



**ARNPRIOR**

**Town of Arnprior**

**Accessibility and Age Friendly Advisory Committee Meeting**

**Date: Wednesday, April 3<sup>rd</sup>, 2024**

**Time: 6:30 PM**

**Location: Council Chambers – 105 Elgin Street West, Arnprior**

- 1. Call to Order**
- 2. Roll Call**
- 3. Land Acknowledgement**
- 4. Adoption of Agenda**
- 5. Disclosures of Pecuniary Interest**
- 6. Adoption of Previous Minutes**
  - a) [Committee Minutes – March 6<sup>th</sup>, 2024](#) (Page 1-5)**
- 7. Presentations / Delegations**
- 8. Matters Tabled / Deferred / Unfinished Business**
- 9. Staff Reports (by Department)**
  - a) [Multi-Year Accessibility Plan](#), Kaila Zamojski, Town Clerk (Page 6-26)**
- 10. New Business**
  - a) Roundtable Discussion**
- 11. Adjournment**

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. 1840. The Agenda and Agenda items will be prepared in an accessible format upon request.

**Full Distribution:** Council, CAO, Town Staff, Committee Members

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ARNPRIOR

**Minutes of the Accessibility and Age Friendly Advisory Committee Meeting  
March 6<sup>th</sup>, 2024  
6:30 PM  
Council Chambers – Town Hall**

**Committee and Staff Attendance**

**Committee Members Present:**

Tom Burnette, Councillor  
Lynn Cloutier, Councillor  
Dave Furgoch, Committee Member  
Tina MacLaren, Committee Member  
Sarah Tait, Committee Member

**Town Staff Present:**

Robin Paquette, CAO  
Kaila Zamojski, Town Clerk  
Graeme Ivory, Director of Recreation  
Oliver Jacob, CSC

**Committee Members Absent:**

Amanda Harris, Committee Member  
Amanda Deschamps, Committee Member

**1. Call to Order**

Robin Paquette, CAO, called the meeting to order at 6:30 PM and welcomed those present.

**a) Introduction of Members**

All committee members introduced themselves, shared their background and noted their vision for participation in the Town's Accessibility and Age Friendly Advisory Committee.

**b) Election of Chair and Vice Chair**

Following a call for interest, the following motions to appoint committee presiding officers were entertained by the committee:

Resolution Number 001-24  
Moved by Sarah Tait  
Seconded by Lynn Cloutier

**That** the Accessibility and Age Friendly Advisory Committee appoint Tina MacLaren to serve as its Committee Chair for the 2022-2026 term of Council or until their successor is appointed.

Resolution Carried

Resolution Number 002-24  
Moved by Tom Burnette  
Seconded by Sarah Tait

**That** the Accessibility and Age Friendly Advisory Committee appoint Lynn Cloutier to serve as its Committee Vice Chair for the 2022-2026 term of Council or until their successor is appointed.

Resolution Carried

**2. Roll Call**

The roll was called, with all Members of the Committee being present.

**3. Land Acknowledgment**

Chair Tina MacLaren 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 Number 003-24  
Moved by Sarah Tait  
Seconded by Tom Burnette

**Be It Resolved That** the agenda for the Accessibility and Age Friendly Advisory Committee Meeting dated Wednesday, March 6<sup>th</sup>, 2024 be adopted.

Resolution Carried

**5. Disclosure of Pecuniary Interest**

None

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

None

## 7. Presentations/ Delegations

### a) Accessibility and Age Friendly Advisory Committee Terms of Reference

Kaila Zamojski, Town Clerk, provided a PowerPoint Presentation and responded to questions.

Discussion ensued amongst Committee Members with the following being a summary of the comments noted:

- The last Accessibility Advisory Committee Meeting was in May 2022, prior to the most recent Municipal Election.

### b) Accessibility Projects with Parks and Recreation

Graeme Ivory, Director of Recreation, provided a PowerPoint Presentation and responded to questions.

Discussion ensued amongst Committee Members with the following being a summary of the comments noted:

- The wood fibre base under swings and play structures is not accessible for wheelchairs to be maneuvered through. As there are accessible swings installed in various parks, is it possible to install some form of an AccessMat (like at the beach) up to and under the accessible swings, to allow better access?
- Is it possible to have some form of seating in or near one of the water features of the new splash pad and the one at Robert Simpson Park, so that those in a wheelchair can be placed somewhere to sit, and not get their wheelchair wet?
  - The Director of Recreation noted he would look into this as part of the plans for the new splash pad, however he would also look at the option of having the Access Chair available to sign out for use at the Splash Pad at Robert Simpson Park, and potentially having another available at the Nick Smith Centre for sign out, for the new splash pad to be installed at Fairview Park. Appropriate signage would need to be installed to make this known that it is available for use if requested.
- Change rooms at the Nick Smith Centre will be permitted to be used for the new splash pad at Fairview Park.
- Day dock slips at the Marina are still available, and individuals can speak to Marina staff to rent out one of these slips.
- The AccessMat at Robert Simpson Park stays out all summer.
- The WaterWheels chair for accessing the water is stored at Robert Simpson Park and individuals need to speak to a lifeguard to gain access.
  - Installation of more signage of letting people know of this availability was discussed.
- Challenger Baseball program is a great new initiative, and Committee Members noted they would share this information with their contacts.
- The new plans for Robert Simpson Park include reconfiguration that incorporates accessible washroom / change room facilities.

**c) Multi-Year Accessibility Plan**

Kaila Zamojski, Town Clerk, provided a verbal report on the Multi-Year Accessibility Plan, noting that the plan has been provided to Committee Members for their review. Kaila also noted that at the next meeting, we will review the Plan and the outstanding Further Action Items, as well as look at setting dates for tours of facilities by Committee Members.

Discussion ensued amongst Committee Members with the following being a summary of the comments noted:

- Tactile Walking Surface Indicators (TWSIs) have been installed at all new crossing areas in Town, and any that have been redeveloped. They will continue to be installed as more redevelopment/ new development takes place.

**d) Age Friendly Community Planning**

Robin Paquette, CAO, provided a PowerPoint Presentation and responded to questions.

Discussion ensued amongst Committee Members with the following being a summary of the comments noted:

- The Greater Arnprior Seniors Council website is a great resource for individuals and is still active with senior specific resources:  
[www.agefriendlyarnprior.ca](http://www.agefriendlyarnprior.ca)

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

None

**9. Staff Reports**

None

**10. New Business**

**a) Roundtable Discussion**

Robin Paquette, CAO, shared that this item is an opportunity to share any questions, comments, thoughts and perspectives, with the following being a summary of the discussion topics that took place:

- Is there a possibility for a crosswalk to be installed at the intersection of Madawaska Blvd. and McNab Street?
  - This is a County of Renfrew road and there have been discussions surrounding this. The County is undertaking a Transportation Master Plan over the next couple years and this area is included for review and possible action.

- When the new Legion Park is opened with the accessible rubberized base, the Town should invite some children with accessibility needs to come a try out the new features and the base.

## **11. Adjournment**

Resolution Number 004-24

Moved by Sarah Tait

Seconded by Lynn Cloutier

**That** the Accessibility and Age Friendly Advisory Committee adjourn at 8:13 PM.

Resolution Carried



Corporation of the Town of Arnprior  
2023-2025 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, the Ontario Legislature adopted the Accessibility for Ontarians with Disabilities Act (AODA) in 2005 with the goal of making Ontario accessible for all people with disabilities by 2025.

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. The Town of Arnprior is in compliance with all requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations.

## **Town of Arnprior's 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, the Town of Arnprior received the David C. Onley Award for Leadership in Accessibility in May 2017. 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 continues this commitment in the 2022 Community Improvement Plan through the Accessibility Improvements Program. The Accessibility Improvements Program is intended to assist businesses with the costs of improving the accessibility of their buildings in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.

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 citizen, and provide a consistent level of customer service, town-wide.

This is the third release of the Multi-Year Accessibility plan demonstrating the Town’s commitment to accessibility and spans for a renewed term. As the Act envisions an accessible Ontario by 2025, this plan spans a two-year timeframe from 2023 to 2025. The purpose of this plan is to provide a status update on the Town’s progress in the field of accessibility and to highlight areas where the Town will endeavor 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, policy, or procedure that the Town has enacted. Appendix A, attached, includes the Accessibility Successes from the 2018-2023 Plan.

As in previous plans, the Arnprior Accessibility Advisory Committee, in 2022, completed an assessment of facilities to determine current level of accessibility; provided recommendations for improvement; and consulted on the development of the plan. In addition, staff sought feedback from people interested in accessibility and who have experience with disabilities and barriers. These items are noted in Appendix B (Further Goals).

## Barriers

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The intent of the Plan is to prevent, identify and remove barriers. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider, such as:

**Physical Barriers:** Features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by persons in a motorized scooter.

**Communication Barriers:** Obstacles with processing, transmitting or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternate formats.

**Attitudinal Barriers:** Prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that a person who has a speech impairment can’t understand you.

**Technological Barriers:** Occurs when technology cannot or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

**Systemic Barriers:** Barriers within an organization’s policies, practices and procedures that do not consider accessibility. For example, listing a driver’s license as an employment qualification for an office position may prohibit persons with visual impairments from applying.

## **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 the Accessible Customer Service Regulation

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

The Town developed and follows an Accessible Customer Service (ACSR) Policy AS-CP-04, adopted by By-law 6167-12 and also recently developed a Complaint Management and Resolution Policy AS-CO-14, adopted by By-law 6766-17.

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

The Town permits service animals and support persons to accompany persons with disabilities under the ACSR Policy, the Support Persons Procedure 2020-02-10, and Information on Service Animals.

#### **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, social media channels and through the Arnprior App (where warranted) and detail the reason for the disruption, how long the disruption will last and alternative ways for customers to access goods, services and facilities during the disruption.

#### **4. Training**

The Town continues to provide training to new hires, volunteers, and all other necessary personnel, as per the regulations. Annual training refreshers are also provided to all employees.

#### **5. Feedback Process**

The Town has developed a feedback process in Policies AS-CO-04 and AS-CO-14 and continues to seek feedback on issues regarding accessibility. The feedback form can be found on the Town of Arnprior website. Feedback will be taken into account as part of the continuous improvement of the town’s accessibility efforts. 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.

## **6. Documents**

The Town provides requested documents in accessible formats, upon request. There is no charge for providing a document in an accessible format.

## **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 AS-CP-07, adopted by By-law 6259-13.

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

In accordance with Section 5.1 of Policy AS-CP-07 and Multi-Year Accessibility Plan Procedure 21-02-10, the Town of Arnprior will prepare a multi-year Accessibility Plan outlining a phased-in strategy to prevent and remove barriers and address any current and future requirements of the AODA. The Town of Arnprior is committed and will report annually on the progress and implementation of the plan, post the information on the Town's website and will provide it in accessible alternative formats upon request. The plan will be reviewed and updated at least once every five years.

Previous Plans and Annual Status Reports have been made available on the town's website. The Town's Multi-Year Accessibility Plan, and has now been refreshed after five years. The Arnprior Accessibility Advisory Committee, seniors and organizations with experience in accessibility and barriers, were consulted, in the development of this plan, and an assessment of municipal facilities and legislation has taken place. Staff will continue to consult with the Accessibility Advisory Committee over the course of this plan, provide annual status reports, and put forward a new plan post-2025.

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

The Town has incorporated this requirement in the IASR Policy AS-CP-07 as well as the Procurement Policy FS-AD-01, adopted by By-law 6942-19.

### **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. Training has been broadened to include webinars on diversity and inclusion, unconscious bias and gender and sexual diversity, and multiple staff members participated in training sessions for working with clients who may have autism or dementia.

Annual training refreshers are also provided to all employees, and training records are maintained in accordance with the Town's Electronic Record Management System.

## **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**

Following the successful launch of an accessible website in 2014, the Town of Arnprior implemented a website refresh in June 2021 which continues to meet the WCAG 2.0 (Level AA) Standards.

This new website is intended to be more user-friendly with a new search feature and pop-up feature for urgent and emergency notifications.

Town staff also continue to update content and add newly accessible documents to the website as required. In February 2023, Council approved a Communications Strategy which aims to provide accessible, consistent and timely information within the organization and to the public.

## **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. Some staff members have been trained on how to create accessible documents and the Town has utilized new software to assist in the preparation of accessible PDF documents for the municipal website and will endeavor to train more staff members on the creation of accessible documents as appropriate. Various online forms and payment options are available on the Town's website and staff are reviewing other areas where online payments can be implemented.

It is important to note that the Town has also implemented an electronic records management system that includes the functionality of automatically creating Optical Character Recognized (OCR) documents. OCR documents are readable by the computer or other assistive software. Since March of 2020, the Town improved its accessibility and community participation in relation to Council's decision making process by live streaming Council Meetings.

## **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**

The Library Board shall provide accessible information and access to accessible materials upon request and where they exist. The public shall be made aware of the access to materials. Residents can contact the [Arnprior Public Library](#) for further information on the accessibility of their services.

## **Employment Standards**

The Town of Arnprior is currently compliant with the Employment Standards Regulations, IASR Policy AS-CP-07, adopted by By-law 6259-13 and the Employment Standards Procedures 2015-02-09 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:

“The Town is committed to maintaining an equitable work environment and welcomes submissions from all qualified applicants. If you require a disability-related accommodation to participate in the recruitment process please email the Human Resources Officer at [hr@arnprior.ca](mailto:hr@arnprior.ca)”

### **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.

### **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.

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

The Town has enacted a Return to Work Policy HR-HS-6.08 adopted by By-law 5802-09, as well as an IASR Policy AS-CP-07 which outlines the procedures to support and accommodate employees with disabilities. In addition, the Town of Arnprior has enacted a Post-Traumatic Stress Disorder Plan Policy FD-PP-02, adopted by By-law 6696-17. The overall goal of this prevention plan is to take a holistic approach across the focus areas of prevention, intervention and recovery, and return to work, when addressing symptoms of PTSD and helping to assist firefighters who may be suffering.

An Employee and Family Assistance Program (EFAP) is established which provides full-time employees, volunteer firefighters and Members of Council with access to coaching, counselling and other online tools to promote health and wellness. Staff have been notified of the above policies and procedures that are in place to accommodate employees with disabilities.

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

The Town of Arnprior is committed to providing employees with disabilities with the necessary accessible formats and/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**

The Town has created a Workplace Emergency Response Procedure 2015-02-09 Section 5.0 to complement 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. Any employee who requires any emergency related assistance or other accommodation will be provided with this upon request. The IASR policy also outlines that the Town must inquire with new hires as to whether or not they require assistance.

## **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. Section 4.0 of the Procedure for Documented Accommodation 2015-02-09 Plans complements the IASR Policy, outlining the steps that need to be taken to create/document an individual accommodation plan.

## **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 other employees) in returning to work is outlined in the Return to Work Policy as well as the IASR Policy.

## **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 as detailed in the IASR Policy and Section 6.0 of Performance Management Procedure 2015-02-09.

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

The Town takes into consideration individual accommodation plans for employees with disabilities when providing career development and advancement as detailed in the IASR Policy and Section 7.0 of the Career Development and Advance Procedure 2015-02-09.

## **11. Redeployment**

The Town rarely redeploys employees. However, should the need arise, the Town will consider what accommodations workers will need in their new position.

## **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. However, Council, in 2018, did provide an in-kind contribution by acting as a program coordinator to secure a grant from the Ministry of Transportation Community Transportation Grant Program – Municipal Stream (CT Program) in partnership with Carefor Health & Community Services and Arnprior-Braeside-McNab Seniors At Home Program Inc. in for the purchase of a new wheelchair accessible vehicle to provide non-urgent transportation to seniors and adults with physical disabilities in order to improve access to health and community services.

## **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 Master Plan as it seeks to redevelop the waterfront and other recreation facilities to better serve the needs of residents. The Town is also undertaking a review of the Recreation Master Plan in 2023 which will include community and stakeholder consultation.

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 at 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 constructions or redevelopments of existing areas, as per the regulation. Accessible picnic tables have been purchased and placed in various parks across the Town.

## **3. Outdoor Play Spaces**

The Town is committed to creating accessible outdoor play spaces, whether they are new constructs or redevelopments of existing spaces. Any newly constructed or redeveloped outdoor play spaces, will take into consideration Accessibility Design of Public Spaces Standards. Since the last plan, accessible swings were installed in six different parks, and in April 2022 the Accessibility Advisory Committee consulted on proposed new accessibility features at outdoor play spaces at Legion Park and Caruso Park. Construction of both play spaces is planned for 2023.

## **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 continues to illustrate its commitment to creating accessible exterior paths of travel during its road reconstruction projects. Since the last plan accessible curb ramps and tactile walking surface indicators (TWSI) have been installed at crosswalks on Daniel Street South at Edey Street, Alicia Street, Hugh Street, Craig Street, and portions of William Street.

A pedestrian crossover (PXO) was installed at the intersection of Madawaska and Harriet Street. In addition, the Accessibility Advisory Committee was consulted on the Outdoor Sidewalk Patio Café provisions to include regulations that would allow for the use of parking stalls for pedestrian by-pass platforms, allowing for a straight path of travel for persons with disabilities and service animals.

## **5. Parking**

The Town is committed to creating accessible parking lots that are new or redeveloped, as per the regulation. In 2020, the Town improved the accessible parking spaces at Robert Simpson Park by creating new dedicated spaces by the washroom building and identifying additional accessible parking spaces during large community events. In 2021, the 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, improving accessibility at the Nick Smith Centre.

## **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.

## **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 the 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.

## **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 barriers and to the improvement of overall accessibility in the community. The Multi-Year Accessibility Plan will be updated again in 2025 as per the AODA and 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:

### **Clerk's Office**

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## Appendix A: 2018-2023 Accessibility Successes

In the 2018-2023 Multi-Year Accessibility Plan, the Town identified a number of additional goals above and beyond legislated AODA and IASR requirements. Over the five year term of the plan, Town staff have completed 47% of the total projects and another 31% have been scheduled in the Long-Range Capital Forecast. The remainder (22%) have been noted as ongoing projects. The scheduled and ongoing projects have been included in the 2023-2025 accessibility goals.

Goal	Current Status	Notes
Revitalize Town Facility signage to incorporate more pictures through the adoption of an Accessible Sign Guideline, through consultation with the Accessibility Advisory Committee	Completed	In January 2020, Council adopted By-Law No. 7026-20 (Signage and Wayfinding Policy) which outlines how accessible signage can be erected as lifecycle updates are made.

### Town Hall Goals:

Goal	Current Status	Notes
Emergency Evacuation Plan to be completed	Ongoing	This item has been incorporated into the 2023-2025 Multi-Year Accessibility Plan for review.
Contrasting colour on entry doors (First Floor Reception & Second Floor)	Completed	Contrasting strips were installed on the entry doors at Town Hall in 2019.
Outdoor centre road lines painted on streets to assist the visually impaired, where they are not painted.	Ongoing	Main roadways have painted centerlines and where centerlines are not painted, such roadways generally have a sidewalk on at least one side of the street. Where possible, the Town will endeavor to have a centerline painted or a sidewalk installed on all new and redeveloped streets.

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

Goal	Current Status	Notes
Review / Update Emergency Evacuation Plan, to incorporate accessibility (as required)	Not Applicable	As per the Fire Prevention and Protection Act, this is not required for this building.
Lower OPP service counter	Not Completed	The OPP service counter has been closed to the public during the COVID-19 pandemic. Should the OPP decide to re-open the service counter in the future, this project would be completed, subject to budget constraints and the development of a cost sharing agreement with the OPP.
Make public washroom fully accessible, by installing an automatic door opener, emergency alarm/push bottom lock, etc.	Completed	The public washroom accessibility project was completed in 2019.

### Arnprior Public Library and Archives Goals:

Goal	Current Status	Notes
Installation of a sign coming from the parking lot of where the accessible push button for the front door is located.	Completed	Stickers have been installed in 2019/2020 on each side of the post which houses the accessible push button. Due to vandalism, these stickers have had to be replaced numerous times and they will continue to be monitored moving forward.
Review / Update Emergency Evacuation Plan, to incorporate accessibility (as required)	Ongoing	The plan will be updated as required.

Goal	Current Status	Notes
Community meeting rooms to have automatic door openers.	Completed	Magnetic door openers were installed in the community meeting rooms in 2020. These door openers can be opened and remain open in a fire safe manner. This was implemented in place of automatic door openers to reflect community needs (i.e. meeting rentals) and good fire safety practices.
Continue to add more accessible computer software to the Library's current software	Ongoing	The Arnprior Public Library is continuing to grow its accessible electronic offerings. Contact the Arnprior Public Library for more information on its accessible program and service offerings.

**Nick Smith Centre Goals:**

Goal	Current Status	Notes
Review / Update Emergency Evacuation Plan, to incorporate accessibility (as required)	Completed	The plan was updated as part of the ICG Grant project in 2022.
Refresh contrasting colour strips on entrance doors.	Completed	These contrasting strips were replaced in 2019.
Make change rooms (pool and arena) fully accessible.	Scheduled	This project has been scheduled in the Long-Range Capital Forecast for completion in 2026/2027. Staff continue to look for grant opportunities to complete this project sooner.
Install automatic door to access Rink B	Completed	An automatic door opener was installed to access the Bert Hall Arena (Arena B) in 2019.

Goal	Current Status	Notes
Install automatic door to access the Community Hall	Completed	An automatic door opener was installed to access the Community Hall in 2019.
Install a higher writing platform (similar to Town Hall Second Floor Service Counter) at Customer Service Counter	Completed	A raised Customer Service Counter was installed in 2019.
Make all washrooms fully accessible	Scheduled	The Town has scheduled projects to create a new accessible washroom in the Community Hall and new accessible Arena A washrooms in the Long-Range Capital Forecast for completion in 2026/2027. Staff continue to look for grant opportunities to improve washroom accessibility across the Nick Smith Centre building.
Install handrail in the stands of Rink A	Ongoing	Staff continue to explore feasible options to increase accessibility. Additional renovations to the arenas will be completed in 2025 and enhancing accessibility will be considered as part of that project.
Make emergency exit outside Community Hall and Rink B accessible by grading the step outside the door.	Completed	The emergency exit was made accessible in 2021 in conjunction with the Nick Smith Centre Parking Lot paving project.

**Robert Simpson Park Goals:**

Goal	Current Status	Notes
Move the accessible parking stalls to be behind the washroom stalls, and level the parking area prior to completion.	Completed	This project was completed in 2019 and additional accessible parking stalls were created in 2021 at the Robert Simpson Park, Marina and Nick Smith Centre locations.

Goal	Current Status	Notes
<p>Install an accessible pathway into the water on the beach area.</p>	<p>Scheduled</p>	<p>Accessible pathways are one of the elements of the Waterfront Master Plan currently scheduled to be completed in 2025/2026 in the Long-Range Capital Forecast.</p> <p>A safe, accessible pedestrian ramp is included alongside the existing roadway to the beach area. Accessibility-related considerations have been incorporated into the Waterfront Master Plan including</p> <ul style="list-style-type: none"> <li>• maximum slope of 6.25%</li> <li>• be a minimum of 3 metres wide to facilitate two way travel and anticipated pedestrian volume</li> <li>• provide 3mx 3m landings every 9 metres</li> <li>• provide a lookout approximately 6 metres x 6 metres at the top third of the ramp structure</li> <li>• handrails on both sides for accessibility</li> <li>• guardrails designed to Ontario Code Standards to prevent climbing</li> <li>• be constructed of steel with wood decking</li> </ul> <p>The Town has also purchased accessibility pathway mats and floating beach chairs in 2022 with plans to introduce them into the beach in 2023.</p>

Goal	Current Status	Notes
Install an accessible pathway to the Canteen, Gazebo, Splash Pad and Playground.	Scheduled	The Waterfront Master Plan includes the creation of additional hard surfaced pathways throughout the park connecting key park features such as the playground, splash pad, seating areas and beach. Existing pathways will also be upgraded to improve accessibility. These enhancements are scheduled for completion in 2025/2026.
Lower the service counter at the Robert Simpson Park Canteen building	Scheduled	The Waterfront Master Plan will improve accessibility through Robert Simpson Park. This project will be included within the scope of work which is currently scheduled to be completed in 2025/2026 as per the Long-Range Capital Forecast.
Make the washrooms fully accessible.	Scheduled	The Waterfront Master Plan includes provisions related to the upgrading of onsite washrooms to be completed in 2025/2026 as per the Long-Range Capital Forecast. Additional notation is provided to consider implementing multiple individual family style / gender neutral stalls rather than gender specific washrooms (as currently exist).
Install an accessible swing in the Playground	Ongoing	There are no swings currently installed at Robert Simpson Park. This item will remain in the Plan to be completed at a later date, if possible, based on available budget / grant opportunities. Additional accessible play features and playground equipment will be considered in the implementation of the Waterfront Master Plan.



## Arnprior and District Museum Goals

Goal	Current Status	Notes
Review / Update Emergency Evacuation Plan, to incorporate accessibility (as required)	Completed	The Plan was updated in 2019 to incorporate accessibility considerations.
Contrasting colour on the black railing ends, to identify the railing at night	Completed	Contrasting strips were installed on the railing in 2019 to increase night-time visibility for users.
Access to exhibits on all three (3) floors of the Museum	Ongoing	The Manager of Culture / 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.	Scheduled	This item has been tentatively included in the Long Range Capital Forecast for completion in 2032 subject to grant availability.
Continue to install explanation (audio and/or braille) of exhibits.	Ongoing	The Manager of Culture / Curator will continue to create exhibits with accessible audio-visual elements (i.e. audio recording and/or braille).

## **Appendix B: 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 beyond the term of this plan.

### **Overall Goals**

- Increase internal staff knowledge on providing accessible communication materials for public consumption.
- Continue to improve accessibility for future document additions to the Town website.
- Complete minor facility upgrades including improving contrast colour strips on doors and stairs across all Town sites where conditions necessitate replacement and installing accessible features (where appropriate).
- Utilize accessible design elements across all Town sites to ensure accessibility for individuals with dementia (i.e. high contrast, maximized natural light, avoid bold/proximate patterns).
- Install accessible wayfinding signage at Town sites (lifecycle replacements) in accordance with the Town's Signage and Wayfinding Policy (By-Law 7026-20).
- Continue to incorporate accessible features into new Town-funded road reconstruction projects (where possible).
- Review / Update Emergency Evacuation Plans for Town facilities to improve accessibility (as required).
- Seek out grants and alternative funding sources from upper levels of government and/or the private sector to enable scheduled projects to be completed sooner.
- Implement a Step Safe program, a public reporting process to identify sidewalk trip hazards requiring repair.
- Conduct a public awareness campaign targeting residents and business owners regarding the rules and regulations for service animals.
- Continue to engage with local businesses and business groups to educate and share information on the importance of accessibility and the programs offered to assist with accessibility upgrades (i.e. new Community Improvement Plan).
- Incorporate outdoor centre road lines painted on streets to assist the visually impaired where they are not painted and where deemed appropriate.

### **Town Hall Goals**

- Emergency Evacuation Plan to be completed

### **Stanley Tourangeau Fire and Police Services Centre Goals**

- Install automatic door opener for meeting room to increase accessibility for volunteer firefighters, class visits and rental bookings.

## **Nick Smith Centre Goals**

- Make change rooms (pool and arena) fully accessible.
- Make all washrooms fully accessible.
- Increase the accessibility of Arena A, including installing handrails in the stands and incorporating accessibility features into the planned renovations.

## **Parks, Trails and Recreational Amenity Goals**

- Complete the accessibility upgrades outlined in the Waterfront Master Plan with continued consultation with the Arnprior Accessibility Advisory Committee (AAAC) as the project moves forward.
  - Make the washrooms fully accessible.
  - Install an accessible pathway into the water on the beach area.
  - Install an accessible pathway to the Canteen, Gazebo, Splash Pad and Playground.
  - Lower the service counter at the Robert Simpson Park Canteen building.
- Design and install accessible features at new and redeveloped community parks, trails and recreational amenities across the Town, including play structures, picnic tables, rest benches, swing sets, pathways, and other accessible play elements.

## **Arnprior and District Museum Goals**

- Provide access to exhibits on all three (3) floors of the Museum and adopt practices to ensure that exhibits are available to people of all abilities (i.e. verbal descriptive elements and closed captioning).
- Install an elevator in the D. A. Gillies Building to allow full access to upper floors by individuals with mobility-related disabilities.
- Make the shared parking lot between the D. A. Gillies Building and the Arnprior Public Library Building more accessible by grading the parking lot surface.
- Continue to install explanation tools (audio and/or braille) for new exhibits.