



Town of Arnprior Staff Report

Subject: 2018-2023 Multi-Year Accessibility Plan Update	Department: Client Services Report Author: Kaila Zamojski Title: Deputy Clerk
Report Number: 18-01-22-03	Meeting Date: January 22, 2018

Recommendations:

That Council approve Report Number 18-01-22-03 including the Town of Arnprior 2018-2023 Multi-Year Accessibility Plan attached hereto; and

That staff post the Town of Arnprior 2018-2023 Multi-Year Accessibility Plan on the Town website for public information;

Background:

The Accessibility for Ontarians with Disabilities Act (AODA) legislation, sets out mandatory requirements that organizations, businesses and municipalities are legally required to comply with.

On September 23, 2013 the Town of Arnprior approved and implemented a five year (2013-2017) Multi-Year Accessibility Plan, in accordance with the Integrated Standards Accessibility Regulations (IASR). This Plan was implemented to help the Town remain in compliance and address the necessary areas specified in the regulations. The Multi-Year Accessibility Plan is a plan detailing where the Town stands when looking at AODA compliance, as well as how and when the Town is going to meet the various requirements of the legislation. The Multi-Year Accessibility Plan was reviewed and approved by Council and the Arnprior Accessibility Advisory Committee. A Status Report was completed on an annual basis detailing the Town's progress in both legislated and goal oriented areas of the plan. It is important to note as of the end of 2017 the Town of Arnprior remained as being in compliance with all current AODA legislation, with ongoing items to be completed on a regular basis (i.e. New hires, new renovations, etc.).

Discussion:

In accordance with the IASR, the Town of Arnprior is to review and update the Multi-Year Accessibility Plan every five (5) years, and complete an annual status report on the Multi-Year Accessibility Plan, detailing what items have been addressed, and which items of the plan continue to be on the radar for completion. Attached to this report is the updated 2018-2023 Multi-Year Accessibility Plan Status Report, detailing the various accomplishments made to date, both legislated as well as those made over and above regulations, as well as further goals (not required by legislation) to endeavor to achieve over the next few years.

Staff would note that at this time, the Town of Arnprior has met all of its legislative requirements, under the AODA, and Ontario Regulation 191/11 Integrated Accessibility Standard Regulation. The Arnprior Accessibility Advisory Committee, prior to the completion of this plan, completed a comprehensive tour of Town facilities in the spring of 2017, including: Robert Simpson Park, Nick Smith Centre, Arnprior Public Library, Arnprior & District Museum, Stanley Tourangeau Fire/Police Services Centre, Town Hall, as well as the newly constructed Downtown Area (John Street and Elgin Street).

Notes were taken on this tour, and suggestions for improvements dealing with accessibility were included in the updated 2018-2023 Multi-Year Accessibility Plan. Staff then drafted a Multi-Year Accessibility Plan for the Arnprior Accessibility Advisory Committee's (AAAC) review and comment. The AAAC reviewed the plan and provided various comments/changes at their meeting on January 3, 2018, which were incorporated into the updated Multi-Year Accessibility Plan attached. The Multi-Year Accessibility Plan, as attached, was created for an additional 5-year term (2018-2023), and thus the end of 2023/ beginning of 2024, a re-developed Multi-Year Plan will come forward to Council for approval.

Staff would also note that the Town of Arnprior continues to endeavor to go above and beyond legislative requirements of the AODA, by initiating and completing projects including but not limited to: The Town Hall Accessible Lift to the second floor, Service Counter Adjustments, Accessible Washroom Retrofit, and Accessibility through the Downtown Revitalization Project, as well as the Town Accessibility Incentive Grant Program for ramps and automatic doors. Over the last five years the Town has completed many revitalizations, retrofits, and construction projects which have greatly enhanced the accessibility of our services and facilities.

Further achievements, as identified in the Multi-Year Accessibility Plan include the town being awarded the David C. Onley Award for Leadership in Accessibility, in recognition of the Town's efforts in creating and implementing an Accessibility Incentive Grant Program, which assists downtown businesses in becoming more accessible to all patrons as well as other accessibility initiatives. The award was presented to the CAO by the Lt. Governor of Ontario in May 2017 at Queens Park. The Town has also taken a recent corporate shift to a centralized Client Services Department, which shares the same direction, policies, and internal operating procedures. This will assist 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 legislation. The Town currently embraces these principles and provides professional customer service. Having a centralized department where all "Client Services" are received, recorded, responded to, and tracked in a consistent manner, which will enhance the Town's overall ability to consider the needs of its citizens, and provide consistent service, town-wide.

The Clerk's Office will provide Town staff with an overview training session, as a refresher on Accessibility legislation, town policies, and corporate responsibilities.

Options:

Option 1: Council could choose to amend the updated 2018-2023 Multi-Year Accessibility Plan.

Option 2: Council could choose to not approve the updated 2018-2023 Multi-Year Accessibility Plan, which is not recommended by staff as the review and updating of the Multi-Year Accessibility Plan is a requirement of the Integrated Accessibility Standards Regulation.

Policy Considerations:

The Town of Arnprior Strategic Plan has been considered in the development of the 2018-2023 Multi-Year Accessibility Plan in terms of Effective Service Delivery and Improved Infrastructure. Additional policies considered include:

- Town of Arnprior Accessible Customer Service Policy
- Town of Arnprior IASR Policy# AS-CP-07
- Town of Arnprior 2013-2017 Multi-Year Accessibility Plan & annual status reports
- Accessibility for Ontarians with Disabilities Act (AODA)
- Integrated Standards Accessibility Regulations (IASR)

Financial Considerations:

There is no cost associated with the approval of the 2018-2023 Multi-Year Accessibility Plan. However, necessary training and implementation of the various items included in the regulations will continue to incur some cost to the municipality.

Meeting Dates:

The 2018-2023 Multi-Year Accessibility Plan update was discussed at the January 3, 2018 Arnprior Accessibility Advisory Committee Meeting.

Consultation:

Town Clerk
Town of Arnprior Managers (where tour noted various suggestions)
Arnprior Accessibility Advisory Committee (AAAC)

Documents:

Appendix A – 2018-2023 Multi-Year Accessibility Plan

Reviewed By Department Head:

Jennifer Morawiec

Reviewed By General Manager, Client Services / Treasurer:

Jennifer Morawiec

CAO Concurrence:

Michael Wildman

Workflow Certified By Town Clerk:

Maureen
Spratt

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