

Town of Carleton Place Multi-Year Accessibility Plan 2021–2025

Goals Achieved

1. Customer Service

Identified Goals

- Improve technological supports for accessible communication (e.g., tablets, magnification tools).
- Identify and address barriers in public facilities and spaces.
- Use scheduled renovations as opportunities to enhance accessibility.
- Provide additional employee accessibility training.
- Ensure the 2022 Municipal Election was fully accessible:
 - i. Accessible locations and processes.
 - ii. Election materials in multiple formats.

Achievements

- The new website includes expanded online options for public service.
- Use of online PDF forms was discontinued, and fillable forms were implemented.
- Staff and volunteers were trained on AODA and Ontario Human Rights Code and certifications documented in personnel files.
- Expanded Public Library community programming with an accessibility focus.
- Public Library improved accessible services (Centre for Equitable Library Access collection, home delivery, braille, dyslexia-friendly materials).
- Improved reception desks at the Town Hall and the Library with lower counter heights.
- 2022 Municipal Election:
 - Accessible voting locations and processes were implemented.
 - Special accommodations were made for housebound voters.
 - Election materials and communications were distributed in

accessible formats, including online videos and social media channels.

2. Information and Communication (2021–2025)

Identified Goals

- Achieve full WCAG 2.1 compliance for all Town websites.
- Maintain website accessibility through regular checks.
- Conduct annual external accessibility audits of the Town’s website.
- Ensure all documents uploaded meet accessibility standards.
- Continue to train staff in accessible document creation.

Achievements

- The Town implemented various website upgrades working towards full WCAG 2.1 compliance.
- Introduction of additional online services via the corporate website including “over the counter services” being made available online.
- Staff received training in creating accessible Word and PDF documents.
- Communications staff are making ongoing efforts to ensure documents meet accessibility standards before publishing.
- Transition of the CP Scoop newsletter to Mailchimp, enabling better logical structure, alt text for images, and accessibility-compliant formatting.
- Use of online PDF forms discontinued and fillable forms were implemented.
- The Emergency Management Plan (2024) commits to providing emergency information in accessible formats upon request, as required by IASR Section 13.

3. Transportation

Identified Goals

- Explore partnerships with local organizations to improve accessible transportation options.
- Promote awareness of available accessible transportation services.

Achievements

- The Transportation Master Plan (2022) commits to accessible sidewalks, crossings, and multi-use pathways, addressing resident concerns about uneven surfaces and integrating universal design principles into transportation upgrades.
- The Town has worked to close gaps in sidewalks to improve accessibility of walking networks (example along McNeely Avenue and on Findlay Avenue).
- Addition of multiple Pedestrian Cross Overs throughout the Town (Bridge Street, Moore Street, Coleman Street).
- Transit Feasibility Study 2025 presented to Council to investigate potential transit solutions.
- Promotion of public services such as Ride the LT with schedule listed on Town's website.

4. Public Spaces

Identified Goals

- Integrate accessibility into all new and significantly renovated public spaces.
- Consult community members during project design.
- Improve pedestrian safety.
- Remove barriers in municipally owned areas.
- Include accessible features within the Bridge Street Reconstruction Project.

Achievements

- The 2021 Canada Community Revitalization Grant (\$454,455) was

secured for:

- Installation of AODA-compliant tactile walking surface plates.
- Removal of grade-barrier access affecting 40+ local businesses.
- Creation of three new pedestrian crosswalks (with audible signals) as part of Bridge Street renewal.
- Road reconstruction programs (Moffatt Street, McKenzie Street, Campbell Street, Morris Street, Emily Street, Munro Street, Wilson Street, Nelson Street West, Alexander Street, Grant Street, Ramsay Street, St. Paul Street) included upgraded sidewalks and curbs.
- Transportation Master Plan (2022) developed with a focus on accessibility, connectivity, active transportation, and long-term planning (20-year outlook).
- Arena Expansion Project included:
 - Four new accessible dressing rooms.
 - Expanded lobby with accessibility enhancements.
 - Fully accessible canteen facility.
 - Upgraded entrance doors.
- Train Station Park redevelopment featuring accessible play structures, shade structure, picnic tables, and fitness equipment for all ages.
- The Parks, Recreation, and Culture Master Plan (2023) prioritizes accessibility audits and universal design in new park and recreation projects, responding to community feedback on accessibility needs.
- The Official Plan (2025) incorporates accessibility in its policy vision, promoting universal design in public spaces, pedestrian routes, housing, and site plan controls, addressing needs for people with disabilities and seniors.
- The Development Permit By-law 53-2025 mandates barrier-free design, accessible parking, and pedestrian connectivity in new developments, supporting inclusive community design.
- Carleton Place Public Library renovations included:
 - A new accessible entrance and renovation of the emergency exit to

install an 860mm wide door, eliminate a tripping hazard (step), and add an accessible ramp.

- Automated exterior doors.
- Colour-contrasted flooring for orientation and wayfinding.
- Accessible water-bottle filling station installed at 30" height.
- 2024 Professional AODA assessment undertaken of nine municipal facilities (Aquatic Centre, Carambeck Community Centre, Arena, Canoe Club, OPP and Fire Building, Library, Town Hall, Museum, and The Station Active Living Centre) assessing compliance with AODA, Ontario Building Code, and Universal Design principles.

5. Barrier-Removing Initiatives & Ongoing Efforts

Identified Goals

- Collaborate with Lanark County to broaden accessibility opportunities.
- Budget annually for accessibility improvements.
- Submit annual accessibility compliance reports to the Accessibility Directorate of Ontario.
- Incorporate accessibility criteria into procurement.

Achievements

- 2021 launch of Virtual City Hall E-Commerce Platform, enabling online payments for taxes, utility bills, dog tags, and parking tickets.
- Yearly compliance and status reports prepared and submitted.
- Accessibility requirements identified in updated Procurement Policy By-law 17-2025.
- Specific funds for accessibility projects were allocated in the 10-Year Capital Plan including:
 - i. \$58,612 for a library accessibility ramp (completed).
 - ii. \$9,000 for an adult change table at the library.
 - iii. \$20,000 for an accessibility assessment of all municipal buildings (completed).

- The Community Improvement Plan (2022) introduced an Accessibility Grant Program, providing up to \$2,500 per property (covering 50% of eligible costs) to support private-sector accessibility retrofits, such as ramps and automatic doors.
- Town has worked to close gaps in sidewalks to improve accessibility of walking networks (example along McNeely Avenue and on Findlay Avenue).
- Addition of multiple Pedestrian Cross Overs throughout the Town (Bridge Street, Moore Street, Coleman Street).
- The Carleton Place Childcare Centre renovation included the addition of Accessible Key Access and adjusted the height of key access points to accommodate a wider range of mobility needs.
 - i. Staff Gathering Room was relocated to the main level to ensure easier access for all team members.

6. Additional Achievements

- The Strategic Plan (2023–2026) emphasizes accessibility as a core value, integrating inclusivity and accessibility into municipal planning and service delivery, though specific targets are limited.

7. Conclusion

Between 2021–2025, the Town of Carleton Place made substantial progress toward its accessibility vision.

Major accomplishments include:

- Greater inclusivity in customer service and elections practices.
- Expansion of accessible transportation networks and communication and information delivery systems.
- Meaningful enhancements in public spaces, including significant grant-funded infrastructure upgrades.

These achievements will serve as the foundation for the next multi-year accessibility plan beyond 2025.