

TOWN OF CARLETON PLACE  
2025 - 2030 MULTI YEAR  
ACCESSIBILITY PLAN



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## PART 1: INTRODUCTION AND CONTEXT

### AT A GLANCE – THE 2025-2030 MULTI YEAR ACCESSIBILITY PLAN

Our 2025-2030 Multi Year Accessibility Plan (MYAP) is our roadmap to identify, prevent, and remove barriers through universal design principles and community consultation with persons with disabilities. This plan supports our commitment to creating an age-friendly community that reduces social isolation and promotes independent, active living for all residents.

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#### HOW THIS PLAN WAS BUILT

To create this plan, we consulted with the public, people with disabilities, the Town's Accessibility Advisory Committee (AAC) and a public online survey which was posted on the Town's website from August 8<sup>th</sup> to September 10<sup>th</sup>, 2025. The feedback received from these sources was used to help set our priorities.

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#### OUR MAJOR COMMITMENTS FOR 2025-2030

- Integrate accessibility by design into all municipal projects, prioritizing barrier prevention over removal through universal design principles.
- Better Customer Service
- Enhance AODA training for all staff and volunteers.
- Improve technology for accessible communications.
- Ensure all Town-run events, festivals, and markets are inclusive to create universal opportunities for community participation and social connection, supporting an age-friendly community.
- Consult the AAC and publish a 2026 Municipal Election Accessibility Plan by September 15, 2026.
- Post a post-election accessibility report within 90 days of the 2026 Municipal Election.
- Expand the library's accessible digital resources.
- Enhance pedestrian safety with accessible improvements during planned road work.
- Promote and increase available accessible transportation services.
- Ensure public spaces are accessible through barrier identification, prevention and removal, encouraging accessibility by design and universal design principles in all new construction and renovations.

- Promote an age-friendly community to reduce social isolation and foster independent and active living.

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**WE WANT TO HEAR FROM YOU!**

Your feedback is essential. If you have comments or concerns about accessibility in Carleton Place, please contact us.

Stacey Blair, Town Clerk

Email: [sblair@carletonplace.ca](mailto:sblair@carletonplace.ca) Phone: 613-257-6212

Mail or In-Person: 175 Bridge Street, Carleton Place, ON K7C 2V9

Annual progress updates and the full plan are available at [www.carletonplace.ca](http://www.carletonplace.ca).

## LAND ACKNOWLEDGEMENT

Let us be reminded that the community in which we live, work, and play is situated on traditional, unceded Algonquin First Nation territory. We would like to acknowledge and thank the Anishinaabe people and express our respect and support for their rich history and culture.



## ABOUT THE TOWN OF CARLETON PLACE

The Town of Carleton Place is located about 55 km west of downtown Ottawa at the crossroads of Highway 7 and Highway 15 and encompasses an area of 9.94 square kms.

In 2022, Carleton Place was named as one of Canada's fastest growing small towns. Presently, the Town has an estimated population of 13,153. This number is expected to reach 20,964 residents by 2038.

The Town of Carleton Place strives to create a workplace and community where everyone feels welcome, has a sense of belonging, and can live the best life possible.

## A MESSAGE FROM THE MAYOR

I'm pleased to present Carleton Place's MYAP. This is an important document that will guide us as we work together to build a stronger, more inclusive community where everyone can fully participate.

We conducted an online survey in preparing this Plan, and your feedback helped us understand what we're doing well, where barriers still exist, and how we can do better. The Accessibility Advisory Committee also reviewed the Plan and provided valuable input. I'm grateful for everyone who took the time to share their thoughts and your voices are reflected in this document.

As our community continues to grow, it's essential that we keep listening and responding to the needs of all our residents. We'll be reviewing this Plan regularly to make sure we're staying on track in our commitment to be an accessible, welcoming community that embraces equity, diversity, and inclusion for everyone who calls Carleton Place home.

Toby Randell, Mayor of Carleton Place

## A MESSAGE FROM THE CHIEF ADMINISTRATIVE OFFICER

Over the past number of years, Council and Staff have been making improvements wherever possible to ensure the community of Carleton Place is inclusive. While progress has been made, it is important to continue to keep and apply an accessibility lens whenever projects are undertaken by the Town in areas of customer service, transportation, information and communication, employment and when designing public spaces.

Work needs to continue to ensure barriers are prevented and removed so that our community is truly welcoming to all. I would like to acknowledge the work of the Town's Accessibility Advisory Committee who work to review the Town's project plans and provide input into policy development thereby ensuring accessibility is kept front of mind at all times. They are truly working in the best interests of all people in our community.

This five-year accessibility plan outlines the areas where the Town intends to focus its efforts as it continues to grow and flourish. I look forward to working on the identified projects which will help to shape a community that respects all people.

Diane Smithson, Chief Administrative Officer  
Town of Carleton Place

## PERSONS WITH DISABILITIES IN CANADA AND INCLUSION

According to Statistics Canada's 2022 Canadian Survey on Disability, nearly one in three Canadians, about eight million people aged 15 and over, have a disability, representing 27 per cent of the population. This marks a five-point increase since 2017, driven in part by an aging population and a rise in mental health-related disabilities among youth and working-age adults. In 2022, 30 per cent of women and 24 per cent of men reported a disability. Rates increased across all age groups: 20 per cent of youth, 24 per cent of working-age adults, and 40 per cent of seniors.

The Town defines disability as per Section 2 of the AODA and the Ontario Human Rights Code as follows:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.



## PART 2: FRAMEWORK AND FOUNDATIONS

### GLOSSARY OF TERMS

AAC – Accessibility Advisory Committee

AODA – Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11

IASR – O. Regulation 191/11: Integrated Accessibility Standards

MYAP – Multi Year Accessibility Plan

OBC – O. Regulation 332/12: Ontario Building Code

WCAG – Web Content Accessibility Guideline

### LEGISLATIVE AUTHORITY

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) provides a comprehensive plan to make Ontario accessible to all people through the development, implementation and enforcement of mandatory accessibility standards.

### INTEGRATED ACCESSIBILITY STANDARDS (O. REG. 191/11)

This Regulation, commonly known as the IASR, includes the following standards which are mandatory for both the public and private sector:

1. **Customer Service** - Includes requirements such as the establishment of accessibility policies, service animal requirements, support person requirements, notice of temporary disruption, staff training, establishing a feedback process and accessible formatting of documents.
2. **Information and Communication** - Includes requirements such as ensuring websites and web content are accessible, communicating the availability of alternative formats by request, public safety information and provision of accessible formats.
3. **Employment** - Includes requirements such as policies to support employees with disabilities from recruitment through the career cycle, workplace emergency response plans and individual accommodation plans.
4. **Transportation** – Includes requirements for accessible parking at municipal facilities and in public spaces. (Note: The Town does not operate a municipal transit system.)

- 5. Design of Public Spaces** - Includes requirements such as exterior path of travel design requirements, accessible parking requirements, waiting areas and service counter requirements.

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#### ADDITIONAL REQUIREMENTS OF O. REG. 191/11, SECTION 4 (IASR)

The following are mandatory requirements of the IASR.

- The establishment, implementation, maintenance and documentation of a Multi Year Accessibility Plan (MYAP), which outlines the organization's strategy to prevent and remove barriers and meet legislated requirements;
- The posting of the plan on the organization's website;
- The review and update of the plan at least once every five years and are to be made in consultation with persons with disabilities and the Accessibility Advisory Committee;
- The publication of an annual status report on the progress of the measures taken to implement the strategy outlined in the MYAP;
- A statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies;
- Preparation of one or more documents describing the policies developed regarding accessibility standards; and
- That the abovementioned documents are made publicly available and, on request, in an accessible format.

#### ONTARIO HUMAN RIGHTS CODE

The Ontario Human Rights Code provides for equal rights and opportunities and freedom from discrimination based on grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability. It recognizes the dignity and worth of every person in Ontario and applies to employment, housing, facilities and services, contracts and membership in unions, and trade and professional associations. It also states that customers, clients, and tenants with disabilities have the right to equal treatment and equal access to facilities and services such as restaurants, shops, and hotels, as well as apartment buildings, and other public places. Under the Ontario Human Rights Code, the Town of Carleton Place has a legal obligation to accommodate any person with a disability, regardless of whether they are an employee, volunteer, or resident.

## ONTARIO BUILDING CODE

The Ontario Building Code (OBC) goes beyond the AODA's Design of Public Spaces standard to include accessibility requirements for the built environment. The OBC regulates most aspects of the construction of buildings and other structures within Ontario. The OBC's accessibility requirements do not apply to existing buildings where no work is planned.

## THE ACCESSIBILITY ADVISORY COMMITTEE

On December 14, 2001, the Ontarians with Disabilities Act, 2001 was passed and required municipalities with a population of over 10,000 to create an Accessibility Advisory Committee (AAC). Despite being below this threshold, the Town established the Carleton Place AAC in December 2002. Similarly, the AODA requires that the majority of AAC members be persons with disabilities so that members can provide first-hand experience and knowledge on accessibility matters. One Council member serves on the Committee.

The AODA requires that the Committee shall:

- advise Council about the requirements and implementation of accessibility standards, the preparation of accessibility reports, and other matters for which Council may seek its advice;
- review in a timely manner the site plans and drawings described in Section 41 of the Planning Act;
- The IASR specifies additional functions and consultation duties for the AAC.
- The AAC shall be consulted in the development, review, and updating of the MYAP.
- The Town shall consult the AAC along with the public and people with disabilities, and caregivers of people with disabilities when:
  - developing, reviewing, and updating the MYAP;
  - determining the proportion, location, and design of accessible taxi cabs and on-street parking spaces;
  - planning new or major changes to recreational trails, outdoor play spaces, and exterior path of travel rest areas; and
  - providing conventional and specialized transportation services, including annual feedback meetings on accessibility plans.

The IASR requires that the AACs play an advisory and consultative role on accessibility-related policies, programs, and infrastructure planning aligned with the five standards: information and communications; employment; transportation; design of public spaces; and customer service.

At a minimum, the AAC meets quarterly, and the minutes of each meeting are included in Committee of the Whole agenda packages which are publicly published and distributed to Council.

## STATEMENT OF ORGANIZATIONAL COMMITMENT

The Town of Carleton Place is committed to equitable access to all services, programs, and facilities. The 2025–2030 MYAP sets the framework for advancing accessibility and inclusion while ensuring compliance with the AODA.

This Plan builds on previous progress and outlines continued efforts to identify, prevent, and remove barriers for people with disabilities. The Town recognizes accessibility as both a legislative requirement and an economic opportunity. Accessible communities attract diverse talent, support aging populations, and create welcoming environments for all visitors and residents. Through this plan, we commit to exceeding minimum compliance standards wherever feasible, investing in barrier prevention through thoughtful design, and ensuring measurable outcomes guide our progress.

Accessibility is central to the Town’s customer service approach, guided by dignity, independence, integration, and equality of opportunity. Beyond meeting legislative requirements under the AODA, IASR, and Ontario Human Rights Code, the Town embraces accessibility as a community value that fosters inclusion and equitable participation.

Consultation with people with disabilities remains essential. Their lived experience informs meaningful action toward a barrier-free community. These principles guide the 2025–2030 MYAP and the Town’s ongoing work to build a more inclusive future.

## REQUIRED MYAP POLICIES

The following required policies form part of the Multi Year Accessibility Plan:

- Customer Service – Accessibility Standards – Refer to Schedule A
- Notice of Emergency and Temporary Disruptions – Refer to Schedule B

## PART 3: PLANNING AND CONSULTATION

### GOVERNANCE AND LEADERSHIP

The Town of Carleton Place is committed to creating a fully accessible community. While the Province's initial 2025 accessibility deadline has passed, the Town recognizes that accessibility is an ongoing commitment that requires continuous improvement and vigilance. Support for an accessible Carleton Place is implicitly demonstrated in the Town's various policy documents like the 2023 – 2026 Corporate Strategic Plan.

The mission statement of the Corporate Strategic Plan is “*Proudly working for and with the people of Carleton Place*”. The defining success of the Strategic Plan identifies the Town as providing a great quality of life and having progressive leadership as a result of various factors including:

- Delivering significant programming that provides something for all cultural and age groups;
- Leading transportation options including active, connected trails and new services; and
- Engaging and communicating with our community.

The following priorities of the Strategic Plan also support the MYAP:

| <b>Priority</b>                     | <b>Goal</b>   |
|-------------------------------------|---|
| Service Delivery and Communications | enhance service and improve efficiency  |
| Facilities and Infrastructure       | ensure long-term viability of our assets and Town financial sustainability  |
| Tourism and Events                  | to meet the demographics and cultural diversity of our growing community, attract visitors and establish an identity        |
| Transit System & Options            | Implement a transportation master plan and improve the movement of people and goods in Town and beyond in a sustainable way |

### ALIGNMENT WITH PROVINCIAL AND FEDERAL PRIORITIES

This MYAP aligns with current provincial and federal accessibility funding priorities, including:

- Outdoor space accessibility - enhancing parks, trails, and recreational spaces;
- Age-friendly community development - supporting older adults (55+) and reducing social isolation;
- Digital accessibility - ensuring online services meet WCAG 2.1 Level AA standards;
- Accessible transportation - improving mobility options and connectivity; and
- Community participation - creating opportunities for social connection and inclusion.

The Town will actively pursue grant opportunities from programs including the Enhancing Access to Spaces Everyone (EASE) Grant, Inclusive Community Grants, and the EnAbling Change Program to support implementation of MYAP priorities.

## METHODOLOGY

In keeping with the requirements of the AODA and the IASR, from May to November 2025, staff consulted with people with disabilities to develop the 2025-2030 MYAP. This plan serves as a multi year strategy to increase the accessibility of Town programs, facilities, and services.

## CONSULTATION METHODS

Three methods were used to gather feedback for the MYAP:

1. Providing draft copies of the MYAP to various stakeholders;
2. An online survey on the Town's website (see Schedule D); and
3. Consultations regarding MYAP requirements with the Compliance Office of Ministry for Seniors and Accessibility (Accessibility Directorate of Ontario).

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## ENGAGEMENT WITH THE ACCESSIBILITY ADVISORY COMMITTEE

The engagement of the AAC in the development of this plan was critical to address the barriers that people with disabilities face in their daily lives. The AAC received multiple updates throughout the process, was encouraged to complete the public survey, and was consulted on the completed plan.

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## ADDITIONAL INPUT

A draft of the plan was emailed to interested parties for comment. Additionally, the Town underwent a compliance audit with the Ministry for Seniors and Accessibility. Any deficiencies identified during the audit were not only addressed

at that time but also used to create a more robust MYAP, strengthening the Town's accessibility posture.

## SCOPE

This plan outlines the Town of Carleton Place's accessibility initiatives from 2025 to 2030. It encompasses all Town departments and addresses accessibility across the five IASR areas of Customer Service, Information and Communications, Employment, Transportation, and the Built Environment.

This MYAP includes both required policies:

- Customer Service – Accessibility Standards Policy (attached as Schedule A); and
- Notice of Emergency and Temporary Disruptions – Accessibility Standards Policy (attached as Schedule B)

New initiatives have been included to proactively identify and remove barriers that people with disabilities face when accessing Town programs, facilities, and services.

## PART 4: ACCOUNTABILITY

### ROLES AND RESPONSIBILITIES

The Clerk, who is the staff resource person appointed to the AAC, provides corporate-level oversight in coordination with the Chief Administration Officer, coordinates cross-departmental compliance efforts and completes all legislated reporting requirements. The Clerk may also initiate general accessibility matters in consultation with the AAC and relevant departments.

The Accessibility Advisory Committee (AAC) provides ongoing guidance, feedback, and input on accessibility matters throughout the implementation process.

Operational Departments retain accountability for implementing AODA requirements specific to their service delivery areas. Some IASR standards impact a single department (for example, Transportation is the responsibility of Public Works), while others—such as the Customer Service Standard—apply to all departments.

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### RESOURCES

The Town will allocate appropriate financial and human resources to support plan implementation through multiple funding strategies:

- Annual budget allocations determined through the Town's budgeting process
- Grant funding applications aligned with provincial and federal accessibility programs
- Development Charges for accessibility improvements in parks and public spaces
- Integration with capital projects to leverage existing infrastructure investments
- Partnership opportunities with community organizations and other levels of government

The Town will prioritize projects that demonstrate measurable outcomes, support barrier prevention, and align with provincial funding priorities including outdoor space accessibility, age-friendly initiatives, and accessible transportation.

### COMPLIANCE MONITORING

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### PROGRESS REVIEWS

The following measures will be undertaken to provide information into the annual progress review:

- Department heads will provide the Clerk with quarterly updates on accessibility initiatives.
- 1. The AAC will review progress updates at each quarterly meeting;
- An annual Accessibility Status Report will be provided to the AAC in June of each year and forwarded to Council and posted publicly by August 31<sup>st</sup> each year.
- 2. The annual status report will be made available in accessible formats upon request and will be posted in HTML + accessible PDF; and
- When applicable staff reports to Council will include “Accessibility Implications” which shall identify potential barriers and accessibility considerations pertaining to the subject of the report.

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## COMPLIANCE TRACKING

The following actions will be undertaken to track the Town’s AODA compliance.

1. Annual compliance reports shall be filed with the Accessibility Directorate of Ontario as required.
2. Staff training completion shall be tracked by Human Resources, with certificates maintained in personnel files.
3. Website accessibility is to be audited annually by an external party.
4. Customer feedback on accessibility shall be monitored through existing feedback channels.
5. Mid-Term MYAP Review:
  - A comprehensive mid-term review will be conducted in 2028 to assess progress and adjust priorities.
  - The AAC will be consulted on the effectiveness of implemented measures.
  - Public input will be sought through new surveys and/or consultation sessions.
  - The results of the review will be presented to Council and made available to the public.

## LOOKING FORWARD

The following actions will be taken by the Town to continue to improve accessibility.

1. Each new term of Council will receive specialized accessibility training to emphasize the important role that Council plays in leading the Town's accessibility efforts.
2. Accessibility facility reviews are to be conducted annually by the AAC.
3. Budget requests for accessibility improvements will be incorporated into the Town's annual budget planning.

## PART 5: PROGRESS AND ACTION PLAN

### TOWN OF CARLETON PLACE MYAP ACHIEVEMENTS

The Town's Goals and Achievements which formed part of the 2021-2025 MYAP can be found in Schedule C.

### OBJECTIVES, STATUS, GOALS, AND ACTIONS

#### 1. CUSTOMER SERVICE

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##### OBJECTIVE

To ensure equitable access to municipal services, aligning with AODA Customer Service Standards.

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##### CURRENT STATUS

Staff and volunteers receive basic AODA training. Some staff have received specialized Accessibility Training for Special Events through Accessibility Canada.

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##### 2025 TO 2030 GOALS

1. Improve accessible customer service technology.
2. Improve staff AODA training.
3. Enhance inclusive programming to ensure events (e.g., festivals, markets) meet accessibility standards.
4. Ensure that the 2026 Municipal Election exceeds accessibility standards.
5. Improve communications through standardization of forms.

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## ACTIONS

1. Conduct annual customer service audits to identify and address barriers, informed by AAC feedback and investigate potential technological improvements.
2. Budget for technology upgrades that support improved accessibility.
3. Enhance staff training on the AODA, IASR and the Ontario Human Rights Code. Ensure that all employees receive training upon hire and that existing staff receive refresher training on a bi-annual basis.
4. Investigate and implement inclusive event planning.
5. Use additional portable devices for the election to provide more adaptable and inclusive assistance.
6. Create a temporary disruption template (hardcopy and digital).
7. Create an accessible consultation feedback form.

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## EXPECTED OUTCOMES AND MEASURABLE IMPACTS

By 2030, the Town will:

- Achieve 95% satisfaction rating from accessibility service feedback
- Reduce service-related accessibility complaints by 50%
- Support community participation through fully accessible municipal events
- Exceed minimum compliance through enhanced staff training and technology

These outcomes will be tracked through annual surveys, feedback monitoring, and staff training completion rates.

By 2030, the Town will:

- Achieve 95% satisfaction rating from accessibility service feedback
- Reduce service-related accessibility complaints by 50%
- Support community participation through fully accessible municipal events
- Exceed minimum compliance through enhanced staff training and technology

These outcomes will be tracked through annual surveys, feedback monitoring, and staff training completion rates.

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## 2. INFORMATION AND COMMUNICATIONS

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### OBJECTIVE

To provide accessible information and digital services, complying with WCAG 2.1

Level AA using the European Accessibility Act as a reference for best practices.

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### CURRENT STATUS

The Town's website (carletonplace.ca), Library website and Virtual Town Hall do not fully meet WCAG 2.0 Level AA. The Town's website is audited annually by internal staff. The Library provides accessible formats via CELA and supports digital literacy.

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### 2025 TO 2030 GOALS

1. Achieve WCAG 2.1 compliance by 2027.
2. Expand accessible digital library resources.
3. Continue to improve staff knowledge in creating accessible documents.

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### ACTIONS

1. Contract accessibility consultant for WCAG 2.1 transition.
2. Set up regular external accessibility audits and monitoring, including specific accessibility testing – i.e. keyboard-only navigation.
3. Publish a digital specific accessibility statement documenting conformance levels.
4. Establish a digital accessibility governance process.
5. Create an accessibility testing checklist for new features.
6. Increase funding to library budget for increased accessible digital subscriptions.
7. Update and provide staff training in creating accessible documents as required.

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### EXPECTED OUTCOMES AND MEASURABLE IMPACTS

By 2030, the Town will:

- Achieve full WCAG 2.1 Level AA compliance across all digital platforms;
- Increase accessible digital library subscriptions by 40%;
- Ensure 100% of public-facing documents meet accessibility standards; and
- Support digital inclusion for all residents regardless of ability.

Progress will be measured through external audits, usage statistics, and accessibility compliance reporting.

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## 3. EMPLOYMENT

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### OBJECTIVE

To foster an inclusive workplace and meet AODA Employment Standards.

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### CURRENT STATUS

Job postings notify applicants of availability of accommodations.  
Accommodation plans are available for staff.

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### 2025 TO 2030 GOALS

1. Adopt a formal Accessibility Employment Policy.
2. Increase disability awareness in the workplace.
3. Continue to improve accessibility of all Town employment environments.

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### ACTIONS

1. Develop a formal Accessibility in Employment Policy in 2026.
2. Offer annual accessibility training for managers, focusing on inclusive and diversity in hiring and retention.
3. Coordinate with disability employment organizations to learn how to support diverse candidates.
4. Continue to use renovations to improve accessibility features of all Town work environments.

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### EXPECTED OUTCOMES AND MEASURABLE IMPACTS

By 2030, the Town will:

- Increase applications from persons with disabilities;
- Achieve 100% accommodation plan completion within 30 days of request; and
- Foster a workplace culture that values diversity and inclusion.

Success will be tracked through HR metrics, employee feedback, and retention rates.

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## 4. TRANSPORTATION

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### OBJECTIVE

To enhance accessible transportation options that align with the Official Plan (OP), the Active Transportation Strategy as outlined in the Transportation Master Plan (TMP) and enhancing transportation options as outlined in the Transit Feasibility Study.

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### CURRENT STATUS

- Lanark Transportation Association currently provides wheelchair-

accessible transport.

- The Active Transportation Strategy as outlined in the TMP supports accessible pedestrian and cycling infrastructure.

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## 2025 TO 2030 GOALS

- Improve and/or expand accessible transportation options.
- Continue to improve accessibility of pedestrian signals and curb ramps when possible.
- Continue to promote awareness of accessible transport options via corporate website and library outreach.
- Continue to work towards implementing recommendations resulting from the Transit Feasibility Study.

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## ACTIONS

- Explore partnerships with local organizations to improve accessible transportation options (e.g., on-demand wheelchair-accessible vans).
- Install accessibility related pedestrian improvements and curb ramps in future road projects.
- Promote awareness of accessible transport options via corporate website and library outreach.
- Planned road reconstruction (including accessible improvements)
- Frank Street (Emily Street to the river) 2026
- Lake Ave. West (O'Donovan to boat launch) 2026
- Napoleon Street (Wilson St. to Woodward St.) 2026
- Sarah Street (Arthur St. to Morris St.) 2026
- Sarah Street (Lake Ave. West to Woodward St.) 2026
- Lansdowne Avenue (including construction of missing sidewalk on west side from Royal LePage office to Laura Street (2027)
- Addition of a Multi-use Path on Boyd Street from Woodward to Arthur Street (2028)
- Installation of missing sidewalk on John Street between Hawthorne Avenue and Riverside Park parking lot. (2030)

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## EXPECTED OUTCOMES AND MEASURABLE IMPACTS

By 2030, the Town will:

- Close 90% of identified sidewalk gaps;
- Increase awareness and usage of accessible transportation options; and
- Support independent, active living through enhanced mobility infrastructure.

Progress will be measured through infrastructure audits, usage data, and public feedback.

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## 5. DESIGN OF PUBLIC SPACES

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### OBJECTIVE

To create barrier-free public spaces, guided by the Official Plan, Transportation Master Plan, and Recreation Master Plan.

### CURRENT STATUS

- Accessibility improvements were made where possible during the Bridge Street reconstruction (2023) and library upgrades (2024) to better meet AODA standards.
- Development Charges (2025) fund accessible parks and roads; Official Plan mandates accessibility in public spaces; Recreation Master Plan enhances park accessibility.

### 2025 TO 2030 GOALS

1. Continue to integrate accessibility into all new and significantly renovated public spaces.
2. Continue to improve pedestrian safety.
3. Continue to remove barriers on municipally-owned properties.
4. Install a new elevator at the arena that meets accessibility requirements.
5. Provide barrier free washroom facilities at the arena.

### ACTIONS

1. Leverage scheduled renovations as opportunities to enhance accessibility.
2. Consult AAC and disabled community members during project design.
3. Review development permit applications for AODA compliance.
- Apply for government grant funding to facilitate identified facility improvements to the Town's arena.

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## EXPECTED OUTCOMES AND MEASURABLE IMPACTS

By 2030, the Town will:

- Apply universal design principles to 100% of new public space projects when possible;
- Complete accessibility retrofits at priority municipal facilities;
- Enhance outdoor space accessibility in parks, trails and recreational areas; and
- Create age-friendly public spaces that support all community members.

Success will be demonstrated through AAC facility reviews, accessibility audits, and community surveys.

## BARRIER-REMOVING INITIATIVES & ONGOING EFFORTS

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### GOALS

The Town of Carleton Place is committed to creating a fully accessible community for all residents and visitors. To achieve this vision, the Town will undertake the following strategic actions:

- Collaborate with Lanark County to broaden accessibility opportunities.
- Budget annually for accessibility improvements, prioritizing projects that align with provincial and federal funding priorities.
- Submit annual accessibility compliance reports to the Accessibility Directorate of Ontario.
- Incorporate accessibility criteria into staff reports – i.e. how matter relates to or will impact accessibility.
- Apply accessibility criteria to all procurement processes.
- Ensure new self service kiosks meet accessibility requirements.
- Explore opportunities to collaborate with disability employment organizations and other relevant community partners to bolster inclusive hiring practices, while remaining open to a variety of approaches.
- Consult with persons with disabilities in all phases of project planning and implementation.

- In consultation with Senior Managers, create a detailed assignment plan to identify departmental responsibilities named within this document and target dates.
- Track and report measurable outcomes for all accessibility initiatives.
- Pursue grant funding opportunities that support MYAP priorities and demonstrate community benefit.

## COMMENTS / FEEDBACK

Residents are encouraged to provide feedback to enhance accessibility. All accessibility feedback is logged by the Clerk's Office in a centralized register, with anonymized trend reporting to AAC annually.

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## STAFF CONTACT

**Stacey Blair, Town Clerk**

[sblair@carletonplace.ca](mailto:sblair@carletonplace.ca), 613-257-6212,  
175 Bridge Street, Carleton Place, ON K7C 2V9

## PART 6: SCHEDULES

### SCHEDULE A

## Customer Service – Accessibility Standards Policy

Clerk's Department

Administered by the Clerk's Office

Effective Date – November 4, 2025

Replaces 2021 Version



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### POLICY STATEMENT

The Town of Carleton Place is committed to complying with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards, O. Reg. 191/11 (IASR), including the Customer Service Standard. The Town will make reasonable efforts to provide goods, services, and facilities in a manner that respects the dignity, independence, integration, and equal opportunity of persons with disabilities. Where integration is not feasible, alternative measures, whether temporary or permanent, will be implemented to ensure access.

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### PURPOSE

This policy ensures that the Town's goods, services, and facilities are accessible to persons with disabilities by identifying, preventing, and removing barriers to customer service, in compliance with the IASR. It applies to all Town employees, volunteers, agents, contractors, or representatives providing services on behalf of the Town.

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### SCOPE

This policy governs the provision of municipal goods, services, and facilities to ensure equitable access for all, regardless of ability, as required by the AODA and the IASR. Town staff will strive to reduce or remove barriers to accessing services.

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### POLICIES, PRACTICES AND PROCEDURES

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### DEFINITIONS

**Assistive Device** shall mean a piece of equipment or aid used by a person with a disability to assist with daily living (e.g., wheelchair, screen reader, hearing aid, cane, walker, oxygen tank).

**Barrier** shall be defined as outlined in the most current version of the Accessibility for Ontarians Disability Act, as amended.

**Disability** shall be defined as outlined in the most current version of the Accessibility for Ontarians Disability Act, as amended; or

an injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997.

**Service Animal** shall mean an animal used by a person with a disability for reasons relating to their disability, identifiable by visual indicators (e.g., vest or harness) or confirmed by documentation from a regulated health professional listed in O. Reg. 191/11, s. 80.47(4), or an identification card from the Attorney General or their Ministry under the Blind Persons' Rights Act, R.S.O. 1990, c. B.7, s. 4(2).

**Support Person** shall mean a person who accompanies a person with a disability to assist with communication, mobility, personal care, medical needs, or access to goods, services, or facilities.

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## INTERACTIONS WITH THE PUBLIC

The Town provides customer service through in-person interactions (e.g., at the Town Hall), telephone, mail, email, fax, and the Town's website or social media.

The following practices and procedures have been developed in accordance with the AODA and the IASR.

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## USE OF ASSISTANCE AND ASSISTIVE DEVICES

Persons with disabilities may use their assistive devices to access Town goods, services and facilities unless otherwise prohibited due to health and safety or privacy issues, in which cases, alternative measures may be provided to ensure the individual can access Town goods, services or facilities.

Where assistive devices are available in Town facilities, staff will be trained on their use. When requested, staff will make every effort to provide appropriate assistance, such as guidance to access facilities, assistance during emergency evacuations, or providing documents in large print or verbally. Town staff will consult with the person to explore how best to accommodate the request and determine whether the assistance can be reasonably provided.

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## USE OF SERVICE ANIMALS OR SUPPORT PERSONS

Town staff will ensure that persons with disabilities accompanied by a guide dog or other service animal are permitted to enter the premises with the animal and to keep the animal with them. Documentation may be requested only when it is not readily apparent that the animal is a service animal. The documentation to be provided must come from a regulated health professional licensed in Ontario, which may include audiologists, chiropractors, nurses, occupational therapists, optometrists, physicians, physiotherapists, psychologists, psychotherapists, or mental health therapists. The documentation should confirm that the person requires the animal for reasons related to their disability but does not need to disclose the nature of the disability or extensive personal health information beyond what is necessary.

Town staff will ensure that when a person with a disability is accompanied by a support person, both persons are permitted to enter the premises. A support person may also be permitted to be present during the provision of Town services, but only when requested by the person seeking the service. If an amount is payable by a for admission to the premises or in connection with a person's presence at the premises (e.g. attending a ticketed event), the Town shall ensure that notice is given in advance about the amount payable by the support person. *Example: "Due to limited seating, support persons will be required to purchase a ticket."*

The Town may require a person with a disability to be accompanied by a support person to protect the health and safety of that person or of others on the premises. This will only occur after consultation with the person with a disability and when it is the only way to allow the person with a disability to access the Town's goods, services and facilities. Town staff will ensure that the person seeking the service provides their consent to have the support person being present during discussions that may be of a confidential nature.

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## NOTICE OF TEMPORARY DISRUPTIONS

The Town's policy on temporary disruptions addresses how the Town will provide notice for temporary service disruptions that affect accessibility, including the reason for the disruption, the expected duration, and alternate services where available.

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## TRAINING OF STAFF

Training will be provided for all Town employees, volunteers, anyone who provides goods, services or facilities on behalf of the Town and anyone involved

in developing Town policies and procedures. Training will be provided as soon as practicable after a person is hired or engaged. Training will be provided on an ongoing basis with refresher training being provided every 2 to 3 years. The Town shall keep records of all such training, including who was trained, when and the topics covered.

In accordance with the IASR, Town Staff will keep records of the training provided to staff on this topic, including the dates on which the training is provided and the number of individuals trained and to whom it is provided. Training will be appropriate to the duties of employees, volunteers and other persons and include:

- The purpose of the AODA and the requirements of the Customer Service Standards;
- The Town's procedure on providing accessible customer service;
- The Ontario Human Rights Code, where it relates to people with disabilities;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people who use an assistive device or require the assistance of a service animal or a support person;
- How to use Town equipment or assistive devices available to help provide goods, services or facilities to people with disabilities (e.g. wheelchairs, pool lifts, sound amplifiers, etc.); and
- What to do if a person with a disability is having difficulty accessing Town goods, services and facilities.

All Town staff members will inform and familiarize themselves with the Town's policy, practices and procedures on the provision of services to persons with disabilities. All staff will take part in training that achieves the following goals:

- Reviews the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and The IASR Accessibility Standards for Customer Service.
- Ways to interact and communicate with persons with various types of disabilities.
- Ways to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.

- How to use available equipment, devices or services that may help in serving persons with disabilities.
- What to do if a person with a disability is having difficulty accessing municipal services.

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## RESPONSIBILITIES

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### THE CLERK'S OFFICE IS RESPONSIBLE FOR:

Administration of and ensuring compliance with this procedure.

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### HUMAN RESOURCES IS RESPONSIBLE FOR:

Providing accessibility training in accordance with the AODA and relevant policies and procedures.

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### ALL DEPARTMENTS ARE RESPONSIBLE FOR:

Ensuring the Accessible Customer Service Standard procedure is followed;

Providing or arranging for accessible documents and communication supports, upon request;

Forwarding all accessibility requests to the Clerk;

Providing information about service disruptions that will be posted on the Town's website and social media tools as required;

Communicating and coordinating, when applicable, with a person with a disability regarding the use of a support person or service animal.

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### USER (PERSON WITH A DISABILITY) IS RESPONSIBLE FOR:

Supervising and keeping service animals in control when used to access the Town's goods, services and facilities; and

Providing documentation confirming the service animal is required for reasons related to the individual's disability, if requested.

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## FEEDBACK

Town Staff welcomes feedback on the way it provides its services to persons with disabilities. Feedback can be made in person, by telephone, by letter, by e-mail or in other accessible formats. Contact information for providing feedback is as follows:

**Attn: Stacey Blair, Clerk, Town of Carleton Place  
175 Bridge Street, Carleton Place ON K7C 2V8  
613-257-6212 or [sblair@carletonplace.ca](mailto:sblair@carletonplace.ca)**

If the feedback is a complaint, staff shall:

1. Acknowledge the complaint.
2. Review the circumstances of the situation, considering current policies, practices and procedures.
3. Provide a response to the complainant in writing, as well as verbally if requested.

Every effort will be made to respond to complaints as soon as practicable. Staff will make every reasonable effort to resolve the issue in accordance with its policies, practices and procedures for the provision of services to persons with disabilities.

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## NOTICE OF AVAILABILITY OF DOCUMENTS

The Town will make this policy available to any person upon request and will post notice of availability in a conspicuous location such as the lobby of the Town Hall and other facility lobbies.

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## FORMAT OF DOCUMENTS

If this document is requested by a person with a disability, Town staff will work with the person to provide the document, or the information included in the document, in a format that considers the person's disability. This may include providing the information verbally, explaining the content and meaning of the information, or providing the document in a larger font.

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## POLICY REVISIONS

The Clerk's Office is responsible for administering this policy, coordinating accessibility training together with the Human Resources Manager, and tracking feedback and compliance activities. Town staff shall review this document annually and make changes or additions as needed, particularly after receiving feedback from members of the public, or learning new information about assistive devices or resources.

## Notice of Emergency and Temporary Disruptions – Accessibility Standards Policy

Clerk's Department

Administered by the Clerk's Office

Effective Date – November 4, 2025

Replaces 2021 Version



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### POLICY STATEMENT

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.

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### 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.

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## 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.

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## 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.

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## 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.

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## POLICY STATEMENTS

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### 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.

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### 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.

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### 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 AAC);
  - Provide temporary accessible alternatives where possible;
  - Prioritize urgent repairs or accommodations.

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## 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 AAC to evaluate communication practices.

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## 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.

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## FEEDBACK AND CONTINUOUS IMPROVEMENT

- The Town encourages public feedback through its website, AAC, 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.

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## 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, Public Works: Carry preventative maintenance, and repair activities.
- AAC: Provides input on communication methods and continuous

improvements.

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## 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 MYAP.

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## POLICY REVIEW

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

## SCHEDULE C

### TOWN OF CARLETON PLACE

### MULTI YEAR ACCESSIBILITY PLAN 2021–2025

### GOALS ACHIEVED

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#### CUSTOMER SERVICE

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##### 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:
  - Accessible locations and processes.
  - Election materials in multiple formats.

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##### ACHIEVEMENTS

During the 2021 to 2025 timeframe, the Town took the following steps to improve accessibility in relation to customer service.

- Expanded online service options on the Town’s new website.
- Replaced downloadable PDF forms with fillable online forms.
- Expanded accessible programming at the Library - Centre for Equitable Library Access collection, home delivery, braille, and dyslexia-friendly materials.
- Improved reception desks at the Town Hall and the Library with lower counter heights.
- 2022 Municipal Election:
  - Implemented accessible voting locations and processes
  - Provided special accommodations for housebound voters.
  - Distributes election materials and communications in accessible formats, including online videos and social media channels.

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## INFORMATION AND COMMUNICATION

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### 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.

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### ACHIEVEMENTS

During the 2021 to 2025 timeframe, the Town took the following steps to improve accessibility in relation to information and communication.

- Implemented various website upgrades
- Expanded online service options on the Town's new website.
- Staff received training in creating accessible Word and PDF documents.
- Communications staff working to ensure documents meet accessibility standards before publishing.
- The transition of the CP Scoop e-newsletter to Mailchimp enabled a more logical structure, alt text for images, and accessibility-compliant formatting.
- Use of online PDF forms discontinued, and online fillable forms implemented.
- The Emergency Management Plan (2024) commits to providing emergency information in accessible formats upon request, as required by IASR Section 13.

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## TRANSPORTATION

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### IDENTIFIED GOALS

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

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### ACHIEVEMENTS

During the 2021 to 2025 timeframe, the Town took the following steps to improve accessibility in relation to transportation.

- 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 Crossovers 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 its schedule listed on the Town's website.
- Bridge Street Rehabilitation included accessible sidewalks, accessible entrances to shops where possible, TWSIs at all intersections, accessible benches and outdoor spaces.
- Accessible Sidewalk Additions:
  - Bell Street - Bridge Street to Mullett Street
  - Mill Street - Judson Street to Ottawa Valley Rail Trail (OVRT)
  - Nelson Street and Alexander Street
  - Wilson Street - Sarah Street to Caldwell Street
  - St. Paul Street - Bell Street to William Street
  - Morris Street - Napoleon St. to Graham Street
  - Emily Street - Victoria Street to Frank Street
  - Moffatt Street - Townline Road to MacKenzie Street
  - Campbell Street - Lake Ave. East to Lisgar Street
  - Munro Street - Park Ave. to Carmel Street
  - Ramsay Street - Townline Road to George Street
  - Grant Street - Nelson Street to Coleman Street
  - Moffatt Street - McRostie Street to High Street
- New Accessible Parking Spaces:
  - Carleton Place Arena
  - Library Parking Lot
  - Moore Street Parking Lot
- New Multi Use Pathways (MUPs)
  - McNeely Ave. - Patterson Crescent to Grape Island Bridge

- Findlay Avenue - Franktown Road to OVRT
- Cavanagh Road - McNeely Ave. to Hooper Street
- Townline Road - Industrial Ave. to OVRT

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## PUBLIC SPACES

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### IDENTIFIED GOALS

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

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### ACHIEVEMENTS

During the 2021 to 2025 timeframe, the Town took the following steps to improve accessibility in relation to public spaces.

- The 2021 Canada Community Revitalization Grant (\$454,455) for the Downtown Revitalization Project was secured for:
  - Installation of AODA-compliant tactile walking surface plates.
  - Removal of grade-barrier access affecting 40+ local businesses.
  - Creation of three (3) 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 (4) new accessible dressing rooms.
  - Expanded lobby with accessibility enhancements.
  - Fully accessible canteen facility.
  - Upgraded entrance doors.

- Train Station Park redevelopment features 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 assessments were undertaken for nine (9) 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.

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## CORPORATE WIDE

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### 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.

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## ACHIEVEMENTS

During the 2021 to 2025 timeframe, the Town took the following steps to improve accessibility on a corporate wide basis.

- 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:
  - \$58,612 for a library accessibility ramp (completed).
  - \$9,000 for an adult change table at the library.
  - \$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 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.
- The Carleton Place Childcare Centre renovation included the addition of Accessible Key Access and adjusting the height of key access points to accommodate a wider range of mobility needs.
  - Staff Gathering Room was relocated to the main level to ensure easier access for all team members.

## ADDITIONAL ACHIEVEMENTS

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### GRANT FUNDING ACHIEVEMENTS 2021-2025

The Town successfully secured the following accessibility-related grants:

- 2021 Canada Community Revitalization Grant - \$454,455 for Downtown Revitalization Project including AODA-compliant tactile walking surfaces and barrier removal.
- 2021 Canada Community Revitalization Fund Project – \$106,895 for improvements to the Train Station Park.
- 2021 Canada Healthy Communities Initiative - \$42,996 for the installation of new shade structures with benches.
- Community Improvement Plan Accessibility Grants - Up to \$2,500 per property supporting private-sector accessibility retrofits

Total accessibility investment 2021-2025: Over \$542,000 in combined municipal and grant funding.

## CONCLUSION

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

Major accomplishments included:

- 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 MYAP beyond 2025.

## SCHEDULE D – PUBLIC MYAP SURVEY

# MULTI YEAR ACCESSIBILITY PLAN 2025-2029 PUBLIC SURVEY

The Town of Carleton Place is developing its 2025–2030 Multi Year Accessibility Plan (MYAP) to improve accessibility and remove barriers for people with disabilities, as required by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Your input is essential to ensure our services, programs, and facilities are inclusive for all residents, visitors, and employees.

This survey will take approximately 5–10 minutes to complete. Responses are confidential and will help shape the MYAP.

The survey is available in alternative formats upon request. Please contact Stacey Blair, Clerk [sblair@carletonplace.ca](mailto:sblair@carletonplace.ca) or 613-257-6212 for accommodations or assistance.

Feedback must be submitted by September 10, 2025

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### ABOUT YOU

1. Which of the following best describes you? (Select all that apply)
  - Resident of Carleton Place
  - Visitor to Carleton Place
  - Employee of the Town of Carleton Place
  - Other (please specify): \_\_\_\_\_
  
2. Do you identify as a person with a disability?
  - Yes
  - No
  - Prefer not to say
  - If yes, please describe (optional): \_\_\_\_\_
  
3. Which municipal services, programs, or facilities do you use? (Select all that apply)
  - Recreation programs (e.g., sports, community events)
  - Public facilities (e.g., libraries, community centres, town hall)

- Parks and outdoor spaces
- Municipal websites or online services
- Other (please specify): \_\_\_\_\_

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## ACCESSIBILITY BARRIERS

Have you encountered any accessibility barriers when using Town services, programs, or facilities? (e.g., physical barriers, communication challenges, or lack of accommodations)

- Yes
- No
- If yes, please describe the barrier(s) and where they occurred: \_\_\_\_\_

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## CUSTOMER SERVICE

This includes but is not limited to all programs and services provided by the Town.

1. What is the Town doing well in this area?
2. What barriers do you, your clients, family members or friends face in this area?
3. What could be done to improve accessibility in this area? (Please rank your ideas by importance, with 1 being the most important)

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## INFORMATION AND COMMUNICATIONS

This includes but is not limited to technology, signage, the Town's website, the Town's Facebook page, printed materials, and other correspondence, water and property tax billing, charts and maps, and public meetings, consultations and events.

1. What is the Town doing well in this area?
2. What barriers do you, your clients, family members or friends face in this area?
3. What could be done to improve accessibility in this area? (Please rank your ideas by importance, with 1 being the most important)

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## EMPLOYMENT

This includes but is not limited to opportunities for employment and volunteering with the Town of Carleton Place, including employment-related information on the Town's website and job postings.

1. What is the Town doing well in this area?
2. What barriers do you, your clients, family members or friends face in this area?
3. What could be done to improve accessibility in this area? (Please rank your ideas by importance, with 1 being the most important)

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## DESIGN OF PUBLIC SPACES

This includes but is not limited to the Town's facilities, sidewalks, pathways and roads, and municipal parks.

1. What is the Town doing well in this area?
2. What barriers do you, your clients, family members or friends face in this area?
3. What could be done to improve accessibility in this area? (Please rank your ideas by importance, with 1 being the most important)

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## ADDITIONAL COMMENTS

Do you have any other suggestions to improve accessibility and inclusion in Carleton Place?

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## SUBMISSION INSTRUCTIONS

Please submit your responses by September 10, 2025.

You can:

- Complete the survey online.
- Email your responses to [sblair@carletonplace.ca](mailto:sblair@carletonplace.ca)
- Mail or drop off a printed copy to: Town of Carleton Place, 175 Bridge Street, Carleton Place, ON K7C 2V8.

For assistance or alternative formats, contact Stacey Blair at 613-257-6212.

Thank you for helping us build a more accessible and inclusive Carleton Place!