



2015 – 2019 ACCESSIBILITY PLAN

Multi-year Plan

Approved Finance and Corporate Services: October 14, 2015

Approved by Council: October 28, 2015



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Section 1: Municipality Participating in this Plan

1.1 Municipality

This plan has been prepared for the Town of Penetanguishene.

1.2 Address

10 Robert Street West
Penetanguishene, ON L9M1M9
705-549-7453

1.3 Key Contact

Stacey Cooper, Deputy Clerk - scooper@penetanguishene.ca
(705) 549-7453 x211 – Phone
(705) 549-3743 - Fax

1.4 Population

9,111¹

1.5 Municipal Highlights

The Corporation of the Town of Penetanguishene is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

The Town of Penetanguishene recognizes the diverse needs of all our residents and customers and will respond by striving to provide services and facilities that are accessible to all. The Town of Penetanguishene is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

The multi-year accessibility plan will be reviewed at least once every five years and a year-end, annual status report on the progress of its plan, in consultation with the Accessibility Advisory Committee will be prepared.

The Town of Penetanguishene will provide its multi-year accessibility plan and annual updates through the following avenues: the Town of Penetanguishene website: www.penetanguishene.ca. Also at the Municipal Office at 10 Robert Street as a paper copy and upon request the plan will be made available in an alternate format as required.

¹ Statistics Canada 2011 Census

1.6 Corporate Services Department

The Chief Administrative Officer is appointed by Council. The Chief Administrative Officer directs and coordinates the general management of business affairs of the Corporation, in accordance with the by-laws, policies and plans established and approved by Council, to ensure the delivery of high quality services and facilities which preserve or enhance the social, economic and physical well-being of the community at best value for the citizens of Penetanguishene.

It is the responsibility of the Chief Administrative Officer to ensure that innovative programs and services are developed and implemented to meet the ever-changing needs of the community, while ensuring fiscal responsibility, and the added responsibilities municipalities are faced with.

The Chief Administrative Officer is also responsible for ensuring that Council directives are coordinated between departments and relevant agencies while ensuring that the operations within the organization are conducted within the framework of the values and goals of the Corporation.

In addition, the Chief Administrative Officer links with other government agencies, federal, provincial and municipal; to provide Council with the necessary comprehensive information they require for developing plans and policies.

Under the direction of the Chief Administrative Officer, each Senior Manager is responsible for managing their respective area:

1.7 Services Not Delivered by the Town of Penetanguishene

The Town of Penetanguishene is a lower-tier municipality and as such there are certain services for which the Corporation of the County of Simcoe is responsible. The County of Simcoe delivers these services on behalf of the Town. Specifically, the County of Simcoe is responsible for:

- Ontario Works
- Children's Services
- Land Ambulance and Emergency Planning
- Homes for the Aged
- Health Unit Services is offered by the Simcoe Muskoka District Health Unit

As required under the Accessibility for Ontarians with Disabilities Act, the County of Simcoe will prepare its own Accessibility Plan covering those services delivered by the County.

Section 2: Accessibility Advisory Committee

2.1 Committee Membership

The following members have been appointed by Council for a term ending November 30, 2018:

<u>Name</u>	<u>Membership</u>	<u>Term</u>
Councillor D. Levy	Council Rep.	November 30, 2018
Tracy Duval	Citizen Rep.	November 30, 2018
Peter King	Citizen Rep.	November 30, 2018
Barbara Dodson	Citizen Rep.	November 30, 2018
Lisa Vallee	Citizen Rep.	November 30, 2018
Susan Potter	Citizen Rep.	November 30, 2018

2.2 Terms of Reference

1. Reporting Structure:

In accordance with the Town of Penetanguishene's Procedural By-law, the Accessibility Advisory Committee is an advisory Committee authorized by Council and has been established in accordance with the Terms of Reference. The Committee shall report to Council through the Finance and Corporate Services Section. The Committee provides recommendations to Council.

2. Mandate

The goal of the Accessibility Advisory Committee is to champion issues related to the provision of an accessible community on behalf of all of Penetanguishene's citizens.

3. Objectives

- Advise Council each year about the preparation, implementation and effectiveness of its accessibility plan as required by the Ontarians with Disabilities Act.
- Advise Council on the accessibility for persons with disabilities to a building structure or premises, or part of a building, structure or premises that Council intends to purchase, construct, significantly renovate or lease.
- Advise Council on the accessibility of new developments for which site plans are being reviewed by the municipality pursuant to section 41 of the

Planning Act.

- Research and make recommendations to Council concerning the identification, removal and prevention of barriers to persons with disabilities within the Town of Penetanguishene.
- Educate Council and the general public of the responsibility, benefits and means of having a consumer-friendly community inclusive to age and ability.
- Promote the voluntary provision of inclusive access to buildings, services, communications and activities within the Town of Penetanguishene, and recognize those businesses and services that are consumer-friendly.

5. Term

Council members shall be appointed for four years. Citizen members shall be appointed for a term that coincides with the term of Council, expiring on November 30 of the year in which a municipal election is held.

A member may resign from the Committee at any time by advising of this intention in writing to the Chair of the Committee.

6. Resources

Primary Staff

The staff resource for the Committee is the Accessibility Coordinator.

Advisory Staff

Staff shall provide advisory support to the Committee, including background information, resources and advice to Committee members to assist them in their role.

From time to time, the Committee may request the advice or participation (non-voting) of individuals or organizations/Committees with a particular area of expertise. The Accessibility Coordinator will coordinate, through consultation with the Chair, the request made by the Committee.

Section 3: Accessibility Achievements and Committee Highlights

As part of its commitment to creating an exciting, caring and progressive community, the Accessibility Advisory Committee implements initiatives and goals to eliminate barriers to improve and maintain the Town of Penetanguishene as an Accessible Community. The following are highlights of some of the initiatives undertaken, often with assistance or feedback from the Accessibility Advisory Committee, to make Penetanguishene a more accessible community.

Over the last 5 years, Town and its Local Boards approved the following accessibility enhancements for the community:

3.1 BARRIER REMOVAL INITIATIVES 2012-2015

	Barrier Removal	Year
✓	Continued compliance with the Customer Service Standard through training conducted for all new members of Town Council, Committees, Boards, staff, and volunteers.	2012
✓	Main Street & Robert Street Audible signals replaced.	2012
✓	Replace sidewalk and install any required curb cuts on Maria Street from Jeffery Street to Robert Street East as part of reconstruction project.	2012
✓	Continuation of sidewalk reconstruction on Jeffrey Street in conjunction with road reconstruction	2012
✓	Construction of barrier free public washrooms at Rotary Park	2012
✓	Individualized Workplace Emergency Response Information process formalized.	2012
✓	Emergency Procedure, Plans or Public Safety Information to be provided in an accessible format on request.	2012
✓	Development of Municipal Integrated Accessibility Standard Policy.	2012
✓	Complete accessible upgrades at Memorial Park including barrier free parking, pathways, amenities and/or walkway(s) in conjunction with Maria Street reconstruction.	2012
✓	Review of Procurement By-law (policy) to ensure accessibility criteria incorporated	2012
✓	Recruitment Policy updated to include accommodation for applicants with disabilities	2012
✓	Replacement of playground equipment in Martin Valley Park with accessible features.	2012
✓	Barrier free washroom(s) at Huronia Park	2013
✓	Lift Replacement – Penetanguishene Library	2013
✓	Include accessibility features in Feasibility Study for Library Basement.	2013
✓	Installation of accessible swing at Penetanguishene Rotary Park and/or various other Town parks.	2013
✓	Interlocking Brick Walkway – Museum	2013

✓	Accessible Picnic tables for Parks	2013
✓	Barrier free men's washroom at Arena.	2013
✓	Transit Review including Accessible Options	2013
✓	Development of HR Related policies: <ul style="list-style-type: none"> • Employee Supports/Accessible Formats and Communication Supports for Employees • Return to Work • Performance Management/Career Development and Advancement/Redeployment 	2013
✓	New Town Website to provide greater accessibility including WCAG 2.0, Level A.	2013
✓	Develop policy for Accessible Formats and Communication Support Requests including a list of service providers for out sourced needs.	2013
✓	Review sidewalk and/or pedestrian walkway options on Dufferin from Hilltop to Ecole St. Louis in conjunction with Wendat development.	2014
✓	Install sidewalk on McGuire Road	2014
✓	Include sidewalk improvements and/or curb cuts in engineering design for Anne Street, Harriet Street, Lucy Street reconstruction.	2015
✓	Maintain line painting and improved signage for barrier free parking spaces at various locations, including Townhall, Fire Hall, Public Works, Arena, Museum, and Parks.	2012-2015 (yearly)
✓	Ensure that trail design and installations are barrier free wherever possible as part of Trails Five Year Capital Plan including Ecology Garden walkway, Thompsons Road West trail extensions, Thompsons Road to Brunelle Sideroad trail connection, Waterfront/Copeland trail connection, Robert Street East to Edward Street trail connection and Fox Street to Church Street trail connection.	2013-2015
✓	Continue to research and implement best practices for sidewalks, parkland, playground equipment and trails, not included in proposed built environment standard.	2012-2015
✓	Continue to provide training for all new Town employees, volunteers and vendors regarding the Requirements of IAS and Ontario Human Rights Code.	2012-2015
✓	Continue to increase public awareness of the activities regarding AODA standards. Continue local participation in accessibility related programs and projects offered in conjunction with the Simcoe County Access Network (SCAN), other local municipalities and/or municipal associations.	2012-2015
✓	Implement OBC requirements and encourage local businesses/institutions to incorporate accessibility upgrades beyond the OBC as part of any development/redevelopment projects.	2012-2015
✓	Continue to support the North Simcoe Transportation Linking Communities (TLC) program.	2012-2015
✓	Continue to investigate possible transportation services and options with Town of Midland and other local partners within the County of Simcoe.	2012-2015
✓	Evaluate impact of Built Environment Standard on Town facilities when finalized. Implement Integrated Accessibility Standard at Town facilities and for Town services as may be required.	2012-2015
✓	Review of sidewalks/trails standards. This infrastructure is not included in built environment standards. County of Simcoe is in process of	2012-2015

	developing Trail Standards.	
✓	Review of playground equipment standards. Barrier free features will be considered in future playground development and/or replacement projects. The Town has a copy of the standard specific to playgrounds - CSA-Z614 Children's Play spaces and Equipment standard.	2012-2015
	Investigate any and all opportunities for accessibility-related grants	2016-2019
	Audible Signals at Main and Poyntz, Main and Edward, Main and Thompsons	2016-2019
	Install sidewalk on Thompsons Road West in Phase 1 of Bellisle Heights Subdivision and sidewalk in Phase 2. (By Developer)	2016
	Barrier free access to Tourism Information Centre as well as Barrier-Free public washroom and shower facilities (consider Family washroom for those who need assistance)	2016
	Design trail and sidewalk extensions as part of Thompsons Road West connection to Main Street, including any curb cuts that may be required.	2016
	Celebrate National Accessibility Awareness Week Event – May 29-June 4, 2016	2016
	Include sidewalk extensions, curb cuts and pedestrian crossing signalization improvements as part of design for Main Street reconstruction as well as Urban Design Guidelines for Downtown Improvement area.	2016
	Intersection upgrades at Robert and Main, Poyntz and Main	2016
	Review parking, including barrier free parking as part of Peel Street engineering design.	2016
	Review of Line painting or other warning system in relation to new sidewalk on Church Street where driveway aprons are located (pending)	2016
	Tom Coffin Park Playground – replace woodchips with accessible surface	2016
	Accessible Playground equipment – one item to be added every year	2015-2019
	Sidewalk repairs for accessibility – holes and cracks create barriers	2015-2019

Section 4: Priorities to Be Addressed 2015 – 2019

Below are the projects associated with the prevention and removal of barriers specifically to persons with disabilities that live, work, and visit the Town of Penetanguishene. By removing barriers for persons with disabilities, we are removing barriers for everyone.

This five year plan represents the Town's approach to accessibility planning. The plan follows a new format by listing projects that are associated with each accessibility standard under the AODA.

This multi-year plan has been organized into the following sections:

Part I – General Requirements Under the IASR; Accessibility Plan, Procurement and Training

Part II – Accessible Customer Service

Part III – Accessible Information and Communications Standards

Part IV – Transportation Standards

Part V – Accessible Built Environment

Part VI – Design of Open Public Spaces Standards

Part VII – Internal Initiatives

Project Title	Description	Timeframe	Lead Department
	General Initiatives		
Multi-year Accessibility Plan	Yearly review of the Town's strategy to prevent and remove barriers and meet requirements under the Accessibility for Ontarians with Disabilities Act, (AODA) and our obligations under the Accessibility Standards. This will include an annual status report on the progress with the initiatives in the Plan.	2015-2019 (yearly)	Corporate Services

Policy Delivery and Review	Maintain policies about how the Town will achieve accessibility through meeting the requirements in the AODA, including those laid out in the Integrated Accessibility Standards Regulation (IASR) and Accessible Customer Service Regulation.	2015-2019 (yearly review)	Corporate Services Department
Procurement process ensures the acquisition of accessible goods, services or facilities.	Ensure process to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. This will include accessibility features when designing, procuring or acquiring self-service kiosks.	Yearly review	Finance
Training in the IASR and Ontario Human Rights Code	Develop, deliver and coordinate mandatory accessibility training applicable to all employees, and volunteers (i.e. face-to-face, e-learning, job-aids).	As required	Corporate Services HR
Accessible Customer Service Initiatives			
Accessible Customer Service Regulation	Monitor and evaluate Accessible Customer Service Training for staff, volunteers and 3 rd party agencies, in order to continue to comply with the Accessible Customer Service Regulation, under the Accessibility for Ontarians with Disabilities Act (AODA).	Compliance of Accessible Customer Service Standard achieved in 2010 Maintenance of Standard is Ongoing	Corporate Services/ Human Resources
Accessible Elections	Elections manuals, technology and software will be reviewed and amended if necessary in preparation for the 2018 Municipal Election.	Compliance of Accessible Customer Service Standard achieved in 2010 Maintenance of Standard is Ongoing	Corporate Services Department

Accessible Formats and Communication Supports	Review relevant policies. Reinforce Accessible Customer Service Training. Develop guidelines for accessible public information materials (electronic and print materials).	Compliance achieved in 2015 Maintenance of Standard is Ongoing	Corporate Services Department
Accessible feedback processes	Develop accessible on- line feedback processes in addition to other methods.	Already compliant – compliance continually monitored and processes updated as required	Corporate Services
Emergency procedures and public safety information	Ensure Town’s emergency plans or public safety information is available in an accessible format upon request.	Compliance achieved 2012 Maintenance of Standard is Ongoing	Corporate Services / Emergency Services
Accessible feedback processes	Develop accessible on- line feedback processes in addition to other methods.	Already compliant – compliance continually monitored and processes updated as required	Corporate Services
Accessible Website	Include accessibility in upgrades. Review online applications such as transit, recreation, intranet etc. Employment Initiatives	Compliance achieved in 2013 Maintenance of Standard is Ongoing	Corporate Services

Employment Initiatives			
<p>Employee Accommodations:</p> <p>Recruitment Planning, screening and selection process provides accommodations.</p> <p>Accommodations are provided to employees.</p> <p>Return to work process with related applicable accommodations is in place.</p> <p>Performance management, career development and redeployment take into consideration the accessibility accommodation needs of employees with disabilities. Workplace emergency response information is provided in an accessible format or with other accommodations upon request.</p>	<p>Revise policy and work processes for recruitment; workplace emergency response; employee accommodation; disability management and return to work; performance management; career development and employee redeployment.</p> <p>Develop targeted training for all Human Resources staff, and all senior employees impacted by the changes to policy and process as a result of the employment standards (i.e. hiring managers).</p> <p>Communicate employment policies and processes to all staff.</p>	<p>Compliance achieved 2014</p>	<p>Corporate Services / Human Resources</p>
Transportation Initiatives			
<p>Transit</p>	<p>The Town of Penetanguishene is currently investigating options for Transit.</p>		
<p>Duties of Municipalities, Accessible Taxicabs</p>	<p>At this time, the Town of Penetanguishene does not have an accessible taxi cab.</p>		

Duties of Municipalities, Taxicabs		Compliance achieved in 2011	Municipal Law Enforcement, Corporate Services
Accessible Built Environment Initiatives			
Development/ Redevelopment of COB Accessibility Design Guidelines	<p>To implement accessibility design criteria for Town facilities that would apply to capital projects and for private developments where applicable through the site plan process.</p> <p>The provincial accessible built environment standard as incorporated into the Ontario Building Code will be monitored regarding implications for future Town building projects and revisions on the COB Accessibility Design guidelines.</p>	Maintenance of Standard is Ongoing	Planning and Community Development
Design of Open Public Spaces Standards			
Open Public Spaces	<p>Accessibility considerations per the Integrated Standard will be made in the design, refurbishment and maintenance of all Town of Penetanguishene Open Public Spaces, with the intent to eliminate barriers where possible, while striving to not create new barriers. This applies to:</p> <ul style="list-style-type: none"> • Recreational trails and beach access routes; • Outdoor public use eating areas • Outdoor play spaces • Exterior paths of travel • Parking • Obtaining service, i.e. counters 	Compliance by 2016	Planning and Community Development / Recreation and Community Development
Sidewalks for Transit Routes	Installation of accessible sidewalks along accessible transit routes.	Compliance by 2016	Transit, Engineering, HR

The Town of Penetanguishene will continue to work toward creating a universally accessible community by systematically removing barriers to persons with disabilities. These barriers include: physical, architectural, informational, attitudinal, technological, and barriers created by policies or practices.

Since the purpose of the AODA is to develop, implement and enforce accessibility standards with respect to goods, services, information and communication, facilities, accommodation, employment, buildings, structures and premises, the Town of Penetanguishene will continue our pursuit in the prevention and removal of barriers to persons with disabilities and strive to continue to deliver quality municipal programs and services to all our citizens.

Section 5: Conclusion and Next Steps

This Town of Penetanguishene Multi-year Accessibility Plan provides an update on activities that have been and will be undertaken to improve the accessibility of all our programs, policies, services and facilities. The Town of Penetanguishene has strengthened its commitment to increase accessibility and will continue to improve and make strides to achieve its accessibility goals.

5.1 Get Involved

The next five years will be an exciting time for improvements to the accessibility of the Town of Penetanguishene, where more and more improvements will be introduced and barriers to accessibility removed.

As we make these improvements, and seek the solutions to some of the problems that persons with disabilities living in or visiting Penetanguishene continue to face, we want the community to help us. We have already received some great feedback from the community to help us develop this document. We want to continue to hear from the community about its experiences and ideas for how we can further enhance the accessibility of Town of Penetanguishene's programs, services and facilities beyond 2019.

Please contact our Accessibility Coordinator, Stacey Cooper, by e-mailing her at: scooper@penetanguishene.ca or by calling: (705)549-7453 x211.

5.2 For More Information

For more information please visit the Town website at: www.penetanguishene.ca