



ARNPRIOR

2023 Town of Arnprior Annual Accessibility Status Report

Background and Purpose

The 2023 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, 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 2023 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 2023 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 will play a key role in assisting the Town of Arnprior in meeting its accessibility goals. The Advisory Committee will review the multi-year accessibility plan and 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.

2023 Accessibility Achievements

General Initiatives

- In November 2023, Council adopted a new committee structure which includes a new "Accessibility and Age Friendly Advisory Committee" which will allow the municipality to study the accessibility of our physical infrastructure as well as service delivery. This new committee will be further able to ensure that our accessibility policies are reflective of the wide variety of people who make use of the Town's programs and services (i.e. youth, seniors, etc.). There will also be a Culture and Diversity Advisory Committee which will serve to support the overall inclusivity and cultural awareness of Town programs and services, which will help to increase their accessibility to all. It is expected that these new committees will accept public nominations in Q1 of 2024.
- 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
- Ausome Ottawa training was also 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 and based on the success of the program, the Town has incorporated the sledge hockey program into the 2023 Operating Budget so that it can continue year-over-year to offer this innovative and accessible programming opportunity for residents.

Employment

- The Town continues to notify the public that accommodation 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 accommodation 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 website, using 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 including its ticket number. A separate By-law Enforcement Contact Form has been implemented for ease of access to logging concerns for 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 required. In 2023, over a dozen accessible by-laws have been added to the Frequently Requested By-Laws webpage for public viewing.
- Creating Accessible Documents continues and training for staff who create and upload documents to the Town’s website will be an ongoing process. In 2023, the Client Services Coordinator completed training on creating accessible PDFs.
- 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. pet registrations, parking tickets, tax/water certificates, etc.) 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 will be installed on engineered wood fiber base that also supports accessibility and enhanced safety for all users.
- 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/seating to support increased accessibility along the trail. Additional accessible wayfinding signage will be installed in 2024 in accordance with the Signage and Wayfinding Policy.
- Tactile Walking Surface Indicators were installed on sidewalks completed during the 2023 Road Rehabilitation Projects (Gardner, Smoklin, Cranston). 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.

- 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 3,161m² of sidewalks were repaired in 2023.
- In October 2023, Council approved the preliminary design for the Nick Smith Centre Arena project which has been tentatively scheduled for 2024/2025. 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 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. 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 Town also completed the Arnprior Public Library Expansion project which included an accessible meeting room (Scharf Hall) within the existing library building as well as an accessible pathway from the hall to the landscaping on the exterior patio.

Next Steps for Accessibility

- Complete the Town of Arnprior's AODA Compliance Report for the Province of Ontario by December 31st, 2023. 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.
- The Accessibility and Age Friendly Advisory Committee will be asked to complete a full review and walk through of all Town Facilities in the spring of 2024 to acquaint new members with Town facilities and gain insights into emerging priorities and suggestions from those with lived experience.
- 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.

2023 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.

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

2023 Status Report - Summary Chart of “Actioned Further Goals Above and Beyond the AODA and IASR”

In the 2018-2023 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 Ausome Ottawa training which focusses on including individuals with autism and their families in recreational programming. The Client Services Coordinator has also completed Accessible PDF training to enhance the Town’s ability to create accessible documents for public consumption.
Continue to improve accessibility for future document additions to the Town website.	Ongoing	With the assistance of the Administrative Assistant Summer Student, the Clerk’s Office has created accessible versions for over a dozen Frequently Requested By-Laws which have now been posted to the Town’s website.
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.

<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 priority will be addressed further in 2024.</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 2024 and all signage will adhere to the requirements of the Signage and Wayfinding Policy.</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 2024.</p>
<p>Review / Update Emergency Evacuation Plans for Town facilities to improve accessibility (as required).</p>	<p>Ongoing</p>	<p>Plans exist for all Town facilities. Of note, the Nick Smith Centre plan has been updated with mock evacuation exercises to be completed in early 2024</p>
<p>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.</p>	<p>Ongoing</p>	<p>Town staff continue to monitor both public and private funding opportunities related to accessibility. In particular, work is being done to prepare the Arena Replacement Project for potential submission to funding opportunities before construction begins.</p>

<p>Implement a Step Safe program, a public reporting process to identify sidewalk trip hazards requiring repair.</p>	<p>Completed</p>	<p>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.</p>
<p>Conduct a public awareness campaign targeting residents and business owners regarding the rules and regulations for service animals.</p>	<p>Scheduled</p>	<p>A public awareness campaign will be implemented in 2024 through the Clerk's Office annual workplan to build on past public communications initiatives.</p>
<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. Over 2023, three (3) local businesses have expressed interest in the Accessibility Improvements Program.</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
Emergency Evacuation Plan to be completed	Scheduled	The Town Hall Evacuation plan is currently in the process of being updated and it will be finalized in 2024.

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 2024 workplan for the Operations Department.

Nick Smith Centre Goals

Goal	Current Status	Notes
Make change rooms (pool and arena) fully accessible.	Scheduled	This project has been scheduled in the Long-Range Capital Forecast for completion in 2026/2027. 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 a new accessible washroom in the Community Hall (2027) and new accessible Arena A washrooms (2026/2027) in 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 October 2023, Council approved the preliminary design for the Nick Smith Centre Arena project which has been tentatively scheduled for 2024/2025. 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 Arnprior Accessibility Advisory Committee (AAAC) 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 are scheduled for design in 2024 and construction in 2025/2026.</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 2023, the accessible mats and accessible beach chair were installed in Summer 2023 and they have been successful at increasing accessibility from the walking trail into the Ottawa River.</p>
<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 2023, several accessibility-related enhancements were completed at Legion Park, Caruso Park and the Gillies Trail along the western shore of the Madawaska River. These parks will be opened to the public in Spring 2024.</p> <p>In addition, the design for parkland in the Marshall's Bay Meadows Subdivision (Phases 1 and 2) will be undertaken in 2024 and park construction will occur at Fairview Park and the CN Trail Park. New and revitalized parks will include accessible amenities, where possible.</p>

Arnprior and District Museum Goals

Goal	Current Status	Notes
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).	Ongoing	The Manager of Culture / Curator continues to implement virtual offerings and programs based on the main floor that are accessible to all.
Install an elevator in the D. A. Gillies Building to allow full access to upper floors by individuals with mobility-related disabilities.	Scheduled	This item has been tentatively included in the Long Range Capital Forecast for completion in 2032 subject to grant availability.
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.	Scheduled	This item has been tentatively included in the Long Range Capital Forecast for completion in 2030 subject to grant availability.
Continue to install explanation tools (audio and/or braille) for new exhibits.	Ongoing	The Manager of Culture / Curator continues to create exhibits with accessible audio-visual elements (i.e. audio recording and/or braille) where possible.