

THE CORPORATION OF THE
MUNICIPALITY OF SOUTH BRUCE

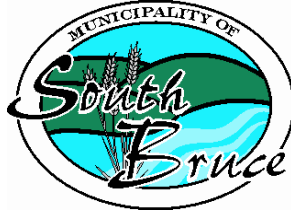
**Multi -Year
ACCESSIBILITY PLAN**

2019-2024

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Summary

On June 13, 2005 the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) received Royal Assent and is now law. The purpose of the AODA is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities by January 2025. This Multi-year Accessibility plan was prepared in order to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to assist the Municipality South Bruce in identifying, preventing and removing barriers to accessibility in each of the Municipality's by-laws, policies, practices and services.

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

In addition to outlining the initiatives planned by the Municipality of South Bruce this document outlines the Municipality's accessibility achievements. This multi-year accessibility plan meets the planning requirements of both the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005.

Accessibility planning does not end once a plan is prepared and documented. Monitoring is essential to ensure that the Municipality is meeting its obligations and commitments. An annual report will be prepared on the progress being made towards implementation and presented to Council. A comprehensive review of this plan will be completed every five years, unless significant changes necessitate an earlier revision of the plan.

The Working Group of the Municipality of South Bruce visited Municipal facilities to identify, remove and prevent barriers to people with disabilities. The Working Group is comprised of appointed Municipal staff.

Currently, the Municipality is committing itself through continual improvements of access to Municipal facilities and within budget limitations.

The working group identified a number of barriers and will continue to improve and/or eliminate these barriers. The most significant findings were that while many facilities can accommodate wheelchair accessibility, certain renovations or alterations will be required to become fully accessible. Over the next few years, the working group recommends focusing on these facilities which deny access or use on a day-to-day basis.

The Municipality is in full compliance for the Customer Service Accessibility Standard that became effective January 1, 2010 and the Integrated Accessibility Standards Regulations, as of January 8, 2013. We will continue to focus on providing policy, training support and continue to improve services and programs to meet these regulations.

With this plan, the Municipality is pleased to present its findings and report on the development of strategies to remove and prevent future barriers for people with disabilities.

The AODA requires that Ontario be an accessible province by 2025. To assist in this endeavor the AODA contains accessibility standards in the areas of:

- Accessible Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces
- Built Environment (still a work in progress)

Customer Service (Regulation 429/07)

The Accessibility Standards for Customer Service came into force on January 1, 2008. The standard applies to all organizations in Ontario that provide goods and services to the public or to other businesses that have one or more employees.

As a public sector organization, the Municipality of South Bruce complied with the following Accessibility Standards by January 1, 2010. The Municipality of South Bruce is currently in compliance and continues to fulfill ongoing obligations under these standards.

Integrated Accessibility (Regulation 191/11)

Under the AODA, Ontario Regulation 191/11, entitled, "Integrated Accessibility Standards" (Regulation), came into force on July 1, 2011. This Regulation

establishes accessibility standards for Information and Communication, Employment, and Transportation.

Some of the requirements are: developing policies to ensure that our communication is accessible to people with disabilities; ensuring we are able to provide information in a format that considers an individual's disability; ensuring that our website is compliant with applicable standards; and developing policies on ensuring potential employees with disabilities receive appropriate accommodations during the recruitment phase, training employees, accessible emergency and public safety information and meeting requirements when constructing, maintaining or redeveloping various elements of public spaces..

The Integrated Standard will be implemented in phases according to its staggered compliance deadlines.

Information and Communications

Information and communications are a large part of the Municipality of South Bruce daily business. It is because of this that it so important to ensure that information and communications are created and presented in a way that considers accessibility.

The Municipality will follow universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This includes websites and print communications materials as well as face-to-face interactions.

The Municipality is committed to ensuring that information and communications are available and accessible to people with disabilities. The Municipality will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small rural Municipality. For the purposes of this policy reasonable efforts by the Municipality shall be based on the frequency of indications for needs of service, the availability of the service requested, the relative cost compared to the overall Municipal budget, best practices recognized by similar rural Municipalities and Provincial regulations. The Municipality will achieve this by:

1. Achieving compliance with the Web Content Accessibility Guidelines to ensure the Municipal website is accessible to people with disabilities.
2. Developing resource materials for creating accessible documents for common software programs such as MS Word, Excel and PowerPoint.
3. Ensuring that emergency information, procedures, plans and public safety information is available in alternate formats, when requested.

4. Developing a training strategy to ensure that staff has the knowledge, tools and technical advice to create accessible materials.
5. Ensuring documents are available in an alternate format, upon request.
6. Review and update the Municipal Multi-Year Accessibility Plan at least once every five (5) years

Employment

The Municipality of South Bruce is committed to ensuring that the process of finding, getting and keeping a job is as inclusive as possible in order to build an effective workforce. The Municipality will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small rural Municipality. For the purposes of this policy, reasonable efforts by the Municipality shall be based on the frequency of expressions for the need for service, the availability of the service requested, the relative cost compared to the overall Municipal budget, best practices recognized by similar rural Municipalities and Provincial regulation. The Municipality will achieve this by:

1. Understanding employer obligations to provide employment accommodations.
2. Identifying and removing barriers in the workplace.
3. Enhancing workplace emergency responses through individualized emergency response information and assistance as required.
4. Revising individual work plans and developing a guide, tools and templates to remove barriers from the recruitment process.

Transportation

The majority of the Transportation Standard does not apply to the Municipality of South Bruce, including taxi services. In the event, the Municipality did have a taxicab service; this standard would have to be reviewed. Certain conditions have been addressed in the Policies and Procedures for Integrated Accessibility Standards, By-law 2013-96, regarding taxicabs.

Built Environment

The Accessible Built Environment Standard is the fifth and final standard. This standard is intended to help remove barriers in buildings and outdoor spaces for persons with disabilities. The standard will only apply to new construction and extensive renovation, with the expectation that buildings would be retrofitted to meet the standard within 5 to 13 years after it becomes law. Changes will be reflected in two pieces of legislative components including the Ontario Building Code and the Accessibility for Ontarians with Disabilities Act.

Ontario's Building Code (OBC) has been amended to include enhancements to accessibility in buildings. As of January 1, 2015, new construction and renovations will be subject to updated OBC accessibility requirements.

All Municipal building exterior steps and forward edges should be highly coloured for easy visibility. All Municipal buildings that have accessible entrances should be marked with the International Symbol of Accessibility. The Municipality also needs to add more accessible parking spaces that are clearly marked with the International Symbol of Accessibility

Any new Subdivision plan must be reviewed to ensure barrier-free requirements are identified.

Design of Public Spaces

The Municipality of South Bruce commits to ensure that the Public Spaces Design meet accessibility requirements according to Regulation 413/12. The Municipality shall incorporate accessibility into Public Spaces that are newly constructed or redeveloped on and after January 1, 2016. We will ensure that we follow the existing requirements stated under the Design of Public Spaces Standards (Accessibility Standards for the Built Environment) for recreational trails, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking, and service related elements (counters, waiting areas, etc). When developing recreational trails the Municipality shall consult with the public and persons with disabilities. The Municipality shall also provide maintenance and restoration of public spaces by ensuring our multi-year accessibility plan includes procedures for preventative and emergency maintenance of accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order.

Being a public sector organization, accessibility reports shall be provided every two (2) years.

The Municipality will achieve this by:

1. Referring to the Design of Public Spaces Regulation when any relevant trail or park work is completed
2. Providing regular maintenance on any equipment or trails that have been identified

All new trail development or sidewalk work must comply with the legislation.

Accessibility Audit

The Accessibility Directorate of Ontario periodically conducts file reviews on randomly selected organization to confirm that they are in compliance with the AODA and its standards. As a Municipality, we must ensure all the requirements within the required compliance timelines, are met, if requested.

Aim:

“To establish, encourage and promote an assessable community which ensures equality for all in the Municipality of South Bruce.”

Council Commitment to Accessibility Planning

The Municipality of South Bruce is committed to being responsive to the needs of its communities by recognizing the diverse needs of all residents and providing services and facilities that are accessible to all. Council commit to the continual improvement of access to all Municipally owned facilities, premises and services.

Description of the Municipality of South Bruce

South Bruce is a growing, dynamic, agriculturally-rooted community that provides accessible and affordable amenities for residents and businesses, creating an environment supportive of growth, vibrant downtowns that foster small business, and a unique, year-round destination experience.

In 1999, the Municipality of South Bruce emerged from the amalgamation of various unique and closely situated communities, including the villages of Mildmay and Teeswater, as well Formosa and Carrick and Culross Townships. Located at the southern extent of Bruce County, South Bruce is positioned as the “Gateway to the Bruce”, and provides access to the areas various natural vistas and a busy route to the beautiful beaches of Lake Huron’s eastern shores. The Municipality of South Bruce has a population of 5,639 and total households of 2381 according to the 2016 census data.

The Municipality houses one or more of the following amenities:

- Municipal Administration Building/Works Yard
- Medical Centres
- Elementary schools
- Arenas/Community Centre
- Libraries
- Municipal parks

- Fire Halls
- Town Hall
- Municipal Cemetery

Past Barrier-Removal Initiatives

(Barriers addressed and completed – updated November 2020)

1. Steps have been taken and will continue, to convert documents into accessible format. Website upgrades have been completed to provide more accessibility of the website.
2. Mildmay Carrick Arena Renovations to assist with barriers related to the viewing area, accessible washrooms, an elevator to provide access to the fitness centre.
3. Accessible parking by-law updated to reflect the increase in parking fines for misuse of accessible parking permit.
4. Municipal election offered our voters the opportunity to cast their ballot during the voting period from the comfort of their own home by using the internet and telephone voting. These systems were all considered accessible and provided various tools to assist.
5. Documents have been created to prepare a written process for developing and documenting individual accommodation plans for employees with disabilities.
6. In a joint effort, all the Municipalities in Bruce County provided the County IT department with the location, written description and a picture of each Municipality's accessible washrooms. This was put together on the Bruce County Interactive Maps pages and made available for the public. It will assist in travel plans and make getting around the County easier for persons with disabilities.
7. New playground equipment in Teeswater Lions park which provided accessible features.
8. Ground was leveled at the edge of the pavilion at the Rotary Park to allow access.
9. Pool steps and lift were added to the Teeswater Culross Swimming Pool to address accessibility issues.

10. The lip on the walking path from parking area to front entrance at the Municipal Office was made more gradual to provide safe and accessible movement.
11. An accessibility swing was installed at the Formosa park.
12. The wheelchair ramp and sidewalk at the Teeswater Municipal Office were widened.
13. Teeswater Culross Library – signage at the front of the library indicating an accessible entrance at the side door and a table with no restrictive sides
14. AMCTO is offering a webinar titled “Creating Accessible Documents Workshop” for staff

Informal Site Audit of Municipally Owned Buildings

In the past, the accessible working group toured the Municipally owned buildings to assess any barriers that may exist. Solutions to removing those barriers in order to comply with the current legislation under the Ontarians with Disabilities Act, and the Building Code were identified. These findings are discussed further within this plan under Barriers Identified. **Please note that due to COVID-19 this year, we were unable to tour as a group to review municipal properties, however Staff have brought forward throughout the year any concerns and issues to be addressed.**

Barrier Identification Methodologies

In order to identify barriers, the following methodology was used:

Methodology	Description	Status
The Working Group toured the facilities personally	A checklist was completed for each site, stating barriers, types of barriers and the strategy for removal.	Most sites were well identified and assessed. Some areas will have to be revisited and revised as the barriers are removed.

Barriers / Disabilities: Definitions

What is a “Barrier”

A “barrier” is anything that stops a person with a disability from fully taking part in society based of that disability. Some barriers include:

- Physical barriers, for example a step at the entrance to a store;
- Architectural barriers, for example no elevators in a building of more than one floor
- Information or communications barriers, for example a publication that is not available in large print
- Attitudinal barriers, for example assuming people with a disability can’t perform a certain task when in fact they can
- Technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and
- Barriers crated by policies or practices, for instance not offering different ways to complete a test as part of job hiring.

Barriers Identified

Identified barriers are listed below.

The Working Group has presented to Council which barriers should be addressed each year, pending budget deliberations and allocations, with consideration to budget constraints and feasibility.

The tables have been updated (November 2020) to only include outstanding areas.

Formosa Lions Park

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Pavilion Washroom –Doors Ramps	Physical	Cement ramp required Accessible walkway	

Formosa Recreation Center

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Entrance Doors	Physical	Automatic Doors	
Recreation Area Not accessible	Architectural/Physical		
Washrooms -needs grab bar -faucets	Architectural/Physical	-install grab bar -replace faucets with levers	
Washrooms	Architectural	Widen doorways and enlarge a stall.	
Stairs up to Building	Architectural/Physical	Railing on both sides of the stairs required	

Formosa Community Hall

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Women's washroom -counters -faucets	Physical	Remove counter valence and cover pipes (to protect from burns) Replace faucets with levers	

M-C Fire Hall

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Washrooms -needs grab bar -faucets -sinks	Architectural/Physical	-install grab bar -replace faucets with levers -remove counter valence and cover pipes (to protect from burns)	
Side door Access	Physical	Curb	

M-C Rotary Park

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Accessible parking	Physical	Signage and markings on pavement	
Slope to playground	Physical	Create an area that slopes or ramp from parking lot to playground	

T-C Library

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Table	Physical	A table with no restrictive sides	
Signage	Communications	At the front of the library indicating an accessible entrance at the side door	Completed 2013

T-C Community Centre

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Washrooms -faucets	Architectural/Physical	-replace faucets with levers	
Viewing area	Architectural/Physical		
Access to the rink	Architectural/Physical	-new ramp needed for access to the pad.	
Accessible Parking Space not assigned	Physical/ Communication	2 spaces required at hall, signage	Completed - needs repainted

T-C Fair Grounds / Ag. Park

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Level place to watch events on the track at the fairgrounds	Physical	Level an area and look at the ramping slope down to the bleachers. Railings have been installed on the grandstands to aid with stability.	

Teeswater Town Hall

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Entrance Doors	Physical	Wheelchair accessible door required at the main entrance.	
Pavilion	Physical	Ramp to be able to sit in the pavilion	
Kitchen Sinks	Physical	Change taps to levers	

General

Barrier	Type of barrier	Strategy for removal or prevention	Result
Public Telephone	Communications	Provide a public phone that may be altered to accommodate the hearing impaired.	Not Municipal Authority
Disabled Parking Spaces	Physical	Continue to provide marked spaces on an as-needed basis and enforce the parking by-laws.	Continuous
Sidewalks/Curbs – Teeswater and Formosa	Structural and Physical	Bruce County will be replacing curb radiuses at intersections following completion of the Teeswater Formosa Sanitary Sewer work – Municipality will replace first section of the sidewalk to accessibility standards.	Completed 2013
Clinton Street, Teeswater	Structural and Physical	Eliminate multi-level sidewalk	Completed 2013
Municipal Swimming Pools	Architectural, Structural	Prepare a plan including a budget to address accessibility issues including wheelchair access and washroom upgrades	
Playgrounds and Parks	Architectural, Structural	Prepare plans including budgets to provide full accessibility to parks and playgrounds and playground equipment	Continuous
Municipal Website and Communications	Communications	The Municipal website will be updated to meet the needs of many disabilities, and larger font documents will be the preferred method of distributing information to the public	Completed but remains continuous
Future Development	Structural and Architectural	Encourage, through staff participation, the contractors and developers in South Bruce to be mindful of the needs of the physically challenged residents and future residents of South Bruce	Continuous

		when planning development and creating subdivision agreements.	
<i>The barrier may be of an architectural or physical nature, or may be a communication issue.</i>			
<i>Budget restraints and feasibility will need to be considered in dealing with these issues.</i>			

Barriers to be addressed

The more substantial identified projects for renovation or review will require more time and/or funding resolution. These items will be assessed during each annual budget review and prioritized accordingly. It will be the goal to resolve all identified items, recognizing other barriers could be identified and added, in an effective and financially responsible manner, taking into consideration additional capital costs for certain barriers.

Customer Service

Barrier	Action	Responsibility
Potential barriers in delivering goods and services to customers	Continue training to all new employees, volunteers and third party	Accessibility Coordinator
	Review and update policies	Accessibility Coordinator
	Reviewing customer feedback and taking appropriate action	Accessibility Coordinator in discussion with appropriate department

Information and Communications

Barrier	Action	Responsibility
Procurement	Incorporate Accessibility criteria and features into procuring or acquiring goods and services	All Departments
Multi-Year Accessibility Plan	Develop and Update regularly	Accessibility Coordinator

Training	Provides training on the requirements of the accessibility standards and on the Ontario human rights code as it relates to people with disabilities	Accessibility Coordinator
Barriers related to information sharing	Ensure documents can be made accessible	All
Website	Ensure Website is accessible	Website staff

Employment

Barrier	Action	Responsibility
Recruitment	Job posting notifying applicants that accommodations for disabilities will be provided upon request	Appropriate Department
Notice to Successful Applicants	Policy for accommodating employees with disabilities when offering employment	Appropriate department
Informing employees of Supports	Inform new and existing employees with employment related accommodations for disabilities	Appropriate department
Accommodation Plans	Develop written individual accommodation plans for employees with disabilities	Appropriate Department
Return to Work Process	Have in place a documented process for supporting employees who return to work after being away for reasons related to their disability	CAO Department
Career Development	Provide career development and advancement opportunities that take into account the accessibility needs of employees who have disabilities	CAO/Appropriate Dept.

Transportation

Barrier	Action	Responsibility
Limited transit; however in the event of taxi service regulations would apply	Policy for taxi service	Appropriate Department

Public Spaces

The Municipality is committed to enhanced accessibility of our public spaces. Many buildings have already been updated and renovated to include accessible features, such as automatic door openers and accessible washrooms. Renovations of other facilities are in progress to ensure that all residents and visitors are able to enjoy all that the Municipality of South Bruce has to offer. Any new or redesigned areas will have accessible requirements completed.

As public spaces are constructed or redeveloped, we will include the following features:

1. Outdoor Public Eating Spaces
Portion of spaces accessible, level, firm and stable
2. Outdoor Play Spaces
Firm and stable surfaces, incorporate accessibility features, consult with people with disabilities
3. Outdoor Paths of Travel
Clear widths, ramps, tonal contrast and stairs have tonal contrast and tactile
4. Accessible Parking
Will provide two types of parking:
 - Type A - wide parking spot 3400 mm with signage "van accessible"
 - Type B - standard 2400 mm
5. Service Related Elements
Service Counters, fixed queuing guides (width, turn around space, cane detectable) and waiting areas (accessible seating and mobility aid space)
6. Maintenance and Restoration
Maintain and restore public spaces and a sidewalk logbook will be inspected annually.

Review and Monitoring of the Process

As required by the *Ontarians with Disabilities Act, 2005*, all municipalities must:

- prepare an accessibility plan each year and make it available to the public
- include people with disabilities in their planning processes, such as the members of the accessibility advisory committee
- remove barriers over time (the act gives municipalities the flexibility to set their own priorities and timelines)

Council, is committed to following through with this plan. This plan will be reviewed at least once every five (5) years or more frequently if necessary. The Accessibility Working Group as well as the public, will have the opportunity of review and monitor the progress of identifying and the direction by which the Municipality is removing all barriers identified under the *Ontarians with Disabilities Act*.

Funding Opportunities

All Federal and Provincial funding opportunities should be investigated prior to formalizing project plans.

Communication of the Plan

This Accessibility Plan will be available in the Municipal Office and on the website at www.southbruce.on.ca. Municipal staff must communicate to Committees the information contained in this plan to enable the Committees to make informed choices when deciding on budget priorities and issuing tenders for the construction of buildings and structures, taking accessibility needs into consideration. Council must take into consideration the legislative requirements of the *Ontarians with Disabilities Act* prior to approving infrastructure projects.

Working Group Contact Information:

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Feedback and Contact Information

Members of the Public are encouraged to make comments on the Municipality of South Bruce Multi-Year Accessibility Plan and any accessibility issues. There are a number of way you can contact the Municipality to express your accessibility related comments A feedback form is also available on our website or by request.

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