



2024 Town of Arnprior Annual Accessibility Status Report

Background and Purpose

The 2024 Accessibility Status Report is the annual update on the Town of Arnprior's progress of measures taken to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Regulation 191/11: Integrated Accessibility Standards Regulation (IASR). The Town of Arnprior approved its third Multi-Year Accessibility Plan in 2023, being the 2023-2025 Multi-Year Accessibility Plan, as per the Act and its regulations. This plan assists the Town in adhering to the requirements of the AODA and IASR, as well as identifying any further accessibility related improvements that the Town of Arnprior should consider completing which are outlined in the Multi-Year Accessibility Plan under "Further Goals Above and Beyond the AODA and IASR."

This Status Report includes the initiatives completed in 2024 as outlined in the 2023-2025 Multi-Year Accessibility Plan, as well as identifies additional items that were completed to improve accessibility across the municipality. The purpose of this Status Report is to make the public aware of the Town of Arnprior's progress concerning the Multi-Year Accessibility Plan, and to prevent and remove barriers and meet requirements under the AODA and IASR.

This 2024 Annual Status Report will be made available on the Town's website at www.arnprior.ca/accessibility. It will also be provided to anyone who requests a copy, in addition to providing other accessible formats upon request.

Commitment to Accessibility

The Corporation of the Town of Arnprior is committed to promoting independence, dignity, integration and equality of opportunity for persons with disabilities. The Town is committed to making the Town workplaces accessible and welcoming environments where both employees and customers are accommodated, in a timely manner, to meet their needs.

The Town's Multi-Year Accessibility Plan and annual status reports demonstrate the Town's commitment to modifying service delivery, programming and other workplace processes, policies and procedures to ensure equal access for all.

The Town's Accessibility and Age Friendly Advisory Committee plays a key role in assisting the Town of Arnprior in meeting its accessibility goals. The Advisory Committee has reviewed the multi-year accessibility plan and will continue to provide recommendations to Council on accessibility matters. The plan is also reviewed annually to highlight the progress made to date and identify any new priorities and recommended projects.

2024 Accessibility Achievements

General Initiatives

- The Accessibility and Age Friendly Advisory Committee was established in 2024 and has begun work on assessing the accessibility of Town policies and physical infrastructure. This included tours of all Town facilities to review the accessibility of each space. The summary of items raised by Committee Members, for consideration by the Town, have been included in the status report to be reviewed by staff for implementation.
- The Town continues to provide mandatory training to new staff and volunteers across the organization and has implemented annual training refreshers for all staff. These training sessions include:
 - AODA Customer Service Standards
 - IASR: Information & Communication Standards & Employment Standards
 - Unconscious Bias
 - Gender and Sexual Diversity
 - Diversity and Inclusion
- Autism in Sport training was provided to the client-focused, front-line Recreation team members as well as Arnprior and District Museum programming staff. This training provided a deeper understanding of autism in a sport and recreation environment and practical strategies for how to build rapport, teach skills and provide effective feedback to individuals with autism and their families.

- At the Nick Smith Centre, Recreation staff implemented an accessible sledge hockey program in 2022 through a Jumpstart Community Development Grant. Based on the success of the program, the Town has incorporated this sledge hockey program into the 2024 Operating Budget so that it can continue year-over-year.

Employment

- The Town continues to notify the public that accommodations will be provided upon request throughout all recruitment initiatives and throughout the employment lifecycle.
- The Town continues to make a Return-to-Work Process available and individual accommodations for staff, where necessary and applicable.

Information and Communication

- There has been continued use of the accessible “Contact Us” form, for logging complaints, inquiries, requests for service, and compliments, through the Town’s website. Residents can submit information through the Town’s website and receive email confirmation of their ticket submission including its ticket number. A separate By-law Enforcement Contact Form has been implemented for ease of access to logging concerns for specific by-law enforcement related areas of interest.
- Staff continue to look at all documents posted on the Town’s website and update for accessibility, where possible/required.
- The Town’s website continues to be compliant with the accessibility regulations of WCAG 2.0 Level AA.
- New access to other online payment and form submissions, as well as those previously provided (i.e. market vendor fees and licences) is available to the public. Staff are continuing to review other areas where online payments can be implemented.

Design of Public Spaces

- Funded by the Investing in Canada Infrastructure Program (ICIP), the Caruso Park and Legion Park projects were completed with upgraded pathways and play structures. These features have created accessible access to the parks and were supported by feedback from the public open house.
 - At Legion Park, accessibility enhancements included the installation of a play structure with accessible play features along with a rubber base that not only improves the safety of play but supports accessibility to the structure for all. Coinciding with this park upgrade is an asphalt pathway network making the park space (play structure, swings, outdoor rink/court) fully accessible.
 - At Caruso Park, the existing play structure was replaced, and a pathway was added to increase accessibility for youth in this growing neighbourhood. The play structure was installed on an engineered wood fiber base that also supports accessibility and enhanced safety for all users. The sensory elements on the new play structure are an accessibility improvement that was highlighted as a key addition which makes this park more conducive to those with sensory processing challenges/exceptionalities.
- Fairview Park, located adjacent to the Nick Smith Centre, will open in spring 2025 and will include accessible pathways throughout and into the park, as well as an accessible splash pad, and accessible play features.
- The Town completed the first project under Council's Waterfront Master Plan; aimed at improving the accessibility of the Gillies Trail (Waterfront Trail), with improvements to the pathway surface and additional lighting and seating to support increased accessibility along the trail.
- In 2024, Tactile Walking Surface Indicators were repaired on sidewalks in the downtown. These indicators are intended to be detectable underfoot when walking or by a long white cane. They are used to alert people with low or no vision of potential hazards, such as moving vehicular traffic ahead. Pedestrian ramps were also added on Russell Street.

- Along with the safety-related enhancements of the intersection re-alignment, accessibility improvements were implemented at intersection of Daniel Street South, Edey Street and Galvin Street with the curb being depressed and the Tactile Walking Surface Indicators being installed at either side of the crosswalks. This also permitted the signalization of the Galvin Street intersection, for the first time, to facilitate more accessible crossing on Daniel Street South.
- Sidewalk patching was completed across Town under the annual rolling road rehabilitation program. A total of 3,271m² of sidewalks were repaired or constructed in 2024. A total of 260m² of asphalt pathway was also added in 2024 to replace a failing cobblestone pathway. In 2024, a new sidewalk was added on McNab Street, increasing safety and accessibility.
- In July 2024, Council approved the design and construction for the Nick Smith Centre Arena Revitalization project which has been scheduled for 2025. The selected design will significantly enhance accessibility within both Arena A (Bert Hall Arena) and Arena B (Glenn Arthur Arena).
 - In the Bert Hall Arena, the project will provide for modern, accessible seating across the entire side of the exterior wall side of the space and enlarge the players' benches. It will also create a second storey between the two arenas that will have an elevator to permit access to new meeting room spaces, as well as provide a public mezzanine space overlooking both arenas. This enclosed and heated public viewing area would also provide twenty-four (24) additional spaces for accessible seating in addition to general spectator viewing.
 - In the Glenn Arthur Arena, the stands will be replaced with modern, accessible stands and the players' box will also be enlarged.
 - Both arena surfaces will have a zero-degree entry at all doors and benches supporting accessibility on and off the ice, for sports like sledge hockey. The design also features a raised apron on the west side of each arena to allow for those in wheelchairs to view the ice surface from the side and/or from the front row of the stands (there are sections of accessible & companion seating in the front row of each stand).
- The salt box and tools (i.e. shovels) at the Museum have been relocated out of the turning radius at the base of the accessible ramp to ensure that there is enough space for the movement of mobility aids and their caretakers (where applicable).

- Signage was added on the front door of the Museum to note that an accessible ramp is available at the rear of the building.

Next Steps for Accessibility

- Complete the Town of Arnprior's AODA Compliance Report for the Province of Ontario by December 31st, 2024. Staff are in the process of drafting this report and it will be submitted to the Province by the required deadline.
- The Town will need to continue to consult with the public, persons with disabilities and the Accessibility and Age Friendly Advisory Committee.
- Re-audits of Town facilities and parks will continue to take place regularly as equipment reaches the end of its useful life and necessitates replacement.
- Evaluate and schedule accessible improvements to be made as identified through the accessibility tours of Town facilities completed by the Accessibility and Age Friendly Advisory Committee.
- Continue to review corporate policies and by-laws to ensure accessibility compliance.
- Continue to monitor the corporate website and web content as well as update existing web content for accessibility.
- Continue to welcome accommodations throughout the recruitment, selection process and employment lifecycles.
- Ensure new facilities and reconstruction are designed with accessibility features being incorporated.

2024 Status Report – Summary Chart of “Actioned Further Goals Above and Beyond the AODA and IASR”

The Town of Arnprior continues to endeavour to go above and beyond the legislative requirements of the AODA. Attached as Appendix A to this report, a summary chart outlines the progress and accomplishments made on any Further Goals as recommended by the Accessibility Advisory Committee. For ease of reference, all goals have been marked with their current status (Completed, Scheduled, Ongoing, In Progress) and notes have been provided to explain the overall progress made on the identified areas in the Plan. Appendix B highlights action items identified by the Accessibility and Age Friendly Advisory Committee on the facility tours in 2024 and these will be incorporated into the revised Multi-Year Accessibility Plan in 2025.

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 Accessibility Plan Status Reports, and any other accessibility related matter.

The Multi-Year Accessibility Plan and Annual Accessibility Status Reports are made available through a number of efforts:

Website:

www.arnprior.ca/accessibility

Hard Copy:

Town of Arnprior Municipal Office
105 Elgin Street West
Arnprior, Ontario, Canada
K7S 0A8

Contact Information:

For more information or to provide feedback / request an accommodation, please contact:

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Appendix A

2024 Status Report - Summary Chart of “Actioned Further Goals Above and Beyond the AODA and IASR”

In the 2023-2025 Multi-Year Accessibility Plan, the Town identified a number of additional goals above and beyond legislated AODA and IASR requirements. For scheduled projects, it is important to note that these are based on the Long-Range Capital Forecast (LRCF) which is subject to change through the annual budget process.

General Goals

Goal	Current Status	Notes
Increase internal staff knowledge on providing accessible communication materials for public consumption.	Ongoing	Town staff continue to undertake work to increase their ability to serve diverse populations. Programming staff from the Nick Smith Centre and Arnprior and District Museum have completed Autism in Sport training which focusses on including individuals with autism and their families in recreational programming.
Continue to improve accessibility for future document additions to the Town website.	Ongoing	The Clerk’s office continues to add accessible versions of documents to the website and is ensuring that new documents are posted in an accessible format. The Clerk’s office is also working to ensure it is a project requirement for contractors to provide accessible formats of reports, through the RFP process.
Complete minor facility upgrades including improving contrast colour strips on doors and stairs across all Town sites where conditions necessitate replacement and installing accessible features (where appropriate).	Ongoing	Town staff continue to address necessary accessibility-related minor capital projects as needed. This is considered to be a standard practice across the organization.

Goal	Current Status	Notes
<p>Utilize accessible design elements across all Town sites to ensure accessibility for individuals with dementia (i.e. high contrast, maximized natural light, avoid bold/proximate patterns).</p>	<p>Ongoing</p>	<p>Town staff have begun to take a look at dementia-friendly accessible practices (i.e. high contrast toilet seats, use of imagery on doors, etc.). This includes high contrast markings on doors and stairs at Town Hall. This priority will be addressed further as renovations to facilities and areas of facilities are completed.</p>
<p>Install accessible wayfinding signage at Town sites (lifecycle replacements) in accordance with the Town's Signage and Wayfinding Policy (By-Law 7026-20).</p>	<p>Scheduled</p>	<p>Through the operating budget, wayfinding signage will be added in 2025 and all signage will adhere to the requirements of the Signage and Wayfinding Policy. The NSC Arena Revitalization Project will also include new wayfinding signage at the Nick Smith Centre arenas.</p>
<p>Continue to incorporate accessible features into new Town-funded road reconstruction projects (where possible).</p>	<p>Ongoing</p>	<p>The Town continues to add tactile surface walking indicators at pedestrian crossings in road reconstruction projects. In addition, the Operations Department has implemented various traffic calming approaches including flexi-posts at existing pedestrian crossings (PXOs) and pavement markings to narrow driving lanes (i.e. Cranston Street). Additional measures may be taken following completion of the Transportation Master Plan in early 2025.</p> <p>In Summer 2024, flexi-posts were added throughout Town at various PXO's (John Street, Baskin Drive) to increase visibility and the accessibility of the crossing.</p> <p>In 2025, design work will be completed for the addition of a signalized PXO on Baskin Drive East.</p>

Goal	Current Status	Notes
Review / Update Emergency Evacuation Plans for Town facilities to improve accessibility (as required).	Ongoing	Plans exist for all Town facilities. Of note, the Nick Smith Centre plan has been updated with mock evacuation exercises to be completed in 2025.
Seek out grants and alternative funding sources from upper levels of government and/or the private sector to enable scheduled projects to be completed sooner.	Ongoing	Town staff continue to monitor both public and private funding opportunities related to accessibility. In particular, work is being done to prepare the NSC Arena Revitalization Project for potential submission to funding opportunities before construction begins.
Implement a Step Safe program, a public reporting process to identify sidewalk trip hazards requiring repair.	Completed	The Operations Department has implemented a new sidewalk inspection protocol where summer students conduct sidewalk inspections on all Town sidewalks each summer, mark potential tripping hazards and record their location for further review. For hazards that exceed provincial regulations, Operations staff determine a plan to fix the issue and schedule its repair into the annual sidewalk rehabilitation program. In addition, the Town's online complaint management system provides an easy opportunity for clients to submit any concerns that they notice which will be reviewed by Operations staff in accordance with the policy.
Conduct a public awareness campaign targeting residents and business owners regarding the rules and regulations for service animals.	Ongoing	The Clerk's office developed a Service Animal Fact Sheet that is posted on the website and is available in paper format upon request. In 2025 the Clerk's office will work with the Community Services branch to provide more resources to businesses.

Goal	Current Status	Notes
<p>Continue to engage with local businesses and business groups to educate and share information on the importance of accessibility and the programs offered to assist with accessibility upgrades (i.e. new Community Improvement Plan).</p>	<p>Ongoing</p>	<p>The Community Services branch continues to encourage local businesses to incorporate accessibility upgrades into their projects. They are also exploring new ways to have businesses support accessibility throughout the Town.</p> <p>The Community Services branch continues to work with Downtown businesses about appropriate placement for sidewalk signage to ensure accessible pedestrian routes along sidewalks.</p> <p>In 2025, the Community Services Branch will develop educational materials for downtown businesses about the appropriate location for garbage and recycling receptacles to be placed as to not block the path of travel on sidewalks.</p>
<p>Incorporate outdoor centre road lines painted on streets to assist the visually impaired where they are not painted and where deemed appropriate.</p>	<p>Ongoing</p>	<p>The Town continues to implement pavement markings in accordance with the Ontario Traffic Manual based on the road classification, speed, traffic volumes and road configuration. Centerlines are also repainted on an annual basis on high-traffic roads.</p>

Town Hall Goals

Goal	Current Status	Notes
<p>Emergency Evacuation Plan to be completed</p>	<p>Completed</p>	<p>The Town Hall Fire Safety Evacuation Plan has been finalized in 2024 and will be rolled out to staff in 2025.</p>

Stanley Tourangeau Fire/Police Services Centre Goals

Goal	Current Status	Notes
Install automatic door opener for meeting room to increase accessibility for volunteer firefighters, class visits and rental bookings.	Ongoing	This item will be included on the 2025 workplan for the Recreation Department.

Nick Smith Centre Goals

Goal	Current Status	Notes
Make change rooms (pool and arena) fully accessible.	Scheduled	This project has been scheduled in years one to five of the Long-Range Capital Forecast. Staff continue to look for grant opportunities to complete this project sooner.
Make all washrooms fully accessible	Scheduled	The Town has scheduled projects to create accessible washrooms in years one to five of the Long-Range Capital Forecast. Staff continue to look for grant opportunities to improve washroom accessibility across the Nick Smith Centre building.

Goal	Current Status	Notes
<p>Increase the accessibility of Arena A, including installing handrails in the stands and incorporating accessibility features into the planned renovations.</p>	<p>Scheduled</p>	<p>In July 2024, Council approved the design for the Nick Smith Centre Arena Revitalization project which has been scheduled for 2025. The selected design will significantly enhance accessibility within both Arena A (Bert Hall Arena) and Arena B (Glenn Arthur Arena).</p> <ul style="list-style-type: none"> • In the Bert Hall Arena, the project will provide for modern, accessible seating across the entire side of the exterior wall side of the space and enlarge the players' benches. It will also create a second storey between the two arenas that will include an elevator to permit access to new meeting room space as well as provide a public mezzanine space overlooking both arenas. This enclosed and heated public viewing area would also provide twenty-four (24) additional spaces for accessible seating in addition to general spectator viewing. • In the Glenn Arthur Arena, the stands will be replaced with modern, accessible stands and the players' box will also be enlarged. • Both arena surfaces will have a zero-degree entry at all doors and benches supporting accessibility on and off the ice and sports such as sledge hockey.

Parks, Trails and Recreational Amenity Goals

Goal	Current Status	Notes
<p>Complete the accessibility upgrades outlined in the Waterfront Master Plan with continued consultation with the Accessibility and Age Friendly Advisory Committee (AAFAC) as the project moves forward.</p> <ul style="list-style-type: none"> • Make the washrooms fully accessible. • Install an accessible pathway into the water on the beach area. • Install an accessible pathway to the Canteen, Gazebo, Splash Pad and Playground. • Lower the service counter at the Robert Simpson Park Canteen building. 	<p>Scheduled</p>	<p>The Waterfront Master Plan includes the creation of a safe and accessible pedestrian ramp from the upper level to the lower beach and Gillies Trail, and additional hard surfaced pathways throughout the park connecting key park features such as the playground, splash pad, seating areas and beach. Existing pathways will also be upgraded to improve accessibility. These enhancements for the Gillies Trail, including paved pathway and lights, were completed in 2024.</p> <p>Staff continue to consider the implementation of multiple individual family style / gender neutral washrooms rather than gender specific washrooms (as currently exist).</p> <p>In Summer 2024, the accessible mats and accessible beach chair were installed again and they have been successful at increasing accessibility from the walking trail into the Ottawa River.</p>

Goal	Current Status	Notes
<p>Design and install accessible features at new and redeveloped community parks, trails and recreational amenities across the Town, including play structures, picnic tables, rest benches, swing sets, pathways, and other accessible play elements.</p>	<p>Ongoing</p>	<p>In 2024, several accessibility-related enhancements were completed at Legion Park, Caruso Park, CN Trail Park and the Gillies Trail along the western shore of the Madawaska River. These parks were all opened to the public in Spring 2024.</p> <p>In addition, the design for parkland in the Marshall's Bay Meadows Subdivision Phase 1 was completed and the design for Phase 2 will be completed in 2025.</p> <p>Construction at Fairview Park is almost completed, and the park will open in Spring 2025. New and revitalized parks will include accessible amenities, where possible.</p>

Arnprior and District Museum Goals

Goal	Current Status	Notes
<p>Provide access to exhibits on all three (3) floors of the Museum and adopt practices to ensure that exhibits are available to people of all abilities (i.e. verbal descriptive elements and closed captioning).</p>	<p>Ongoing</p>	<p>The Manager of Culture / Curator continues to implement virtual offerings and programs based on the main floor that are accessible to all.</p>
<p>Install an elevator in the D. A. Gillies Building to allow full access to upper floors by individuals with mobility-related disabilities.</p>	<p>Scheduled</p>	<p>This item has been tentatively included in years six to ten of the Long-Range Capital Forecast, subject to grant availability.</p>
<p>Make the shared parking lot between the D. A. Gillies Building and the Arnprior Public Library Building more accessible by grading the parking lot surface.</p>	<p>Scheduled</p>	<p>This item has been tentatively included in years one to five of the Long-Range Capital Forecast, subject to grant availability.</p>

<p>Continue to install explanation tools (audio and/or braille) for new exhibits.</p>	<p>Ongoing</p>	<p>The Manager of Culture / Curator continues to create exhibits with accessible audio-visual elements (i.e. audio recording and/or braille) where possible.</p>
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Appendix B – Summary of 2024 Accessibility and Age Friendly Advisory Committee Facility Tours

Below is a summary of the findings from the facility tours that the Accessibility and Age Friendly Advisory Committee completed throughout 2024. These items will be included in the renewal of the Multi-Year Accessibility Plan in 2025.

Goal	Notes
Construction of universal and accessible washrooms at the Nick Smith Centre.	In future renovations of the Nick Smith Centre, all washrooms in the facility should be designed to meet accessibility requirements such as sufficient turning radius and high contrast.
Accessible emergency exits at the Nick Smith Centre.	Evaluation is being completed of the thresholds at emergency exits to determine if ramps need to be installed at exits that have a lip or step. These evaluations and updates will continue into 2025/2026.
High contrast markings for sharp edges and hazards at the Nick Smith Centre.	Evaluation is being completed to identify all locations warranting high contrast markings within the Nick Smith Centre, including the countertops at the canteen and within the pool viewing room. Updates will be completed in 2025/2026.
Accessible upgrades to pool and arena changerooms at the Nick Smith Centre.	<p>When upgrades to the pool changerooms are scheduled, accessible updates should include a zero-degree threshold between showers and pool deck area, wider benches, seats with backs, and addition of a mobility aid in the showers.</p> <p>Arena changerooms will also require the addition of accessible door openers and other accessibility features when they are scheduled for upgrades.</p>
Accessible door openers for arenas at the Nick Smith Centre.	Accessible door openers should be installed on all doors leading into arenas A and B, including to changerooms and the exterior.

Goal	Notes
<p>Design and complete upgrades to improve the accessibility at the Marina, including for pedestrian access.</p>	<p>Through the rolling road rehabilitation project, consideration for a paved road surface at the Marina to enhance accessibility.</p> <p>Addition of paved, accessible pedestrian pathways throughout the Marina and connecting to other amenities such as the Gillies Trail will be completed when funding becomes available.</p> <p>Addition of an accessible portable toilet to accompany the existing portable toilet at the Marina to be completed when funding becomes available.</p>
<p>Relocation of the accessible parking stall at the D. A. Gillies Building.</p>	<p>The accessible parking stall at the D. A. Gillies Building will be relocated to the left side of the cement base of the accessible ramp for better access. This will be scheduled when funding becomes available.</p>
<p>Accessible washroom at the D. A. Gillies Building.</p>	<p>Update entrances to accessible washroom to meet minimum width requirements from both the community room and the lobby area entrances. To be completed when funding becomes available.</p>