



## **Town of Arnprior**

### **Arnprior Accessibility Advisory Committee Meeting**

**Date: Wednesday, April 20, 2022**

**Time: 7:00 p.m.**

**Location: Via Electronic Participation**

- 1. Call to Order**
- 2. Roll Call**
- 3. Land Acknowledgement Statement**
- 4. Adoption of Agenda (Additions/ Deletions)**
- 5. Disclosures of Pecuniary Interest**
- 6. Adoption of Minutes of Previous Meeting(s)**
  - a) **December 1, 2021** (Page 1-3)
- 7. Presentations/ Delegations**
  - a) **Dementia Society – Dementia Awareness Days** (Page 4-16)
  - b) **Parks Projects - 2022** (Page 17-29)
- 8. Matters Tabled/ Deferred/ Unfinished Business**
- 9. Staff Reports**
  - a) **Multi Year Accessibility Plan Update**, Kaila Zamojski, Deputy Clerk (Page 30-59)
- 10. New Business**
- 11. Adjournment**

Please note: Town Hall is following social distancing protocols that have been recommended by the federal and provincial governments to help protect the health and well-being of our community. Please see the Town's [Website](#) to view the live stream. The meeting will be uploaded to YouTube for future viewing.

The agenda is made available in the Clerk's Office at the Town Hall, 105 Elgin Street West, Arnprior and on the Town's [Website](#). Persons wishing to receive a print item on the agenda by email, fax, or picked up by hand may request a copy by contacting the Clerk's Office at 613-623-4231 ext. 1818. The Agenda and Agenda items will be prepared in an accessible format upon request.

**Full Distribution:** Council, C.A.O., Managers and Town Administrative Staff; Committee Members

**E-mail to:** Metroland Media; Oldies 107.7/My Broadcasting Corporation; Valley Heritage Radio; Ottawa Valley Business



**Minutes of Arnprior Accessibility Advisory Committee Meeting  
December 1, 2021  
7:00 PM  
Electronic Participation – Via Zoom**

**Committee and Staff Attendance**

**Committee Members Present:**

Chair Lynn Grinstead  
Dave Furgoch, Committee Member  
Linda Buttle, Committee Member

**Committee Members Absent:**

France Guillemette, Committee Member

**Town Staff Present:**

Kaila Zamojski, Deputy Clerk  
Maureen Spratt, Town Clerk  
Graeme Ivory, Director of Recreation  
Lindsay Wilson, MEDO

**1. Call to Order**

Chair Lynn Grinstead called the Arnprior Accessibility Advisory Committee meeting to order at 7:15 PM and welcomed those present.

**2. Roll Call**

The roll was called, with all Members of the Committee being present, except Citizen Member France Guillemette.

**3. Land Acknowledgement Statement**

Chair Lynn Grinstead asked everyone to take a moment to acknowledge and show respect for the Indigenous Peoples as traditional stewards of the land we operate on, by stating:

I would like to begin by acknowledging that the land on which we work and gather is the traditional unceded territory of the Anishinaabe People. This Algonquin Nation have lived on this land for thousands of years, long before the arrival of the European settlers, and we are grateful to have the opportunity to be present in this territory.

**4. Adoption of Agenda**

Resolution No. 007-21

Moved by Dave Furgoch

Seconded by Linda Buttle

**Be It Resolved That** the agenda for the Arnprior Accessibility Advisory Committee Meeting of dated Wednesday, December 1, 2021, be adopted.

Resolution Carried

**5. Disclosures of Pecuniary Interest**

None

# Minutes of Operations Advisory Committee Meeting

## 6. Adoption of Minutes of Previous Meeting(s)

Resolution No. 008-21

Moved by Dave Furgoch

Seconded by Linda Buttle

That the Arnprior Accessibility Advisory Committee approve the minutes listed under item number 6(a) on the Agenda (Arnprior Accessibility Advisory Committee – October 6, 2021).

Resolution Carried

## 7. Presentations/ Delegations

### a) Downtown Patio Pilot Project – MEDO

The Marketing & Economic Development Officer provided an overview of the presentation and responded to questions.

Discussion ensued among Committee Members, with the following being a summary of the comments received:

- The reason for only 3 restaurants taking part, was because they were the only ones interested in participating in the pilot project.
- This is a wonderful thing to have.
- The third type of patio presented is removable and the business would be responsible for building a structure that was able to be removed at the end of the season.
- Explanation of the requirements for a proper accessible ramp, as per the Building Code, was provided.
- A straight path of travel is easier to navigate with a wheelchair/ guide dog.
- A set number of restaurants able to participate each year, is an option Council could consider, in order to not lose too much downtown parking.
- The time constraints for use of the patios aligns with the Town noise by-law.

### b) Nick Smith Centre Parking Lot Paving Project Update – Director of Recreation

The Director of Recreation provided an overview of the presentation and responded to questions.

Discussion ensued among Committee Members, with the following being a summary of the comments received:

- The Tactile Walking Surface Indicators (TWSI's) are great for people with varying disabilities, and for overall safety of pedestrians.

### c) Waterfront Master Plan – Director of Recreation

The Director of Recreation provided an overview of the presentation and responded to questions.

Discussion ensued among Committee Members, with the following being a summary of the comments received:

- The sand at the beaches is required to be replenished each year.

## Minutes of Operations Advisory Committee Meeting

- Will boardwalks be affected with spring flooding? The Director of Recreation noted that this will have to be looked at, but to his knowledge the water level has not reached the height being proposed in most areas.
- The Town is looking into installing a Mobi-Mat at both Robert Simpson Park and McLean Avenue Beaches for accessible access to the water through the sand areas.
- Glad to see Bell Park developed on this plan.

### 8. Matters Tabled/ Deferred/ Unfinished Business

None

### 9. Staff Reports

- a) Draft 2021 Annual Accessibility Status Report – Deputy Clerk  
Resolution Number 009-21

Moved by Dave Furgoch

Seconded by Linda Buttle

That the Arnprior Accessibility Advisory Committee receives the Draft 2021 Annual Accessibility Status Report; and

Further That the Arnprior Accessibility Advisory Committee recommends that Council approve the 2021 Annual Accessibility Status Report.

Resolution Carried

The Deputy Clerk provided a brief overview of the Draft 2021 Annual Accessibility Status Report, requesting feedback from the Committee, with Committee members agreeing to a walkthrough of facilities for the new updated plan next year.

### 10. New Business

None

### 11. Adjournment

Resolution No. 010-21

Moved by Linda Buttle

Seconded by Dave Furgoch

**That** this meeting of the Accessibility Advisory Committee be adjourned at 8:23 pm.

Resolution Carried

# Stronger Together - Exciting News

The Dementia Society has been successful in receiving a two year grant from the Public Health Agency of Canada to enhance, extend and evaluate a large scale dementia inclusion project in our region.



# Dementia Days in Arnprior & McNab/ Braeside Township— May 7-13

## Create awareness

- Mayor to Proclaim Dementia Awareness Days & raising of the flag
- Clock Tower illuminated in Dementia Society colours
- Information Fair
- Reminiscing Gardens
- Training modules for students, individuals, Service clubs and businesses

# Dementia Days in Arnprior & McNab/ Braeside Township – May 7- 13

## Schedule of Events

### May 7<sup>th</sup> – Information Fair 10:30-3:00 Nick Smith CC

- Invite Mayors, politicians, CEO Dementia Society to officially open the event
- Information Stations – awareness & prevention, warning signs, communication tips, Brainy Active, designing a dementia friendly space, resources in your community, virtual reality (what it feels like to have dementia)
- Children's activities – arts & crafts, face painting, ice cream truck (create your own sundae) fire truck, plant a daisy for dementia, puppet show

## **Training:** Deliver training modules to individuals and businesses

### **Months of March and April;**

**High School Students:** Training sessions delivered and ask for student volunteers to help out with the event in May (count towards volunteer hours for diploma)

**First Responders:** police, fire, paramedic, town employees

Need a contact for each group

### **Service Clubs**

**Thursday May 12<sup>th</sup> at MYCC 3:00pm individuals and 6:30pm for businesses**

**Sessions during the week of May 7<sup>th</sup> to 13<sup>th</sup>**

### **Businesses:**

Work with Chamber of Commerce (Christine Jarrett)

Send out “teasers” in newsletter – Present at monthly meeting

### **Individuals:**

Send out “teasers” and posters



## Reminiscing Gardens

- Galilee Centre and The Grove
- Approach local garden stores for donations
- Gather volunteers (school age children, local citizens, LTC residents, etc.)
- Develop a garden plan
- Collect materials and tools for gardening (gloves, spades, hoes, soil, fertilizer, seeds,
- Supply water and snacks – ask local grocery stores,/coffee shops for donations

### Thursday May 12<sup>th</sup> – Waba Cottage Museum & Garden

- Working with grade 6 students and seniors in the community create the garden plot
- Local musician, Murray Langford to provide music
- Light snacks & drinks to be provided
- Garden supplies donated by local garden centre

**FOR IMMEDIATE RELEASE**

**Media Contact:**

1 March 2022

Kate Holmes | Director of Marketing  
The Dementia Society of Ottawa and Renfrew County  
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**Public Health Agency of Canada investment enables The Dementia Society of Ottawa and Renfrew County to build a more inclusive community for people living with dementia and the people who care for them.**

**OTTAWA, ONTARIO-** The Dementia Society of Ottawa and Renfrew County announced today the award of a two-year grant from the Public Health Agency of Canada (PHAC) to support the implementation of Canada's national dementia strategy in our region. [The grant](#) allows The Dementia Society to further its **mission to build a more dementia-aware Ottawa and Renfrew County** so that **people impacted by dementia feel valued, supported, and included. This will help to reduce the stigma** that leads to social isolation and **improve the quality of life** for people living with dementia, their caregivers, and families in our region. **The Dementia Society will create awareness through an information campaign, education and events about brain health, dementia prevention, inclusion and accommodation for people affected by dementia in our community.**

A core component of this is **Dementia-Inclusive Training** which offers insight into the experience of dementia for people diagnosed with it, and for their caregivers, while also offering practical ways that businesses and individuals can help.

“Working in partnership with businesses and the local community, the Stronger Together Project will help us develop and deliver our Dementia Inclusive Training on a larger scale so that the 24,000 people living with a diagnosis of dementia in Ottawa and Renfrew County and the people caring for them feel safe, understood and included. If we can reduce the stigma around dementia, we can reduce social isolation and improve quality of life for all,” states Wendy Grimshaw, CEO of The Dementia Society.

**Dementia Awareness Days, Arnprior, May 7-13, 2022**

In partnership with Arnprior Town Council, The Dementia Society will host a Dementia Awareness Days from May 7-13, 2022 which will feature training to businesses, high school and elementary school students, an information fair, and the creation of “reminiscing gardens” in locations across the Township. This showcase of a model dementia-inclusive community in action aligns with the Township’s age-friendly community plan.

### **About Dementia-Inclusive Training and Certification**

Dementia-Inclusive Training and certification are available at no charge and can be delivered virtually, on-demand or in-person and on-site at business and organization locations. Businesses that become Dementia Inclusive-Certified can benefit from increased traffic and demonstrate good corporate citizenship.

More:

- A no-cost training session that is customized to your business lasting between 30 and 45 minutes education module that sensitizes businesses, service providers and individuals to the needs and concerns of people living with dementia and their caregivers.
- Gain strategies for:
  - Approaching a person living with dementia and recommended communication tactics
  - Environmental considerations to assist people living with dementia in a given business or service recommend strategies, practical tips and approaches for improving accessibility and support.
- Receive personalized advice on opportunities to create a dementia-inclusive environment for your business.
- Receive a Dementia Society Dementia-Inclusive Training Certification to display.
- Receive a complimentary post-training audit and ongoing support.
- For enquiries, visit: <https://dementiahelp.ca/programs-services/dementia-inclusive/>

The grant allows The Dementia Society to expand its existing dementia-inclusion education, and to co-design new content with people living with dementia and care partners, and customize modules for different industries. As a legacy, program materials including evaluation methodology will be made available to other communities to scale the model elsewhere in Canada.

### **Quotes**

“This is a wonderful initiative to come to the Town of Arnprior. One of the key goals of our Age Friendly Community Plan is to expand services for seniors with dementia. This Stronger Together Project will provide invaluable tools for our youth, business community, front line works as well as town staff and members of Council to support those living with dementia – including their caregivers – in our community.”

“Dementia has impacted my family and many others in the Town of Arnprior and throughout Renfrew County. I know first-hand the impact dementia has on those diagnosed with it and their caregivers. We are grateful to the dementia society and their work with the Greater Arnprior Seniors Council to organize Dementia Inclusion Week to Arnprior, May 9-13.”

- *Walter Stack, Mayor, The Town of Arnprior*

“We know that people want to continue to live at home and in their communities for as long as possible. We all want to feel understood and welcomed when we visit a business in our community. In addition to providing direct, practical support to people affected by dementia, The Dementia Society’s mission is to create awareness and understanding of dementia, destigmatize it, and transform the way we think, act and talk about dementia.”  
- Wendy Grimshaw, CEO of The Dementia Society of Ottawa and Renfrew County

“The Dementia Society has been an incredible resource to our OC Transpo outreach staff in providing training and awareness about the importance of understanding the impact of dementia in our community. Through the efforts of the Dementia Society, we have been able to equip a number of our staff with knowledge that allows them to identify and work with customers who may need their greater understanding. We are fortunate to have their services available to us.” -Keith Duncanson, OC Transpo, Team Lead, Community Relations

### **Statistics**

- 46% of Canadians do not feel comfortable interacting with a person living with dementia.\*
- 70% of Canadians agree with the perception that people living with dementia generally face a lower quality of life than people without dementia.\*

\*EKOS Dementia Survey 2020 for The Public Health Agency of Canada

### **Other Related Dementia Society Dementia-Inclusive Resources**

An additional **Seniors Community Grant** by **The Ontario Ministry for Seniors and Accessibility** is supporting The Dementia Society to work with Business Improvement Associations (BIAs) across Ottawa and Renfrew County to provide free training, education and support to build dementia-inclusive work, service and business environments, and social engagement opportunities so that people impacted by dementia can continue to live well, longer in the community.

[www.Dementia613.ca](http://www.Dementia613.ca) is a web-based directory of regional businesses and services where people living with dementia and their care companions can find dementia-inclusive businesses. It aims to ease the burden of finding people and places that will welcome them and understand their needs. Dementia Inclusive Certified businesses and organizations are also listed in this directory.

### **About The Dementia Society of Ottawa and Renfrew County**

In Ottawa and Renfrew County, 24,000 people live with a diagnosis of dementia and in Canada, one in 5 of us cares for someone living with dementia. In the next decade, the number of diagnosed cases is expected to double. The Dementia Society is the Ontario Health-funded not-for-profit agency charged with supporting and

providing services in our region for people affected by dementia. For over 40 years, The Dementia Society has provided free support, social, recreational and educational programs to reduce isolation and meaningfully engage people living with dementia and their caregivers and families so that no one faces dementia alone.

**Production of this project has been made possible through a financial contribution from the Public Health Agency of Canada. The views expressed herein do not necessarily represent the views of the Public Health Agency of Canada.**



**POUR DIFFUSION IMMÉDIATE**

le 1 mars 2022

**Media Contact:**

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**Grâce à un investissement de l'Agence de la santé publique du Canada, la Société de la démence d'Ottawa et du comté de Renfrew pourra créer une communauté plus inclusive pour les personnes atteintes de démence et leurs aidants.**

**OTTAWA (Ontario)** – La Société de la démence d'Ottawa et du comté de Renfrew a annoncé que l'Agence de la santé publique du Canada lui avait accordé une subvention de deux ans pour appuyer la mise en œuvre de la stratégie nationale du Canada sur la démence dans la région. Grâce à cette [subvention](#), l'organisme pourra poursuivre sa mission consistant à **sensibiliser les gens à la démence à Ottawa et dans le comté de Renfrew** afin que **les personnes touchées par la maladie se sentent valorisées, appuyées et acceptées**. Cette action contribuera à **atténuer la stigmatisation** qui entraîne l'isolement social et à **améliorer la qualité de vie** des personnes atteintes de démence dans la région, de leurs proches aidants et des membres de leur famille. La sensibilisation se fera au moyen de **campagnes d'information, d'éducation et d'activités sur la santé du cerveau, la prévention de la démence, l'inclusion et l'adoption de mesures d'accommodement pour les personnes touchées par la démence dans notre collectivité**.

La **formation sur l'inclusion** des personnes atteintes de démence constitue un élément clé de l'initiative. Elle fait connaître l'expérience de ces personnes et de leurs proches aidants et propose aux entreprises et aux individus des moyens concrets de les aider à se sentir plus à l'aise lorsqu'elles fréquentent leur commerce.

« Le projet *Plus forts ensemble*, mené en collaboration avec les entreprises et la communauté locale, nous aidera à élaborer notre formation sur l'inclusion des personnes atteintes de démence, qui sont environ 24 000 à Ottawa et dans le comté de Renfrew, et à l'offrir à grande échelle. Nous voulons que ces personnes soient plus nombreuses à se sentir bien accueillies dans notre collectivité. Si nous pouvons atténuer la stigmatisation entourant cette maladie, nous serons en mesure de réduire l'isolement social de toutes les personnes touchées et d'améliorer leur qualité de vie », affirme Wendy Grimshaw, directrice générale de la Société de la démence.

**Journées de l'inclusion des personnes touchées par la démence, à Arnprior, du 7 au 13 mai 2022**

Du 7 au 13 mai 2022, la Société de la démence organisera les journées de l'inclusion des personnes touchées par la démence en partenariat avec le conseil municipal d'Arnprior. Sont prévus au programme une formation à l'intention des entreprises et des élèves du primaire et du secondaire, une foire d'information et l'aménagement de « jardins du souvenir » à différents endroits dans le canton. Cette communauté modèle accueillante pour les personnes atteintes de démence cadre avec l'initiative stratégique visant à favoriser l'intégration de ces personnes.

### **Au sujet de la formation et de la certification connexe**

La formation sur l'inclusion des personnes atteintes de démence est offerte sans frais, sur demande, en mode virtuel ou en personne dans les locaux des entreprises et des organisations. À l'issue de la formation, les entreprises participantes recevront un certificat qu'elles pourront afficher. En plus de faire la preuve de leur responsabilité sociale, les entreprises qui deviennent accueillantes pour les personnes atteintes de démence bénéficieront d'un achalandage accru.

La formation:

- comprendra un module éducatif personnalisé de 45 minutes offert sans frais en mode virtuel ou en personne. Ce module visera à sensibiliser les entreprises, les fournisseurs de services et les citoyens aux besoins et aux préoccupations des personnes atteintes et de leurs proches aidants;
- proposera des stratégies pour aborder une personne atteinte de démence et recommandera des stratégies de communication;
- présentera des conseils et des approches pratiques en matière d'aménagement des lieux dans une entreprise ou une organisation donnée afin d'améliorer l'accessibilité et le soutien pour les personnes atteintes et leurs proches aidants;
- offrira des conseils personnalisés sur les occasions de créer un milieu accueillant pour les personnes atteintes de démence;
- assurera sans frais un suivi et un soutien continu après la formation.

Si vous avez des questions, rendez-vous à l'adresse

<https://dementiahelp.ca/programs-services/dementia-inclusive/>.

La subvention permettra à la Société de la démence d'élargir la portée de la formation actuelle sur l'inclusion des personnes atteintes de démence et d'élaborer du nouveau matériel en collaboration avec ces personnes et leurs partenaires de soins. L'organisme pourra aussi adapter les modules pour différents secteurs commerciaux. En outre, le matériel du programme et la méthode d'évaluation seront offerts à d'autres collectivités afin de leur permettre de reproduire le modèle ailleurs au Canada.

## **Citations**

« C’est une merveilleuse initiative qui aura lieu à la Ville d’Arnprior. L’un des principaux objectifs de notre Plan communautaire (Age Friendly Community Plan) est d’élargir les services offerts aux personnes atteintes de démence. Le projet “Plus forts ensemble” fournira des outils inestimables à nos jeunes, à notre milieu d’affaires, à nos travailleurs de première ligne ainsi qu’au personnel municipal et aux membres du Conseil pour soutenir les personnes atteintes de démence – y compris leurs soignants – de notre communauté. »

« La démence a eu un impact sur ma famille, et beaucoup d’autres personnes dans la ville d’Arnprior et dans tout le comté de Renfrew, a ajouté le maire Stack. J’ai vécu personnellement l’impact de la démence sur les personnes diagnostiquées et leurs soignants. Nous sommes reconnaissants envers la société de la démence et leur travail avec le Conseil des aînés du grand Arnprior pour l’organisation de la Semaine de l’inclusion des personnes atteintes de démence à Arnprior, du 9 au 13 mai. »

- *Walter Stack, maire, Ville d’Arnprior*

« Nous savons que les personnes veulent demeurer chez elles et dans leur collectivité aussi longtemps que possible. Tout le monde veut se sentir compris et bien accueilli quand il se rend dans un commerce local. En plus de fournir un soutien direct et concret aux personnes touchées par la démence, notre organisme a pour mission de sensibiliser la population à cette maladie, de la faire connaître et comprendre, d’éliminer la stigmatisation qui l’entoure et de transformer la vision de la démence, les réactions face à cette maladie et la façon d’en parler. »

- *Wendy Grimshaw, directrice générale de la Société de la démence d’Ottawa et du comté de Renfrew.*

« La Société de la démence est une précieuse ressource pour les employés d’OC Transpo qui travaillent dans la collectivité. Elle leur donne une formation et les sensibilise à l’importance de comprendre les répercussions de la démence dans notre collectivité. Grâce aux efforts de cet organisme, de nombreux employés ont acquis les connaissances voulues pour repérer les personnes ayant besoin d’être mieux comprises et pour interagir de façon appropriée avec elles. Nous sommes privilégiés d’avoir accès aux services de la Société de la démence . »

- *Keith Duncanson, chef d’équipe chargé des relations communautaires chez OC Transpo.*

## **Statistiques**

- Quarante-six pour cent (46 %) des Canadiens ne se sentent pas à l’aise d’interagir avec une personne atteinte de démence\*;



- Soixante-dix pour cent (70 %) sont d'accord avec l'opinion selon laquelle les personnes atteintes de démence ont généralement une moins bonne qualité de vie que les personnes n'ayant pas cette maladie.

\* Sondage mené en 2020 par Les Associés de recherche EKOS pour le compte de l'Agence de la santé publique du Canada

### **Autres ressources de la Société de la démence visant à favoriser l'inclusion des personnes atteintes**

Par ailleurs, grâce à la **subvention aux projets communautaires pour l'inclusion des aînés** accordée par le ministère des Services aux aînés et de l'Accessibilité de l'Ontario, la Société de la démence pourra collaborer avec des associations pour l'amélioration des activités commerciales de la région afin d'offrir gratuitement de l'information, de la formation et du soutien en vue de créer des milieux de travail, d'affaires et de prestation de services accueillants pour les personnes atteintes de démence ainsi que des possibilités de mobilisation communautaire. Le but est de permettre aux personnes touchées par la maladie de bien vivre et de demeurer plus longtemps dans la collectivité.

Le site [démence613.ca](http://démence613.ca) est un répertoire d'entreprises et de services locaux accueillants pour les personnes atteintes de démence et leurs proches aidants. Il vise à alléger leur fardeau en indiquant les services et les lieux accueillants qui répondent aux besoins des personnes atteintes de démence dans la région. Le nom et les coordonnées des entreprises et des organismes ayant suivi la formation sur l'inclusion figurent dans ce répertoire.

### **À propos de la Société de la démence d'Ottawa et du comté de Renfrew**

À Ottawa et dans le comté de Renfrew, quelque 24 000 personnes vivent actuellement avec la démence; au Canada, une personne sur cinq prend soin d'un proche qui en est atteint. On s'attend à ce que le nombre de cas de démence double au cours des dix prochaines années. La Société de la démence d'Ottawa et du comté de Renfrew est l'organisme sans but lucratif financé par le ministère de la Santé de l'Ontario pour appuyer les personnes touchées par la démence dans la région et leur fournir des services. Depuis plus de 40 ans, elle offre sans frais une panoplie de programmes de soutien et de programmes sociaux, récréatifs et éducatifs à l'intention des personnes atteintes de démence, de leurs proches aidants et des membres de leur famille. Ces programmes brisent leur isolement et favorisent leur participation à des activités enrichissantes afin que nul n'affronte seul la démence.

**« Le présent projet a été produit grâce à la contribution financière de l'Agence de la santé publique du Canada. Les opinions exprimées ne représentent pas nécessairement celles de l'Agence de la santé publique du Canada. »**

# Parks Projects - 2022

Graeme Ivory, Director of Recreation  
Accessibility Advisory Committee  
2 March 2022



# Background

- The 2022 Budget features more than \$418,000 of capital investment into parkland in the Town of Arnprior.
- Projects include beach accessibility, parkland design, new playgrounds and waterfront redevelopment.
- Another major capital project that will play a role in the future of park spaces in Arnprior is the Recreation Master Plan.
- Staff will look to our committees, Council and the public for engagement in these projects.

# Beach Accessibility

- Mobi-Mat and Mobi-Chair
  - Robert Simpson Park
  - \$15,000 (100% CERF)
  - Still applying for grants



Photo credit © Deschamps SAS & Deschamps Mats Systems Inc.





# Park Design

- Fairview Park Design
  - \$20,000 (100% DC Funded)
  - Park Construction in 2023 (\$100,000)





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# New Playgrounds

- Legion Park
  - Received ICIP COVID-19 Resilience Infrastructure Stream grant for 'Growing Outdoor Play in Arnprior' in the amount of \$129,796.63.
  - Park space will feature new play structure with accessible features, rubber play base enhancing accessibility and safety, and an asphalt pathway network connecting the new play structure, existing swing sets and Rink of Dreams with entry points from both Edey Street and Wilfred Crescent.
  - Project scheduled between May 2022 – Oct 2022
  - Will engage with committees, schools and general public for feedback on design options.



# New Playgrounds

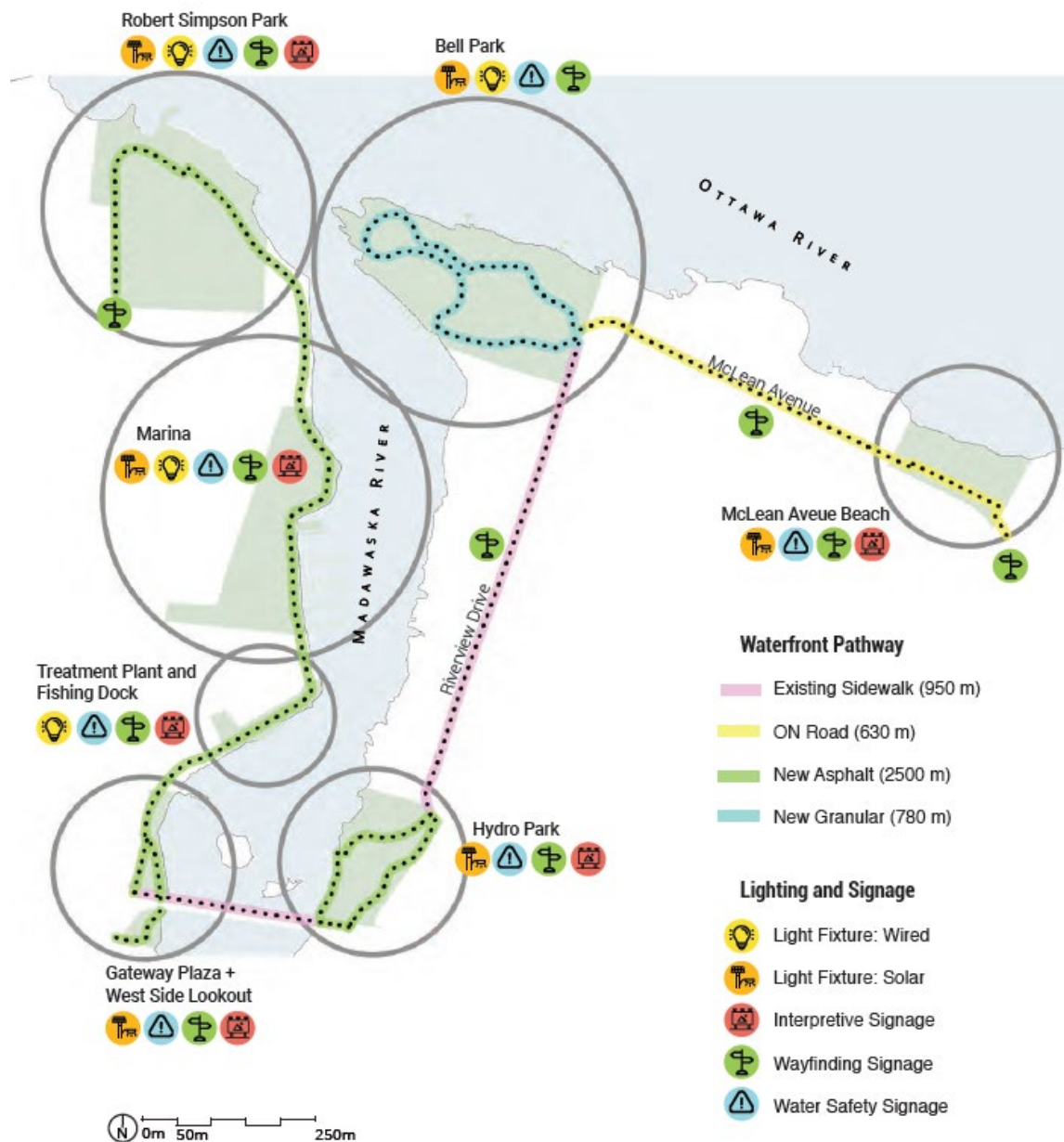
- Caruso Park
  - Received ICIP COVID-19 Resilience Infrastructure Stream grant for 'Growing Outdoor Play in Arnprior' in the amount of \$59,486.47.
  - Park space will feature new play structure (replacing current structure) and engineered wood-fibre base meeting accessibility and safety standards.
  - Project scheduled between May 2022 – Oct 2022
  - Will engage with committees, schools and general public for feedback on design options.





# Waterfront Redevelopment

- Pathway Surfacing Improvements and Lighting Design
  - Waterfront Wide
  - \$79,000 (30% DC / 50% CERF / 20% Parkland)
- Signage and Wayfinding and Interpretation Strategy
  - Waterfront Wide
  - \$40,000 (30% DC / 50% CERF / 20% Parkland)





# Waterfront Redevelopment

- Pedestrian Ramp to Beach Design
  - Robert Simpson Park
  - \$45,000 (30% DC / 50% CERF / 20% Parkland)





# Recreation Master Plan

- Previous Master Plan
  - The current Recreation Master Plan guiding the Town was completed 2014-2015.
  - Arnprior's needs and population changed and continues to change with unprecedented growth since the last Master Plan.
- New Recreation Master Plan
  - Will provide guidance towards growth and development of town recreational and cultural programs, events, facilities, parks and trails while outlining the fiscal and operational resources needed to effectively and sustainably achieve this.
  - \$75,000 (75% - DC / 25% - CERF)



# Next Steps

- Grant Applications:
  - Inclusive Community Grant (Accessible Ramp / Mobi Mat)
  - Active Transportation Grant (Pathway/Wayfinding Design)
- Hiring of Full-Time Parks Maintenance Position
- RFP/RFT for Projects
- Community Engagement
- Committee/Council Presentations
- Public Awareness

# Questions?



• WHERE THE RIVERS MEET •



## **Town of Arnprior Staff Report**

**Subject:** Multi-Year Accessibility Plan Update

**Report Number:** 22-03-02-01

**Report Author and Position Title:** Kaila Zamojski, Deputy Clerk

**Department:** Client Services

**Meeting Date:** March 2, 2022

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### **Recommendations:**

That the Arnprior Accessibility Advisory Committee receive this report as information; and

Further that the Arnprior Accessibility Advisory Committee agree to attend a Town facility walkthrough in the first week of May 2022, to make recommendations to be included in the update to the Town's Multi-Year Accessibility plan.

### **Background:**

The Town of Arnprior has implemented two Multi-Year Accessibility Plans, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation (IASR). Both plans were developed in consultation with the Arnprior Accessibility Advisory Committee.

In accordance with the IASR, the Town of Arnprior is to review and update the Multi-Year Accessibility Plan every five (5) years and complete an annual status report on the Multi-Year Accessibility Plan, detailing what items have been addressed, and which items of the plan continue to be on the radar for completion. Attached to this report is the current 2018-2023 Multi-Year Accessibility Plan and most recent 2021 Status Report. This report details the various accomplishments made to date, both legislated as well as those made over and above regulations, as well as further goals (not required by legislation) for the Town to endeavor to achieve.

Staff would note that at this time, the Town of Arnprior has met all legislative requirements, under the AODA, and Ontario Regulation 191/11 IASR.

## **Discussion:**

The Arnprior Accessibility Advisory Committee, prior to the completion of the current plan, completed a comprehensive tour of Town facilities in the spring of 2017, including: Robert Simpson Park, Nick Smith Centre, Arnprior Public Library, Arnprior & District Museum, Stanley Tourangeau Fire/Police Services Centre, Town Hall, as well as the newly constructed Downtown Area (John Street and Elgin Street).

Notes were taken on this tour, and suggestions for improvements dealing with accessibility were included in the updated 2018-2023 Multi-Year Accessibility Plan. Staff then drafted a Multi-Year Accessibility Plan for the Arnprior Accessibility Advisory Committee's (AAAC) review and comment. The AAAC reviewed the plan and provided various comments/changes at their meeting on January 3, 2018, which were incorporated into the updated Multi-Year Accessibility Plan attached.

The Multi-Year Accessibility Plan, as attached, was created for an additional 5-year term (2018-2023), and thus the end of 2022 / beginning of 2023, a re-developed Multi-Year Plan is required to come forward to Council for approval.

Staff are recommending the Accessibility Advisory Committee members perform another tour, in the first week of May 2022, of Town facilities, as completed in 2017, with the addition of visiting all parks and playgrounds in Town. Committee members will determine if there are any further items in Town facilities needing addressed, or any outstanding items on the "Further Goals" list that still require attention when funding is available. After this tour is completed, staff will prepare a draft updated 2023-2028 Multi-Year Accessibility Plan, incorporating and prioritizing any new items as well as any updated legislative requirements.

## **Options:**

The Arnprior Accessibility Advisory Committee Members could choose a different week to conduct the facility tours.

## **Policy Considerations:**

2018-2023 Multi-Year Accessibility Plan  
Town of Arnprior Accessible Customer Service Policy  
Town of Arnprior IASR Policy  
Accessibility for Ontarians with Disabilities Act (AODA)  
Integrated Accessibility Standards Regulation (IASR)

## **Financial Considerations:**

N/A

## **Meeting Dates:**

1. June 1, 2022 – AAC Meeting – Draft 2023-2028 Multi-Year Accessibility Plan Review



**Consultation:**

- Town Clerk

**Documents:**

1. 2018-2023 Multi-Year Accessibility Plan
2. 2021 Multi-Year Accessibility Plan Status Report

**Signatures**

**Reviewed by Department Head:** Jennifer Morawiec

**Reviewed by General Manager of Client Services/Treasurer:** Jennifer Morawiec

**CAO Concurrence:** Robin Paquette

**Workflow Certified by Town Clerk:**



Corporation of the Town of Arnprior  
2018-2023 Multi-Year  
Accessibility Plan

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## Background

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People with Disabilities make up a significant part of our community. It has been projected that by 2036 twenty percent of all Canadians will have some form of disability. In response to these statistics, in 2005 the Government of Ontario created the Accessibility for Ontarians with Disabilities Act (AODA) with the goal of making Ontario accessible for all people with disabilities.

To achieve this goal, the AODA was implemented, and includes requirements that all organizations must meet, with deadlines specific to an organization's type and size. The AODA is made up of five standards, including:

1. Customer Service Standard
2. Information and Communication Standard
3. Employment Standard
4. Transportation Standard
5. Design of Public Spaces Standard

Deadlines for compliance began as of January 1, 2010 and are the law.

## Town of Arnprior Commitment to Accessibility

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The Town of Arnprior is committed to eliminating barriers (where possible) and improving accessibility, for persons with disabilities, in a manner that respects dignity, independence, integration and equal opportunity. The Town recognizes the diverse needs of our residents and customers and will continue to make every effort to provide the same access and rights to municipal services as all other members of our community, for those persons with disabilities. For this reason, the Town is committed to modifying service delivery, programming, and other workplace processes, policies, and procedures to ensure equal access for all of our residents and customers.

To demonstrate recognition of the Town's commitment, in May of 2017 the Town of Arnprior received the David C. Onley Award for Leadership in Accessibility. This award recognizes Ontarians who go above and beyond to improve accessibility for people with disabilities. As a municipality, the Town of Arnprior was recognized for their efforts in creating and implementing an Accessibility Incentive Grant Program, which assists downtown businesses in becoming more accessible to all patrons.

The Town of Arnprior also demonstrates its commitment to the highest level of consistent and professional customer services, through its corporate structure having a centralized Client Services Department. This assists in being able to provide citizens, including those with disabilities, with a continued high standard of customer service, guided by the principles of dignity, independence, integration, and equal opportunity, as outlined in the legislation. The Town currently portrays these principles and provides professional customer service. However, this shift in corporate structure allows for a centralized department where all "Client Services" are received, recorded, responded to, and tracked in a similar manner. In turn, this will enhance the Town's overall ability to consider the needs of its citizens, and provide a consistent level of customer service, town-wide.

Overall, this refreshed Multi-Year Accessibility plan demonstrates the Town's commitment to accessibility and spans for a renewed five-year term, from 2018-2023. The purpose of this plan is to provide a status update on the Town's progress in the field of accessibility thus far, and to highlight areas where the Town will endeavour to improve upon in coming years. Each section will provide an overview of the relevant requirements and the Town's compliance, as well as a reference to any related By-law or policy that the Town has enacted.

In 2017, prior to this update, the Arnprior Accessibility Advisory Committee completed a tour of Town facilities, to highlight any areas where accessibility could be improved. These items are noted in the "[Further Goals](#)" section of this plan. The Arnprior Accessibility Advisory Committee also reviewed and provided input to this updated Multi-Year Accessibility Plan.

## **Summary of Progress on AODA and IASR Standards and Regulations**

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The following is a summary of the Town of Arnprior's progress in terms of complying with the AODA's various legislative standards.

### **Accessible Customer Service Regulation (ACSR)**

The Town of Arnprior is compliant with all of the Accessible Customer Service Regulation:

#### **1. Accessible Customer Service Policy**

The Town developed and follows an Accessible Customer Service Policy (By-law 6167-12), and also recently developed a Complaint Management and Resolution Policy (By-law 6766-17).

#### **2. Service Animals and Support Persons**

The Town permits service animals and support persons to accompany persons with disabilities (By-law 6167-12).

#### **3. Temporary Disruptions**

The Town continues to provide the public with notice of planned service disruptions at Town facilities and of Town services. These notices are posted on the Town of Arnprior Website (By-law 6167-12).

#### **4. Training**

The Town continues to provide training to new hires, volunteers, and all other necessary personnel, as per the regulations.

## **5. Feedback Process**

The Town has developed a feedback process and continues to provide feedback on issues regarding accessibility. The feedback form can be found on the Town of Arnprior Website. Individuals are also able to contact the Town of Arnprior with any feedback through the “Contact Us” form on the Town Website. If individuals are not able to utilize online services, the Town of Arnprior also receives and responds to feedback by phone, in person, and by regular mail (By-law 6167-12).

## **6. Documents**

The Town provides requested documents in accessible formats, upon request. There is no charge for providing a document in an accessible format (By-law 6167-12).

## **Integrated Accessibility Standards Regulation (IASR) & Information and Communication Standards**

The Town of Arnprior is compliant with the Integrated Accessibility Standards Regulation:

### **1. Policy Development**

The Town has developed and implemented an Integrated Accessibility Standards Regulation (IASR) Policy (By-law 6259-13).

### **2. Multi-Year Accessibility Plans & Annual Status Report**

The Town has developed a Multi-Year Accessibility Plan, and has now refreshed this plan after five years. The Plans and the Annual Status Reports have been made available on the website. The Arnprior Accessibility Advisory Committee was consulted, with another review of municipal facilities and legislation having taken place. Staff will continue to consult with the Accessibility Advisory Committee over the course of this five-year plan, provide annual status reports, and put forward a new five-year plan in 2023 (Town of Arnprior’s Multi-Year Accessibility Plan 2018-2023 & By-law 6259-13).

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

The Town has incorporated this requirement in the IASR policy as well as the Procurement Policy (By-law 6259-13 & By-law 6330-14).

### **4. Training**

Training has been provided to necessary staff, volunteers and other third parties of the Town of Arnprior. This training will continue to be provided to all new employees, volunteers and third parties (By-law 6259-13).

### **5. Self Service Kiosks**

This section does not apply to the Town of Arnprior at this time. Any future self-service kiosks will be accessible, if installed.

## **6. Website**

The Town of Arnprior implemented a new website on January 1, 2014 which met the WCAG 2.0 Level AA Standards, and continues to update the website as required (By-law 6259-13).

## **7. Accessible Formats & Communications Supports**

As noted previously, the Town of Arnprior provides information upon request in an accessible format and at no additional cost. Limited staff members have been trained on how to create accessible documents. The Town will endeavor to train more staff members on the creation of accessible documents throughout the next five years. It is important to note, the Town has also implemented an electronic records management system, which includes the functionality of automatically creating Optical Character Recognized (OCR) documents.

## **8. Emergency Procedures, Plans, or Public Safety Information**

The Town's public emergency information can and will be provided in an accessible format upon request. The Town will endeavor to create all new public safety information in accessible document formats.

## **9. Public Library**

Library Board's shall provide accessible information and access to materials where they exist. The public shall be made aware of the access to materials. The Arnprior Public Library Board is in compliance with this section. Contact the Arnprior Public Library for further information.

# **Employment Standards**

The Town of Arnprior is currently compliant with the Employment Standards Regulations, and continues to strive to remain an accessible employer:

### **1. Recruitment**

The Town of Arnprior has notified all necessary staff of the recruitment process, which will accommodate applicants with disabilities. All Job Postings indicate the following statement "If you require a disability-related accommodation to participate in the recruitment process please email us at [lgarbuio@arnprior.ca](mailto:lgarbuio@arnprior.ca) or call our office at (613) 623-4231" (By-law 6259-13).

### **2. Selection**

The Town of Arnprior is committed to maintaining an accessible selection process. Applicants selected to proceed to the interview phase in the selection process will be notified of the availability of accommodations upon request (By-law 6259-13).

### **3. Notice to Successful Applicants**

The Town of Arnprior has amended the standard offer letter for successful applicants to include a statement outlining the Town's policies to accommodate employees with disabilities. The Town also incorporates this notification requirement into the verbal job offer. All necessary staff has been notified of this change (By-law 6259-13).

#### **4. Informing Employees of Supports**

The Town has enacted both a Return to Work Policy as well as an IASR Policy which outline the procedures to support and accommodate employees with disabilities. Staff has been notified of the policies and procedures that are in place to accommodate employees with disabilities. Recently the Town of Arnprior also implemented an Employee Assistance Program (EAP).

#### **5. Accessible Formats and Communication Supports**

The Town of Arnprior is committed to providing employees with disabilities the necessary accessible formats or communication supports required to perform their job duties. Staff have been notified of the policies and procedures, including the IASR Policy and Accessible Customer Service Policy that are in place to support employees with disabilities and provide job-accommodation where required.

#### **6. Workplace Emergency Response Information**

Any employee who requires any emergency related assistance/ other accommodation will be provided this upon request. The Town has created a procedure to compliment the IASR policy which outlines the steps that need to be taken if an employee requires assistance/ accommodation in an emergency due to a disability. The IASR policy also outlines that the Town must inquire with new hires as to whether or not they require assistance. (By-law 6259-13 and the Workplace Emergency Response Procedure).

#### **7. Documented Individual Accommodation Plans**

The Town of Arnprior is committed to documenting a process for developing individual accommodation plans, as well as providing these plans to employees as required. The Town has created a procedure to compliment the IASR Policy, which outlines the steps that need to be taken to create/document an individual accommodation plan (By-law 6259-13 and the Procedure for Documented Individual Accommodation Plans).

#### **8. Return to Work Process**

The Town of Arnprior currently has an Early Assistance and Reintegration Service (EARS) Program, for employees administered by the Human Resources Officer. This is a program sponsored by the Town and is provided by Cowan Benefits Consulting. The process to assist employees with disabilities (and otherwise) returning to work, is outlined in the Return to Work Policy as well as the IASR Policy (By-law 5802-09 and By-law 6259-13)

#### **9. Performance Management**

The Town's Management is aware of the need to consider the accessibility needs of employees with disabilities in the performance management process.

#### **10. Career Development and Advancement**

The Town takes into consideration individual accommodation plans for employees with disabilities when providing career development and advancement.



## **11. Redeployment**

The Town currently does not redeploy employees. However, the Town has developed a procedure for redeploying employees with disabilities as part of the IASR Policy should the need arise.

## **Transportation Standards**

The Town of Arnprior does not currently provide conventional transportation services (bus, taxi-cab services, etc.). Therefore, this section of the IASR does not apply to the Town of Arnprior.

## **Design of Public Spaces Standards** **(Accessibility Standards for the Built Environment)**

The Design of Public Spaces Standards addresses accessibility planning in a range of public spaces, including: trails/beach access routes; outdoor public eating areas; play spaces; accessible parking; exterior paths of travel including sidewalks; accessible pedestrian signals; service counters; fixed queuing lines; waiting areas and the emergency and preventative maintenance of accessible elements in public spaces. These standards only apply to new construction or the redevelopment of existing public spaces and buildings. The Town of Arnprior has implemented a Recreation Master Plan, as well as a Waterfront Feasibility Issues and Options Analysis Study to begin the process of revitalization of the Waterfront and various recreation trails/facilities. The Downtown of Arnprior has also been recently revitalized in accordance with the Design of Public Spaces Standards.

Thus, the Town of Arnprior, with new construction, is currently compliant with the Design of Public Spaces Standard, and will continue to keep this regulation on the forefront when designing, implementing, or re-developing spaces

### **1. Recreation Trails and Beach Access Routes**

The Town is committed to creating accessible trails and beach access routes, on any new construction and major changes to existing features, as per the regulation.

### **2. Outdoor Public Eating Areas**

The Town is committed to creating accessible public eating areas, whether they are new constructs or redevelopments of existing areas, as per the regulation.

### **3. Outdoor Play Spaces**

The Town is committed to creating accessible outdoor play spaces, whether they are new constructs or redevelopments of existing spaces. The Town installed parks in 2015 and 2017 which showcase accessible features. In the summer of 2016 accessible cedar weave was installed in municipal playgrounds, to replace the sand, throughout the Town of Arnprior. Any newly constructed or redeveloped outdoor play spaces, will take into consideration Accessibility Design of Public Spaces Standards.

#### **4. Exterior Paths of Travel**

The Town is committed to creating accessible exterior paths of travel that are new or redeveloped, as per the regulation. The Town demonstrated this in 2014 when it renovated the sidewalk outside the main entrance of the Town Hall to make it accessible. In 2016-2017 the Town of Arnprior revitalized the Downtown, illustrating the Town's commitment to creating accessible exterior paths of travel. The Downtown Revitalization showcases the following accessible features:

- Accessible curb ramps and tactile walking surface indicators (TWSI) at all cross walks;
- Where possible, modification of the grade of the sidewalk to eliminate steps and provide accessible transition from sidewalk to storefronts:
  - John Street: Pre-construction 16% Flush Entrances; Post-construction (Phase 2 - 2017) 59% Flush Entrances
  - Elgin Street: Pre-construction 13% Flush Entrances; Post-construction (Phase 2 - 2017) 38% Flush Entrances
  - Overall: Pre-construction 15% Flush Entrances; Post-construction (Phase 2 - 2017) 52% Flush Entrances
- Accessible benches with appropriate clear floor space for mobility devices along John Street and Elgin Street;
- New pedestrian signals at the intersection of John Street and Elgin Street designed in accordance with Section 80.28 of the AODA, which includes audible locator tones, as well as audible and vibro-tactile walk indicators;
- Universally accessible tree grates, with all seams and openings meeting criteria set out by AODA;
- All sidewalk cross-falls were kept to a maximum of 4% which is below to AODA's maximum allowable slope of 5%;
- All sidewalks were kept to a minimum of 1.5 meters wide and maintain this dimension as a clear path of travel;
- Installation of bump outs reduced the distance that pedestrians crossing John Street North and Elgin Street West are required to travel.

#### **5. Parking**

The Town is committed to creating accessible parking lots that are new or redeveloped, as per the regulation. The Town, in 2016, installed a van accessible parking space in the Town Hall parking lot, as well as enhancements were made to the front entrance of the Nick Smith Centre Parking Lot with two (2) additional Accessible Parking spaces, and the placement of the accessible parking spaces were re-located closer to the front entrance. In 2017 the Town of Arnprior installed a new parking lot at the corner of John Street North and McGonigal Street, which meets the Design of Public Spaces Standards.

## **6. Service Counters, Queuing Guides and Waiting Areas Accessible**

The Town is committed to creating accessible service counters, queuing guides, and waiting areas that are new or redeveloped. In 2014 the Town lowered the service counter on the main level of Town Hall to make it accessible. In 2016 the Town lowered the service counter at the Nick Smith Centre, and the second floor Town Hall - Clerk's Office. A lift was also installed to go from the first floor to the second floor of Town Hall for service, with the area being equipped with accessible automated doors as well as an accessible washroom for members of the public.

## **7. Maintain the Accessible Parts of Public Spaces**

The Town is committed to maintaining all accessible features of our public spaces. An accessible lift was installed to go from the first floor to the second floor of Town Hall for service, with the area being equipped with accessible automated doors as well as an accessible washroom for members of the public. This allows for accessible access to all Council and Committee Meetings held at Town Hall.

## Further Goals Above & Beyond the AODA and IASR

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The following are other areas that the Arnprior Accessibility Advisory Committee, in consultation with staff, have identified as areas that require improvement to help further remove barriers for individuals with disabilities. Some of these barriers will be removed within the timeframe of this Multi-Year Accessibility Plan, while others have been identified and are outlined as goals to be completed in the future.

### Overall Goals:

- Revitalize Town Facility signage to incorporate more pictures through the adoption of an Accessible Sign Guideline, through consultation with the Accessibility Advisory Committee **(to be completed by 2019)**

### Town Hall Goals:

- Emergency Evacuation Plan to be completed **(to be completed in 2018)**.
- Contrasting colour on entry doors (First Floor Reception & Second Floor)
- Outdoor centre road lines painted on streets to assist the visually impaired, where they are not painted.

### Stanley Tourangeau Fire/Police Services Centre Goals:

- Review/ Update Emergency Evacuation Plan, to incorporate accessibility (as required)
- Lower OPP service counter
- Make public washroom fully accessible, by installing an automatic door opener, emergency alarm/push bottom lock, etc.

### Arnprior Public Library and Archives Goals:

- Installation of a sign coming from the parking lot of where the accessible push button for the front door is located.
- Review/ Update Emergency Evacuation Plan, to incorporate accessibility (as required)
- Community meeting rooms to have automatic door openers.
- Continue to add more accessible computer software to the Library's current software **(Ongoing)**.

### Nick Smith Centre Goals:

- Review/ Update Emergency Evacuation Plan, to incorporate accessibility (as required)
- Refresh contrasting colour strips on entrance doors.
- Make change rooms (pool and arena) fully accessible.
- Install automatic door to access Rink B
- Install automatic door to access the Community Hall
- Install a higher writing platform (similar to Town Hall Second Floor Service Counter) at Customer Service Counter
- Make all washrooms fully accessible
- Install handrail in the stands of Rink A

- Make emergency exit outside Community Hall and Rink B accessible by grading the step outside the door.

### **Robert Simpson Park Goals:**

- Move the accessible parking stalls to be behind the washroom stalls, and level the parking area prior to completion.
- Install an accessible pathway into the water on the beach area.
- Install an accessible pathway to the Canteen and lower the service counter.
- Make the washrooms fully accessible.
- Install an accessible pathway to the Gazebo.
- Install an accessible pathway to the Splash Pad and Playground.
- Install an accessible swing in the Playground

### **Arnprior and District Museum Goals:**

- Review/ Update Emergency Evacuation Plan, to incorporate accessibility (as required)
- Contrasting colour on the black railing ends, to identify the railing at night
- Access to exhibits on all three (3) floors of the Museum – The Museum Curator will continue to implement a virtual tour of the other exhibits, which are not accessible at this time.
- Install an elevator in the museum to allow access to upper floors.
- Continue to install explanation (audio and/or braille) of exhibits.

## **Conclusion**

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Creating communities where every person can participate fully is important for people, businesses, and community life. Accessibility not only helps people with disabilities, it benefits everyone. Creating communities where every person who lives or visits can participate fully, makes good sense for all of us.

The Town of Arnprior will continue its commitment to the removal of accessibility barriers and to the improvement of overall accessibility in the community. The Multi-Year Accessibility Plan will be updated again in 2023 for another five-year period, as per the AODA, Integrated Accessibility Standards Regulation (IASR).

## **Let Us Know What You Think**

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Members of the public are encouraged to provide comments on the Town of Arnprior's Multi-Year Accessibility Plan, the Multi-Year Accessibility Plan Status Report, and any other accessibility related matter. To provide feedback, please visit the Town's [website](#) or contact:

**Maureen Spratt, Town Clerk**

Email: [mspratt@arnprior.ca](mailto:mspratt@arnprior.ca)

Phone: 613-623-4231 Ext. 1817

**Kaila Zamojski, Deputy Clerk**

Email: [kzamojski@arnprior.ca](mailto:kzamojski@arnprior.ca)

Phone: 613-623-4231 Ext. 1818



## **Town of Arnprior Staff Report**

**Subject:** 2021 Accessibility Plan Status Report

**Report Number:** 21-12-13-08

**Report Author and Position Title:** Kaila Zamojski, Deputy Clerk

**Department:** Client Services

**Meeting Date:** December 13, 2021

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### **Recommendations:**

That Council approve the Town of Arnprior 2021 Accessibility Plan Status Report attached to this report; and

Further That the 2021 Accessibility Plan Status Report be posted on the Town website.

### **Background:**

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities.

The Government of Ontario, the Legislative Assembly, every designated public sector organization and every other person or organization that provides goods, services or facilities to the public or other third parties and that has at least one employee in Ontario must follow the Integrated Accessibility Standards Regulation (IASR) to prevent and remove barriers for people with disabilities. The Ontario Regulation 191/11: Integrated Accessibility Standards is a grouping of five standards that the Accessibility for Ontarians with Disabilities Act (AODA) developed.

The IASR includes five standards in the areas of:

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

There are also the General Requirements that apply across the IASR. The requirement to have an Accessibility Plan in place is one such requirement. The Accessibility Plan outlines what steps the municipality will take to prevent and remove barriers that people with disabilities face when interacting with the municipality, and when it will implement each step. In addition to reviewing and updating their plan at least every five years, the municipality must also publish an annual status report.

On January 29, 2018 the Town of Arnprior approved and implemented the Town's second Five-year (2018-2023) Multi-Year Accessibility Plan, in accordance with the IASR. This plan and the previous plan were implemented to help the Town remain in compliance and address the necessary areas specified in the regulations.

The Multi-Year Accessibility Plan details where the Town stands when looking at accessibility legislation compliance, as well as how and when the Town is going to meet the various requirements of the legislation.

The Multi-Year Accessibility Plan was reviewed and approved by Council and the Arnprior Accessibility Advisory Committee. The Town of Arnprior is in compliance with current legislation, with ongoing items to be completed on a regular basis.

The Multi-Year Plan also lists "Further Goals Above and Beyond the AODA and IASR" for multiple municipal facilities and areas. The Accessibility Advisory Committee has outlined these non-legislative items, as areas where accessibility can be further improved throughout the Town. The Town endeavors to work toward completing these items as budget permits and wherever grant opportunities arise, which are above and beyond legislative requirements.

## **Discussion:**

In accordance with the IASR, the Town of Arnprior is to complete an annual status report on the Multi-Year Accessibility Plan, detailing what items have been addressed, and which items of the plan continue to be on the radar for completion. Attached to this report is the 2021 Annual Accessibility Plan Status Report. Staff would note at this time, when it comes to applicable legislative requirements, the Town is in compliance and continues to monitor areas that require ongoing attention.

In 2021 the Town of Arnprior had many achievements in the various areas.

## **General Initiatives**

- The Town continues to meet with the Accessibility Advisory Committee regularly, as per the Council approved Calendar of Council and Committee Meeting, or as necessary.
- Necessary training continues to take place for all staff, volunteers, and new hires as required.
- A new Inclusivity and Diversity Advisory Committee was established.

## **Employment**

- The Town continues the notification to the public that accommodations will be provided upon request, in all recruitment initiatives and throughout the employment life cycle.
- The Town continues to make available a Return to Work Process and accommodations for staff where necessary and applicable.

## **Information and Communication**

- There has been continued use of the accessible “Contact Us” form for logging complaints, inquiries, requests for service, and compliments, through the Town website, using the Town’s newly updated electronic complaint management system. Residents are able to submit information through the Town’s website, and receive email confirmation of their ticket submission, with a ticket number.
- A new separate By-law Enforcement Contact Form has been created for ease of access to logging concerns for By-law specific areas of interest.
- Staff continue to look at all documents posted on the Town’s website and update for accessibility, where required.
- Installation of Adobe Pro software on multiple Town computer systems, to assist in creating and posting accessible documents was completed.
- Investigation began for additional software to create accessible documents, with staff looking into these options further in 2022.
- Creating Accessible Documents continues, and training for staff who create and upload documents to the Town’s website, will also be an ongoing process.
- New WCAG 2.0 AODA compliant Town Website has been completed.
- New access to other online payment and form submissions, as well as those previously provided (i.e. marriage licences, pet registrations, various licences, parking tickets) is available to the public. Staff is continuing to review other areas where online payments can be implemented.

## **Design of Public Spaces**

- A grant has been received for upgraded simplified Wayfinding Signage at the Nick Smith Centre (completion date March 2022).
  - Upgraded simplified accessible wayfinding signage for various Town facilities.
- ICIP Grant – Application “Growing Outdoor Play in Arnprior” has been submitted. The announcement on this grant is pending Federal and Provincial Government approval. This grant, will allow for upgraded pathways and play structures at Caruso and Legion Park, including accessible access to the parks and include some accessible features in playgrounds.



- Nick Smith Centre Parking Lot Paving Project was completed with a total of 234 parking spaces, including 12 accessible spaces. Points of entry/ emergency exits are curbed or at grade level, which improves accessibility at the Nick Smith Centre
- The Canada Community Revitalization Fund Grant Application was submitted in 2021 for an Accessible Ramp at Robert Simpson Park. No response has been provided to date on this application.
- Additional Accessible Parking stalls were added at Robert Simpson Park and one additional Accessible Parking stall added at the Arnprior Marina.
- Sidewalk patching was completed across Town.
- Improvements at the intersection of Daniel Street and Edey Street, with the curb being depressed and the Tactile Walking Surface Indicators being installed at either side of the crosswalk.
- Tactile Walking Surface Indicators were installed on sidewalks during Alicia Street Reconstruction project.

### **Next Steps**

- Complete the Town of Arnprior's AODA Compliance Report, for the Province of Ontario, by December 31, 2021. Staff have drafted this report and will be submitting it to the Province by the required deadline.
- Re-audits of Town facilities and parks will need to continue to take place regularly.
- The Town will need to continue to consult with the public, persons with disabilities and the Accessibility Advisory Committee.
- The Accessibility Advisory Committee will be asked to complete a full review and walk through of all Town Facilities, in the spring of 2022, as a step in the process for establishing a new five-year Multi-Year Accessibility Plan (2023-2027) for Council consideration in the fall of 2022.
- Investigate options for additional software for creation of Accessible documents.
- Incorporate accessibility into the 2022 Municipal Election, through policies, procedures, and alternative voting methods for residents.
- Continue to consult with the Accessibility Advisory Committee on various projects and initiatives as required.
- Review corporate policies and by-laws to ensure accessibility compliance.
- Continue to monitor website and web content, as well as update any existing web content for accessibility.
- Continue to welcome accommodations throughout the recruitment, selection process and employment life cycle.
- Ensure new facilities and reconstruction are designed with accessibility features being incorporated.

### **Options:**

Option 1 – Council could choose to amend the 2021 Accessibility Plan Status Report

Option 2 – Council could choose not to approve the status report, which is not recommended by staff, as the Annual Accessibility Plan Status Report is a requirement of the Integrated Accessibility Standards Regulation (IASR).

## **Policy Considerations:**

The Town of Arnprior's Strategic Plan has been considered in the development of the 2021 Multi-Year Accessibility Plan Status Report in terms of Effective Service Delivery and improved Infrastructure, and with the inclusion of the core values of Inclusivity and Accessibility. Additional policies considered include:

- Town of Arnprior Accessible Customer Service Policy
- Town of Arnprior IASR Policy
- Town of Arnprior 2018-2023 Multi-Year Accessibility Plan
- Accessibility for Ontarians with Disabilities Act (AODA)
- Integrated Accessibility Standards Regulation (IASR)

## **Financial Considerations:**

There is no cost associated with the approval of the 2021 Town of Arnprior Annual Accessibility Plan Status Report. However, necessary training and implementation of the various items included in the regulations will continue to incur some cost to the municipality, as well as the cost of implementing any maintenance/ infrastructure items being actioned under the "Further Goals Above and Beyond the AODA and IASR". All of these additional items being actioned have been listed in the further attached summary chart, which encompasses part of the Annual Status Report Document. These items are completed under departmental operating budget funds, either as a capital item, or through grant funding.

## **Meeting Dates:**

October 6, 2021 - Accessibility Advisory Committee Meeting

December 13, 2021 – Regular Council Meeting (proposed approval by Council)

December 31, 2021 – Submission of the AODA Compliance Report, for the Province of Ontario

## **Consultation:**

- Accessibility Advisory Committee  
The Arnprior Accessibility Advisory Committee was consulted on the 2021 Annual Accessibility Plan Status Report. The Committee recommended the attached Status Report be provided to Council for approval. Members thanked the Town for their continued efforts, and noted they were looking forward to the renewal of the Town's Multi-Year Accessibility Plan in 2022.
- Department Heads
- Town Clerk
- CAO

## **Documents**

2021 Town of Arnprior Annual Accessibility Plan Status Report

## **Signatures**

**Reviewed by Department Head:** Jennifer Morawiec

**Reviewed by General Manager, Client Services/Treasurer:** Jennifer Morawiec

**CAO Concurrence:** Robin Paquette

**Workflow Certified by Town Clerk:** Maureen Spratt



## 2021 Town of Arnprior Annual Accessibility Plan Status Report

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### **Background and Purpose**

The 2021 Accessibility Status Report is the annual update on the Town of Arnprior's progress of measures taken to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11). The Town of Arnprior approved its second Multi-Year Accessibility Plan, in consultation with the Arnprior Accessibility Advisory Committee, being the 2018-2023 Multi-Year Accessibility Plan, as per the legislation. This plan assists the Town in identifying the requirements of the AODA and IASR, as well as identifying any further accessibility related improvements the Town of Arnprior should consider completing, which are outlined in the Multi-Year Plan under "Further Goals Above and Beyond the AODA and IASR."

This Status Report includes the initiatives completed in 2021, as outlined in the 2018-2023 Multi-Year Accessibility Plan, as well as identifies items that were previously completed, for ease of reference. The purpose of this Status Report is to make the public aware of the Town of Arnprior's progress concerning the Multi-Year Accessibility Plan, and to prevent and remove barriers and meet requirements under the AODA and IASR.

This 2021 Annual Status Report will be made available on the Town's website at [www.arnprior.ca](http://www.arnprior.ca). It will also be provided to anyone who requests a copy, in addition to providing other accessible formats upon request.

### **Commitment to Accessibility**

The Corporation of the Town of Arnprior is committed to promoting independence, dignity, integration and equality of opportunity for persons with disabilities. The Town is committed to making the Town workplaces accessible and welcoming environments where both employees and customers are accommodated, in a timely manner, to meet their needs.

The Town's Multi-Year Accessibility Plan and annual status report demonstrate the Town's commitment to modifying service delivery, programming and other workplace processes, policies and procedures to ensure equal access for all.

The Town's Accessibility Advisory Committee (AAAC) plays a key role in assisting the Town of Arnprior in meeting its accessibility goals. The AAAC reviews the multi-year plan and provides recommendations to Council on accessibility matters.

The plan is also reviewed annually to highlight the progress made to date. Staff consulted the Accessibility Advisory Committee, who reviewed the items identified in the Multi-Year Plan, and this Status Report.

## **2021 Accessibility Achievements**

### **General Initiatives**

- March, June, October and December 2021 Arnprior Accessibility Advisory Committee Meetings
- Training for staff and new hires:
  - AODA Customer Service
  - Understanding Human Rights
  - Integrated Accessibility Standards – Information/Communication and Employment Standards as well as Design of Public Spaces where applicable
- Creation of the new Inclusivity and Diversity Advisory Committee

### **Employment**

- Notification to the public that accommodations will be provided upon request.
- Notification welcoming accommodations throughout the recruitment process and employment life cycle.
- Availability of Return to Work Process through EARS program and accommodation where necessary.

### **Information and Communication**

- Continued use of accessible “Contact Us” form for logging complaints, inquiries, requests for service, and compliments, has been added to the Town website, through the Town's newly updated electronic complaint management system. Residents are able to submit information through the Town's website, and receive email confirmation of their ticket submission, with a ticket number.
- A new separate By-law Enforcement Contact Form has been created for ease of access to logging concerns for By-law specific areas of interest.
- Staff continue to look at all documents posted on the Town's website and update for accessibility, where required.
- Installation of Adobe Pro software on multiple Town computer systems, to assist in creating and posting accessible documents.
- Investigation began for additional software to create accessible documents, with staff looking into these options further in 2022.
- Creating Accessible Documents continues, and training for staff who create and upload documents to the Town's website, will also be an ongoing process.
- New WCAG 2.0 AODA compliant Town Website.

- New access to other online payment and form submissions, as well as those previously provided (i.e. marriage licences, pet registrations, various licences, parking tickets). Staff is continuing to review other areas where online payments can be implemented.

## Design of Public Spaces

- ICG Grant Received and being implemented by March 2022
  - Upgraded simplified accessible wayfinding signage for the Nick Smith Centre.
- ICIP Grant – Application “Growing Outdoor Play in Arnprior”
  - Announcement pending from Federal and Provincial Government.
  - Upgraded pathways and play structures at Caruso and Legion Park, to include accessible access to parks and include some accessible features in playgrounds, to be completed in near future.
- Nick Smith Centre Parking Lot Paving Project completed with a total of 234 parking spaces, including 12 accessible spaces.
  - Points of entry/ emergency exits are curbed or at grade level, which improves accessibility at the Nick Smith Centre
- The Canada Community Revitalization Fund Grant Application was submitted in 2021 for Accessible Ramp at Robert Simpson Park. No response has been provided to date on this application.
- Additional Accessible Parking stalls added at Robert Simpson Park and one additional at the Arnprior Marina.
- Sidewalk patching was completed across Town.
- Improvement at the intersection of Daniel Street and Edey Street, with the curb being depressed and the Tactile Walking Surface Indicators being installed at either side of the crosswalk.
- Tactile Walking Surface Indicators installed on sidewalks during Alicia Street Reconstruction project.

## Next Steps for Accessibility

- Complete the Town of Arnprior’s AODA Compliance Report, for the Province of Ontario, by December 31, 2021.
- Re-audits of Town facilities and parks.
- Continue to consult with the public, persons with disabilities and the Accessibility Advisory Committee.
- Complete a full review and walk through of all Town Facilities with the Accessibility Advisory Committee in Spring of 2022, as a step in the process for establishing a new five-year Multi-Year Accessibility Plan (2023-2027).
- Investigate options for additional software for creation of Accessible documents.
- Incorporate accessibility into the 2022 Municipal Election, through policies, procedures, and alternative voting methods for residents.
- Continue to consult with the Accessibility Advisory Committee on various projects and initiatives as required.
- Review corporate policies and by-laws to ensure accessibility compliance.
- Continue to monitor website and web content, as well as update any existing web content for

accessibility.

- Continue to welcome accommodations throughout the recruitment, selection process and employment life cycle.
- Ensure new facilities and reconstruction are designed with accessibility features incorporated

## **2021 Status Report – Summary Chart of “Actioned Further Goals Above and Beyond the AODA and IASR”**

The Town of Arnprior continues to endeavour to go above and beyond the legislative requirements of the AODA. Attached as Appendix A to this report, is a summary chart of the progress and accomplishments made on any Further Goals, as recommended by the Accessibility Advisory Committee. For ease of reference, any goals completed/ actioned/ still in progress, since the establishment of the 2018-2023 Multi-Year Accessibility Plan, have been left in the table to show the overall progress made on the identified areas in the Plan.

## **Let Us Know What You Think**

Members of the public are encouraged to provide comments on the Town of Arnprior’s Multi-Year Accessibility Plan, the Accessibility Plan Status Reports, and any other accessibility related matter.

The Multi-Year Accessibility Plan and Annual Accessibility Status Reports are made available through a number of efforts:

### **Website:**

<https://www.arnprior.ca/en/town-hall/accessibility.aspx>

### **Hard Copy:**

Town of Arnprior Municipal Office, 105 Elgin Street West, Arnprior, ON. K7S 0A8

### **Contact Information:**

To provide feedback, request accommodation, or for more information please contact:

Maureen Spratt, Town Clerk

Email: [mspratt@arnprior.ca](mailto:mspratt@arnprior.ca)

Phone: 613-623-4231 Ext. 1817

Kaila Zamojski, Deputy Clerk

Email: [kzamojski@arnprior.ca](mailto:kzamojski@arnprior.ca)

Phone: 613-623-4231 Ext. 1818

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# Appendix A

## 2021 Status Report - Summary Chart of “Actioned Further Goals Above and Beyond the AODA and IASR”

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Overall Goals	
Revitalize Town Facility signage to incorporate more pictures through the adoption of an Accessible Sign Guideline Policy, through consultation with the Accessibility Advisory Committee	<p>Completed – January 2020</p> <p>Council in January 2020, via By-law No. 7026-20, approved a Signage and Wayfinding Policy, outlining Accessibility Guidelines.</p> <p>The Town received an ICIP Grant for Wayfinding Signage to be designed and installed at the Nick Smith Centre, where accessibility of the signage will be taken into consideration. This project will be completed by March 2022.</p>
Town Hall Goals	
Review/Update Emergency Evacuation plan to incorporate accessibility (as required)	Completed by end of 2021.
Outdoor Centre Line Painted on streets to assist visually impaired, where they are not painted.	Where possible centerlines are painted on main roadways and if not most roadways, have a sidewalk on at least one side of the road. Where possible, the Town will endeavor to have a centerline painted or a sidewalk installed on new and redeveloped streets.



Review/Update Emergency Evacuation plan to incorporate accessibility (as required)	Fire Department noted in 2021 this is not required for this building, according to the Fire Prevention and Protection Act.
Lower OPP Service Counter	Included in the LRCF
Make public washroom fully accessible, by installing an automatic door opener, emergency alarm/push bottom lock, etc.	Completed in 2019
<b>Arnprior Public Library and Archives Goals</b>	
Installation of a sign coming from the parking lot where the accessible push button for the front door is located	Completed 2019  Stickers have been installed to each side of the post that the push button is on, in 2020, as the previous signs were damaged twice.
Review/ Update Emergency Evacuation Plan to incorporate accessibility (as required)	Will be updated as required
<b>Arnprior Public Library and Archives Goals continued</b>	
Community Meeting Rooms to have automatic door openers	Completed 2020  In 2020, the Town of Arnprior installed magnetic door openers, where doors can be opened, and remain open, in a fire safe manner, while meeting rooms are being used. In the event of a fire, the doors would automatically close, for fire protection. This was implemented in place of automatic door operators, as during meetings doors will remain open, and thus not require a push button.
Continue to add more accessible computer software to the Library's current software.	This is an ongoing initiative.

Nick Smith Centre Goals	
Review/Update Emergency Evacuation plan to incorporate accessibility (as required)	Requires to be updated. Work plan item for 2022, as it is included in the ICG Grant project.
Refresh contrasting colour strips on entrance doors and any other doors where required	Completed 2019
Make change rooms (pool/arena) fully accessible	<p>The ICIP Grant, applied for in 2019 was unsuccessful.</p> <p>This will remain on the Long Range Capital Forecast, as a project to be completed, budget permitting. In addition, staff will continue to look for opportunities for grant funding to have this project completed sooner.</p>
Install automatic door to access Rink B	Completed 2019
Install automatic door to access the Community Hall	Completed 2019
<p>Make all washrooms accessible</p> <ul style="list-style-type: none"> <li>Including a new stand alone accessible washroom for Nick Smith Centre Community Hall, as the current washroom retrofit to be fully accessible would be very challenging.</li> </ul>	<p>In 2019, improvements were made to the existing washrooms including installation of accessible toilets and sinks.</p> <p>The ICIP Grant submitted in 2019 for a new accessible washroom for the Nick Smith Centre Community Hall was unsuccessful. This will remain on the Long Range Capital Forecast, as a project to be completed, budget permitting. In addition, staff will continue to look for opportunities for grant funding to have this project completed sooner.</p>
Install a higher writing platform (similar to Town Hall Second Floor Service Counter) at Customer Service Counter	Completed 2019
Install handrail in the stands of Rink A	Staff will continue to explore feasible options. Accessible seating is available via the accessible lift, above the Pro Shop.
Make emergency exit outside Community Hall and Rink B accessible by grading the step outside the door.	Completed in 2021 with the paving of the Nick Smith Centre Parking Lot.

## Robert Simpson Park Goals

<p>Move the accessible parking stalls to be behind the washrooms and level the parking area prior to completion</p>	<p>Completed 2019</p> <p>In 2021 more accessible parking stalls were added, as noted in the status report, to Robert Simpson Park, Marina, and Nick Smith Centre Parking Lot.</p>
<ul style="list-style-type: none"> <li>• Install an accessible pathway into the water on the beach area.</li> <li>• Install an accessible pathway to the Canteen and lower the service counter.</li> <li>• Make the washrooms fully accessible.</li> <li>• Install an accessible pathway to the Gazebo.</li> <li>• Install an accessible pathway to the Splash Pad and Playground.</li> </ul>	<p>These items will be addressed in the Waterfront Master Plan coming forward, if possible:</p> <ul style="list-style-type: none"> <li>- Installation of accessible pathways to the canteen, gazebo, splash pad and playground</li> </ul> <p>Staff applied for and was successful for the 2020 Jumpstart Accessibility Grant for the below items. However, due to COVID-19, the Grant was cancelled and thus staff will be looking to re-apply once the grant is available again. This grant was for the purchase and installation of:</p> <ul style="list-style-type: none"> <li>- Mobi-Mat rec path for RSP access from the trail to the beach and to water's edge</li> <li>- Mobi-Chair for RSP providing accessibility on both the beach and in the water</li> <li>- Mobi-Roll'n-Stow for annual installation and removal of the Mobi-Mat Rec Path</li> </ul> <p>The Mobi-Mat items have been added in the Long Range Capital Forecast for purchase in 2022.</p>
<p>Install an accessible swing in the playground</p>	<p>There are no swings currently at Robert Simpson Park. This item will remain in the document to be completed at a future date if possible, contingent on available budget/ grant opportunities.</p> <p>There will be further consideration for design and accessibility of play features and playgrounds in Robert Simpson Park, through the Waterfront Master Plan.</p> <p>Six (6) Accessible swings are available at the following parks:</p> <ul style="list-style-type: none"> <li>- Atkinson, Caruso, Legion, McLean, Optimist, Sgt. Howard Slater</li> </ul>

Arnprior & District Museum Goals	
Review/Update Emergency Evacuation Plan, to incorporate accessibility (as required)	Completed 2019
Contrasting colour on the black railing ends, to identify the railing start and finish at night	Completed 2019
Access to exhibits on all three (3) floors of the Museum	The Museum Curator will continue to implement a virtual tour of the other exhibits, which are not accessible at this time, if possible.
Install an elevator in the Museum to allow access to upper floors	This item is tentatively included in the Long Range Capital Forecast for 2030.
Continue to install explanation (audio and/or braille) of exhibits	Continue to be completed if possible, when required.