

The Corporation of the
Town of Arnprior

By-Law Number 6260-13

Being a By-law to adopt a Multi-Year Accessibility Plan for the Corporation of the Town of Arnprior as prescribed by the Integrated Accessibility Standards Regulation (IASR).

WHEREAS, Section 5 (3) of the Municipal Act, 2001, S.O. c.25 states that the powers of a municipality shall be exercised by by-law;

AND WHEREAS the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Ontario is working to make the province fully accessible to people with disabilities by 2025;

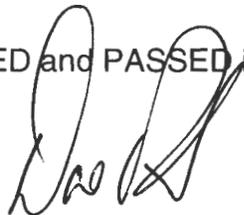
AND WHEREAS the Integrated Accessibility Standards (Ontario Regulation 191/11) under Ontario's Accessibility for Ontarians with Disabilities Act (AODA), prescribes that municipalities with 50 or more employees must create a multi-year accessibility plan and policies;

AND WHEREAS the Council of the Corporation of the Town of Arnprior is committed to providing service in a manner that respects the dignity and independence of people with disabilities and therefore deems it expedient to adopt a multi-year plan in accordance with the Integrated Accessibility Standards Regulation;

NOW THEREFORE BE IT RESOLVED THAT, the Council of the Corporation of the Town of Arnprior enacts as follows:

1. That Council of the Corporation of the Town of Arnprior hereby adopts the Multi-Year Plan for the Town of Arnprior attached hereto as Schedule "A" and forming part of this by-law;
2. That this by-law shall come into full force and effect on the passing thereof.

ENACTED and PASSED in OPEN COUNCIL this 23rd day of September, 2013.



Mayor David Reid



Maureen Spratt, Clerk



Corporation of the Town of Arnprior
Multi-Year Accessibility Plan
2013-2017

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Introduction

People with Disabilities make up a significant part of our community. There are approximately 1.8 million people in Ontario who reportedly have some form of a disability. It has been projected that by 2036 twenty percent of all Canadians will have some form of disability. As a Town, we are aware that these statistics will result in continued modification of service delivery, programming, and other workplace processes, policies, and procedures. Individuals with disabilities make up a significant portion of the population, and should have the same rights and access to municipal services as all other members of our community.

The Corporation of the Town of Arnprior is a Municipal Corporation headed by an elected Council consisting of a Mayor, a Reeve and five Councillors at large. The Town has a population of over 8000 residents, and is located in the Upper Ottawa Valley, in the County of Renfrew.

The Town of Arnprior owns several significant Municipal Public Buildings/ Structures:

Municipal Building	Location
Town Hall	105 Elgin Street West
Nick Smith Centre (Recreation Complex)	77 James Street
Arnprior and District Museum	35 Madawaska Street
Arnprior Public Library and Archives	21 Madawaska Street
Fire and Police Services Building	67 Meehan Street
Robert Simpson Park	End of John Street North

In addition to the above-noted Public Facilities, the Corporation of the Town of Arnprior owns several Recreation Parks, a Skateboard Park, 2 Soft Ball Diamonds, 1 Baseball Diamond, a Marina, 3 Seasonal Outdoor Arenas, and several maintained Walking Trails.

The Accessibility for Ontarians with Disabilities Act (AODA)

The Accessibility for Ontarians with Disability Act (AODA) was passed in 2005, with the goal of making Ontario accessible for all people with disabilities by 2025. The Act indicates mandatory standards relating to accessibility. There are five standards of accessibility under the AODA, which include Customer Service, Integrated Accessibility and the Built Environment. These standards apply to both public and private sector organizations.

The Accessibility Standard for Customer Service, Ontario Regulation 429/07 was the first set of the standards to be released. This standard ensures that people with disabilities can receive goods and services in a manner that takes into account their disability.

The Integrated Accessibility Standards, Ontario Regulation 191/11 ensures accessibility in the areas of information and communications, employment, and transportation. This standard also requires that municipalities establish, implement, and maintain a Multi-Year Accessibility Plan, which outlines the organization's strategy to prevent and remove barriers. This plan must be reviewed and updated at least once every five years. The Act also requires the

Corporation to consult with persons with disabilities or seek advice from the Accessibility Advisory Committee that is established.

The Accessibility Standards for the Built Environment are the final set of standards to be released. These standards pertain to the Design of Public Spaces both interior and exterior, to create a fully accessible built environment for people with disabilities.

The Town of Arnprior has taken the necessary steps to be compliance with the Customer Service Standard. Necessary steps are also currently underway to be in compliance with both the Integrated Accessibility Standards as well as the Built Environment. These steps are outlined in this Plan document.

Town of Arnprior Council & Staff Commitment to Accessibility

The Corporation of the Town of Arnprior Council and staff are committed to ensuring that persons with disabilities share the same rights, freedoms and obligations as other members of this community. This way these individuals are able to live as independently as possible and to participate in all that the Town of Arnprior has to offer.

The Corporation of the Town of Arnprior is committed to the continuous improvement of access to all municipally owned facilities, premises and services for all individuals with disabilities. With the development of this Multi-Year Plan the Town also commits to the following:

- Posting the Multi-Year Plan on the Town's website;
- Providing the Multi-Year Plan in accessible format upon request;
- Reviewing the Multi-Year Plan at least once every five years (in 2017);
- To reviewing the Multi-Year Plan with the established Arnprior Accessibility Advisory Committee (AAAC) as well as members of the public with disabilities;
- To preparing an annual status report on the progress measures taken to implement the strategies referenced herein;
- To posting the annual status report on the Town's website;
- To providing the annual status report in accessible format upon request.

Throughout the 2013-2017 timeframe for this Multi-Year Accessibility Plan staff members will be working diligently to ensure its implementation is successful, and in compliance with the AODA.

Arnprior Accessibility Advisory Committee (AAAC)

The Arnprior Accessibility Advisory Committee's responsibilities and activities are defined under the Accessibility for Ontarians with Disabilities Act, 2005 as:

- Identify barriers.
- Provide Council and staff with recommendations for removal of barriers
- Review in a timely manner and provide comments on site plans and drawings, described under Section 41 of the Planning Act, which they select.

- Provide recommendations to the Town concerning public education associated with municipal accessibility.

The Town of Arnprior's Accessibility Advisory Committee was established in 2007 under by-law number 5502-07. The Members of the Committee are appointed by Town Council. Where possible, the Town strives to have a minimum equal number of members with a disability as compared to members without a disability. This Committee also follows an established Terms of Reference, under by-law number 6115-12. The Committee currently is comprised of 5 Citizen Members and a Council Representative. The following are the current members of the Arnprior Accessibility Advisory Committee:

- **David Furgoch**
- **Tammy Bartel**
- **Dawn Church**
- **Carol Ruddy**
- **David Armstrong**
- **Councillor Lyle Anderson**

Arnprior Accessibility Advisory Committee meetings are held 3 times per year, on the second Wednesday of June, September and December, and are open to the public.

Barrier Identification

The purpose of this Multi-Year Accessibility Plan is to 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. A barrier is defined as any obstacle that makes it difficult or sometimes impossible for an individual with a disability to participate in all aspects society. These obstacles go beyond physical boundaries. Other types of barriers to consider are:

- Information and Communication Barriers
- Attitudinal Barrier
- Technological Barriers
- Systemic Barriers
- Architectural/ Physical Barriers

Section 1: Compliance to Date

The following section represents the various achievements and initiatives that have taken place to improve accessibility and remove barriers in the Town of Arnprior. The items are formulated to coincide with the regulations of the AODA, and the targets of this Multi-Year Accessibility Plan.

Accessible Customer Service Standards

The Town of Arnprior is in compliance with the Accessible Customer Service Standards, having achieved the following:

- Implemented the requirements of the Standard.
- Continuing to provide Accessible Customer Service Training as per the legislated requirements.
- Developed an Accessible Customer Service Training and Awareness Guide, for employee reference and training.
- Continuing to consult with the Arnprior Accessibility Advisory Committee (AAAC) on the removal of barriers when it comes to service and program delivery.
- Implemented an Accessible Customer Service Policy.
- Implemented a Feedback Process with various methods of providing feedback – telephone, written complaint (email or letter), or in person at the Town Hall.
- Committed to providing individual Workplace Emergency Response Plans, with employee input with respect to individual accommodations upon request.
- Notified existing employees, and continue to notify new employees, of how to request a personal emergency response plan.

Accessible Programming & Events

- The Arnprior Recreation Complex (Nick Smith Centre) continues to offer accessible programming options.
- Summer Camp Programs are inclusive of children with disabilities.
- The Town of Arnprior acknowledges organizations in our community which support persons with disabilities and accessibility (Community Living Arnprior, Special Olympics Arnprior, etc.).

Integrated Accessibility Standards

The Town of Arnprior has achieved the following with regards to the Integrated Accessibility Standards:

General Standard

The Town of Arnprior is:

- Continuing to review existing policies, practices and procedures in relation to AODA requirements.
- Communicating to management and all departments what their responsibilities are when it comes to the AODA requirements.
- Consulting with the Arnprior Accessibility Advisory Committee and will continue to be consulted on all new policies, practices, and procedures that are developed in regards to the AODA and accessibility.

The Town of Arnprior is committed to being compliant with the Integrated Accessibility Standards Regulation. Development of this Multi-Year Plan will ensure the Town's ability to

remain aware of the various barriers to individuals with disabilities, while improving access to our services.

Section 2: Progress Report on AODA Regulations

Accessible Customer Service Regulation (ACSR)

	Requirement	Compliance Date	Status
1	Accessible Customer Service Policy: Develop and Implement Accessible Customer Services Policies, Practices and Procedures	January 1, 2010	Complete By-Law No. 6167-12
2	Service Animals and Support Persons: Permit use of service animals and support persons	January 1, 2010	Complete The Town permits service animals and support persons to accompany persons with disabilities.
3	Temporary Disruptions: Provide Notice of Temporary Disruptions	January 1, 2010	Complete Continuing to provide notice of planned service disruptions at Town facilities and of Town services.
4	Training: Provide Accessible Customer Service Training	January 1, 2010	Complete Continuing to provide training to new hires, volunteers, and all other necessary personnel.
5	Feedback Process: Implement a Feedback Process	January 1, 2010	Complete Developed a feedback process and continue to provide feedback.
6	Documents: Provide requested documents in accessible formats	January 1, 2010	Complete Committed to providing all documents in accessible formats upon request.

Integrated Accessibility Standards Regulation (IASR)

General Requirements

	Requirement	Compliance Date	Status
1	Policy Development: Development of Integrated Accessibility Standard Regulation Policies, and make them available on the website.	January 1, 2013	The Town is in the process of developing necessary policies according to the IASR. To be completed in 2013, and posted on the website.
2	Multi-Year Accessibility Plan: Outline strategies to address barriers, and make the plan available on the website. Consult with the Accessibility Advisory Committee. Review the plan at least every five (5) years.	January 1, 2013	Complete The Town has developed this Multi-Year Plan and made it available on the website. The AAAC was consulted.
3	Provide Annual Status Report: Outline the progress of the Multi-Year Plan, and post the status report on the website.	January 1, 2013	The Town will incorporate this into a policy outlining the IASR regulation requirements, and will provide an annual status report on this plan, and post it on the website.
4	Procuring or Acquiring Goods, Services or Facilities: Incorporate accessibility criteria and features in goods, services, and facilities where practical.	January 1, 2013	The Town will incorporate this into a policy outlining the IASR regulation requirements.
5	Training: Provide training to staff, volunteers, or other third parties on the requirements of the IASR and the Ontario Human Rights Code.	January 1, 2014	Training will be provided to necessary staff, volunteers and other third parties of the Town of Arnprior.
6	Self Service Kiosks: Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.	January 1, 2014	This section does not apply to the Town of Arnprior at this time. All future kiosks will be accessible.

Information and Communications

	Requirement	Compliance Date	Status
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.	January 1, 2014 and January 1, 2021	The Town of Arnprior is implementing a new website by January 1, 2014 which will meet WCAG 2.0 Level AA Standards.
2	Accessible Feedback Process: Develop and implement a feedback process that is accessible to the public.	January 1, 2014	The Town of Arnprior currently has a feedback process (See By-law 6167-12 "Accessible Customer Service Policy") and will add a feedback process to the new developed website. Also, the Town will include the "notice period" for providing accessible information/ formats upon request in a policy/ by-law.
3	Accessible Formats & Communication 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.	January 1, 2015	The Town of Arnprior will provide information upon request in accessible formats at no additional cost. The Town will indicate this in the "User Fees and Charges By-law" as well as notify the public. Staff will be trained on how to create accessible documents.

	Requirement	Compliance Date	Status
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.	January 1, 2012	Completed The Town's public emergency information can/will be provided in an accessible format upon request. The Town will endeavor to create all new public safety information in accessible document format.
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.	January 1, 2013	Completed The Arnprior Public Library is in compliance with this section. See Appendix B for a list of "Accessible Services at the Arnprior Public Library."

Employment

	Requirement	Compliance Date	Status
1	Recruitment: Notify the public and employees of available accommodations for applicants with disabilities.	January 1, 2014	The Town of Arnprior is committed to creating an accessible recruitment process, which will accommodate individuals with disabilities. This process will be put in a policy. All necessary staff will be notified of the new recruitment process.

	Requirement	Compliance Date	Status
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.	January 1, 2014	<p>The Town of Arnprior is committed to creating an accessible selection process.</p> <p>Applicants selected to proceed to the interview process will be notified of the availability of accommodations upon request.</p> <p>All necessary staff will be notified of the new selection process.</p>
3	Notice to Successful Applicants: Notice to successful applicants of the policies in place for accommodating employees with disabilities.	January 1, 2014	<p>The Town of Arnprior will amend the current offer letters for successful applicants to include a statement of the Town's policies to accommodate employees with disabilities.</p> <p>The Town will also incorporate this requirement of notification into the verbal job offer.</p> <p>All necessary staff will be notified of this change.</p>

	Requirement	Compliance Date	Status
4	<p>Informing Employees of Supports: Inform all employees of policies and procedures for supporting employees with disabilities, and job-accommodation.</p>	January 1, 2014	<p>The Town of Arnprior will look into the Return to Work Program, and make any necessary changes as per this regulation.</p> <p>A policy will be put in place to outline the procedures to supporting and accommodating employees with disabilities.</p> <p>Staff will be notified of the policies and procedures in place for accommodating employees with disabilities.</p>
5	<p>Accessible Formats and Communication Supports: Upon request the employer is to consult with employees with disabilities to determine which accessible formats or communication supports are required to perform their job duties.</p>	January 1, 2014	<p>The Town of Arnprior is committed to providing employees with disabilities with the necessary accessible formats or communication supports required to perform their job duties.</p> <p>A policy will be put in place to outline the procedures of providing accessible formats or communication supports for employees as required.</p>

	Requirement	Compliance Date	Status
6	<p>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.</p>	January 1, 2012	<p>Complete</p> <p>The Town of Arnprior inquired whether or not any employee required assistance/ accommodation, and none were found at this time.</p> <p>The Town will include a procedure in a policy outlining the steps to take if an employee requires assistance/ accommodation in an emergency, due to a disability. As well, the policy will indicate when there is a new hire, the Town will inquire whether or not the employee requires assistance.</p>
7	<p>Documented Individual Accommodation Plans: Employers must develop a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	January 1, 2014	<p>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.</p>

	Requirement	Compliance Date	Status
8	<p>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.</p>	January 1, 2014	<p>Completed</p> <p>The Town of Arnprior currently has an Early Assistance and Reintegration Service (EARS) Program, for employees. This is a program sponsored by the Town and is provided by Cowan Benefits Consulting.</p> <p>The Town will also outline this program, as it relates to disability in a policy format for employees.</p>
9	<p>Performance Management: Employers are required to consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, in performance management processes.</p>	January 1, 2014	<p>The Town will consider accessibility needs of employees with disabilities in these processes, and inform management of this requirement.</p>
10	<p>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.</p>	January 1, 2014	<p>The Town will take into consideration its employees with disabilities when performing career advancement and development.</p> <p>The Town will also consider employees with disabilities for career advancement and development opportunities. Management will be informed of this.</p>

	Requirement	Compliance Date	Status
11	Redeployment: Employers shall take into account individual accommodation plans and employees with disabilities when redeploying these employees.	January 1, 2014	The Town currently does not redeploy employees. However, a policy will be developed outlining the measures needing to be taken when using redeployment as an employment strategy. Employees with disabilities as well as their individual accommodation plans will be taken into consideration.

Transportation

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 prepare a public education pamphlet, outlining the requirements of the AODA Regulations, for the taxi-cab companies in Town, in consultation with the Arnprior Accessibility Advisory Committee.

Built Environment

The Province of Ontario has recently developed accessibility standards that aim to prevent 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.

The Design of Public Spaces Standards address 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 construction or redevelopment of public spaces and buildings. The following table outlines the Town of Arnprior's Commitment to be in compliance with the Design of Public Spaces Standards:

	Requirement	Compliance Date	Status
1	Recreation Trails and Beach Access Routes: Organizations are required to make recreation trails and beach access routes accessible.	January 1, 2016	The Town is committed to creating accessible trails and beach access routes, as per the regulation.
2	Outdoor Public Eating Areas: Organizations are required to make all new or redeveloped outdoor public eating areas accessible.	January 1, 2016	The Town is committed to creating accessible public eating areas that are new or redeveloped, as per the regulation.
3	Outdoor Play Spaces: Organizations are required to make all new or redeveloped outdoor play spaces accessible.	January 1, 2016	The Town is committed to creating accessible outdoor play spaces that are new or developed, as per the regulation.
4	Exterior Paths of Travel: Organizations are required to make all new or redeveloped exterior paths of travel accessible.	January 1, 2016	The Town is committed to creating accessible exterior paths of travel that are new or redeveloped, as per the regulation. The Town is currently upgrading the sidewalk outside the main entrance of the Town Hall to make it accessible. This is to be completed by 2014.
5	Parking: Organizations are required make all new or redeveloped parking lots accessible.	January 1, 2016	The Town is committed to creating accessible parking lots that are new or redeveloped, as per the regulation.

	Requirement	Compliance Date	Status
6	Service Counters, Queuing Guides and Waiting Areas Accessible: Organizations are required to make all new service counters, queuing guides and waiting areas accessible.	January 1, 2016	The Town is committed to creating accessible service counters, queuing guides, and waiting areas that are new or redeveloped accessible. The Town is currently lowering the service counter at the main level of Town Hall to make it accessible. This is to be completed by 2014.
7	Maintain the Accessible Parts of Public Spaces: Organizations are required to maintain the accessible parts of their public spaces.	January 1, 2016	The Town is committed to maintaining all accessible parts of our public spaces.

Section 3: Feedback & Town Contacts

Members of the public are encouraged to provide comments on the Town of Arnprior's Multi-Year Accessibility Plan, and any other accessibility matters. To provide feedback, please contact:

Maureen Spratt, Town Clerk
 Email: mspratt@arnprior.ca
 Phone: 613-623-4231 Ext. 237

Kaila Bowen, Secretariat Services Assistant
 Email: kbowen@arnprior.ca
 Phone: 613-623-4231 Ext. 239

Definitions & Acronyms

The following definitions are reproduced according to the AODA and Ministry of Community and Social Services, to help facilitate a better understanding of the terms throughout this Multi-Year Accessibility Plan.

AAAC – Arnprior Accessibility Advisory Committee

Accessibility – Able to be reached or entered by a person with a disability; able to be easily obtained, used, and/or understood by everyone including those persons with varying disabilities.

Accessibility Features – features intended to remove barriers for people with disabilities. This can include signage, accessible washrooms and automated communications systems, as well as technical features (e.g. software) and structural features (e.g. physical design, including hardware or product specifications).

Accessibility Plan – a plan that describes the actions an organization will take to prevent and remove barriers and when it will do so. This document is the Town of Arnprior's Accessibility Plan, which is over a multi-year period.

Accessible Formats – May include, but are not limited to, large print, plain language, recorded audio or electronic formats such as Word, PDF, Rich Text, or HTML, Braille, and any other format required by persons with disabilities.

ACSR – Accessible Customer Service Standards Regulation

AODA – Accessibility for Ontarians with Disabilities Act

Assistive Devices – Any device that is designed, made, or adapted to assist a person with a disability in completion of various tasks, or in accessing goods and/or services.

Barrier – Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability (Access ON).

- **Architectural/ Physical Barrier** – Any physical structure that prevents persons with disabilities from having normal or easy access to a location.
- **Attitudinal Barrier** – Attitudes, fears and assumptions that prevent people with and without disabilities from meaningfully interacting with one another.
- **Communication Barrier** – A barrier that prevents the effective exchange of information between individuals with disabilities and those without disabilities.
- **Information Barrier** – Anything that hinders a person with a disability from accessing information (ex. policy, disruption of service, emergency management program, etc.).
- **Systemic Barriers** – Barriers within an organization's policies, practices and procedures that do not consider accessibility.
- **Technological Barrier** – Any form of technology (websites, video, etc.) that is inaccessible to individuals with varying types of disabilities.

Career Development and Advancement – providing additional responsibility within an employee’s position, and the movement of an employee from one job to another within the organization that may be higher in pay, provide greater responsibility, or be at a higher level in the organization.

Communications – The interaction between two or more people or entities when information is provided, sent or received.

Communication Supports – supports that individuals with disabilities may need in order to access information. Some examples include plain language, sign language, as well as reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.

Documented Individual Accommodation Plan – a plan developed by an employer, in consultation with an employee with a disability that documents the accommodations that will be provided so the employee can do his/her job. These plans are living documents. They are to be reviewed regularly.

IASR – Integrated Accessibility Standards Regulation

Individualized Workplace Emergency Response Information – the information prepared by employers, in consultation with their employees who have disabilities, to help them prepare for emergencies such as fire, severe weather and power outages.

Information – Data, facts, and knowledge that exists in any format, including text, audio, digital, or images, which convey meaning.

Library Board – A board as defined in the Public Libraries Act.

ODA – Ontarians with Disabilities Act

Persons with Disabilities – Defined according to the AODA, 2005 as:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or developmental disability;
- Learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder;
- An injury or disability for which benefits were claimed or received under the insurance plan, established under the Workplace Safety and Insurance Act, 1997.
- This definition includes disabilities of differing severity, visible as well as non-visible disabilities, and disabilities to the effects of which may come and go.

Medical Aid - An assistive device, including respirators and portable oxygen supplies, which are used to aid an individual with a disability.

Mobility Aid – A device used to facilitate the transport, in a seated posture, of a person with a disability (ex. wheelchair, scooters, etc.).

Mobility Assistive Aid – A device use to facilitate the transport of a person, in a standing posture, with a disability (ex. cane, walker, etc.).

Performance Management – Assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.

Redeployment - The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Self Service Kiosk – interactive electronic terminals, including point of sale devices that allow the general public to independently access one or more services or products or both.

Support Person – Another person who accompanies a person with a disability, in order to help him or her with communication, mobility, personal care, medical needs, and/or with access to goods and services.

Timely Manner – An action of task performed and accomplished in an appropriate time frame, as determined by the staff of the Town of Arnprior who are completing the process. Times to complete task regarding providing accessible documents or services, vary depending on the complexity of the process. The time frame will be provided to members of the public or employees requesting the accommodation.

WCAG – Web Content Accessibility Guidelines

Appendix A – Highlights of Further Achievements & Goals

The following are other areas the Town of Arnprior, in consultation with the AAAC, has identified in the various department 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 are identified and are goals, to be completed in the future.

Town Hall

Further Achievements:

- Installation of contrasting colour strip on the main entrance stairs to the second floor has been completed.
- Accessible parking space is provided and properly signed.
- Audio/ Visual system has been installed in the Council Chambers to accommodate the visually and hearing impaired.
- A new Electronic Records Storage System has been installed, which stores “Optical Character Recognition” (OCR), searchable/readable, documents.
- Service counter at main reception on the first floor has been lowered to accessible height.
- Door handle at main reception to be changed from a twist handle to a lever handle to facilitate better access. To be completed in 2013.
- Automatic/ accessible doors to be installed on the front door and door to the main reception. To be installed in the fall of 2013.
- Sidewalk outside front entrance to be graded and lip removed to allow access to Town hall with a mobility aid/ mobility assistive aid. To be completed by fall of 2013.
- Chair lift to be installed to gain access to the second floor and Council Chambers, in 2014.
- Accessible washroom on the second floor is to be installed in 2014.
- Emergency Evacuation Plan to be completed once chair lift is installed in 2014.

Goals:

- Service counter at the top of the stairs on the second floor to be lowered to accessible height.
- Outdoor centre road lines painted on streets to assist the visually impaired, where they are not painted.

Fire/Police Services Building

Further Achievements:

- Add contrasting colour strips to the front door handle.

Goals:

- Make public washroom fully accessible (automatic door, remove shelf below soap dispenser, etc.)

Arnprior Public Library and Archives

Further Achievements:

- Parking lot grading has been completed.
- Accessible parking is provided.
- Emergency Evacuation Plan for the lower level to be completed in 2014.

Goals:

- Community meeting rooms to have automatic door openers.
- Washroom sink handles to be changed from twist to lever.
- Add more accessible computer software to the Library's current software.
- Add contrasting colour to the handrail for the stairs leading to the lower level.

Nick Smith Centre

Further Achievements:

- Accessible parking is provided. More accessible parking spaces will be installed in 2013.
- Automatic door access to the building is provided and to washrooms within the building.
- Install lower coat rack outside the community hall. To be completed in 2014.
- Accessible viewing box with elevator to watch games/ events taking place in Rink A.

Goals:

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

Arnprior and District Museum

Further Achievements:

- Accessible ramp and door installation to gain access to the Museum first floor. To be completed in 2013.
- Parking lot grading to be completed to allow access to the ramp, in 2013.
- Accessible parking space to be added in 2013.
- Install contrasting colour on the front and rear door handles. To be completed in 2013.

Goals:

- 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.
- 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.

Appendix B – Accessible Services at the Arnprior Public Library

The Arnprior Public Library and Archives are located at 21 Madawaska Street in Arnprior. Staff can be reached by telephone at 613-623-2279. The following are current accessible services that are offered at the Arnprior Public Library:

Borrowing Features:

- Large print book collection
- Large print magazines
- Audio books
- E-readers (font is adjustable)
- Downloadable e-books and e-audio books
- Comprehensive e-resource databases focusing on health and wellness
- Access to CNIB Library (with CNIB registration number)
- Access to Daisy Readers through the CNIB Library
- Homebound Service
 - Delivery and pick-up of library materials for patrons who are unable to come to the library due to disability or infirmity.
 - Access to all materials and services (including portable DVD player) based on readership surveys and feedback.

In-Library Services:

- All computer desks are at wheelchair accessible heights
- Designated computer station for visually impaired
 - 24 inch monitor, Zoomtext keyboard
 - Dragon Speech software (fall of 2012 installation)
- Vision Reader (various contrast settings and zoom features; located on a wheelchair accessible table)
- Accommodation for children attending programs
- Staff assistance is provided for access to materials on shelves (either too high or too low)
- Rolling baskets with handles for patrons to use while browsing books
- Main circulation desk offers accessible height service area (32 inches) for wheelchair bound patrons

Building Features:

- Two (2) accessible parking spaces in the parking lot
- Automatic doors (main entrance and washrooms)
- Four (4) fully accessible washrooms
- Barrier free community meeting spaces
- Elevator (access to lower level collections, board room, washrooms, art space, book sale, Archives and café)
- Minimum 42 inch space between book shelves