



Corporation of the Town of Arnprior

2015 Multi-Year Accessibility Plan Status Report

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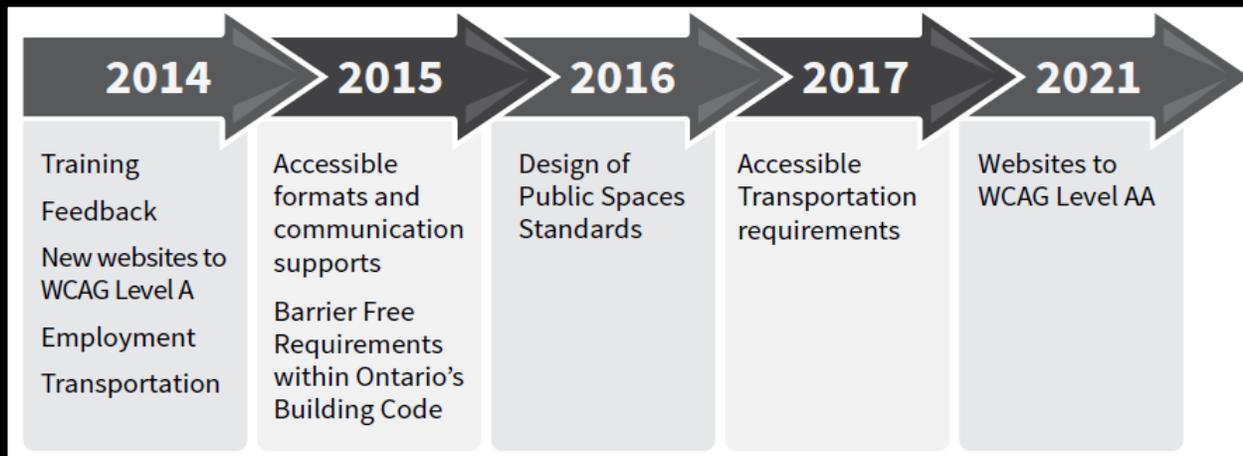
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Background:

People with Disabilities make up a significant part of our community. There are approximately 1.8 million people in Ontario who have some form of a disability. It has been projected that by 2036 twenty percent of all Canadians will have some form of disability. In response to these statistics, in 2005 the Government of Ontario created the Accessibility for Ontarians with Disabilities Act (AODA) with the goal of making Ontario accessible for all peoples with disabilities by 2025.

To achieve this goal the AODA is being implemented in a series of three standards. The first standard, the *Accessibility Standard for Customer Service, Ontario Regulation 429/07 (ACSR)* and the second standard, the *Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR)*, have both become law and require the Town to comply. The third standard is the Design of Public Spaces Standard (Accessibility Standards for the Built Environment). This set of standards came into effect on January 1, 2015 and requires the Town of Arnprior to comply by January 1, 2016.

Below is the Province of Ontario's projected timeline for compliance with Accessibility Standards:



The Town of Arnprior is aware that individuals with disabilities make up a significant portion of the population, and agrees that they should have the same access and rights to municipal services as all other members of our community. For this reason the Town is committed to modifying service delivery, programming, and other workplace processes, policies, and procedures to ensure equal access for all of our residents.

In support of this goal, the Town of Arnprior published its Multi-Year Accessibility Plan in 2013. The Multi-Year Accessibility plan demonstrates the Town's commitment to accessibility and spans from 2013-2017. The Plan outlines how the Town will prevent, identify, and remove barriers and obstacles that stand in the way of persons with disabilities being able to access all services, information and facilities the Town of Arnprior has to offer.

With this information in mind, the purpose of this report is to provide a status update on the Town's progress in the field of accessibility and to highlight areas where the Town will continue to make progress in 2016.

Multi-Year Accessibility Plan Status Report:

(December 31, 2015)

The following is a summary of the Town of Arnprior's progress in terms of complying with the AODA's various legislative standards as outlined in the ACSR, IASR, and the Design of Public Spaces Standards (Accessibility Standards for the Built Environment). Each section will provide an overview of the relevant requirement, as well as the date or projected date that the Town was/would be in compliance with the legislation. Each section will also provide the Town's current status with regards to each requirement as well as a reference to any related By-law or policy that the Town has enacted.

Accessible Customer Service Regulation (ACSR)

Requirement 1: Accessible Customer Service Policy

Train Staff in how to provide accessible customer service.

Compliance Date: January 1, 2010

Status: Compliant

(See By-law 6167-12)

Requirement 2: Service Animals and Support Persons

Permit the use of service animals and support persons

Compliance: January 1, 2010

Status: Compliant

The Town permits service animals and support persons to accompany persons with disabilities.

(See section 7.5 of By-law 6167-12)

Requirement 3: Temporary Disruptions

Provide Notice of Temporary Disruptions

Compliance Date: January 1, 2010

Status: Compliant

The Town continues to provide the public with notice of planned service disruptions at Town facilities and of Town services. These notices are posted on the Town of Arnprior Website.

(See section 7.7 of By-law 6167-12)

Requirement 4: Training

Provide Accessible Customer Service Training

Compliance Date: January 1, 2010

Status: Compliant

The Town continues to provide training to new hires, volunteers, and all other necessary personnel.

(See section 7.3 of By-law 6167-12)

Requirement 5: Feedback Process

Implement a Feedback Process

Compliance Date: January 1, 2010

Status: Compliant

The Town has developed a feedback process and continues to provide feedback on issues regarding accessibility. The feedback form can be found on the Town of Arnprior Website.

(See section 7.8 of By-law 6167-12)

Requirement 6: Documents

Provide requested documents in accessible formats

Compliance Date: January 1, 2010

Status: Compliant

The Town is committed to providing all documents in accessible formats upon request. There is no charge for providing a document in an accessible format upon request.

(See section 7.2 of By-law 6167-12)

Integrated Accessibility Standards Regulation (IASR)

General Requirements:

Requirement 1: Policy Development

Development of Integrated Accessibility Standard Regulation Policies, and make them available on the website.

Compliance Date: January 1, 2013

Status: Compliant

The Town has developed and implemented an Integrated Accessibility Standards Regulation (IASR) Policy.

(See By-law 6259-13 and the Town's website).

Requirement 2: Multi-Year Accessibility Plan

Outline strategies to address barriers, and make the plan available on the website. Consult with the Accessibility Advisory Committee (AAAC). Review the plan at least once every five (5) years.

Compliance Date: January 1, 2013

Status: Compliant

The Town has developed a Multi-Year Plan and made it available on the website. The AAAC was consulted.

(See the Town of Arnprior's Multi-Year Accessibility Plan 2013-2017)

Requirement 3: Provide Annual Status Report

Outline the progress of the Multi-Year Plan, and post the status report on the website.

Compliance Date: January 1, 2013

Status: Ongoing

The Town of Arnprior will continue to provide a status update annually on the Multi-Year Accessibility Plan.

(See section 5.1 of By-law 6259-13).

Requirement 4: Procuring or Acquiring Goods, Services or Facilities

Incorporate accessibility criteria and features in goods, services, and facilities where practical.

Compliance Date: January 1, 2013

Status: Compliant & Ongoing

The Town has incorporated this in the IASR policy as well as the Procurement Policy.

(See section 5.2 of By-law 6259-13 and section 5.1 of By-law 6330-14)

Requirement 5: Training

Provide training to staff, volunteers, or other third parties on the requirements of the IASR and the Ontario Human Rights Code.

Compliance Date: January 1, 2014

Status: Compliant & Ongoing

Training has been provided to necessary staff, volunteers and other third parties of the Town of Arnprior. This training will continue to be provided to all new employees.

(See section 5.4 of By-law 6259-13)

Requirement 6: Self Service Kiosks

Incorporate accessibility features when designing, procuring, or acquiring self-service kiosks.

Compliance Date: January 1, 2014

Status: This section does not apply to the Town of Arnprior at this time. All future self-service kiosks will be accessible.

Information and Communications Standards

Requirement 1: Website

New content and internet sites must be accessible to WCAG 2.0 Level A by January 1, 2014 and WCAG 2.0 Level AA by January 1, 2021.

Compliance Date: January 1, 2014

Status: Compliant

The Town of Arnprior implemented a new website on January 1, 2014 which met the WCAG 2.0 Level AA Standards.

(See By-law 6259-13 section 6.4 and the Town's Website)

Requirement 2: Accessible Feedback Process

Develop and implement a feedback process that is accessible to the public.

Compliance Date: January 1, 2014

Status: Compliant

The Town of Arnprior has created a feedback process (See By-law 6167-12) and has posted an accessible feedback form on the Town website. The Town has also incorporated a "notice period" for providing accessible information/ formats in

By-law 6259-13 (section 6.1).

Requirement 3: Accessible Formats & Communications Supports

Provide information upon request, in a timely fashion, at no additional cost to the public, accessible documents upon request, in the most appropriate format. Notify the public of the availability of accessible formats and communication supports.

Compliance Date: January 1, 2014

Status: Compliant & Ongoing

The Town of Arnprior provides information upon request in an accessible format and at no additional cost. The Town will continue to notify the public of the availability of accessible formats.

Limited staff members have been trained on how to create accessible documents. The Town will endeavor to train more staff members on the creation of accessible documents in 2016. It is important to note, the Town has implemented an electronic records management system, which includes the functionality of automatically creating Optical Character Recognized (OCR) documents.

(See by-law 6259-13 section 6.2 and By-law 6167-12)

Requirement 4: Emergency Procedures, Plans, or Public Safety Information

Provide prepared emergency procedures, plans or public safety information in accessible formats or with the appropriate communication supports upon request.

Compliance Date: January 1, 2012

Status: Compliant

The Town's public emergency information can and will be provided in an accessible format upon request.

The Town will endeavor to create all new public safety information in accessible document formats.

(See by-law 6259-13 section 6.3)

Requirement 5: Public Library

Library Board's shall provide accessible information and access to materials where they exist. The public shall be made aware of the access to materials.

Compliance Date: January 1, 2013

Status: Compliant

The Arnprior Public Library Board is in compliance with this section.

(See Appendix B of the Multi-Year Accessibility Plan 2013-2017 for more information)

Employment Standards

Requirement 1: Recruitment

Notify the public and employees of available accommodations for applicants with disabilities.

Compliance Date: January 1, 2014

Status: Compliant

The Town of Arnprior has notified all necessary staff of the recruitment process, which will accommodate applicants with disabilities. All Job Postings indicate the following statement "If you require a disability-related accommodation to participate in the recruitment process please email us at lgarbuio@arnprior.ca or call our office at (613) 623-4231."

(See section 7.1 of By-law 6259-13).

Requirement 2: Selection

Notify all applicants selected to participate in the selection process that accommodations are available upon request. Consult with the applicant to determine the most appropriate accommodation.

Compliance Date: January 1, 2014

Status: Compliant

The Town of Arnprior is committed to maintaining an accessible selection process.

Applicants selected to proceed to the interview phase in the selection process will be notified of the availability of accommodations upon request.

(See section 7.1 of By-law 6259-13).

Requirement 3: Notice to Successful Applicants

Notice to successful applicants of the policies in place for accommodating employees with disabilities.

Compliance Date: January 1, 2014

Status: Compliant

The Town of Arnprior has amended the standard offer letter for successful applicants to include a statement outlining the Town's policies to accommodate employees with disabilities.

The Town also incorporates this notification requirement into the verbal job offer.

All necessary staff has been notified of this change.

(See section 7.1 of By-law 6259-13).

Requirement 4: Informing Employees of Supports

Inform all employees of policies and procedures for supporting employees with disabilities, and job-accommodation.

Compliance Date: January 1, 2014

Status: Compliant

The Town has enacted both a Return to Work Policy as well as an IASR Policy which outline the procedures to support and accommodate employees with disabilities.

Staff has been notified of the policies and procedures that are in place to accommodate employees with disabilities.

(See By-law 5802-09 Schedule C and By-law 6259-13 section 7.2 and 7.6).

Requirement 5: Accessible Formats and Communication Supports

Inform all employees of policies and procedures for supporting employees with disabilities, and job-accommodation.

Compliance Date: January 1, 2014

Status: Compliant

The Town of Arnprior is committed to providing employees with disabilities the necessary accessible formats or communication supports required to perform their job duties.

Staff have been notified of the policies and procedures, including the IASR Policy and Accessible Customer Service Policy that are in place to support employees with disabilities and provide job-accommodation where required.

(See section 7.3 of By-law 6259-13 and By-law 6167-12).

Requirement 6: Workplace Emergency Response Information

Employers are required to prepare for emergency situations by providing employees with disabilities with individualized workplace emergency response information, as soon as practicable after the employer becomes aware of the need for accommodation.

Compliance Date: January 1, 2012

Status: Compliant

The Town of Arnprior inquired whether or not any employee required assistance/ accommodation, and none were found at this time.

The Town has created a procedure to compliment the IASR policy which outlines the steps that need to be taken if an employee requires assistance/ accommodation in an emergency due to a disability. The IASR policy also outlines that the Town must inquire with new hires as to whether or not they require assistance.

(See section 7.4 of By-law 6259-13 and the Workplace Emergency Response Procedure)

Requirement 7: Documented Individual Accommodation Plans

Employers must develop a written process for the development of documented individual accommodation plans for employees with disabilities.

Compliance Date: January 1, 2014

Status: Compliant

The Town of Arnprior is committed to documenting a process for developing individual accommodation plans, as well as providing these plans to employees as required.

(See section 7.5 of By-law 6259-13 and the procedure for Documented Individual Accommodation Plans).

Requirement 8: Return to Work Process

Employers are required to develop return to work processes that document the steps they will take to help employees return to work when they have been absent because of disability, and they require disability-related accommodations in order to return to work. This process also must be documented.

Compliance Date: January 1, 2014

Status: Compliant

The Town of Arnprior currently has an Early Assistance and Reintegration Service (EARS) Program, for employees administered by the Human Resources Officer. This is a program sponsored by the Town and is provided by Cowan Benefits Consulting. The process to assist employees with disabilities (and otherwise) returning to work, are also outlined in the Return to Work Policy as well as the IASR Policy.

(See By-law 5802-09 and By-law 6259-13 section 7.2 and 7.6)

Requirement 9: Performance Management

Employers are required to consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, in performance management processes.

Compliance Date: January 1, 2014

Status: Compliant

The Town's Management is aware of the need to consider the accessibility needs of employees with disabilities in the performance management process.

(See section 7.7 of By-law-6259-13, as well as, the Town's Performance Management Policy (HR-PP-3.03) and the procedure for conducting Performance Management (CS-2015-01)).

Requirement 10: Career Development and Advancement

Employers must take into account individual accommodation plans, which are in place for employees with disabilities, when they are providing career development and advancement.

Compliance Date: January 1, 2014

Status: Compliant

The Town takes into consideration individual accommodation plans for employees with disabilities when providing career development and advancement.

(See section 7.7 of By-law-6259-13, as well as, the Town's Training and Development Policy (HR-TD-01) and the procedure for Career Development and Advancement of Employees with Disabilities (CS-2015-01)).

Requirement 11: Redeployment

Employers shall take into account individual accommodation plans and employees with disabilities when redeploying these employees.

Compliance Date: January 1, 2014

Status: Compliant

The Town currently does not redeploy employees. However, the Town has developed a procedure for redeploying employees with disabilities as part of the IASR Policy should the need arise.

(See section 7.7 of By-law-6259-13) and the Redeployment Procedure (CS-2015-01)).

Transportation Standards

The Town of Arnprior does not currently provide conventional transportation services (bus, taxi-cab services, etc.). Therefore this section of the IASR does not apply to this municipality. However, the Town of Arnprior will develop a public education pamphlet, outlining the requirements of the AODA Regulations, for the taxi-cab companies, if requested by any of the taxi-cab companies in Town.

Design of Public Spaces Standards

(Accessibility Standards for the Built Environment)

The Province of Ontario has recently developed accessibility standards that aim to prevent and remove barriers in the Built Environment. The IASR was amended on January 1, 2013 under the AODA, to include the Design of Public Spaces Standards. These standards include both public spaces and buildings and came into effect January 2015.

The Design of Public Spaces Standards addresses accessibility planning in a range of public spaces, including: trails/beach access routes; outdoor public eating areas; play spaces; accessible parking; exterior paths of travel including sidewalks; accessible pedestrian signals; service counters; fixed queuing lines; waiting areas and the emergency and preventative maintenance of accessible elements in public spaces. These standards only apply to new constructions or the redevelopment of existing public spaces and buildings. The Town of Arnprior has until January 1, 2016 to be compliant. The following section outlines the Town of Arnprior's commitment to be in compliance with the Design of Public Spaces Standards:

Requirement 1: Recreation Trails and Beach Access Routes

Organizations are required to make any new or reconstructed recreation trails and beach access routes accessible.

Compliance Date: January 1, 2016

Status: Ongoing

The Town is committed to creating accessible trails and beach access routes, on any new construction and major changes to existing features, as per the regulation.

Requirement 2: Outdoor Public Eating Areas

Organizations are required to make any new or reconstructed outdoor public eating areas accessible.

Compliance Date: January 1, 2016

Status: Ongoing

The Town is committed to creating accessible public eating areas, whether they are new constructs or redevelopments of existing areas, as per the regulation.

Requirement 3: Outdoor Play Spaces

Organizations are required to make all new or redeveloped outdoor play spaces accessible.

Compliance Date: January 1, 2016

Status: Ongoing

The Town is committed to creating accessible outdoor play spaces, whether they are new constructs or redevelopments of existing spaces. The Town installed a park in 2015 which showcased accessible features.

Requirement 4: Exterior Paths of Travel

Organizations are required to make all new or redeveloped exterior paths of travel accessible.

Organizations are required to make all new or redeveloped outdoor play spaces accessible.

Compliance Date: January 1, 2016

Status: Ongoing

The Town is committed to creating accessible exterior paths of travel that are new or redeveloped, as per the regulation. The Town demonstrated this in 2014 when it renovated the sidewalk outside the main entrance of the Town Hall to make it accessible.

Requirement 5: Parking

Organizations are required to make all new or redeveloped parking lots accessible

Compliance Date: January 1, 2016

Status: Ongoing

The Town is committed to creating accessible parking lots that are new or redeveloped, as per the regulation. The Town installed an Accessible parking space in the Town Hall parking lot.

Requirement 6: Service Counters, Queuing Guides and Waiting Areas Accessible

Organizations are required to make all new service counters, queuing guides and waiting areas accessible.

Compliance Date: January 1, 2016

Status: Ongoing

The Town is committed to creating accessible service counters, queuing guides, and waiting areas that are new or redeveloped accessible. In 2014 the Town lowered the service counter on the main level of Town Hall to make it accessible. In 2016 the Town will be lowering the service counter at the Nick Smith Centre.

Requirement 7: Maintain the Accessible Parts of Public Spaces

Organizations are required to maintain the accessible parts of their public spaces.

Compliance Date: January 1, 2016

Status: Ongoing

The Town is committed to maintaining all accessible parts of our public spaces.

Further Achievements Above and Beyond the AODA and IASR

The following are other areas that various departments within the Town of Arnprior, in consultation with the Arnprior Accessibility Advisory Committee, have identified as areas that require improvement to help further remove barriers for individuals with disabilities. Some of these barriers will be removed within the timeframe of this Multi-year Accessibility Plan, while others have been identified and are outlined as goals to be completed in the future.

Town Hall:

Further Achievements:

- **Completed:** Installation of contrasting colour strip on the main entrance stairs to the second floor.
- **Completed:** Accessible parking space is provided and properly signed.
- **Completed:** Audio/ Visual system has been installed in the Council Chambers to accommodate the visually and hearing impaired.
- **Completed:** A new Electronic Records Storage System has been installed, which stores “Optical Character Recognition” (OCR), searchable/readable, documents.
- **Completed:** Service counter at main reception on the first floor has been lowered to accessible height.
- **Completed:** Door handle at main reception changed from a twist handle to a lever handle to facilitate better access.
- **Completed:** Automatic/ accessible doors installed on the front door and door to the main reception.
- **Completed:** Sidewalk outside front entrance graded and lip removed to allow access to Town hall with a mobility aid/ mobility assistive aid.

Goals:

- Chair lift to be installed to gain access to the second floor and Council Chambers **(to be completed in 2016)**.
- Accessible washroom on the second floor is to be installed **(to be completed in 2016)**.
- Emergency Evacuation Plan to be completed once chair lift is installed **(to be completed in 2016)**.
- Service counter at the top of the stairs on the second floor to be lowered to accessible height **(to be completed in 2016)**.

- Outdoor centre road lines painted on streets to assist the visually impaired, where they are not painted.

Fire/Police Services Building:

Further Achievements:

- **Completed:** Added contrasting colour strip to the front door handle.

Goals:

- Make public washroom fully accessible, by installing an automatic door opener.

Arnprior Public Library and Archives:

Further Achievements:

- **Completed:** Parking lot grading has been completed.
- **Completed:** Accessible parking expanded from 2 to 3 spaces.
- **Completed:** Washroom sink handles to be changed from twist to lever.
- **Completed:** Four full ranges of new shelving in the adult non-fiction area are lower making book selection easier.
- **Completed:** New partnership with Centre of Equitable Library Access (provincial body facilitating access between CNIB and public libraries)
- **Completed:** DAISY reader available for patrons to borrow
- **Completed:** Contrasting colour has been painted on the handrail of the stairs leading to the lower level.

Goals:

- Emergency Evacuation Plan for the lower level to be completed.
- Community meeting rooms to have automatic door openers.
- Continue to add more accessible computer software to the Library's current software.

Nick Smith Centre:

Further Achievements:

- **Completed:** Additional Accessible parking spaces have been created.
- **Completed:** Automatic door access has been installed at the building entrance as well as at each washroom within the building.
- **Completed:** Accessible viewing box with elevator to watch games/ events is in place in Rink A.

Goals:

- Installation of a lower coat rack outside the community hall **(to be completed in**

2016).

- Create accessible service counter at main reception **(to be completed in 2016)**.
- Create accessible service counter height at the community hall counters and the snack bar **(to be completed in 2016)**.
- Make change rooms (pool and arena) fully accessible.
- Install automatic door to access Rink B
- Make all washrooms fully accessible
- Install handrail in the stands of Rink A
- Make emergency exit outside Community Hall and Rink B accessible by grading the step outside the door.

Arnprior and District Museum:

Further Achievements:

- **Completed:** an Accessible ramp and door have been installed to make the Museum first floor accessible.
- **Completed:** Parking lot grading has been completed to allow access to the accessibility ramp.
- **Completed:** Accessible parking spaces have been added to the parking lot.
- **Completed:** Automatic door installed on the main floor washrooms.

Goals:

- A contrasting colour strip to be installed on the front and rear door handles.
- Access to exhibits on all three (3) floors of the Museum – The Museum Curator will implement a virtual tour of the exhibits, with verbal descriptive video and closed captioning.
- Install an elevator in the museum to allow access to upper floors.
- Affix contrasting colour strips on the outside stairs to the Museum front entrance, as well as on the stairs leading to the second and third floors.
- Install explanation (audio and/or braille) of exhibits.

Conclusion and Looking Forward to 2016:

Creating communities where every person can participate fully is important for people, businesses, and community life. Accessibility not only helps people with disabilities, it benefits everyone. Creating communities where every person who lives or visits can participate fully, makes good sense for all of us.

The Town of Arnprior will continue its commitment to the removal of accessibility barriers and to the improvement of overall accessibility in the community. The Town will

continue to work with the Province to make Arnprior a more accessible place to live for all of our residents. Looking forward, the Town will transfer its focus to the AODA's Design of Public Spaces Standards (Accessibility Standards for the Built Environment) and will ensure that any new construction or redevelopment of existing infrastructure is conducted with accessibility as a top priority.

Let Us Know What You Think

Members of the public are encouraged to provide comments on the Town of Arnprior's Multi-Year Accessibility Plan, the Multi-Year Accessibility Plan Status Report, and any other accessibility matter. To provide feedback, please visit the Town's [website](#) or contact:

Maureen Spratt, Town Clerk
Email: mspratt@arnprior.ca
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