



2021 Town of Arnprior Annual Accessibility Plan Status Report

Background and Purpose

The 2021 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 Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11). The Town of Arnprior approved its second Multi-Year Accessibility Plan, in consultation with the Arnprior Accessibility Advisory Committee, being the 2018-2023 Multi-Year Accessibility Plan, as per the legislation. This plan assists the Town in identifying the requirements of the AODA and IASR, as well as identifying any further accessibility related improvements the Town of Arnprior should consider completing, which are outlined in the Multi-Year Plan under "Further Goals Above and Beyond the AODA and IASR."

This Status Report includes the initiatives completed in 2021, as outlined in the 2018-2023 Multi-Year Accessibility Plan, as well as identifies items that were previously completed, for ease of reference. 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 2021 Annual Status Report will be made available on the Town's website at www.arnprior.ca. 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 report 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 Advisory Committee (AAAC) plays a key role in assisting the Town of Arnprior in meeting its accessibility goals. The AAAC reviews the multi-year plan and provides recommendations to Council on accessibility matters.

The plan is also reviewed annually to highlight the progress made to date. Staff consulted the Accessibility Advisory Committee, who reviewed the items identified in the Multi-Year Plan, and this Status Report.

2021 Accessibility Achievements

General Initiatives

- March, June, October and December 2021 Arnprior Accessibility Advisory Committee Meetings
- Training for staff and new hires:
 - AODA Customer Service
 - Understanding Human Rights
 - Integrated Accessibility Standards – Information/Communication and Employment Standards as well as Design of Public Spaces where applicable
- Creation of the new Inclusivity and Diversity Advisory Committee

Employment

- Notification to the public that accommodations will be provided upon request.
- Notification welcoming accommodations throughout the recruitment process and employment life cycle.
- Availability of Return to Work Process through EARS program and accommodation where necessary.

Information and Communication

- Continued use of accessible "Contact Us" form for logging complaints, inquiries, requests for service, and compliments, has been added to the Town website, through the Town's newly updated electronic complaint management system. Residents are able to submit information through the Town's website, and receive email confirmation of their ticket submission, with a ticket number.
- A new separate By-law Enforcement Contact Form has been created for ease of access to logging concerns for By-law specific areas of interest.
- Staff continue to look at all documents posted on the Town's website and update for accessibility, where required.
- Installation of Adobe Pro software on multiple Town computer systems, to assist in creating and posting accessible documents.
- Investigation began for additional software to create accessible documents, with staff looking into these options further in 2022.
- Creating Accessible Documents continues, and training for staff who create and upload documents to the Town's website, will also be an ongoing process.
- New WCAG 2.0 AODA compliant Town Website.

- New access to other online payment and form submissions, as well as those previously provided (i.e. marriage licences, pet registrations, various licences, parking tickets). Staff is continuing to review other areas where online payments can be implemented.

Design of Public Spaces

- ICG Grant Received and being implemented by March 2022
 - Upgraded simplified accessible wayfinding signage for the Nick Smith Centre.
- ICIP Grant – Application “Growing Outdoor Play in Arnprior”
 - Announcement pending from Federal and Provincial Government.
 - Upgraded pathways and play structures at Caruso and Legion Park, to include accessible access to parks and include some accessible features in playgrounds, to be completed in near future.
- Nick Smith Centre Parking Lot Paving Project completed with a total of 234 parking spaces, including 12 accessible spaces.
 - Points of entry/ emergency exits are curbed or at grade level, which improves accessibility at the Nick Smith Centre
- The Canada Community Revitalization Fund Grant Application was submitted in 2021 for Accessible Ramp at Robert Simpson Park. No response has been provided to date on this application.
- Additional Accessible Parking stalls added at Robert Simpson Park and one additional at the Arnprior Marina.
- Sidewalk patching was completed across Town.
- Improvement at the intersection of Daniel Street and Edey Street, with the curb being depressed and the Tactile Walking Surface Indicators being installed at either side of the crosswalk.
- Tactile Walking Surface Indicators installed on sidewalks during Alicia Street Reconstruction project.

Next Steps for Accessibility

- Complete the Town of Arnprior’s AODA Compliance Report, for the Province of Ontario, by December 31, 2021.
- Re-audits of Town facilities and parks.
- Continue to consult with the public, persons with disabilities and the Accessibility Advisory Committee.
- Complete a full review and walk through of all Town Facilities with the Accessibility Advisory Committee in Spring of 2022, as a step in the process for establishing a new five-year Multi-Year Accessibility Plan (2023-2027).
- Investigate options for additional software for creation of Accessible documents.
- Incorporate accessibility into the 2022 Municipal Election, through policies, procedures, and alternative voting methods for residents.
- Continue to consult with the Accessibility Advisory Committee on various projects and initiatives as required.
- Review corporate policies and by-laws to ensure accessibility compliance.
- Continue to monitor website and web content, as well as update any existing web content for

accessibility.

- Continue to welcome accommodations throughout the recruitment, selection process and employment life cycle.
- Ensure new facilities and reconstruction are designed with accessibility features incorporated

2021 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, is a summary chart of the progress and accomplishments made on any Further Goals, as recommended by the Accessibility Advisory Committee. For ease of reference, any goals completed/ actioned/ still in progress, since the establishment of the 2018-2023 Multi-Year Accessibility Plan, have been left in the table to show the overall progress made on the identified areas in the Plan.

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:

<https://www.arnprior.ca/en/town-hall/accessibility.aspx>

Hard Copy:

Town of Arnprior Municipal Office, 105 Elgin Street West, Arnprior, ON. K7S 0A8

Contact Information:

To provide feedback, request accommodation, or for more information please contact:

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Appendix A

2021 Status Report - Summary Chart of “Actioned Further Goals Above and Beyond the AODA and IASR”

<u>Further Goal Identified in Multi-Year Plan</u>	<u>Status</u>
Overall Goals	
<p>Revitalize Town Facility signage to incorporate more pictures through the adoption of an Accessible Sign Guideline Policy, through consultation with the Accessibility Advisory Committee</p>	<p>Completed – January 2020</p> <p>Council in January 2020, via By-law No. 7026-20, approved a Signage and Wayfinding Policy, outlining Accessibility Guidelines.</p> <p>The Town received an ICIP Grant for Wayfinding Signage to be designed and installed at the Nick Smith Centre, where accessibility of the signage will be taken into consideration. This project will be completed by March 2022.</p>
Town Hall Goals	
<p>Review/Update Emergency Evacuation plan to incorporate accessibility (as required)</p>	<p>Completed by end of 2021.</p>
<p>Outdoor Centre Line Painted on streets to assist visually impaired, where they are not painted.</p>	<p>Where possible centerlines are painted on main roadways and if not most roadways, have a sidewalk on at least one side of the road. Where possible, the Town will endeavor to have a centerline painted or a sidewalk installed on new and redeveloped streets.</p>

Stanley Tourangeau Fire/Police Services Centre Goals

Review/Update Emergency Evacuation plan to incorporate accessibility (as required)	Fire Department noted in 2021 this is not required for this building, according to the Fire Prevention and Protection Act.
Lower OPP Service Counter	Included in the LRCF
Make public washroom fully accessible, by installing an automatic door opener, emergency alarm/push bottom lock, etc.	Completed in 2019

Arnprior Public Library and Archives Goals

Installation of a sign coming from the parking lot where the accessible push button for the front door is located	Completed 2019 Stickers have been installed to each side of the post that the push button is on, in 2020, as the previous signs were damaged twice.
Review/ Update Emergency Evacuation Plan to incorporate accessibility (as required)	Will be updated as required

Arnprior Public Library and Archives Goals continued

Community Meeting Rooms to have automatic door openers	Completed 2020 In 2020, the Town of Arnprior installed magnetic door openers, where doors can be opened, and remain open, in a fire safe manner, while meeting rooms are being used. In the event of a fire, the doors would automatically close, for fire protection. This was implemented in place of automatic door operators, as during meetings doors will remain open, and thus not require a push button.
Continue to add more accessible computer software to the Library's current software.	This is an ongoing initiative.

Nick Smith Centre Goals	
Review/Update Emergency Evacuation plan to incorporate accessibility (as required)	Requires to be updated. Work plan item for 2022, as it is included in the ICG Grant project.
Refresh contrasting colour strips on entrance doors and any other doors where required	Completed 2019
Make change rooms (pool/arena) fully accessible	The ICIP Grant, applied for in 2019 was unsuccessful. This will remain on the Long Range Capital Forecast, as a project to be completed, budget permitting. In addition, staff will continue to look for opportunities for grant funding to have this project completed sooner.
Install automatic door to access Rink B	Completed 2019
Install automatic door to access the Community Hall	Completed 2019
Make all washrooms accessible <ul style="list-style-type: none"> Including a new stand alone accessible washroom for Nick Smith Centre Community Hall, as the current washroom retrofit to be fully accessible would be very challenging. 	In 2019, improvements were made to the existing washrooms including installation of accessible toilets and sinks. The ICIP Grant submitted in 2019 for a new accessible washroom for the Nick Smith Centre Community Hall was unsuccessful. This will remain on the Long Range Capital Forecast, as a project to be completed, budget permitting. In addition, staff will continue to look for opportunities for grant funding to have this project completed sooner.
Install a higher writing platform (similar to Town Hall Second Floor Service Counter) at Customer Service Counter	Completed 2019
Install handrail in the stands of Rink A	Staff will continue to explore feasible options. Accessible seating is available via the accessible lift, above the Pro Shop.
Make emergency exit outside Community Hall and Rink B accessible by grading the step outside the door.	Completed in 2021 with the paving of the Nick Smith Centre Parking Lot.

Robert Simpson Park Goals

<p>Move the accessible parking stalls to be behind the washrooms and level the parking area prior to completion</p>	<p>Completed 2019</p> <p>In 2021 more accessible parking stalls were added, as noted in the status report, to Robert Simpson Park, Marina, and Nick Smith Centre Parking Lot.</p>
<ul style="list-style-type: none"> • 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. 	<p>These items will be addressed in the Waterfront Master Plan coming forward, if possible:</p> <ul style="list-style-type: none"> - Installation of accessible pathways to the canteen, gazebo, splash pad and playground <p>Staff applied for and was successful for the 2020 Jumpstart Accessibility Grant for the below items. However, due to COVID-19, the Grant was cancelled and thus staff will be looking to re-apply once the grant is available again. This grant was for the purchase and installation of:</p> <ul style="list-style-type: none"> - Mobi-Mat rec path for RSP access from the trail to the beach and to water's edge - Mobi-Chair for RSP providing accessibility on both the beach and in the water - Mobi-Roll'n-Stow for annual installation and removal of the Mobi-Mat Rec Path <p>The Mobi-Mat items have been added in the Long Range Capital Forecast for purchase in 2022.</p>
<p>Install an accessible swing in the playground</p>	<p>There are no swings currently at Robert Simpson Park. This item will remain in the document to be completed at a future date if possible, contingent on available budget/ grant opportunities.</p> <p>There will be further consideration for design and accessibility of play features and playgrounds in Robert Simpson Park, through the Waterfront Master Plan.</p> <p>Six (6) Accessible swings are available at the following parks:</p> <ul style="list-style-type: none"> - Atkinson, Caruso, Legion, McLean, Optimist, Sgt. Howard Slater

Arnprior & District Museum Goals

Review/Update Emergency Evacuation Plan, to incorporate accessibility (as required)	Completed 2019
Contrasting colour on the black railing ends, to identify the railing start and finish at night	Completed 2019
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, if possible.
Install an elevator in the Museum to allow access to upper floors	This item is tentatively included in the Long Range Capital Forecast for 2030.
Continue to install explanation (audio and/or braille) of exhibits	Continue to be completed if possible, when required.