



Corporation of the Town of Arnprior

2026-2030 Multi-Year
Accessibility Plan

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Background

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, the Ontario Legislature adopted the Accessibility for Ontarians with Disabilities Act (AODA) in 2005 with the goal of making Ontario accessible for all people with disabilities by 2025.

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. The Town of Arnprior is in compliance with all requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations.

Statement from the Accessibility & Age Friendly Advisory Committee

The Accessibility & Age Friendly Advisory Committee continues to work to improve accessibility for all residents living in the Town of Arnprior. The Committee has made actionable changes to the built environment as well as policies and procedures within the Town. After completing thorough assessments of Town facilities, parks, and trails, the Committee drafted new recommendations that have been included as future action items for the Town to undertake. The Accessibility & Age Friendly Advisory Committee will continue to advocate for accessibility throughout the Town of Arnprior.

Town of Arnprior's Commitment to Accessibility

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 our residents and customers.

This is the fourth release of the Multi-Year Accessibility plan demonstrating the Town's commitment to accessibility and spans for a renewed term. This plan spans a five-year

timeframe from 2026 to 2030. The purpose of this plan is to provide a status update on the Town's progress in the field of accessibility and to highlight areas where the Town will endeavor 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, policy, or procedure that the Town has enacted. Appendix A, attached, includes the Accessibility Successes from the previous 2023-2025 Plan.

As in previous plans, the Arnprior Accessibility Advisory Committee, in 2024 and 2025, completed an assessment of facilities to determine current level of accessibility; provided recommendations for improvement; and consulted on the development of the plan. In addition, staff sought feedback from people interested in accessibility and who have experience with disabilities and barriers. These items are noted in Appendix B (Further Goals).

Barriers

The intent of the Plan is to prevent, identify and remove barriers. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider, such as:

Physical Barriers: Features, buildings, or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by persons in a motorized scooter.

Communication Barriers: Obstacles with processing, transmitting or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternate formats.

Attitudinal Barriers: Prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that a person who has a speech impairment cannot understand you.

Technological Barriers: Occurs when technology cannot or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

Systemic Barriers: Barriers within an organization's policies, practices and procedures that do not consider accessibility. For example, listing a driver's license as an employment qualification for an office position may prohibit persons with visual impairments from applying.

Summary of Progress on AODA and IASR Standards and Regulations

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 the Accessible Customer Service Regulation

1. Accessible Customer Service Policy

The Town developed and follows an Accessible Customer Service (ACSR) Policy AS-CP-04, adopted by By-law 6167-12 and also developed a Complaint Management and Resolution Policy AS-CO-14, adopted by By-law 6766-17.

2. Service Animals and Support Persons

The Town permits service animals and support persons to accompany persons with disabilities under the ACSR Policy, the Support Persons Procedure 2020-02-10, and Information on Service Animals.

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, social media channels and on site (where applicable) and detail the reason for the disruption, how long the disruption will last and alternative ways for customers to access goods, services, and facilities during the disruption.

4. Training

The Town continues to provide training to new hires, volunteers, and all other necessary personnel, as per the regulations. Annual training refreshers are also provided to all employees.

5. Feedback Process

The Town has developed a feedback process in Policies AS-CO-04 and AS-CO-14 and continues to seek feedback on issues regarding accessibility. The feedback form can be found on the Town of Arnprior website. Feedback will be considered as part of the continuous improvement of the town's accessibility efforts.

Individuals are also able to contact the Town of Arnprior with any feedback through the "Contact Us" form on the Town Website. If individuals cannot utilize online services, the Town of Arnprior also receives and responds to feedback by phone, in person, and by regular mail.

6. Documents

The Town provides requested documents in accessible formats, upon request. There is no charge for providing a document in an accessible format.

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 AS-CP-07, adopted by By-law 6259-13.

2. Multi-Year Accessibility Plans & Annual Status Report

In accordance with Section 5.1 of Policy AS-CP-07 and Multi-Year Accessibility Plan Procedure 21-02-10, the Town of Arnprior will prepare a multi-year Accessibility Plan outlining a phased-in strategy to prevent and remove barriers and address any current and future requirements of the AODA. The Town of Arnprior is committed and will report annually on the progress and implementation of the plan, post the information on the Town's website, and will provide it in accessible alternative formats upon request. The plan will be reviewed and updated at least once every five years.

Previous Plans and Annual Status Reports have been made available on the Town's website. The Town's Multi-Year Accessibility Plan has now been refreshed. The Accessibility and Age Friendly Advisory Committee, seniors and organizations with experience in accessibility and barriers, were consulted, in the development of this plan, and an assessment of municipal facilities and legislation has taken place. Staff will continue to consult with the Accessibility and Age Friendly Advisory Committee over the course of this plan, provide annual status reports, and put forward a new plan in 2031.

3. Procuring or Acquiring Goods, Services or Facilities

The Town has incorporated this requirement in the IASR Policy AS-CP-07 as well as the Procurement Policy FS-AD-01, adopted by By-law 6942-19.

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. Training has been broadened to include webinars on diversity and inclusion, unconscious bias and gender and sexual diversity, and multiple staff members participated in training sessions for working with clients who may have autism or dementia.

Annual training refreshers are also provided to all employees, and training records are maintained in accordance with the Town's Electronic Record Management System.

5. Self Service Kiosks

This Town of Arnprior has recently installed two self-service kiosks (iPads) at the Nick Smith Centre to support program registration. These include one free-standing

near the entrance to the Nick Smith Centre and one at the customer service counter. These kiosks are used to access the Town's recreation program registration platform. Staff will continue to investigate ways to improve the accessibility of these kiosks, including the capability for screen-reading technology. Staff continue to be available at the customer service counter to assist with program registration.

6. Website

The Town of Arnprior implemented a website refresh in June 2021 which continues to meet the WCAG 2.0 (Level AA) Standards. In 2026, the Town of Arnprior will implement a new website which will meet WCAG 2.1 (Level AA) Standards. The new website is intended to be more user-friendly with a new search feature and pop-up feature for urgent and emergency notifications.

Town staff also continue to update content and add new accessible documents to the website as required. In February 2023, Council approved a Communications Strategy which aims to provide accessible, consistent, and timely information within the organization and to the public.

The Town of Arnprior has also included an accessible colour palette in the branding guide to help improve the visual contrast of print and digital materials.

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. Staff members have been trained on how to create accessible documents and further training to more staff members on the creation of accessible documents will continue as needed.

As part of the Town's procurement process, documents from consultants that will be shared with the public, such as master plans, are required to be provided in an accessible format. This has been included in the Request for Proposal documentation for projects moving forward.

Various online forms and payment options are available on the Town's website and staff are reviewing other areas where online payments can be implemented.

It is important to note that the Town has also implemented an electronic records management system that includes the functionality of automatically creating Optical Character Recognized (OCR) documents. OCR documents are readable by the computer or other assistive software.

Since March of 2020, the Town improved its accessibility and community participation in relation to Council's decision-making process by live streaming Council Meetings. In the summer of 2025, Council Chambers was retrofitted with enhanced video and audio equipment, providing a higher quality livestream for Council Meetings.

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 continue to endeavor to create all new public safety information in accessible document formats.

9. Public Library

The Library Board shall provide accessible information and access to accessible materials upon request and where they exist. The public shall be made aware of the access to materials. Residents can contact the [Arnprior Public Library](#) for further information on the accessibility of their services.

Employment Standards

The Town of Arnprior is currently compliant with the Employment Standards Regulations, IASR Policy AS-CP-07, adopted by By-law 6259-13 and the Employment Standards Procedures 2015-02-09 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:

“The Town is committed to maintaining an equitable work environment and welcomes submissions from all qualified applicants. If you require a disability-related accommodation to participate in the recruitment process, please email the Human Resources Officer at hr@arnprior.ca”

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.

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.

4. Informing Employees of Supports

The Town has enacted a Return-to-Work Policy HR-HS-6.08 adopted by By-law 5802-09, as well as an IASR Policy AS-CP-07 which outlines the procedures to support and accommodate employees with disabilities. In addition, the Town of Arnprior has enacted a Post-Traumatic Stress Disorder Plan Policy FD-PP-02, adopted by By-law 6696-17. The overall goal of this prevention plan is to take a holistic approach across the focus areas of prevention, intervention, and recovery, and return to work, when addressing symptoms of PTSD and helping to assist firefighters who may be suffering.

An Employee and Family Assistance Program (EFAP) is established which provides full-time employees, volunteer firefighters, and Members of Council with access to coaching, counselling, and other online tools to promote health and wellness. Staff have been notified of the above policies and procedures that are in place to accommodate employees with disabilities.

5. Accessible Formats and Communication Supports

The Town of Arnprior is committed to providing employees with disabilities with the necessary accessible formats and/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, which are in place to support employees with disabilities and provide job-accommodation where required.

6. Workplace Emergency Response Information

The Town has created a Workplace Emergency Response Procedure 2015-02-09 Section 5.0 to complement 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. Any employee who requires any emergency related assistance or other accommodation will be provided with this upon request. The IASR policy also outlines that the Town must inquire with new hires as to whether or not they require assistance.

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. Section 4.0 of the Procedure for Documented Accommodation 2015-02-09 Plans complements the IASR Policy, outlining the steps that need to be taken to create/document an individual accommodation plan.

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 other employees) in returning to work is outlined in the Return-to-Work Policy as well as the IASR Policy.

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 as detailed in the IASR Policy and Section 6.0 of Performance Management Procedure 2015-02-09.

10. Career Development and Advancement

The Town takes into consideration individual accommodation plans for employees with disabilities when providing career development and advancement as detailed in the IASR Policy and Section 7.0 of the Career Development and Advance Procedure 2015-02-09.

11. Redeployment

The Town rarely redeploys employees. However, should the need arise, the Town will consider what accommodations workers will need in their new position.

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. However, Council, in 2025, provided funding in the amount of \$15,500 to Arnprior-Braeside-McNab Seniors At Home Program to support providing non-urgent transportation to seniors and adults with disabilities to improve access to health and community services. This funding accompanies over \$27,000 provided by the Province of Ontario through the Gas Tax Program.

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 Master Plan as it seeks to redevelop the waterfront and other recreation facilities to better serve the needs of residents. The Town of Arnprior adopted a new Recreation Master Plan in 2024 which included consultation with both the Accessibility and Age Friendly Advisory Committee as well as the public at large.

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 at 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. At Robert Simpson Park an accessible beach mat is installed for the summer season and a beach wheelchair is available for use upon request.

2. Outdoor Public Eating Areas

The Town is committed to creating accessible public eating areas, whether they are new constructions or redevelopments of existing areas, as per the regulation. Accessible picnic tables have been purchased and placed in various parks across the Town.

3. Outdoor Play Spaces

The Town is committed to creating accessible outdoor play spaces, whether they are new constructs or redevelopments of existing spaces. Any newly constructed or redeveloped outdoor play spaces will take into consideration Accessibility Design of Public Spaces Standards. Since the last plan, accessible swings were installed in six different parks, and new outdoor play spaces at Legion Park, Caruso Park, and Fairview Park have been completed.

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 continues to illustrate its commitment to creating accessible exterior paths of travel during its road reconstruction projects. Since the last plan accessible curb ramps and tactile walking surface indicators (TWSI) have been installed at more locations throughout Town. In 2025, 14 new TWSI were added with the Edey St/MacDonald St Reconstruction Project and 102 with the Daniel St Reconstruction Project.

Pedestrian crossovers (PXOs) were installed at the intersections of Baskin Drive and Leo Moskos Street, Daniel Street and Ottawa Valley Rail Trail, and John Street and Rock Lane.

5. Parking

The Town is committed to creating accessible parking lots that are new or redeveloped, as per the regulation. In 2020, the Town improved the accessible parking spaces at Robert Simpson Park by creating new dedicated spaces by the washroom building and identifying additional accessible parking spaces during large community events. Accessible parking spaces have also been added at the waterfront level of Robert Simpson Park. There are also four accessible parking located at the Marina which service both the Marina and Waterfront Trail.

In 2021, the Nick Smith Centre Parking Lot Paving Project was completed with a total of 234 parking spaces, including 12 accessible spaces. Points of entry/ emergency exits are curbed or at grade level, improving accessibility at the Nick Smith Centre.

In 2025, an accessible parking space was added on Edey Street outside of St. John XXIII school to provide more options for parents accessing the school as well as to Legion Park across the street.

6. Service Counters, Queuing Guides and Waiting Areas Accessible

The Town has installed accessible service counters, queuing guides, and waiting areas that are new or redeveloped. This includes improved wayfinding signage at the Nick Smith Centre and braille signage within the facility. All service counters across all Town facilities are accessible. Wayfinding signage throughout Town will continue to be improved with lifecycle replacement.

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 the 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.

The Arena Revitalization at the Nick Smith Centre included the addition of a public mezzanine that is accessible by elevator, expanding the public spaces that are barrier free. This project also created zero-degree thresholds to the ice surfaces and the addition of more accessible door operators and seating areas.

Conclusion

Creating communities where every person can participate fully is important for people, businesses, and community life. Accessibility not only helps people with disabilities, but it also 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 barriers and to the improvement of overall accessibility in the community. The Multi-Year Accessibility Plan will be updated again in 2031 as per the AODA and Integrated Accessibility Standards Regulation (IASR).

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 Multi-Year Accessibility Plan Status Report, and any other accessibility related matter.

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

Clerk's Office

105 Elgin Street West

Arnprior, ON K7S 0A8

Phone:(613)623-4231

Email: clerks@arnprior.ca

Appendix A: 2023-2025 Accessibility Successes

In the 2023-2025 Multi-Year Accessibility Plan, the Town identified a number of additional goals above and beyond legislated AODA and IASR requirements. The scheduled and ongoing projects will be included in the 2026-2030 accessibility goals.

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. Recreation staff also participated in a Principles of Healthy Aging Training to provide programming and support to seniors.
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, or available in an alternative format upon request. 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 a standard practice across the organization. As part of the Nick Smith Centre Arena Revitalization, additional accessible doors have been installed.

Goal	Current Status	Notes
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).	Ongoing	Town staff have begun to 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.
Install accessible wayfinding signage at Town sites (lifecycle replacements) in accordance with the Town's Signage and Wayfinding Policy (By-Law 7026-20).	Completed	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 also included new wayfinding signage at the Nick Smith Centre arenas.
Continue to incorporate accessible features into new Town-funded road reconstruction projects (where possible).	Ongoing	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 crossovers (PXOs) and pavement markings to narrow driving lanes (i.e. Cranston Street). Additional measures may be taken following completion of the Transportation Master Plan. Accessible parking options were added on Edey Street. Two pedestrian crossovers (PXOs) were added in 2025. The County of Renfrew installed a PXO on Daniel St at the Ottawa Valley Rail Trail. The Town installed a PXO on Baskin Dr at Leo Moskos St.
Review / Update Emergency Evacuation Plans for Town facilities to improve accessibility (as required).	Completed	Plans exist for all Town facilities.

Goal	Current Status	Notes
<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.</p> <p>The Town received grant funding from the Sport for All Fund to complete accessible upgrades to the alternative dressing room at the Nick Smith Centre.</p> <p>The Town received grant funding from the Ontario Seniors Community Grant Program which has supported the development of the Older Adults Club to provide more programming opportunities for seniors.</p> <p>The NSC Arena Revitalization Project received \$1 million from the Community Sport and Recreation Infrastructure Fund which has helped fund accessible upgrades in both arenas.</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>

Goal	Current Status	Notes
<p>Conduct a public awareness campaign targeting residents and business owners regarding the rules and regulations for service animals.</p>	<p>Complete</p>	<p>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 2026 the Clerk's office will work with the Community Services branch to provide more resources to businesses.</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. 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 2026, 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
Emergency Evacuation Plan to be completed	Completed	The Town Hall Fire Safety Evacuation Plan has been finalized in 2024 and was rolled out to staff in 2025.

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.	N/A	Currently, it is not feasible to install an automatic door opener for this meeting room. Since the meeting room is not a public meeting space, accommodations can be made to support staff or volunteers on an as-needed basis.

Nick Smith Centre Goals

Goal	Current Status	Notes
Make change rooms (pool and arena) fully accessible.	Scheduled	<p>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.</p> <p>The Town received grant funding from the Sport for All Fund to complete accessible upgrades to the alternative dressing room at the Nick Smith Centre.</p>
Make all washrooms fully accessible	Scheduled	<p>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.</p> <p>Design for upgraded washrooms at the Nick Smith Centre will begin in 2026 pending budget allocations.</p>

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 2025 construction began on the Nick Smith Centre Arena Revitalization project. 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. • The anticipated project completion date is early 2026.

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>In late 2025, staff began the initial public consultation process for the Robert Simpson Park Revitalization which will include upgrades to the upper level of the park. The project will include new play features, a new splash pad, upgraded washrooms, improved pathways, accessible pathway to the beach, and new seating areas; all with a goal to improve accessibility. This project will be completed in phases.</p> <p>In Summer 2025, 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>
<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>The design for parkland in the Marshall's Bay Meadows Subdivision Phase 2 will be completed in 2027.</p> <p>Construction at Fairview Park is completed, and the park opened in Spring 2025. 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. In addition, new audio tours will be available in 2026.
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 years six to ten of the Long-Range Capital Forecast, 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 years one to five of the Long-Range Capital Forecast, subject to grant availability. In 2025 the parking lot was resurfaced and painted.
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.

Appendix B: Further Goals Above & Beyond the AODA and IASR

The following are other areas that the Accessibility & Age Friendly 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 beyond the term of this plan.

Goal	Current Status	Notes
Ensure the 2026 and 2030 Municipal Elections are accessible to all voters and candidates.	Scheduled	In 2025, Council passed a by-law to approve the use of alternative (internet and telephone) voting for the 2026 Municipal Election. Alternative Voting methods, along with other initiatives from Town staff, will help support the accessibility of the Municipal Election for all electors and candidates.
Construction of universal and accessible washrooms at the Nick Smith Centre.	Ongoing	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.	Scheduled	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 2026/2027.
High contrast markings for sharp edges and hazards at the Nick Smith Centre.	Scheduled	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 2026/2027.

Goal	Current Status	Notes
<p>Accessible upgrades to pool and arena changerooms at the Nick Smith Centre.</p>	<p>Ongoing</p>	<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>
<p>Accessible door openers for arenas at the Nick Smith Centre.</p>	<p>Ongoing</p>	<p>Accessible door openers should be installed on all doors leading into arenas A and B, including to changerooms and the exterior.</p>
<p>Design and complete upgrades to improve the accessibility at the Marina, including for pedestrian access.</p>	<p>Ongoing</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>To be scheduled</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>

Goal	Current Status	Notes
Accessible washroom at the D. A. Gillies Building.	To be scheduled	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.
More shade and seating options at Fairview Park.	Ongoing	Consideration for additional trees or shade structures to support more shade spots and additional seating options such as picnic tables or benches within the new park.
Accessing accessible play features.	Ongoing	Evaluating options to allow mobility device users to appropriately approach accessible play features such as the accessible swing (i.e. having more pathways instead of grass/mulch).
Increased signage for accessible supports offered by the Town such as beach/water wheelchairs.	Ongoing	Many residents are not aware of accessible supports that the Town offers and increasing signage will help increase awareness.
Supporting sensory friendly meeting spaces within Town facilities.	Ongoing	Evaluate ways to increase sensory friendly meeting spaces, both in new spaces as well as existing spaces, such as lighting options and paint colours.
Identifying accessible features of Town programs and events.	Ongoing	Investigate ways to inform residents of the accessible options that will be available when participating in Town programs and events.
Providing sensory kits for use during Town programs.	Ongoing	Investigate ways to support individuals with sensory needs in participating in Town programs such as providing appropriate eyewear, headphones etc.

Goal	Current Status	Notes
New skateboard park	Scheduled	Pending budget approval, the new skateboard park will be built at the entrance to the Nick Smith Centre in 2026 and will have enhanced accessibility features.
Continuation and growth of the Older Adults Club	Ongoing	In early 2026, a survey of current members was completed to determine the on-going needs of program users and this transitions to a permanent program instead of a pilot program.