



Town of Arnprior Staff Report

Subject: 2019 Accessibility Plan Status Report

Report Number: 20-01-27-04

Report Author and Position Title: Maureen Spratt, Town Clerk

Department: Client Services

Meeting Date: January 13, 2020

Recommendations:

That Council approve the Town of Arnprior 2019 Accessibility Plan Status Report attached to this report; and

That staff be directed to post the Town of Arnprior 2019 Accessibility Plan Status Report 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 Accessibility Plans 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 is a plan detailing 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. These are non-legislative items that have been outlined by the Accessibility Advisory Committee 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 2019 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. 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 above and beyond legislative requirements of the AODA. 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 2019 Annual Multi-Year Accessibility Plan Status Report.

Option 2: Council could choose to not 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 2019 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 Accessible. 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 - 2019. 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 either departmental operating budget funds, as a capital item, or through grant funding.

Meeting Dates:

The Annual Accessibility Plan Status Update was discussed at the January 20, 2019 Arnprior Accessibility Advisory Committee Meeting.

Consultation:

Town of Arnprior Staff (Departments Heads with pending action items)
Arnprior Accessibility Advisory Committee (AAAC)

Documents:

Town of Arnprior Annual Accessibility Status Report – 2019
Appendix A – Summary Chart of Actioned “Further Goals Above and Beyond the AODA and IASR”

Signatures

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

I/CAO Concurrence: Robin Paquette

Workflow Certified by Town Clerk: Maureen Spratt

Town of Arnprior

Annual Accessibility Status Report -2019

Background and Purpose

The 2019 Accessibility Status Report is the annual update on the progress of measures taken to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

This Status Report includes the accessibility initiatives that were completed in 2019 as outlined in the Town of Arnprior's Multi-Year Accessibility Plan. The purpose of this Status Report is to make the public aware of the Town of Arnprior's progress with regards to the 2018-2023 Multi-Year Accessibility Plan, adopted in early 2019, and to prevent and remove barriers and meet requirements under the AODA.

The 2019 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.

2019 Accessibility Achievements

General Initiatives

- Quarterly Accessibility Advisory Committee Meetings
- Strategic Plan Update
 - Core Values updated to include Inclusivity and Accessible
- ICIP Grant Submission
 - A full renovation of all existing staff and public change rooms in addition to new change room space dedicated to families and users with accessible/mobility needs at the Nick Smith Centre
 - Paving of the Nick Smith Centre Parking Lot
- 2019 AODA Compliance Report Submission
 - A self-assessment of the Town of Arnprior's status in terms of compliance with all provincial accessibility requirements
- Training for New Hires on:
 - AODA Customer Service
 - Understanding Human Rights
 - Integrated Accessibility Standards – Information/Communication and Employment Standards
- Ausome Ottawa Training for six (6) full-time and six (6) part-time recreation employees
 - Participants learn to recognize and better understand autism, as well as, acquire practical strategies to use in a recreation setting.

Employment

- Notification to the public that accommodations will be provided upon request.
- Notification welcoming accommodations throughout the recruitment process and employment life cycle.

Information and Communication

- Several forms and documents on the Town's website were updated to be fillable accessible PDF's

Design of Public Spaces

- Updated sidewalk intersections, tactile walking surface indicators as per Design of Public Spaces Standard
- PXO installed at Madawaska Street and Harriet Street
- Installation of Nine (9) Accessible Door Operators
- Accessible Picnic Tables purchased and placed in various parks

Next Steps for Accessibility

- Re-audits of Town facilities and parks
- Provide Accessible Documents Training to Staff
- Continue to consult 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
- Continue to ensure documents are accessible or available upon request
- Continue to welcome accommodations throughout the recruitment process and employment life cycle
- Ensure new facilities and reconstructions are designed with accessibility features incorporated

2019 Status Report - Summary Chart of “Actioned Further Goals Above and Beyond the AODA and IASR”

The Town of Arnprior continues to endeavor to go above and beyond legislative requirements of the AODA. Attached to this report is a summary chart of the progress and accomplishment made on any Further Goals, as suggested by the Accessibility Advisory Committee.

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 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: The Multi-Year Accessibility Plan and Annual Accessibility Status Reports can be accessed through the Town of Arnprior website: arnprior.ca/town/accessibility/policy

Hard Copy: The Multi-Year Accessibility Plan and Annual Accessibility Status Reports may be accessed at the Municipal Office at 105 Elgin Street West, Arnprior, ON K7S 0A8

Contact Information

To provide feedback or for more information please contact:

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