



## **The Corporation of The Town of Carleton Place**

### **Multi Year Accessibility Plan**

**2016 - 2020**

An alternate format of the Multi Year Accessibility Plan is available upon request.

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The Town of Carleton Place  
Accessibility Advisory Committee

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**A Message from the Mayor:**

The Council of The Town of Carleton Place is very pleased to adopt the first Multi Year Accessibility Plan for the municipality. The Plan outlines the current Corporation Accessibility Policy, our Annual Accessibility Plan and the structure of our Accessibility Advisory Committee.

Also reviewed in detail are the five accessibility standards of accessibility customer service, information and communications, employment, transportation and the built environment. Along with each of these standards is an examination of what we have accomplished and what we plan to achieve in order to make our community as accessible as possible for people within our community who have disabilities.

The Carleton Place Multi Year Accessibility Plan will be examined on an annual basis to determine goals that have been achieved and targets that are yet to be accomplished.

Finally, on behalf of the members of Council, I would like to thank the members of the Carleton Place Accessibility Advisory Committee for their time and dedication helping to make our community accessible to all.

Louis Antonakos  
Mayor

## **Legislative Authority**

Under the Ontario's Accessibility for Ontarians with Disabilities Act (AODA), private and not-for-profit organizations with 50 or more employees must create a multi-year accessibility plan and accessibility policies.

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. To help public, private and non-profit organizations identify, prevent and remove barriers to accessibility; the AODA contains accessibility standards in areas, including:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment

The accessibility standard for customer service came into force in 2008. The next three standards – information and communications, employment and transportation – have been combined into the Integrated Accessibility Standards Regulation (IASR). The IASR is now law and the requirements shall be phased in over time. The standard for built environment for facilities and outdoor spaces is still in development.

## **Definitions**

**Accessibility:** a general term used to describe the degree of ease that something (e.g., device, service, environment) can be used and enjoyed by persons with a disability. The term implies conscious planning, design and/or effort to ensure it is barrier-free to persons with a disability and, by extension, highly usable and practical for the general population as well.

**Accessibility for Ontarians with Disabilities Act (AODA), 2005:** the purpose of the Act is to develop, implement and enforce accessibility standards in order to remove barriers for Ontarians with disabilities on or before January 1, 2025 in relation to goods, services, facilities, accommodations, employment, facilities, structures and premises. The AODA came into force on June 4, 2005.

**Accessible:** that which can be easily reached or obtained; a facility that can be easily entered; posing no obstacles to persons with disabilities.

**Accessible formats:** may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

**Adaptive technologies:** technologies that enable persons with disabilities, primarily physical disabilities, to use regular versions of products such as computers or telephones.

**Assistive devices:** equipment that assists people to perform a given task; usually devices that people bring with them, such as a walker, scooter, wheelchair or personal oxygen tank.

**Assistive technology:** technological devices that have been developed with features specifically helpful for people with disabilities. Publishers may be asked to supply file formats that are compatible with particular types of assistive technology.

**Communications:** the interaction between two or more persons or entities, where information is provided, sent or received.

**Communication supports:** may include, but are not limited to, captioning, alternative and augmentative supports, plain language, sign language and other supports that facilitate effective communications.

**Conversion ready:** an electronic or digital format that facilitates conversion into an accessible format.

**Disability:** the interaction between the social, cultural or physical environment and a person's impairment that creates barriers. Disability may be apparent to others or hidden, inherited, self-inflicted or acquired, perceived or presumed.

**Diversity:** refers to the presence of a wide range of human qualities and attributes within a group or an organization. The dimensions of diversity include, but are not limited to, age, gender, race, ethnicity, physical and intellectual ability, religion, sexual orientation, educational background and expertise.

**HTML/XHTML (HyperText Markup Language):** the markup language for web pages and provides the basic building blocks of web pages. XHTML is a set of XML specifications that extend the rather limited capabilities of HTML and make it more disciplined. Both HTML 5.0 and XHTML 5.0 are currently under development by the World Wide Web Consortium.

**Information:** includes data, facts and knowledge that exists in any format, including text, audio, digital or images and that conveys meaning.

**Ontarians with Disabilities Act (ODA), 2001:** requires government ministries, municipalities and public sector organizations such as transportation organizations, hospitals and school boards to develop an annual accessibility plan aimed at identifying, removing and preventing barriers to accessibility in a number of areas, such as government buildings, publications and internet sites.

**PDF (Portable Document Format):** a file format, which enables a document to be used on many different computer platforms but always to maintain the same visual appearance and page layout. Originally developed by Adobe in the early 1990s, PDF is now an ISO standard and is widely used throughout the publishing industry both as part of its process for producing printed products and for some types of electronic products. The specifications of PDF files may vary depending on their intended use; some forms of PDF (particularly those specifically aimed at printing applications) are far from ideal for use in the production of accessible editions.

## **Statement of Commitment**

The Town of Carleton Place is committed to treating all people in a way that allows them to maintain their dignity and independence. The Municipality believes in integration and equal opportunity. The Town is committed to meeting the needs of people with disabilities in a timely manner, and shall do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The Town endeavours to demonstrate leadership for accessibility by ensuring accessibility for our employees and the public they serve.

The Town has been building an accessible organization for a number of years. As a public sector organization the Municipality is required to do this by law, under the Accessibility for Ontarians with Disabilities Act.

## **Purpose**

The Town of Carleton Place Multi Year Plan outlines the policies and actions that the municipality will take to improve opportunities for people with disabilities.

This plan is a road map that describes how the municipality will transform our operations into an accessible organization. The contents of the Plan were developed in consultation with staff and our Accessibility Advisory Committee. In this document, you will find important background information about accessibility sections detailing our approach to building an accessible organization.

## **Goal and Vision**

The overall vision, desired outcomes and strategy is detailed, in the Objectives Section of the Plan which shall lead to achieving accessibility by 2025.

## **Objectives**

The Objectives of the Plan are detailed in each of the Standards as listed within the Plan and the results over the next five years.

## **Introduction:**

The Town of Carleton Place Multi-Year Accessibility Plan for the years 2016 to 2020 outlines our approach to ensuring an inclusive workplace and an accessible service provider.

This multi-year Plan is based upon requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA sets out the roadmap for an accessible Ontario by 2025. It contains standards in the following five areas:

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

The Accessible Customer Service Standard came into effect in 2008. In 2011, under the Integrated Accessibility Regulation, the Province of Ontario combined Communications, Employment, Transportation and the Built Environment.

The Town endeavours to demonstrate leadership for the business and non-profit sectors within our municipality. Our goal is to ensure accessibility for our employees and the public we serve in our services and facilities. The Town of Carleton Place will continue to remove barriers that prevent people with disabilities from accessing our facilities and services.

### **Corporate Accessibility Policy:**

The Town of Carleton Place is committed to improving accessibility for people with disabilities to afford equal opportunities and the provision of services in a manner that respects their dignity and independence.

This commitment shall consist of the following:

- Maintenance of an Accessibility Advisory Committee to Council to provide advice and recommendations to Council regarding accessibility matters.
- Update of the Accessibility Plan with a multi-year plan to improve accessibility for people with disabilities.
- Continued compliance with the AODA and Regulations including accessibility training.
- Site plan review of development proposals in a timely manner to ensure and encourage accessibility design features.
- The encouragement of community awareness of accessibility needs and the AODA.
- The identification and the encouragement of the removal of barriers for people with disabilities.

### **The Town of Carleton Place Accessibility Advisory Committee:**

The Town of Carleton Place has maintained an Accessibility Advisory Committee since 2001. Council may seek advice and recommendations from the said Committee regarding disability matters. The membership is composed of members of the community that either have a disability or have an interest in accessibility for disabled persons. Membership of the said Committee is determined by Council annually by the Striking Committee.

The mandate of the Committee is listed as follows:

- To advise Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the Council may seek the advice of the Committee.
- To review in a timely manner the site plans and drawings described in Section 41 of the Planning Act that the committee selects; and
- Perform all other functions that are specified in the regulations.
- To consult with disabled community groups, organizations and service agencies to provide a forum for the communication of issues.
- To identify and advocate with “Best Practices” in the removal of all barriers for persons with disabilities and;
- To raise public awareness of disabilities issues through the organization of initiatives and activities.

### **General Requirements: – Integrated Accessibility Standards Regulation 191/11**

#### **Corporate Policy**

The Town of Carleton Place has adopted a Corporate Accessibility Policy which is found on Page 2 of this Plan.

#### **Multi Year Accessibility Plan**

The Town of Carleton Place has adopted a Multi-Year Accessibility Plan as detailed within.

#### **Procuring or Acquiring Goods, Services or Facilities**

The Town of Carleton Place adopted By-law No. 01-2013 (the Corporation’s Procurement Policy) to include a statement in compliance with Section 5 of Ontario Regulation 191/11 which reads as follows:

- “**2.6** The Town of Carleton Place shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so and in such a situation, the municipality shall provide a documented explanation upon request.”

#### **Self Service Kiosks**

The Town of Carleton Place adopted By-law No. 01-2013 (the Corporation’s Procurement Policy) to include a statement in compliance with Section 6 of Ontario Regulation 191/11 which states as follows:

- “**2.7** The Town of Carleton Place shall incorporate accessibility features and have regard to accessibility for people with disabilities when designing, procuring or acquiring self service kiosks”

## **Training**

The Town of Carleton Place shall ensure training to its employees and volunteers on the requirements of the IASR as detailed in section 7, as well as the Human Rights Code as it relates to people with disabilities. Training shall be done when necessary changes are made to the Municipality's accessibility policies.

## **The Accessible Customer Service Standard:**

The Town of Carleton Place is committed to ensuring that all employees and volunteers receive accessible services in a timely manner. Members of the public will receive an equitable customer service experience that meets their needs. The Town will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small urban community. For the purposes of this Policy, reasonable efforts by the Town shall be based on the frequency of the expressed need for service, the availability of the service requested, the relative cost compared to the overall municipal budget, best practices recognized by other local municipalities and Provincial regulation.

## **Progress to Date:**

The Town of Carleton Place has met and fulfilled the requirements regarding accessible customer service. The municipality has done the following since 2010:

- The adoption of an Accessible Customer Service Policy and Procedures.
- The provision of Customer Service Training to staff and volunteers by municipal website.
- The provision of notice of any planned or not planned disruption of service.
- The provision of Feedback Complaint Forms and the review of these forms to potentially improve accessible customer service.
- The municipality has amended contract forms to ensure that third party contractors are aware of the requirement for accessible customer service.

## **Future Activities:**

- Continued training of staff and volunteers in accessible customer service.
- Reviewing current processes to receive feedback from the public.
- Reporting to AODA as required.

## **The Information and Communications Standard:**

The Town of Carleton Place is committed to ensuring that information and communications are available and accessible to people with disabilities. The Town will make reasonable efforts based upon the needs of the community and upon request within the constraints of a small community. For the purposes of this policy, reasonable efforts by the Town shall be based on the frequency of the need for service, the availability of the service requested, the relative cost compared to the municipal budget, best practices recognized by other local municipalities and Provincial Regulation. The Town will do this by meeting the target dates for the following items;

### **Progress to Date:**

- The Municipality's internet websites and web content shall be accessible to people with disabilities. Specifically, the website shall conform to the World Wide Web Consortium Web Content and Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA in accordance with the schedule set out by the integrated Accessibility Standards Regulation.
- The town shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.
- Provision of accessible formats and communication supports shall be provided:
  - In a timely manner that takes into account the person's accessibility needs due to disability.
  - At a cost that is no more than the regular cost charged to other persons, and;
  - In consultation with the person making the request in determining the suitability of an alternative format or communication support.
- The town shall notify the public about the availability of accessible formats and communication support.
- Where the town prepares emergency procedures, plans or public safety information and makes that information available to the public, the information shall be in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
- The town's general feedback process is accessible to persons with disabilities and does provide or arrange for the provision of accessible formats and communication supports upon request.

### **Future Activities:** (Refer to Appendix B for items and dates required to be compliant)

- Ongoing update of website and web content to maintain WCAG 2.0A compliance.
- Ongoing Accessible feedback process including accessible formats and communication

### **The Employment Standard:**

The Town of Carleton Place is committed to ensuring that the process of finding, getting and keeping a job is as inclusive as possible in order to build an effective workforce. The Town will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small municipality. For the purposes of this policy, reasonable efforts by the Town shall be based on the frequency of the need for service, the availability of the service requested, the relative cost compared to the overall municipal budget, best practices recognized by other local municipalities and Provincial Regulation. The Town will achieve this by:

### **Progress to Date:**

- Both the Town's Human Resources Policy and Health and Safety Policy Manual have been amended to contain the following statement:  
  
"That the Town of Carleton Place shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the Corporation is aware of the need for accommodation due to the disability."
- The Human Resources Policy Manual of the Town of Carleton Place has been amended to include accessibility statements regarding job advertisement, initial interviews and the making of employment offers.
- The Policy has been further amended to include statements on training, employee supports, accessible formats, workplace emergency response information, individual accommodation plans and performance management, career development, advancement and re-deployment.
- The policy has been also amended to include a section for definitions and responsibilities
- Recruitment Policy Statement which will include information to employees with disabilities and processes to accommodate employees with disabilities.
- Train relevant staff on the Employment Policy.
- Make the Employment Policy to employees and the public available by 2014.

### **Future Activities:**

- Continuance of training of new employees and volunteers on matters of accessibility.

### **The Transportation Standard:**

The Town of Carleton Place will ensure accessible transportation needs are provided to persons with a disability. The Town will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small urban community. For the purposes of this policy, reasonable efforts by the Town shall be based on the frequency of the expressed need for service, the availability of the service requested, the relative cost compared to the overall municipal budget, best practices recognized by similar local municipalities and Provincial Regulation. The majority of does not apply to the Town of Carleton Place. The portion that does apply, relates to taxi cabs and accessible taxi cab service. The Town will achieve this by:

#### **Progress to Date:**

- Adoption of By-law No. 29-2011 (an amendment to Taxi By-law No. 83-2005) which states:  
“That no person shall charge a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip and that no person shall charge a fee for the storage of mobility aids or mobility assistive devices.”
- Adoption of By-law No. 60-2011 (an amendment to Taxi By-law No. 83-2005) which states  
“That as required by Section 80(2) and (3) of Ontario Regulation 191/11, licensed taxi cabs shall display a sticker on the rear of the cab that contains vehicle registration and identification information. Further, that taxi cab operators shall make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.”
- Adoption of Council of the Report of the Carleton Place Accessibility Committee dated October 5, 2012 regarding Section 79 of the IASR Regulation No. 191/11.
- Future Activities: (Refer to Appendix B for items and dates for compliance)
- Monitoring the need for present and future accessible taxi service.
- Encouraging other levels of government to provide financial assistance for the purchases of accessible taxi vehicles.

### **The Built Environment Standard:**

Once the Built Environment Standard is enacted by the Province of Ontario, The Town will review the Standard and ensure that compliance is met or exceeded. The Municipality shall continue to model best practices when undertaking accessibility retrofits of existing facilities.

## **Progress to Date:**

Accessibility features for people with disabilities have been incorporated into the following facilities since 1990.

### **The Carleton Place Town Hall – 175 Bridge Street**

- Accessible entrance and elevator (access to the basement, main and auditorium floors)
- Wheelchair accessible washrooms
- Wheelchair accessible counters

### **The Carleton Place and District Swimming Pool – 359 Bridge Street**

- Accessible entrance
- Accessible washroom and change rooms
- Accessible lift
- Accessible counter

### **The Carleton Place Community Centre – 75 Neelin Street**

- Accessible entrance
- Accessible washroom
- Elevator
- Accessible counters

### **The Carleton Place Canoe Club Facility – Riverside Park**

- Accessible washroom
- Accessible entrance with elevator

### **The Carambeck Community Centre – 351 Bridge Street**

- Accessible washrooms
- Ramp with accessible doors

### **Old Train Station – 132 Coleman Street**

- Accessible entrance

### **The Carleton Place Child Care Facility – 3 Francis Street**

- Accessible entrance
- Accessible counters
- Accessible washrooms

### **Carleton Place Public Library – 101 Beckwith Street**

- Accessible ramp and doors
- Accessible washroom

### **Willoughby Park –**

- Playground equipment for children with disabilities
- Accessible location

## **Public Works Department:**

The Town of Carleton Place Public Works Department has been very pro active in terms of the planning and the installation of new construction features which take into consideration accessibility requirements.

Examples include sloped sidewalks for wheelchairs, accessible curbs, painted crosswalks and designated parking spots for disabled persons.

Audible signals at signalized crosswalks have been installed at the following locations:

- Emily Street at Bridge Street
- Lake Avenue and Bridge Street
- Moore Street and Lansdowne Avenue
- Franktown Road at Coleman Street

## **Future Activities:**

- Future public works and recreational initiatives include complying the built environment standard as it becomes available.
- On January 1, 2013, the Government of Ontario achieved another milestone in implementing the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The integrated Accessibility Standards Regulation (Ontario Regulation 191/11) was amended to include accessibility requirements for the Design of Public Spaces (Accessibility Standards for the Built Environment).
- Beginning in 2016 the Town of Carleton Place will have to meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces including:
  - Recreational trails and beach access routes
  - Outdoor eating areas for public use
  - Outdoor play spaces (such as playgrounds)
  - Exterior paths of travel (such as walkways across parks or between buildings)
  - Accessible on-and-off street parking
  - Service counters and waiting areas

The municipality will not be required to make changes to their public spaces. The standard only applies when organizations build new or make major changes to existing elements of public spaces.

## **Summary:**

The Town of Carleton Place Multi-Year Accessibility Plan shall be reviewed each year by the Carleton Place Accessibility Advisory Committee. As progress is made with the removal of barriers to people with disabilities, the Report shall be revised accordingly.

**Conclusion:**

The Carleton Place Multi Year Accessibility Plan is one step in the process of making the Town of Carleton Place as barrier free as possible for people with disabilities. The Plan is a guide for the municipality to follow to conform to the requirements of the Integrated Accessibility Standards Regulation No. 191/11.

**Contact Information:**

For further information on The Town of Carleton Place Multi-Year Accessibility Plan please contact the following:

Chair, Carleton Place Accessibility Advisory Committee  
C/O 175 Bridge Street, Carleton Place, Ontario K7C 2V8  
613-257-6211

D Rogers, CMO  
Clerk  
The Town of Carleton Place  
175 Bridge Street, Carleton Place, Ontario K7C 2V8  
613-257-6211  
[drogers@carletonplace.ca](mailto:drogers@carletonplace.ca)