabilities Act (A.O.D.A.)**, the **Ontario Human Rights Code**, and the **Occupational Health and Safety Act**.

Questions or concerns regarding the City of Dryden's Accessibility policy and Multi-Year Accessibility Plan are to be directed to Human Resources.

Multi-Year Accessibility Plan: 2018-2022

Objectives

Identifies requirements of accessibility legislation and removing and preventing barriers within the City of Dryden's facilities, programs and services. The list is organized to reflect the five standards under the Accessibility for Ontarians with Disabilities Act, 2005, Integrated Accessibility Standards Regulation (O. Reg. 191/11). The relevant section numbers are provided in brackets.

Part I – General			
Accessibility Requirement	Status	Compliance Deadline	Responsibility
<i>Establishing of Accessibility Policies (s. 3)</i>			
<i>Commitment</i> <ol style="list-style-type: none"> 1. Develop, implement, and maintain an Integrated Accessibility Standards Policy for the City of Dryden and its partners. 2. Bring forward to Council for formal Approval. 3. The Policy will include a statement of the City of Dryden's commitment to meet accessibility needs of people with disabilities. 4. The City of Dryden will make the policy, related forms, guidelines, and other resources available in alternate accessible formats and post information to the City of Dryden Website 	Completed/ Ongoing	2013	Human Resources Department
<i>The City of Dryden's Action Plan</i>			
<ol style="list-style-type: none"> 1. Council and City Employee will continue to maintain the legislated requirements for the City to remove barriers and improve accessibility in our organizations and the customers we serve. 			

Part I – General continued.

Accessibility Plans (s. 4)

<p><i>Commitment</i></p> <ol style="list-style-type: none">1. Prepare a plan for Council approval, seeking input from Council, City Departments, its partners, Boards or Committees, the public, persons with disabilities, clubs and organizations with an interest or expertise in accessibility.2. Upon approval, the plan will be posted to the website and made available in alternative formats.3. On an annual basis, during budget deliberations, the plan will be reviewed and updated based on feedback and information submitted from Managers.4. Prepare an annual Status Report on the Plan in December/January of each year and post on the City of Dryden website.	<p>Completed/ Ongoing</p>	<p>2014</p>	<p>Human Resources Department</p>
	<p>To be completed</p>	<p>2021</p>	<p>Human Resources Department</p>
<p><i>The City of Dryden's Action Plan</i></p> <ol style="list-style-type: none">1. Establish, implement, maintain, and document a multi-year accessibility plan, which will provide the organizations with a strategy to identify, prevent, and remove barriers.2. Review and update the Plan at least once every five years and post to the website.3. Seek input from persons with disabilities and the public.			

Part I – General continued.

Procuring or acquiring of goods, services or facilities (s. 5) and Self Service Kiosks (s. 6)

<p><i>Commitment</i></p> <ol style="list-style-type: none">1. Under section 169-3 F principles and Goals of the City of Dryden Municipal Code chapter 169 Procurement, the following statement has been included: "F. To have regard to the accessibility for persons with disabilities for all goods, services, and construction purchased by the City." An Amendment to the By-law will be undertaken to expand on this statement and include additional definitions relevant to the new standards. By-Law # XXXX-20192. Develop more detailed requirements on how to incorporate accessibility design, criteria, and features into the purchasing process. This will include a section for any future purchases of self-service kiosks and additional requirements concerning the bid solicitation process, including accessibility training requirements for bidders and additional forms.	<p>Completed/ Ongoing</p>	<p>2019</p>	<p>Finance/ Human Resources Department</p>
<p><i>The City of Dryden's Action Plan</i></p> <ol style="list-style-type: none">1. Incorporate accessibility design, criteria, and features when procuring or acquiring goods, services, or facilities, except where it is not practical to do so. *If it is not practical, provide an explanation.			

Part I – General continued.

Training (s. 7)

<p><i>Commitment</i></p> <ol style="list-style-type: none"> 1. Staff, in the Human Resources Division, have obtained a training module that will be utilized to provide the necessary training. 2. Ongoing training for any new employee, third parties, volunteers, new members of boards and committees, and new council will be undertaken, and records kept ensuring compliance under the Standards. 	<p>Completed/ Ongoing</p>	<p>2014</p>	<p>Human Resources Department</p>
<p><i>The City of Dryden's Action Plan</i></p> <ol style="list-style-type: none"> 1. Provide training on the requirements of this accessibility standard and the Human Rights Code, as it pertains to people with disabilities including employees, volunteers, boards and committee members, council, and persons involved in developing the City's policies, and all other persons who provides goods, services, or facilities on behalf of the organization. 2. Ensure a written record of all training, including dates and individuals trained 			

Part II (2013-2014) – Information and Communication

Emergency procedures, plans or public safety information (s. 13)

<p><i>Commitment</i></p> <ol style="list-style-type: none"> 1. Under the Fire Department, Emergency information has been posted in the emergency section of the City of Dryden website along with a copy of the Emergency Plan. 2. There are currently 3 public copies of the Emergency Plan available in hard copy format, located at the Dryden Public Library, the Administration Department at City Hall, and the Fire Department. 3. Information on Emergency planning and procedures is also available in the DMTS, A Division of Bell Alliant, and the Annual Dryden Regional Telephone Directory. 4. Further information and additional resources will be posted, and copies made available in alternate formats upon requests. 5. This information will be incorporated into the accessibility section of the City of Dryden website, along with links to additional resources. 	<p>Compliant/ Ongoing</p>	<p>2012</p>	<p>Human Resources Department/ Fire Department/ Health and Safety Coordinator</p>
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The City of Dryden's Action Plan

1. Make emergency procedures, plans, and public safety information available to the public in an accessible format or with appropriate communication supports, upon request.
2. Provide additional resources and information pertaining to persons with disabilities and increase circulation and availability of information.
3. Prepare descriptive drawings for additional layouts of building for posting in public areas to more effectively direct and inform the public of emergency information and exits and entrances for all City buildings.

Part II Continued

Feedback (s. 11)

<p><i>Commitment</i></p> <ol style="list-style-type: none"> 1. A Request for Information in an Accessible Format Form has been drafted and will be included as part of Integrated Accessibility policy and procedures proposed for formal approval of Council. 2. A copy of this form will be posted to the City of Dryden website Accessibility and Notice section as well as notice posted in all public service areas of the City of Dryden. 	<p>Completed/ Ongoing</p>	<p>2014</p>	<p>Human Resources Department/ Economic Development</p>
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The City of Dryden's Action Plan

1. Ensure feedback processes have accessible formats and supports available.
2. Notify public on availability of accessible formats and communication supports.
3. Ongoing review and monitoring of requests and actions taken to ensure any barriers identified and options considered for removal to improve accessibility.

Part II Continued

Accessible Formats and Communication Supports (s. 12)

<p><i>Commitment</i></p> <ol style="list-style-type: none"> 1. Research and development of additional procedures and forms regarding this standard are being formalized. 2. Training and education of Staff regarding the AODA and IASR and resources will assist Staff in better serving our customers and persons with disabilities. 	<p>Compliant/ Ongoing</p>	<p>2015</p>	<p>Human Resources Department/ Economic Development</p>
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The City of Dryden's Action Plan

1. Upon request, provide accessible formats and communication supports in a timely manner considering the person's disabilities.
2. Do not charge more than the regular cost charged to any other person.
3. Notify the public about the availability of accessible formats and communication supports.
4. Consult with the person making the request in determining the suitability of an accessible format and communication support.
5. Additional procedures and standardized practices are being developed and depicted in a Guide to Accessible Document and Website Standards.
6. Continue to educate and advise Staff of the availability of additional resources and educational materials regarding accessible formats and supports for City Staff.

Part II Continued

Accessible Website and Web Content (s. 14)

<p><i>Commitment</i></p> <ol style="list-style-type: none"> 1. The purchase and development of a new website to meet the accessibility needs outlined in WCAG 2.0 Level A. 2. Staff will also consider the potential benefits of proceeding directly to meeting the guidelines of Level AA. 3. By January 1, 2021 all internet sites and web content must conform to Level AA guidelines. 4. Until Council approves this capital project, Staff will work within its current parameters to provide information on its website with a heightened awareness of accessibility. 5. Staff will research and review options that may be able to enhance accessibility utilizing our existing website until the City is ready to move forward with the tender process for the development of a new website. 	<p>In Progress</p>	<p>2014 – All new Internet websites and web content on those sites must conform with WCAG 2.0 Level A s. 14</p> <p>2021 – All internet websites and web content must conform with WCAG 2.0 Level AA (Excluding live captioning and pre-recorded audio descriptions) s. 14</p>	<p>Human Resources Department/ Economic Development</p>
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The City of Dryden's Action Plan

1. New internet sites and web content must conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A by 2014 and increasing to Level AA by 2021, except for Captions (live) and audio descriptions (pre-recorded).
2. Continue to update website with accessibility information.
3. Conduct research and coordinate with IT on options to improve website accessibility within existing parameters.
4. Research funding opportunities for a website redesign that will meet the WCAG Level AA Standards

Part II Continued

Public Libraries (s. 19)

Commitment

1. The Library Board has adopted an Accessibility Policy and Plan governing the Library.
2. The City of Dryden and the Dryden Library Board will work cooperatively to meet the requirements of the regulation.

Compliant/
Ongoing

2013

Human
Resources
Department/
Dryden Public
Library

The City of Dryden's Action Plan

1. Provide access to accessible formats where they exist.
2. Make information about the availability of accessible materials publicly available and provide information in an accessible format or with appropriate communication supports, upon request.
3. Library boards may provide accessible formats for archival materials, special collections, rare books, and donations.
4. Maintain dialogue with the Board and Staff to meet the requirements of the Regulation.

Employment

Recruitment (s. 22)

Commitment

1. All job postings, both internal and external, and those posted to the website include the following clause:
"Accommodations of persons with disabilities are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance to the Human Resources Advisor, or designate."

Compliant/
Ongoing

2014

Human
Resources
Department

The City of Dryden's Action Plan

1. Notify employees and the public about the availability of accommodation for applicants with a disability in the City's recruitment process.

Employment continued			
<i>Recruitment, Assessment, or Selection (s. 23)</i>			
<i>Commitment</i> 1. Update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure	Compliant/ Ongoing	2014	Human Resources Department
<i>The City of Dryden's Action Plan</i> 1. Notify applicants when selected for assessment or selection process, that accommodations are available upon request. 2. If selected applicants request accommodation, the City shall consult with applicant and provide/arrange for accommodation that considers the applicant's needs due to a disability.			

Employment continued			
<i>Notice to Successful Applicants (s. 24)</i>			
<i>Commitment</i> 1. The current process is a formal procedure along with the appropriate forms to compliment the HR Policy and Procedure.	Compliant/ Ongoing	2014	Human Resources Department
<i>The City of Dryden's Action Plan</i> 1. Notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. 2. Update policies and forms where necessary as part of comprehensive review.			

Employment continued			
<i>Informing Employee of Supports (s. 25)</i>			
<i>Commitment</i> 1. The current process is a formal procedure along with the appropriate forms as part of the HR Policy and Procedure review. 2. Employees will be provided this information at the time of their training.	Completed/ Ongoing	2014	Human Resources Department
<i>The City of Dryden's Action Plan</i> 1. Inform employees of policies to support persons with disabilities. 2. Provide this information to new employees as soon as practicable. 3. Update policies and forms where necessary as part of comprehensive review.			

Employment continued*Accessible formats and communication support for employees (s. 26)*

<i>Commitment</i> 1. Update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.	Compliant/ On going	2014	Human Resources Department
<i>The City of Dryden's Action Plan</i> 1. Upon an employee's request, provide/arrange for the provision of accessible formats and communication supports for information needed to perform an employee's job and for information that is generally available to employees in the workplace. 2. Consult with employee making the request to determine suitability of accessible format and/or communication support. 3. Update policies and forms where necessary as part of comprehensive review.			

Employment continued*Workplace emergency response information (s. 27)*

<i>Commitment</i> 1. Update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.	Compliant/ Ongoing	2012	Human Resources Department
<i>The City of Dryden's Action Plan</i> 1. Provide individualized workplace emergency response information to employees who have a disability and the employer is aware of the need for accommodation due to a disability. 2. The information will be provided as soon as practicable after the employer is aware of the need. 3. A review of the information shall be undertaken when the employee moves to a different location, when overall accessibility plans and needs are reviewed, and when the City reviews its general emergency response policies. 4. If the employee consents, the employer can provide this information to a designated person to provide any necessary assistance. 5. Update policies and forms where necessary as part of comprehensive review.			

Employment continued*Documented Individual Accommodation Plans (s. 28)*

<i>Commitment</i> 1. Update current processes in a formal procedure along with the appropriate forms as part of the HR Policy and Procedure review.	Compliant/ Ongoing	2014	Human Resources Department
<i>The City of Dryden's Action Plan</i> 1. Develop and have in place a written process for the development of documented accommodation plans for employees with disabilities. 2. Update policies and forms where necessary as part of comprehensive review.			

Employment continued*Return to Work Process (s. 29)*

<i>Commitment</i> 1. Update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.	Compliant/ Ongoing	2014	Human Resources Department
<i>The City of Dryden's Action Plan</i> 1. Update policies and forms where necessary as part of comprehensive review.			

Employment continued*Performance management (s. 30)*

<i>Commitment</i> 1. The current process is a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.	Compliant/ Ongoing	2014	Human Resources Department
<i>The City of Dryden's Action Plan</i> 1. Take into account the accessibility needs of employees with disabilities, including individualized accommodation plan when using or developing performance management processes. 2. Update policies and forms where necessary as part of comprehensive review.			

Employment continued*Career Development and advancement (s. 31)*

<i>Commitment</i> 1. The current process is a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.	Compliant/ Ongoing	2014	Human Resources Department
<i>The City of Dryden's Action Plan</i> 1. Take into account the accessibility needs of its employees with disabilities a well as any individualized accommodation plans when using career development and advancement processes. 2. Update policies and forms where necessary as part of comprehensive review.			

Employment continued*Redeployment (s. 32)*

<i>Commitment</i> 1. The current process is a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.	Compliant/ Ongoing	2014	Human Resources Department
<i>The City of Dryden's Action Plan</i> 1. Take into account the accessibility needs of its employees with disabilities a well as any individualized accommodation plans when redeploying employees with disabilities. 2. Update policies and forms where necessary as part of comprehensive review.			

Transportation

Specialized Transportation Service Providers

<p><i>Commitment</i></p> <ol style="list-style-type: none"> 1. The City of Dryden maintains the MyLift Service for accessibility. 2. Monitoring the process to ensure compliance. 3. Maintain the appropriate Transportation and Accessibility sections of the City of Dryden website to reflect all changes made as both the City and the Provider meet the requirements of the standard. 	<p>Compliant/ Ongoing</p>	<p>2011 – Origin to Destination services (specialized s. 68, & Non-functioning Accessibility equipment s. 35.</p> <p>2012 – Availability of Information on accessibility equipment s. 34 & Emergency preparedness and response policies s. 37 & Companions and children s. 74</p> <p>2013 – Accessibility Plans s. 41-43 & Visitors s. 67 & Service Delays s. 73</p> <p>2014 – Accessibility training s. 36 & Fares, support person s. 38 & Eligibility application process (specialized) s. 64 & Emergency or compassionate grounds (specialized) s. 65 & Booking (specialized) s. 71 & Trip restrictions (specialized) s. 72</p> <p>2017 – Categories of eligibility (Specialized)</p> <p>2018-The City of Dryden assumed the implementation of the MyLift services as the operator.</p>	<p>Community Services</p>
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<p><i>The City of Dryden's Action Plan</i></p> <ol style="list-style-type: none"> 1. Make public information available on accessibility equipment and features of their vehicle routes and services in an accessible format (s. 34). 2. Ensure non-functioning accessibility equipment is repaired as soon as possible (s. 35). 3. Training under s. 7 to all employees and volunteers and training on: <ul style="list-style-type: none"> • Safe use of accessibility equipment and features • Acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails

- Emergency preparedness and response procedures that provide for the safety of persons with disabilities
 - Keep a record of training provided, including dates and individual names
4. Establish, maintain, and document emergency preparedness and response procedures, making them available to the public with accessible formats available upon request (s. 37).
 5. Do not charge for support persons where support person is needed. The person with the disability must demonstrate the need for a support person and ensure the appropriate designation is in place (s. 38).
 6. Identify in accessibility plan, a process for estimating the demand for service and steps to reduce wait times (s. 42).
 7. Describe in accessibility plan, procedures for dealing with accessibility equipment failures on vehicle (s. 43).
 8. Establish three categories of eligibility to qualify for specialized services including unconditional, temporary, and conditional (s. 63).
 9. Develop procedures to provide service earlier than the approval period in an emergency or on compassionate grounds (s. 65).
 10. Make service available to visitors and develop criteria for that are eligible including those who are eligible in the area they reside or who meet the eligibility criteria and have policies in place to protect personal information (s. 67).
 11. As reservations are required, provide same day service to the extent available. When unavailable, accept booking requests up to three hours before the published end of service period on the day before the intended day of travel. Provide an accessible means to accept reservations (s. 71).
 12. Do not restrict number of trips a person is able to request and do not implement any policy or practice that unreasonably limits the availability of the service (s. 72).
 13. Provide information on duration of service delays (30 minutes or more) by a method agreed to by the provider and passenger (does not apply if delays in service are during the trip) (s. 73).
 14. All companions and children to travel if space is available and/or appropriate child restraints and equipment, if required, are available and will not result in a denial of service to other persons with disabilities (s. 74).
 15. Take into consideration technical requirements and standards as identified in the A.O.D.A and I.A.S.R. when purchasing a replacement vehicle.
 16. Seek opportunities and options with regard to the operation of the service and planned replacement for the existing vehicle.

Transportation continued

Career Development and advancement (s. 31)

<p><i>Commitment</i></p> <ol style="list-style-type: none"> 1. Prepare a public survey and post in various accessible formats, in accessible areas, and reach out to persons with disabilities or organizations who work with or provide services to persons with disabilities to seek feedback regarding the proportion of on-demand accessible taxicabs required in our community. 	Ongoing		Human Resources Department
<p><i>The City of Dryden's Action Plan</i></p> <ol style="list-style-type: none"> 1. Consult with persons with disabilities and the public to determine the proportion of on-demand accessible taxicabs required in the community. 2. Identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps taken to meet the need in its accessibility plan. 3. Little feedback was received with regard to the survey for on-demand taxi service, staff proposes to look at alternatives to expand the circulation to solicit more feedback and document in the Plan for 2015. 4. A survey was completed in 2019 with feedback, and the need was identified with the consultation of a second vehicle. 			

Transportation continued

Duties of Municipalities – Taxicabs (s. 80)

<p><i>Commitment</i></p> <ol style="list-style-type: none"> 1. Bring forward and amendment to Chapter 240. Taxicabs of the City of Dryden Municipal Code to reflect these parameters and formalize compliance with the Standard. 2. Communication with the local taxi company had been undertaken previously, and the owners/operators have already implemented these requirements. 	Ongoing	<p>2011 – Duties of municipalities that license taxicabs (equal fares and fees) s. 80.</p> <p>2012 - Storage of Mobility Aids (location and handling) s. 48 & Duties of municipalities that license taxicabs (registration ID and information) s. 80</p> <p>2013 – Duties of municipalities (accessible taxicabs) s. 79</p>	Community Services/ Human Resources Department
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The City of Dryden's Action Plan

1. Any municipalities that license taxicabs shall ensure owners and operators are prohibited:
 - From charging a higher fare or an additional fee for persons with disabilities
 - For charging a fee for the storage of mobility aids or mobility assisted devices
2. Owners and operators must:
 - Place vehicle registration and identification information on the rear bumper of the taxicab
 - Make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.
3. Prepare Report to Council to amend Chapter 240 Taxi-cabs.

Accessibility Standards for the Built Environment

Design of Public Spaces Standards (s. 80. 1 to s. 80. 44)

<p><i>Commitment</i></p> <ol style="list-style-type: none"> 1. Maintain accessibility design, criteria, and features when procuring or acquiring goods, services, or facilities. 	<p>Compliant/ Ongoing</p>	<p>2016 – recreational Trails and beach access s. 80.6- 80.15 & Outdoor public use eating areas s. 80.16- 80.17 & Outdoor play spaces s. 80.18- 80.20& Exterior paths of travel s. 80.21- 80.31 & Accessible parking s. 80.32- 80.39 & Obtaining services s. 80.40- 80.43 & Maintenance planning s. 80.44</p>	<p>Senior Leadership Team/ Department Managers/ Public Works/ Parks and Recreation/ Building and Planning Departments</p>
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The City of Dryden's Action Plan

1. Incorporate accessibility when building new public spaces or making planned significant alterations to existing public spaces under the following sections of the Standard:
 - Recreation trails and beach access routes
 - Outdoor public eating areas, such as those found at rest stops or picnic grounds
 - Outdoor play spaces
 - Exterior paths of travel (sidewalks or walkways) and their associated elements, such as ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
 - Accessible off-street and on-street parking spaces
 - Obtaining services (service counters, fixed queuing guides and waiting areas)
 - Maintenance planning (i.e. inspection of sidewalks)

