

DRAFT POLICY

Notice of Emergency and Temporary Disruptions – Accessibility Standards



Clerk's Department

Administered by the Clerk's Office

Effective Date – TBD

Replaces 2021 Version

1. POLICY STATEMENT

The purpose of this policy is to establish clear and consistent practices for managing temporary and emergency disruptions of accessible elements in public spaces within the Town of Carleton Place.

The Town recognizes that accessibility is a fundamental right and is committed to removing and preventing barriers for people with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation (IASR).

This policy serves to:

- Ensure compliance with provincial accessibility legislation;
- Maintain accessibility features in good condition through preventative maintenance;
- Minimize barriers during planned and unexpected service disruptions;
- Provide clear, accessible, and timely communication to the public;
- Support continuous improvement of accessibility practices through feedback and review.

2. SCOPE

This policy applies to all accessible elements in public spaces owned, operated, or maintained by the Town of Carleton Place, as required under the Accessibility for Ontarians with Disabilities Act (AODA), Design of Public Spaces Standards.

Specifically, the scope of this policy includes, but is not limited to:

- Exterior accessible pathways and sidewalks, including tactile walking surface indicators (TWSIs)
- Ramps, handrails, and curb cuts
- Accessible pedestrian signals at intersections
- Parking spaces designated for persons with disabilities
- Entrances, automatic doors, and elevators serving public facilities
- Accessible public washrooms
- Accessible playground and recreational equipment
- Any other Town owned or managed built environment features designed to improve accessibility

This policy applies to:

- Town staff and contractors responsible for planning, maintaining, or repairing public infrastructure and facilities
- Town departments involved in communications, public works, recreation, facilities management, and emergency services
- Temporary and emergency situations where accessible elements may be disrupted due to maintenance, upgrades, construction projects, weather-related impacts, or unexpected mechanical failures

Out of Scope:

This policy does not apply to accessibility features that fall under private property, provincial or federal jurisdiction, or facilities not operated, leased, or maintained by the Town of Carleton Place.

3. PURPOSE

The purpose of this policy is to establish clear and consistent practices for managing temporary and emergency disruptions of accessible elements in public spaces within the Town of Carleton Place.

The Town recognizes that accessibility is a fundamental right and is committed to removing and preventing barriers for people with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation (IASR).

This policy serves to:

- Ensure compliance with provincial accessibility legislation;
- Maintain accessibility features in good condition through preventative

maintenance;

- Minimize barriers during planned and unexpected service disruptions;
- Provide clear, accessible, and timely communication to the public;
- Support continuous improvement of accessibility practices through feedback and review.

4. SCOPE

This policy applies to all accessible elements in public spaces owned, operated, or maintained by the Town of Carleton Place, as required under the AODA Design of Public Spaces Standards.

Covered Accessible Elements

- Exterior accessible paths of travel, sidewalks, and tactile walking surface indicators (TWSIs);
- Curb ramps, ramps, and associated handrails;
- Accessible pedestrian signals;
- Accessible parking spaces;
- Entrances, automatic doors, and elevators in publicly accessible facilities;
- Accessible public washrooms;
- Accessible playground and recreational equipment;
- Any other Town-owned or operated public space elements intended to improve accessibility.

Applicability

This policy applies to all:

- Town staff, departments, and contractors responsible for planning, maintaining, or repairing public infrastructure and facilities;
- Planned maintenance, construction, or upgrades;
- Emergency or unexpected disruptions caused by equipment failure, environmental conditions, or other events.

Out of Scope

This policy does not apply to accessible elements under private ownership, provincial or federal jurisdiction, or facilities not leased, operated, or maintained by the Town of Carleton Place.

5. POLICY STATEMENTS

5.1. Preventative Maintenance

- The Town will conduct regular inspections, maintenance, repairs, and replacements of accessible elements in conjunction with monthly health and safety inspections.
- Preventative maintenance activities (e.g., re-painting lines for accessible parking, lubricating automatic door operators) will be scheduled annually or as needed.
- Inspection and maintenance records will be documented for effective asset management and replacement planning.

5.2. Planned Disruptions

- When accessible features must be taken out of service for scheduled maintenance, repairs, or construction, advance public notice will be provided whenever possible.
 - Notices will clearly state:
 - Reason for the disruption;
 - Expected start and end dates/times;
 - Alternative ways to access the service/location.
- Notices shall be posted at the location, on the Town website, and via social media.
- At least 48 hours' notice will be attempted for planned disruptions.

5.3. Emergency Disruptions

- In cases of unexpected service loss (e.g., elevator breakdown, blocked ramp), the Town will:
 - Promptly post temporary signage at the site of disruption;
 - Issue alerts through the website, social media, and direct stakeholder communication (including the Accessibility Advisory Committee);
 - Provide temporary accessible alternatives where possible;
 - Prioritize urgent repairs or accommodations.

5.4. Accessible Communication of Notices

- All disruption notices will follow accessibility best practices:
 - Plain language, large clear text, and high-contrast print for physical notices;
 - Screen-reader compatible accessible formats for online postings (HTML or accessible PDFs).
- Notices will be distributed across multiple channels to ensure maximum reach.
- The Town will consult with the Accessibility Advisory Committee (AAC) to evaluate communication practices.

5.5. Alternate Arrangements

- During disruptions, the Town will provide alternatives when possible (e.g., temporary accessible parking, alternate meeting room access, rescheduled events).
- Alternatives will be communicated clearly in disruption notices.

5.6. Feedback and Continuous Improvement

- The Town encourages public feedback through its website, Accessibility Advisory Committee, or Town Hall contact points.
- Feedback will be reviewed annually to identify improvement opportunities.
- Procedures will be reviewed and updated every five years as part of the Town's multi-year accessibility planning process.

6. Responsibilities

- Council: Approves and endorses this policy.
- Clerk: Ensures corporate compliance and oversight.
- Department Heads/Managers: Ensure staff and contractors follow the policy when disruptions occur.
- Communications Coordinator: Ensures timely and accessible public notifications.
- Staff conducting Health and Safety checks: carry out regular inspections.
- Facilities, and Public Works: Carry preventative maintenance, and repair

activities.

- Accessibility Advisory Committee: Provides input on communication methods and continuous improvements.

7. Communication and Publication

This policy will be:

- Posted on the Town's website in accessible formats;
- Shared with all Town staff and contractors involved in facility maintenance and operations;
- Referenced in the Town's Multi Year Accessibility Plan.

8. Policy Review

This policy shall be reviewed every five years, or sooner as required by legislative or operational changes, in consultation with the Accessibility Advisory Committee and the public.