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January 29, 2018



Corporation of the Town of Arnprior  
2018-2023 Multi-Year  
Accessibility Plan

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## **Background**

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People with Disabilities make up a significant part of our community. 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 people with disabilities.

To achieve this goal, the AODA was implemented, and includes requirements that all organizations must meet, with deadlines specific to an organization's type and size. The AODA is made up of five standards, including:

1. Customer Service Standard
2. Information and Communication Standard
3. Employment Standard
4. Transportation Standard
5. Design of Public Spaces Standard

Deadlines for compliance began as of January 1, 2010 and are the law.

## **Town of Arnprior Commitment to Accessibility**

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The Town of Arnprior is committed to eliminating barriers (where possible) and improving accessibility, for persons with disabilities, in a manner that respects dignity, independence, integration and equal opportunity. The Town recognizes the diverse needs of our residents and customers and will continue to make every effort to provide the same access and rights to municipal services as all other members of our community, for those persons with disabilities. 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 and customers.

To demonstrate recognition of the Town's commitment, in May of 2017 the Town of Arnprior received the David C. Onley Award for Leadership in Accessibility. This award recognizes Ontarians who go above and beyond to improve accessibility for people with disabilities. As a municipality, the Town of Arnprior was recognized for their efforts in creating and implementing an Accessibility Incentive Grant Program, which assists downtown businesses in becoming more accessible to all patrons.

The Town of Arnprior also demonstrates its commitment to the highest level of consistent and professional customer services, through its corporate structure having a centralized Client Services Department. This assists in being able to provide citizens, including those with disabilities, with a continued high standard of customer service, guided by the principles of dignity, independence, integration, and equal opportunity, as outlined in the legislation. The Town currently portrays these principles and provides professional customer service. However, this shift in corporate structure allows for a centralized department where all "Client Services" are received, recorded, responded to, and tracked in a similar manner. In turn, this will enhance the Town's overall ability to consider the needs of its citizens, and provide a consistent level of customer service, town-wide.

Overall, this refreshed Multi-Year Accessibility plan demonstrates the Town's commitment to accessibility and spans for a renewed five-year term, from 2018-2023. The purpose of this plan is to provide a status update on the Town's progress in the field of accessibility thus far, and to highlight areas where the Town will endeavour to improve upon in coming years. Each section will provide an overview of the relevant requirements and the Town's compliance, as well as a reference to any related By-law or policy that the Town has enacted.

In 2017, prior to this update, the Arnprior Accessibility Advisory Committee completed a tour of Town facilities, to highlight any areas where accessibility could be improved. These items are noted in the "[Further Goals](#)" section of this plan. The Arnprior Accessibility Advisory Committee also reviewed and provided input to this updated Multi-Year Accessibility Plan.

## **Summary of Progress on AODA and IASR Standards and Regulations**

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The following is a summary of the Town of Arnprior's progress in terms of complying with the AODA's various legislative standards.

### **Accessible Customer Service Regulation (ACSR)**

The Town of Arnprior is compliant with all of the Accessible Customer Service Regulation:

#### **1. Accessible Customer Service Policy**

The Town developed and follows an Accessible Customer Service Policy (By-law 6167-12), and also recently developed a Complaint Management and Resolution Policy (By-law 6766-17).

#### **2. Service Animals and Support Persons**

The Town permits service animals and support persons to accompany persons with disabilities (By-law 6167-12).

#### **3. Temporary Disruptions**

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 (By-law 6167-12).

#### **4. Training**

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

## **5. Feedback Process**

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. Individuals are also able to contact the Town of Arnprior with any feedback through the “Contact Us” form on the Town Website. If individuals are not able to utilize online services, the Town of Arnprior also receives and responds to feedback by phone, in person, and by regular mail (By-law 6167-12).

## **6. Documents**

The Town provides requested documents in accessible formats, upon request. There is no charge for providing a document in an accessible format (By-law 6167-12).

## **Integrated Accessibility Standards Regulation (IASR) & Information and Communication Standards**

The Town of Arnprior is compliant with the Integrated Accessibility Standards Regulation:

### **1. Policy Development**

The Town has developed and implemented an Integrated Accessibility Standards Regulation (IASR) Policy (By-law 6259-13).

### **2. Multi-Year Accessibility Plans & Annual Status Report**

The Town has developed a Multi-Year Accessibility Plan, and has now refreshed this plan after five years. The Plans and the Annual Status Reports have been made available on the website. The Arnprior Accessibility Advisory Committee was consulted, with another review of municipal facilities and legislation having taken place. Staff will continue to consult with the Accessibility Advisory Committee over the course of this five-year plan, provide annual status reports, and put forward a new five-year plan in 2023 (Town of Arnprior’s Multi-Year Accessibility Plan 2018-2023 & By-law 6259-13).

### **3. Procuring or Acquiring Goods, Services or Facilities**

The Town has incorporated this requirement in the IASR policy as well as the Procurement Policy (By-law 6259-13 & By-law 6330-14).

### **4. Training**

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, volunteers and third parties (By-law 6259-13).

### **5. Self Service Kiosks**

This section does not apply to the Town of Arnprior at this time. Any future self-service kiosks will be accessible, if installed.

## **6. Website**

The Town of Arnprior implemented a new website on January 1, 2014 which met the WCAG 2.0 Level AA Standards, and continues to update the website as required (By-law 6259-13).

## **7. Accessible Formats & Communications Supports**

As noted previously, the Town of Arnprior provides information upon request in an accessible format and at no additional cost. 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 throughout the next five years. It is important to note, the Town has also implemented an electronic records management system, which includes the functionality of automatically creating Optical Character Recognized (OCR) documents.

## **8. Emergency Procedures, Plans, or Public Safety Information**

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.

## **9. 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. The Arnprior Public Library Board is in compliance with this section. Contact the Arnprior Public Library for further information.

## **Employment Standards**

The Town of Arnprior is currently compliant with the Employment Standards Regulations, and continues to strive to remain an accessible employer:

### **1. Recruitment**

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](mailto:lgarbuio@arnprior.ca) or call our office at (613) 623-4231" (By-law 6259-13).

### **2. Selection**

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 (By-law 6259-13).

### **3. Notice to Successful Applicants**

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 (By-law 6259-13).

#### **4. Informing Employees of Supports**

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. Recently the Town of Arnprior also implemented an Employee Assistance Program (EAP).

#### **5. Accessible Formats and Communication Supports**

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.

#### **6. Workplace Emergency Response Information**

Any employee who requires any emergency related assistance/ other accommodation will be provided this upon request. 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. (By-law 6259-13 and the Workplace Emergency Response Procedure).

#### **7. Documented Individual Accommodation Plans**

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. The Town has created a procedure to compliment the IASR Policy, which outlines the steps that need to be taken to create/document an individual accommodation plan (By-law 6259-13 and the Procedure for Documented Individual Accommodation Plans).

#### **8. Return to Work Process**

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, is outlined in the Return to Work Policy as well as the IASR Policy (By-law 5802-09 and By-law 6259-13)

#### **9. Performance Management**

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

#### **10. Career Development and Advancement**

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

## **11. Redeployment**

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.

## **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 the Town of Arnprior.

## **Design of Public Spaces Standards** **(Accessibility Standards for the Built Environment)**

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 construction or the redevelopment of existing public spaces and buildings. The Town of Arnprior has implemented a Recreation Master Plan, as well as a Waterfront Feasibility Issues and Options Analysis Study to begin the process of revitalization of the Waterfront and various recreation trails/facilities. The Downtown of Arnprior has also been recently revitalized in accordance with the Design of Public Spaces Standards.

Thus, the Town of Arnprior, with new construction, is currently compliant with the Design of Public Spaces Standard, and will continue to keep this regulation on the forefront when designing, implementing, or re-developing spaces

### **1. Recreation Trails and Beach Access Routes**

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.

### **2. Outdoor Public Eating Areas**

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

### **3. Outdoor Play Spaces**

The Town is committed to creating accessible outdoor play spaces, whether they are new constructs or redevelopments of existing spaces. The Town installed parks in 2015 and 2017 which showcase accessible features. In the summer of 2016 accessible cedar weave was installed in municipal playgrounds, to replace the sand, throughout the Town of Arnprior. Any newly constructed or redeveloped outdoor play spaces, will take into consideration Accessibility Design of Public Spaces Standards.



#### **4. Exterior Paths of Travel**

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. In 2016-2017 the Town of Arnprior revitalized the Downtown, illustrating the Town's commitment to creating accessible exterior paths of travel. The Downtown Revitalization showcases the following accessible features:

- Accessible curb ramps and tactile walking surface indicators (TWSI) at all cross walks;
- Where possible, modification of the grade of the sidewalk to eliminate steps and provide accessible transition from sidewalk to storefronts:
  - John Street: Pre-construction 16% Flush Entrances; Post-construction (Phase 2 - 2017) 59% Flush Entrances
  - Elgin Street: Pre-construction 13% Flush Entrances; Post-construction (Phase 2 - 2017) 38% Flush Entrances
  - Overall: Pre-construction 15% Flush Entrances; Post-construction (Phase 2 - 2017) 52% Flush Entrances
- Accessible benches with appropriate clear floor space for mobility devices along John Street and Elgin Street;
- New pedestrian signals at the intersection of John Street and Elgin Street designed in accordance with Section 80.28 of the AODA, which includes audible locator tones, as well as audible and vibro-tactile walk indicators;
- Universally accessible tree grates, with all seams and openings meeting criteria set out by AODA;
- All sidewalk cross-falls were kept to a maximum of 4% which is below to AODA's maximum allowable slope of 5%;
- All sidewalks were kept to a minimum of 1.5 meters wide and maintain this dimension as a clear path of travel;
- Installation of bump outs reduced the distance that pedestrians crossing John Street North and Elgin Street West are required to travel.

#### **5. Parking**

The Town is committed to creating accessible parking lots that are new or redeveloped, as per the regulation. The Town, in 2016, installed a van accessible parking space in the Town Hall parking lot, as well as enhancements were made to the front entrance of the Nick Smith Centre Parking Lot with two (2) additional Accessible Parking spaces, and the placement of the accessible parking spaces were re-located closer to the front entrance. In 2017 the Town of Arnprior installed a new parking lot at the corner of John Street North and McGonigal Street, which meets the Design of Public Spaces Standards.

## **6. Service Counters, Queuing Guides and Waiting Areas Accessible**

The Town is committed to creating accessible service counters, queuing guides, and waiting areas that are new or redeveloped. In 2014 the Town lowered the service counter on the main level of Town Hall to make it accessible. In 2016 the Town lowered the service counter at the Nick Smith Centre, and the second floor Town Hall - Clerk's Office. A lift was also installed to go from the first floor to the second floor of Town Hall for service, with the area being equipped with accessible automated doors as well as an accessible washroom for members of the public.

## **7. Maintain the Accessible Parts of Public Spaces**

The Town is committed to maintaining all accessible features of our public spaces. An accessible lift was installed to go from the first floor to the second floor of Town Hall for service, with the area being equipped with accessible automated doors as well as an accessible washroom for members of the public. This allows for accessible access to all Council and Committee Meetings held at Town Hall.

## **Further Goals Above & Beyond the AODA and IASR**

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The following are other areas that the Arnprior Accessibility Advisory Committee, in consultation with staff, 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.

### **Overall Goals:**

- Revitalize Town Facility signage to incorporate more pictures through the adoption of an Accessible Sign Guideline, through consultation with the Accessibility Advisory Committee **(to be completed by 2019)**

### **Town Hall Goals:**

- Emergency Evacuation Plan to be completed **(to be completed in 2018)**.
- Contrasting colour on entry doors (First Floor Reception & Second Floor)
- Outdoor centre road lines painted on streets to assist the visually impaired, where they are not painted.

### **Stanley Tourangeau Fire/Police Services Centre Goals:**

- Review/ Update Emergency Evacuation Plan, to incorporate accessibility (as required)
- Lower OPP service counter
- Make public washroom fully accessible, by installing an automatic door opener, emergency alarm/push bottom lock, etc.

### **Arnprior Public Library and Archives Goals:**

- Installation of a sign coming from the parking lot of where the accessible push button for the front door is located.
- Review/ Update Emergency Evacuation Plan, to incorporate accessibility (as required)
- Community meeting rooms to have automatic door openers.
- Continue to add more accessible computer software to the Library's current software **(Ongoing)**.

### **Nick Smith Centre Goals:**

- Review/ Update Emergency Evacuation Plan, to incorporate accessibility (as required)
- Refresh contrasting colour strips on entrance doors.
- Make change rooms (pool and arena) fully accessible.
- Install automatic door to access Rink B
- Install automatic door to access the Community Hall
- Install a higher writing platform (similar to Town Hall Second Floor Service Counter) at Customer Service Counter
- 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.

### **Robert Simpson Park Goals:**

- Move the accessible parking stalls to be behind the washroom stalls, and level the parking area prior to completion.
- Install an accessible pathway into the water on the beach area.
- Install an accessible pathway to the Canteen and lower the service counter.
- Make the washrooms fully accessible.
- Install an accessible pathway to the Gazebo.
- Install an accessible pathway to the Splash Pad and Playground.
- Install an accessible swing in the Playground

### **Arnprior and District Museum Goals:**

- Review/ Update Emergency Evacuation Plan, to incorporate accessibility (as required)
- Contrasting colour on the black railing ends, to identify the railing at night
- Access to exhibits on all three (3) floors of the Museum – The Museum Curator will continue to implement a virtual tour of the other exhibits, which are not accessible at this time.
- Install an elevator in the museum to allow access to upper floors.
- Continue to install explanation (audio and/or braille) of exhibits.

## **Conclusion**

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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 Multi-Year Accessibility Plan will be updated again in 2023 for another five-year period, as per the AODA, Integrated Accessibility Standards Regulation (IASR).

## **Let Us Know What You Think**

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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 related matter. To provide feedback, please visit the Town's [website](#) or contact:

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