



Town of Arnprior Staff Report

Subject: 2020 Accessibility Plan Status Report

Report Number: 2020-12-14-05

Report Author and Position Title: Kaila Zamojski, Deputy Clerk

Department: Client Services

Meeting Date: December 14, 2020

Recommendations:

That Council approve the Town of Arnprior 2020 Accessibility Plan Status Report attached to this report; and

That the Town of Arnprior 2020 Accessibility Plan Status Report be posted on the Town website.

Background:

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities.

The Government of Ontario, the Legislative Assembly, every designated public sector organization and every other person or organization that provides goods, services or facilities to the public or other third parties and that has at least one employee in Ontario must follow the Integrated Accessibility Standards Regulation (IASR) to prevent and remove barriers for people with disabilities. The Ontario Regulation 191/11: Integrated Accessibility Standards is a grouping of five standards that the Accessibility for Ontarians with Disabilities Act (AODA) developed.

The IASR includes five standards in the areas of:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Built Environment

There are also the General Requirements that apply across the IASR. The requirement to have an Accessibility Plan in place is one such requirement. The Accessibility Plan outlines what steps the municipality will take to prevent and remove barriers that people with disabilities face when interacting

with the municipality, and when it will implement each step. In addition to reviewing and updating their plan at least every five years, the municipality must also publish an annual status report.

On January 29, 2018 the Town of Arnprior approved and implemented the Town's second Five-year (2018-2023) Multi-Year Accessibility Plan, in accordance with the IASR. This plan and the previous plan were implemented to help the Town remain in compliance and address the necessary areas specified in the regulations.

The Multi-Year Accessibility Plan details where the Town stands when looking at accessibility legislation 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. The Town of Arnprior is in compliance with current legislation, with ongoing items to be completed on a regular basis.

The Multi-Year Plan also lists "Further Goals Above and Beyond the AODA and IASR" for multiple municipal facilities and areas. The Accessibility Advisory Committee has outlined these non-legislative items, as areas where accessibility can be further improved throughout the Town. The Town endeavors to work toward completing these items as budget permits and wherever grant opportunities arise, which are above and beyond legislative requirements.

Discussion:

In accordance with the IASR, the Town of Arnprior is to 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 2020 Annual Accessibility Plan Status Report. Staff would note at this time, when it comes to applicable legislative requirements, the Town is in compliance and continues to monitor areas that require ongoing attention.

It is important to note that as of January 1, 2021 the Town of Arnprior, as a designated public sector organization, must have all internet websites and web content conform to WCAG 2.0 Level AA. The Town of Arnprior currently has a website that conforms to this standard, and staff have been working towards making sure all content published on the website is accessible. A full website update, scheduled for completion by May of 2021, will also meet these requirements.

Staff will continue to monitor new content being published on the Town's website, to ensure it meets various accessibility requirements. Corporate Training on "Creating Accessible Documents" will be taking place in December 2020, with staff who are responsible for creating content, which are distributed and made available to the public. New Adobe Software allows for continued "Accessibility Checks" of created documents, before they are published on the Town's Website.

All Design of Public Spaces Standards are consistently taken into consideration when redeveloping or creating new spaces, as outlined in the regulations.

Staff would also note, the Town of Arnprior continues to endeavor to go beyond legislative requirements of the AODA and IASR. Attached as Appendix A to the report is a summary chart of the progress and accomplishment made on any Further Goals, as suggested by the Accessibility Advisory Committee.

Options:

Option 1: Council could choose to amend the 2020 Annual Multi-Year Accessibility Plan Status Report.

Option 2: Council could choose not to approve the status report, which is not recommended by staff, as the Annual Accessibility Status Report is a requirement of the Integrated Accessibility Standards Regulation (IASR).

Policy Considerations:

The Town of Arnprior's Strategic Plan has been considered in the development of the 2020 Multi-Year Accessibility Plan Status Report in terms of Effective Service Delivery and Improved Infrastructure, and with the inclusion of the core values of Inclusivity and Accessibility. Additional policies considered include:

- Town of Arnprior Accessible Customer Service Policy
- Town of Arnprior IASR Policy
- Town of Arnprior 2018-2023 Multi-Year Accessibility Plan
- Accessibility for Ontarians with Disabilities Act (AODA)
- Integrated Accessibility Standards Regulation (IASR)

Financial Considerations:

There is no cost associated with the approval of the Annual Accessibility Status Report - 2020. However, necessary training and implementation of the various items included in the regulations will continue to incur some cost to the municipality, as well as the cost of implementing any maintenance/ infrastructure items being actioned under the "Further Goals Above and Beyond the AODA and IASR". All of these additional items being actioned have been listed in the attached summary chart. These items are completed under departmental operating budget funds, either as a capital item, or through grant funding.

Meeting Dates:

The Arnprior Accessibility Advisory Committee (AAAC) meetings were cancelled until further notice, due to COVID-19. Thus, the Committee did not review this specific status report, however, did take part in the initial implementation the Multi-Year Accessibility Plan, as well as review the previous status reports.

Consultation:

- General Manager, Operations
- Manager of Recreation
- Town Clerk

Documents:

1. Town of Arnprior Annual Accessibility Status Report - 2020
2. Appendix A – 2020 Status Report Summary Chart of "Actioned Further Goals Above and Beyond the AODA and IASR"

Signatures

Reviewed by Department Head: Jennifer Morawiec

Reviewed by General Manager of Client Services/Treasurer: Jennifer Morawiec

CAO Concurrence: Robin Paquette

Workflow Certified by Town Clerk: Maureen Spratt



Town of Arnprior Annual Accessibility Status Report – 2020

Background and Purpose

The 2020 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 2020, 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 2020 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 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. The Accessibility Advisory Committee, was unable to review this year's status report, as their meetings have been cancelled due to COVID-19. However, staff reviewed the items identified in the Multi-Year Plan, which was created in consultation with the AAAC.

2020 Accessibility Achievements

General Initiatives

- January 2020 Arnprior Accessibility Advisory Committee Meeting
- Training for 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

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

- A new 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.
- 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.
- Creating Accessible Documents Training for staff who create and upload documents to the Town's website.
- Beginning of the Process for a Refreshed Town Website.

Design of Public Spaces

- Accessible swings installed at six (6) parks in the Town of Arnprior
- Magnetic Door Openers installed in meeting rooms at Arnprior Public Library
- Proposed ICG Grant Submission
 - Wayfinding Signage for Town Facilities
 - Upgraded simplified accessible wayfinding signage for various Town facilities.
- Proposed ICIP Grant
 - Upgraded pathways and play structures at Caruso and Legion Park, to include accessible access to parks and include some accessible features in playgrounds

Next Steps for Accessibility

- Complete the Town of Arnprior's 2020 AODA Compliance Report, for the Province of Ontario, by June 30, 2021, as the deadline for submission was extended due to COVID-19.
- Re-audits of Town facilities and parks
- Continue to consult with the public, persons with disabilities and the Accessibility Advisory Committee
- 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

2020 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 accomplishment made on any Further Goals, as suggested 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:

arnprior.ca/town/accessibility/policy

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:

Maureen Spratt, Town Clerk

Email: mspratt@arnprior.ca

Phone: 613-623-4231 Ext. 1817

Kaila Zamojski, Deputy Clerk

Email: kzamojski@arnprior.ca

Phone: 613-623-4231 Ext. 1818

Appendix A

2020 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	
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>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 is intending to submit an ICIP Grant for Wayfinding Signage to be designed and installed at various Town facilities, where accessibility of the signage will be taken into consideration.</p>
Town Hall Goals	
Review/Update Emergency Evacuation plan to incorporate accessibility (as required)	Created in draft form, and not finalized. Work plan item for 2021.
Outdoor Centre Line Painted on streets to assist visually impaired, where they are not painted.	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.
Stanley Tourangeau Fire/Police Services	
Review/Update Emergency Evacuation plan to incorporate accessibility (as required)	May require updating. Work plan item for 2021, to review.
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	

Further Goal Identified in Multi-Year Plan	Status
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	Will be updated as required
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 2021, to review.
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
Install automatic door to access Rink B	Completed 2019
Install automatic door to access the Community Hall	Completed 2019

Further Goal Identified in Multi-Year Plan	Status
<p>Make all washrooms accessible 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.</p>	<p>In 2019, improvements were made to the existing washrooms including installation of accessible toilets and sinks.</p> <p>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.</p>
<p>Install a higher writing platform (similar to Town Hall Second Floor Service Counter) at Customer Service Counter</p>	<p>Completed 2019</p>
<p>Install handrail in the stands of Rink A</p>	<p>Staff will continue to explore feasible options. Accessible seating is available via the accessible lift, above the Pro Shop.</p>
<p>Make emergency exit outside Community Hall and Rink B accessible by grading the step outside the door.</p>	<p>This will be addressed with the paving of the Nick Smith Centre Parking Lot in 2021.</p>
<p>Robert Simpson Park Goals</p>	
<p>Move the accessible parking stalls to be behind the washrooms and level the parking area prior to completion</p>	<p>Completed 2019</p>
<ol style="list-style-type: none"> 1. Install an accessible pathway into the water on the beach area. 2. Install an accessible pathway to the Canteen and lower the service counter. 3. Make the washrooms fully accessible. 4. Install an accessible pathway to the Gazebo. 5. 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

Further Goal Identified in Multi-Year Plan	Status
<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: Atkinson, Caruso, Legion, McLean, Optimist, Village Creek</p>
<p>Arnprior & District Museum Goals</p>	
<p>Review/Update Emergency Evacuation Plan, to incorporate accessibility (as required)</p>	<p>Completed 2019</p>
<p>Contrasting colour on the black railing ends, to identify the railing start and finish at night</p>	<p>Completed 2019</p>
<p>Access to exhibits on all three (3) floors of the Museum</p>	<p>The Museum Curator will continue to implement a virtual tour of the other exhibits, which are not accessible at this time, if possible.</p>
<p>Install an elevator in the Museum to allow access to upper floors</p>	<p>This item is tentatively included in the Long Range Capital Forecast for 2030.</p>
<p>Continue to install explanation (audio and/or braille) of exhibits</p>	<p>Continue to be completed if possible, when required.</p>