

The Corporation of the Municipality of Arran-Elderslie



# MULTI-YEAR ACCESSIBILITY PLAN | 2020-2025

Municipality of Arran-Elderslie  
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Multi-Year Accessibility Plan  
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## MESSAGE FROM THE CAO/CLERK

The Municipality of Arran-Elderslie is committed to ensuring that people of all ages and abilities enjoy the same opportunity as they live, work, play, visit and invest in our Municipality. Arran-Elderslie promotes an inclusive and respectful environment where programs, services and facilities are available to everyone. Our goal is to ensure accessibility for the public we serve and employees.

## INTRODUCTION

The Municipality of Arran-Elderslie's 2020-2025 Multi-Year Accessibility Plan outlines how the Municipality will continue to remove barriers and improve accessibility to the facilities and services through the next five years. The Plan builds on the Municipality's accomplishments from the past several years.

This Plan incorporates the legislative requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and provides the Municipality's approach to compliance with Ontario's accessibility legislation.

## ACCESSIBILITY LEGISLATION IN ONTARIO

The Accessibility for Ontarians with Disabilities Act:

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible for people with disabilities by 2025 by creating, implementing and enforcing accessibility standards. These standards are rules that businesses and organizations in Ontario must follow to identify, remove and prevent barriers so that people living with disabilities will have more opportunities to participate in everyday life.

The standards are contained in the Integrated Accessibility Standards Regulation, also known as the IASR. Currently, the IASR is made up of five standards and several general requirements that apply to the Municipality's business in the following areas:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces

The AODA and the Ontario Human Rights Code:

The AODA and the Ontario Human Rights Code (the Code) work together to promote equality and accessibility. The Code states that people living with disabilities must be free

from discrimination where they work, live and receive services, and that their needs must be accommodated.

Under the Code, the Municipality of Arran-Elderslie has a legal obligation to accommodate any person with a disability regardless of whether they are an employee, volunteer, resident or visitor. The duty to accommodate means that wherever unequal treatment or discrimination exists, it must be remedied unless the remedy would cause undue hardship. The Code has primacy over the Accessibility for Ontarians with Disabilities Act legislation.

## LEGISLATED REVIEWS

Review of the Accessibility for Ontarians with Disabilities Act, 2005:

In February 2018, the Province announced the appointment of the Honourable David C. Onley to conduct the third review of the Accessibility for Ontarians with Disabilities Act. The review has included consultations with the public and an analysis of accessibility progress made in other jurisdictions. The review was completed early in 2019.

Review of existing accessibility standards:

Each accessibility standard is required to be reviewed five years after it becomes law to determine whether it works as intended and to adjust, if required. The Transportation, Employment and Information and Communications standards are currently under review.

Public feedback was received for the Transportation Standards in July 2017 and the final recommendations were submitted to the minister for consideration in May 2018.

The province is silent on the timelines for the release of the new Transportation Standards.

The Employment Standards are currently under review. The province released the recommended changes for public review in the spring with comments received until May 2018. The province is silent on the timelines for the release of the new Employment Standards.

The Information and Communications Standards are currently under review. The province is silent on the timelines for the release of recommended changes for public review.

## FEDERAL ACCESSIBILITY LEGISLATION

Bill C-81 Accessible Canada Act:

On June 21, 2018, the Federal Government introduced Bill C-81 the Accessible Canada Act: An Act to Ensure a Barrier-Free Canada. The Act's stated purpose is to identify, remove and prevent accessibility barriers in areas that fall under federal jurisdiction.

Barrier, as defined by the Act, includes anything architectural, physical, technological or attitudinal that hinders the full participation in society of a physical, mental, intellectual, learning, communication or sensory impairment.

Six areas of focus in the draft legislation echo the priorities that emerged during an eight-month consultation with advocacy groups and disabled individuals across the country. The bill outlines how the Government of Canada will require organizations under federal jurisdiction to identify, remove and prevent barriers to accessibility in:

- the built environment (buildings and public spaces);
- employment (job opportunities and employment policies and practices);
- information and communication technologies (digital content and technologies used to access it);
- the procurement of goods and services;
- the delivery of programs and services; and
- transportation (by air, rail, ferry and bus carriers that operate across provincial, territorial or international borders).

Enforcement was a key area those consulted emphasized the legislation needed to be effective. The Act proposes the creation of three new bodies to reinforce the new law. A Chief Accessibility Officer will oversee implementation and an Accessibility Commissioner will be responsible to oversee enforcement.

A new Canadian Accessibility Standards Development Organization will be created and the majority of board of this organization will be people living with disabilities who reflect the diversity of the population.

The Act was debated in both the House and Senate and underwent additional readings when Parliament resumed in the fall. On November 27, 2018 Bill C-81 passed unanimously in the House of Commons and is now before the Senate.

The government has pledged \$290 million over six years towards supporting its implementation.

## MUNICIPAL PROFILE

The Municipality of Arran-Elderslie is located in Bruce County at the headwaters of the Saugeen River and Sauble River on the northwest boundary. In 1999, the Municipality was formed by amalgamating the Town of Chesley, Village of Paisley, Village of Tara and the Townships of Arran and Elderslie. According to 2016 Census data, the Municipality has a population of 6,803, spanning across 460 square kilometres.

Arran-Elderslie is in the heart of Bruce County, close to many major tourist destinations. Retail businesses and manufacturing companies have found the municipality to be a great place to locate.

The Municipality owns and/or operates the following amenities:

Municipal Administration Building	Three Community Centres, Including Arenas	Two Medical Clinics
Three Libraries	Three Fire Halls	Two Campgrounds
One Museum	Two Town Halls/Community Centres	Multiple Municipal Parks
Seven Ball Diamonds	Three Soccer Fields	Five Pavilions
Three Public Works Buildings	Lagoons	Lift Stations
Cemeteries	Trails	

Also located within the Municipality, not owned and/or operated by Arran-Elderslie, is a hospital, three elementary schools and multiple seniors homes.

## PAST ACHIEVEMENTS | INFORMATION, COMMUNICATION AND CUSTOMER SERVICE

The Municipality created its Integrated Accessibility Standards Policy in 2018, citing the Municipality's commitment to providing persons with disabilities consistent opportunity and access to all municipal goods, services and facilities while ensuring that policies, procedures and practices are provided in a timely manner and address integration, independence, dignity and equal opportunity.

An Accessible Customer Feedback Form was created and made available on the Municipality's website or from the Municipal Office.

The Municipality has developed a Barrier Complaint Form and an Accessible Customer Service Feedback Form which are posted on the Municipality's website. In addition, all

Departments monitor their feedback processes to include feedback on accessibility, as appropriate. The Municipality is committed to responding to feedback from the public in a timely way and shall ensure that the process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. The Municipality shall notify the public on its website about the availability of accessible formats and communication supports.

Arran-Elderslie is working on the development of a new website, set to launch in spring 2020. The new website will meet all requirements and conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and will meet Level AA by January, 2021.

## **PAST ACHIEVEMENTS | EMPLOYMENT**

The Municipality accommodates the individual needs of applicants with disabilities within the recruitment process and advises of the availability of accomodation to ensure equal participation in the recruitment process.

Arran-Elderslie will create individualized accommodation plans in consultation with any employee with a disability and will develop a return to work plan that meets the recovery needs of an employee.

All Municipal employees are also trained on Accessibility Standards, referred to in Regulation 191/11 and the Human Rights Code, as it pertains to persons with disabilities. This training is provided to all current and new employees and any volunteers within the Municipality.

## **PAST ACHIEVEMENTS | DESIGN OF PUBLIC SPACES**

### **FACILITIES**

Chesley Community Centre's arena entrance and community hall entrance are fully automated. An accessible washroom is also available.

Chesley's Bijou Theatre has an accessible entrance, washroom and theatre seating.

Chesley Library is fully accessible with automated entrance doors, an accessible washroom and an interior layout conducive to any ability.

Chesley Medical Clinic is fully accessible with automated entrance doors, appropriate ramps from entrance to sidewalk, accessible washroom and appropriate hardware on all doors to clinic rooms.

The Municipal Office front entrance is fully automated with an accessible washroom located inside the building. The reception area has been updated with a multi height front counter and visual flooring.

Paisley Community Centre's arena entrance is automated and a lift has been installed for entry to the second level. An accessible washroom is available on the second level of this building.

Paisley Town Hall has had an automated door installed within the past two years and will create an accessible washroom on the building's main level in January 2020.

Paisley Medical Clinic is fully accessible with an automated entrance, accessible washroom and appropriate door hardware to all rooms within the clinic area.

Tara Community Centre's arena entrance is automated. Accessible washrooms are available on the curling club side of the building. Braille signage exists within the facility.

## **PARKS**

The Kinette Club of Chesley recently created an accessible playground at Hutchison Park in Chelsey. The park includes accessible play features, firm surface and a ramp from the parking area to play area.

## **SIDEWALKS**

Arran-Elderslie has a total of 25.14 kilometres of sidewalk distributed throughout the entire Municipality. The Municipality annually budgets to improve sidewalks to include tactile plates, appropriate widths and slopes and even surfaces. The Municipality will continue to invest in sidewalk construction to ensure accessibility requirements are met.

## **INFORMAL SITE AUDIT OF MUNICIPALLY OWNED FACILITIES**

Municipal staff have toured all municipally owned parks and facilities to assess barriers that exist. Solutions to remove these barriers to comply with current legislation under AODA and the Building Code were identified. A tour was conducted in fall 2019. Items identified as non-compliant were identified and will be detailed within this Plan. Facilities are classified as Public Buildings, Parks and Pavilions and Non-Public Buildings. Identified barriers can be sourced within the tables below.



**PUBLIC BUILDINGS**

<u>FACILITY AREA</u>	<u>DEFICIENCY</u>	<u>REQUIRED</u>	<u>TIMELINE</u>
<b>CHESLEY COMMUNITY CENTRE</b>			
Curling Club Entrance	Door is not automated.	Automated door required on both doors.	Future budget
Arena Washrooms	Accessible stall is not wide enough. Soap and paper towel dispenser too high.	Renovate washroom to accommodate larger stall. Move dispensers to appropriate height.	Long-term planning
Community Hall Washrooms	No accessible stall in either washroom. Soap and paper towel dispenser too high.	Renovate washroom to accommodate larger stall. Move dispensers to appropriate height.	Long-term planning
Lobby	No adequate space for viewing ice surface.	Remove a bench to create an accessible viewing area.	2020
Spectator Seating	Tiered seating is not accessible. No adequate space for viewing ice surface.	A lift to the spectator area or a ramp at the boards for viewing.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired.	Future budget
<b>CHESLEY ROTARY POOL</b>			
Change Rooms	Access from exterior of building and to the pool does not meet requirements.	Easier access for entry into the room from the public side.	Long-term planning
Change Rooms Washroom	Accessible stall is not wide enough. Soap and paper towel dispenser too high.	Create an accessible stall in both changerooms.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired.	Future budget
Parking	No Signage or lines to indicate accessible parking area.	Paint an accessible parking spot and sign accordingly.	Future budget
Pool Deck	Step from the changerooms to the deck.	A ramp or step removed from change rooms to pool deck.	Long-term planning

Pool	No access to the pool for all abilities.	An accessible lift to ensure all patrons can enter the pool.	Long-term planning
<b>CHESLEY TOWN HALL/BIJOU</b>			
Town Hall Entrance	Door is not wide enough. Door is not automated.	Ramp to door is useable, but a wider door with automation is required.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired.	Future budget
Town Hall Building Side	No access to upper or lower level that meet AODA requirements.	Upper levels are not accessible as stairs are the only access.	Long-term planning
Town Hall Washroom	Undersized and not capable to be made accessible.	Renovate and make the washroom large enough to meet requirements.	Long-term planning
Mezzanine	No access to the mezzanine, except stairs.	A lift would be required.	Long-term planning
<b>CHESLEY LIBRARY</b>			
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired	Future budget
<b>MUNICIPAL OFFICE</b>			
Rear Entrance	Door is not automated.	Install an automated door opener.	2020
Lower Level	No access except via stairs.	A lift is required.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired.	Future budget
<b>CHESLEY FIRE HALL</b>			
Main Entrance	Door is wide enough but is not automated.	Add an automated door opener.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired.	Future budget
Lower Level	No access except via stairs.	Does not need to be fully accessible as it is not necessary to gain access.	Long-term planning
<b>PAISLEY COMMUNITY CENTRE</b>			

Curling Club Entrance	There is a step to enter into the building. No automated door opener.	A ramp added or step removed and add automated door opener.	Long-term planning
Main Floor Washrooms	No accessible stalls in either washroom. Soap and paper towel dispenser too high.	Renovate washroom to accommodate larger stall. Move dispensers to appropriate height.	Long-term planning
Spectator Seating	Only access to area is via stairs. An area exists in the arena for view at the glass.	No access to specific spectator seating. A lift would be required.	Long-term planning
Washrooms - 2nd Level	No accessible stalls in either washroom. Soap and paper towel dispenser too high.	Renovate washroom to accommodate larger stall. Move dispensers to appropriate height.	Long-term planning
Curling Club Lounge	A step is located at the entrance of the room. Too many tables and chairs to for clear paths of travel.	Requires a ramp or removal of step to gain access. Remove some tables and chairs for a clear path	Long-term planning
Curling Club Lounge - main level	A step is located at the entrance of the room.	Requires a ramp or removal of step to access.	Long-term planning
Dressing Rooms	No hand rails in washroom. Washroom area is not large enough to accommodate a wheelchair.	Room is accessible, washrooms require greater turning radius and handrails. Showers need to be wider and step would need to be removed.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired.	Future budget
<b>PAISLEY LIBRARY</b>			
Entrance	Neither door is wide enough. Vestibule is not large enough. No door automation.	A renovation to the entrance to create automated doors with appropriate widths is required.	Long-term planning
Library Area	Ensure a clear path is available for all abilities.	Most areas are accessible. Some areas require wider path.	Ongoing

Washroom	Undersized and not capable to be made accessible.	Renovate and make the washroom large enough to meet requirements. There is a lack of space to create a washroom large enough within the facility.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired	Future budget
<b>PAISLEY LCBO/OPP</b>			
Entrance - OPP	Lip at door is too high. Door is not automated.	Fix lip and add door automation.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired.	Future budget
<b>TREASURE CHEST MUSEUM</b>			
Entrance	No automation on door. Door knob needs to be removed.	Replace door knob with lever, add door automation.	Future budget
Washroom	Room is not large enough to meet requirements.	Renovate and make the washroom large enough to meet requirements. There is a lack of space to create a washroom large enough within the facility.	Long-term planning
Second Level	Only access to area is via stairs.	Install and elevator or lift to gain access.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired	Future budget
<b>PAISLEY TOWN HALL</b>			
Legion Hall	None	Room is accessible, but ensure adequate pathways.	Ongoing
Washrooms	Entrance into area is accessible, but stalls are not wide enough.	Build an accessible washroom adjacent to men's washroom.	2020
Accessible Washroom	Currently no accessible specific amenity exists.	Build an accessible washroom adjacent to men's washroom.	2020
Lower Level	Only access to area is via stairs.	A lift is required.	Long-term planning
Second Level	Only access to area is via stairs.	A lift is required.	Long-term planning

Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired	Future budget
<b>PAISLEY MEDICAL CLINIC</b>			
Lower Level	Only access to area is via stairs.	A lift is required	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired	Future budget
<b>PAISLEY FIRE HALL</b>			
Main Entrance	Door is not wide enough to accommodate all abilities. Lip at door is too high. Door handle is a knob. Door is not automated.	Construct a larger door with smaller lip that is automated. Ensure door handle is a lever system.	Long-term planning
Rear & Side Entrance	Door is not wide enough to accommodate all abilities. Lip at door is too high. Door handle is a knob. Door is not automated.	Construct a larger door with smaller lip that is automated. Ensure door handle is a lever system.	Long-term planning
Office Area	Doors are not wide enough to accommodate all abilities. Door handle is a knob.	Construct a larger door at both entry points. Ensure door handle is a lever system.	Long-term planning
Washroom	Room is not large enough to meet requirements.	Renovate and make the washroom large enough to meet requirements. There is a lack of space to create a washroom large enough within the facility.	Long-term planning
Kitchen	Room is not large enough to meet requirements.	Renovate to ensure counter is appropriate height. Path to access the kitchen must be accessible.	Long-term planning
Change Room	No changeroom exists within the building.	Renovate to include accessible showers and change area. There is a lack of space to create a changeroom large enough within the facility.	Long-term planning
<b>PAISLEY PALACE</b>			

Entrance - front	Door is not automated.	Door meets all AODA requirements except for automation. Install automated door opener.	Long-term planning
Entrance - side	Door is not automated.	Door meets all AODA requirements except for automation. Install automated door opener.	Long-term planning
Kitchen	Paths are not wide enough to accommodate all abilities.	Renovate kitchen to accommodate wider paths of travel.	Long-term planning
Washrooms	No accessible stalls in either washroom. Soap and paper towel dispenser too high.	Renovate washroom to accommodate larger stall. Move dispensers to appropriate height.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired.	Future budget
<b>ARKWRIGHT HALL</b>			
Front Entrance	Steps to front building entrance. Door is not automated.	A ramp is required and an automated door to gain full access.	Long-term planning
Washroom	Doorway does not meet minimum width requirements. Additional grab bars to be installed.	Renovate to widen doorway to appropriate width and include door automation. Install handrails.	Long-term planning
Second Level	Can only be accessed via stairs.	A lift is required. There is a lack of space to add a lift and there is limited space available on the upper level.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired.	Future budget
<b>TARA COMMUNITY CENTRE</b>			
Curling Club Entrance	Step from the parking lot to door. Door not automated.	Requires a ramp or step to be removed and an automated door opener to be installed.	Long-term planning
Lobby Washrooms	Stalls not large enough. Soap and paper towel dispenser too high. Sink not accessible.	Renovate washroom to accommodate larger stall. Move dispensers to appropriate height.	Long-term planning

Dressing Rooms	Showers and toilets are too small, have a step to gain entry and no turning radius.	Room is accessible, washrooms require greater turning radius and handrails. Showers need to be wider and step in removed.	Long-term planning
Spectator Seating	Cannot gain access to the seating	Areas for accessible viewing in the arena, but not the Lobby.	Long-term planning
Lounge	Cannot gain access via the Curling Club entrance	Room is accessible from the hall, but not the Curling Club entrance. A ramp from the Curling Club entrance is required.	Long-term planning
Curling Club	Cannot gain access via the Curling Club entrance.	Room is accessible from the hall, but not the Curling Club entrance. A ramp from the Curling Club entrance is required.	Long-term planning
Curling Club Washrooms	Cannot gain access via the Curling Club entrance.	Rooms are accessible from the hall, but not the Curling Club entrance. A ramp from the Curling Club entrance is required.	Long-term planning
Accessible Washroom	Does not currently exist	Renovate to include a fully accessible washroom near the arena washrooms.	
Arena Washrooms	Stall are not wide enough. Soap and paper towel dispenser too high.	Renovate washroom to accommodate larger stall. Move dispensers to appropriate height.	Long-term planning
Interior Signage	Not all areas have signage for visually impaired.	Some areas have visually impaired signage. Include signage for visually impaired.	Future budget
<b>TARA ROTARY POOL</b>			
Entrance	No accessible way to access the building. There is a step to gain access to building. Building too small to accommodate	Step to enter the building needs to be removed. Ramp to building needs to be repaired. There is a lack of space to create appropriate paths of travel	Long-term planning

	appropriate turning radius.	and access within the facility.	
Parking	No Signage or lines to indicate accessible parking area	Paint an accessible parking spot and sign accordingly. There is a lack of parking available at this facility.	Long-term planning
Change Rooms	Access from exterior of building and to the pool does not meet requirements.	Easier access for entry into the room from the public side.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired.	Future budget
Pool Deck	Step from the changerooms to the deck	A ramp or step removed from change rooms to pool deck.	Future budget
Pool	No access to the pool for all abilities.	An accessible lift to ensure all patrons can enter the pool.	Long-term planning
<b>TARA LIBRARY</b>			
Entrance	Construction has made it difficult to gain access to ramp. Door is not automated	Ramp is available but needs to be repaired. Door automation is required.	Ramp to be fixed in 2020. Door automation considered in future budgets
Library Area	Most paths are wide enough.	Most areas are accessible. Some areas require wider path.	Ongoing
Lower Level	Access via stairs only.	Requires a lift.	Long-term planning
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired	Future budget
<b>TARA FIRE HALL</b>			
Main Entrance	Door is not automated.	Add automated door opener.	Future budget



Washroom	No hand rails. Sink not accessible. Dispensers too high.	Requires changing locations of dispensers, adding hand rails.	Future budget
Interior Signage	No visually impaired signage within the facility.	Include signage for visually impaired.	Future budget

## PARKS AND PAVILIONS

<u>FACILITY AREA</u>	<u>DEFICIENCY</u>	<u>REQUIRED</u>	<u>TIMELINE</u>
<b>CHESLEY BALL DIAMONDS</b>			
Parking	No specific accessible parking spots. No lined spots.	Add painted accessibility spot at each diamond that is signed appropriately.	Future Budget
<b>CHESLEY SOCCER FIELD</b>			
Parking	No specific accessible parking spots. No lined spots.	Add painted accessibility spot at the field that is signed appropriately.	Future Budget
<b>CHESLEY TENNIS COURT</b>			
Entry	Door latch is too high for all abilities.	Lower door latch.	
Parking	No specific accessible parking spots. No lined spots.	Add painted accessibility spot that is signed.	Future Budget
<b>CHESLEY SPLASH PAD</b>			
Parking	No specific accessible parking spots. No lined spots.	Paint an accessible parking spot and sign accordingly.	Future Budget
<b>CHESLEY COMMUNITY PARK</b>			
Play Area	Ground surface is stone dust. No accessible features in the play area.	Change surface to engineered wood fibre or rubberized surface. Add accessible play components.	Long-term planning
Parking	No specific accessible parking spots. No lined spots.	Paint an accessible parking spot and sign accordingly.	Future budget
<b>KINSMEN PAVILION</b>			
No issues at time of inspection.			

<b>ROTARY PAVILION</b>			
Parking	No specific accessible parking spots. No lined spots.	Paint an accessible parking spot and sign accordingly.	Future Budget
<b>CHESLEY TRAILER PARK</b>			
Washrooms	Washroom stalls are not wide enough. Shower is too small to meet the requirements. No hand rails, sink and dispenser too high.	Reconfigure both washrooms to ensure adequate turning radius for stalls and showers. Add grab bars and lower sinks and dispensers. There is a lack of space within the washroom building to meet all AODA requirements.	Long-term planning
Dock Access	Slope to dock is too steep. Ground is pea gravel, dock is not sturdy.	Fix grade to dock, make surface engineered wood fibre or rubberized, fix dock to be more stable, add hand rails.	Long-term planning
<b>CHESLEY SKATE PARK</b>			
Play Area	Surface is concrete, features are not accessible.	Unknown.	Unknown
<b>HUTCHISON PARK</b>			
Parking	No specific accessible parking spots. No lined spots.	Add painted accessibility spot at each diamond that is signed.	Future budget
<b>ELLIOTT PARK</b>			
Entry	Grade to park is steep, no hand rails or solid surface to gain access.	Unknown.	Unknown
Parking	No parking available at this park.	Unknown.	Unknown
<b>RIVERSIDE PARK</b>			
No issues at time of inspection.			
<b>KRUG PARK</b>			
Parking	No specific accessible parking spots. No lined spots.	Add painted accessibility spot that is signed accordingly.	Future budget
<b>PAISLEY BALL DIAMONDS</b>			

Dugouts	Interlocking brick is uneven, not wide enough for appropriate turning radius.	Replace interlocking brick, rebuild dugouts to make wide enough.	Long-term planning
Fields	Diamond 1 is clay/sand mix, Diamond 2 is stone dust.	Replace surface on Diamond 1 with more stable option.	Future budget
Parking	No specific accessible parking spots. No lined spots	Add painted accessibility spot at each diamond that is signed accordingly.	Future budget
<b>PAISLEY SOCCER FIELDS</b>			
Parking	No specific accessible parking spots. No lined spots	Add painted accessibility spot at each diamond that is signed accordingly.	Future budget
<b>DOC MILNE PARK</b>			
Play Area	Surface is sand, no accessible play features.	Change surface to engineered wood fibre or rubberized surface. Add accessible play components.	Long-term planning
Parking	Specific accessible parking spot available, but not lined.	Add painted accessibility spot that is signed accordingly.	Future budget
<b>KINSMEN PLAYGROUND</b>			
Entry	Entrance is accessible, but surface within the playground is not.	Change surface to engineered wood fibre or rubberized surface.	Long-term planning
Play Area	Ground surface is grass/sand. No accessible features in the play area.	Change surface to engineered wood fibre or rubberized surface. Add accessible play components.	Long-term planning
Spectator Area	Ground surface is grass/sand.	Change surface to engineered wood fibre or rubberized surface.	Long-term planning
Parking	No specific accessible parking spots. No lined spots.	Add painted accessibility spot that is signed accordingly.	Future budget
<b>MARY CUMMING PARK</b>			
Play Area	Ground surface is pea gravel. No accessible features in the play area.	Change surface to engineered wood fibre or rubberized surface. Add	Long-term planning

		accessible play components.	
Spectator Area	Ground surface is pea gravel.	Change surface to engineered wood fibre or rubberized surface.	Long-term planning
Parking	Parking is only available on the road adjacent to this park. Parking is not lined or signed on this street.	Unknown	Unknown
<b>WILLOW CREEK PARK</b>			
Parking	No parking available at this park.	Unknown.	Unknown
<b>TARA BALL DIAMONDS</b>			
Dugouts	Ground surface is sand.	Add a more solid ground surface.	Long-term planning
Fields	Both diamonds are a sand/clay mix.	Replace surface with more stable option.	Long-term planning
Parking	No specific accessible parking spots. No lined spots	Add painted accessibility spot at each diamond that is signed accordingly.	Future budget
<b>ROGER THORNE PARK</b>			
Play Area	Ground surface is pea gravel. No accessible play features.	Replace surface with engineered wood fibre or rubberized surface. Add accessible play features.	Long-term planning
Parking	No specific accessible parking spots. No lined spots.	Add painted accessibility spot that is signed accordingly.	Future budget
<b>LEGION PLAYGROUND</b>			
Play Area	Ground surface is sand. No accessible play features.	Replace surface with engineered wood fibre or rubberized surface. Add accessible play features.	Long-term planning
Parking	No specific accessible parking spots. No lined spots	Add painted accessibility spot that is signed accordingly.	Long-term planning
<b>TARA KINETTE PAVILION</b>			

Parking	No specific accessible parking spots. No lined spots.	Add painted accessibility spot that is signed accordingly.	Long-term planning
<b>TARA ROTARY PARK (pool)</b>			
Play Area	No accessible features.	Add accessible play features.	Long-term planning
<b>ALLENFORD COMMUNITY PARK (Nickason Drive)</b>			
Play Area	Ground surface is sand. No accessible features.	Replace surface with engineered wood fibre or rubberized surface. Add accessible play features.	Long-term planning
Parking	No specific accessible parking spots. No lined spots	Add painted accessibility spot that is signed accordingly.	Future budget
<b>ALLENFORD BALL DIAMOND</b>			
Fields	Diamond is a sand/clay mix.	Replace surface with more stable option.	Long-term planing
Parking	No specific accessible parking spots. No lined spots	Add painted accessibility spot that is signed accordingly.	Long-term planning
<b>ALLENFORD BALL PAVILION</b>			
Parking	No specific accessible parking spots. No lined spots.	Add painted accessibility spot that is signed accordingly.	Long-term planning

**CUSTOMER SERVICE, INFORMATION & COMMUNICATION, EMPLOYMENT AND TRANSPORTATION**

<u>BARRIER</u>	<u>ACTION</u>	<u>RESPONSIBILITY</u>
<b>CUSTOMER SERVICE</b>		
Potential Barriers in Delivering Goods and Services to Customers	Continue to train all new employees, volunteers and third parties	Department Heads
	Review and update policies, as required	Clerk
	Review customer feedback, and take appropriate action	Clerk/Department Heads
<b>INFORMATION AND COMMUNICATION</b>		
Procurement	Incorporate accessibility criteria and features into procuring or acquiring goods and services	Department Heads
Multi-Year Accessibility Plan	Develop and update annually	Clerk

Training	Provide training on accessibility requirements as per regulations	Clerk/Department Heads
Information Sharing	Ensure documents are available in accessible formats	Department Heads
Feedback	Ensure that receiving feedback is available in an accessible format upon request or with appropriate communication supports	Department Heads
Website	Ensure website is fully accessible	Economic Development Coordinator/Clerk
<b>EMPLOYMENT</b>		
Recruitment	Job postings notify applicants that accommodations for persons with disabilities are available upon request	Department Heads
Notice to Successful Applicants	Policy for accommodating employees with disabilities when offering employment	Department Heads
Informing Employees of Supports	Inform new and existing employees with employment related accommodations for disabilities	Department Heads
Accommodation Plans	Develop written individual accommodation plans for employees with disabilities	Department Heads
Return to Work Process	Have in place, a documented process for supporting employees who return to work after being away for reasons related to disability	Clerk
Career Development	Provide career development and advancement opportunities that take into account the accessibility needs of employees who have disabilities	Clerk/Department Heads
<b>TRANSPORTATION</b>		
None at this time	N/A	N/A

**PUBLIC SPACES**

Arran-Elderslie is committed to continued accessibility enhancements of Municipal public spaces. Some accessibility features have been added to public buildings and progress will continue to ensure that all residents and visitors have the opportunity to enjoy all municipal amenities.

As public spaces are constructed or redeveloped, the Municipality will ensure that the following features are included:

#### Recreational Trails

- Clear widths, firm and stable surfaces, clear signage and ramps

#### Outdoor Spaces

- Firm and stable surfaces, accessibility features including picnic tables

#### Outdoor Paths of Travel

- Clear widths, ramps, tone contrast, tactile surface

#### Accessible Parking

- Type A – 3400mm wide parking spot with signage indicating “van accessible”
- Type B – 2400mm standard

#### Maintenance and Restoration

- Maintain and restore public spaces and a sidewalk log, to be inspected annually

## REVIEW AND MONITORING OF THE PROCESS

This plan will be reviewed, at minimum, once every five (5) years. Municipal staff and the public will have opportunities to review and monitor progress of the Municipality removing barriers that have been identified under the Ontarians with Disabilities Act.

## COMMUNICATION OF THE PLAN

Copies of the plan will be made available at the Municipal Office, or can be delivered and available to any Municipal Facility. The Plan will also be available on the Municipal website, [www.arran-elderslie.com](http://www.arran-elderslie.com). Arran-Elderslie, with assistance from members of the community are committed to remove barriers that exist within the Municipality.

Municipal staff will make every effort to accommodate any specific request to receive this Plan in any other format, including Braille, with the assistance of the Canadian Institute for the Blind.

## MUNICIPAL CONTACT INFORMATION

Municipal staff involved with this Plan include:

Unknown	Clerk/CAO	<a href="mailto:clerk@arran-elderslie.ca">clerk@arran-elderslie.ca</a>
Carly Steinhoff	Manager of Facilities, Parks & Recreation	<a href="mailto:recreation@arran-elderslie.ca">recreation@arran-elderslie.ca</a>
Patrick Johnston	Chief Building Official	<a href="mailto:building@arran-elderslie.ca">building@arran-elderslie.ca</a>
Christine Fraser-McDonald	Deputy Clerk	<a href="mailto:deputyclerk@arran-elderslie.ca">deputyclerk@arran-elderslie.ca</a>

## FOR MORE INFORMATION

Members of the public are encouraged to make comments on the Multi-Year Accessibility Plan 2020-2025 and provide input regarding any accessibility issues. Please contact the information below to provide comments or fill out the Accessible Customer Feedback form, available at the Municipal Office or on the website, [www.arran-elderslie.com](http://www.arran-elderslie.com).

Christine Fraser-McDonald  
Municipal Deputy Clerk  
Municipality of Arran-Elderslie  
1925 Bruce Road 10  
Chesley, ON N0G 1L0



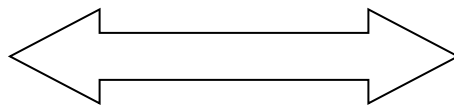
519.363.3039 x 101  
deputyclerk@arran-elderslie.ca

## APPENDIX A | ABOUT DISABILITY

### The Disability Continuum

There is no universally accepted meaning for the word “disability”. Most definitions, however, can be placed on a continuum. At one end of the spectrum, disability is explained in terms of medical conditions (medical model). At the opposite end, disability is explained in terms of the social and physical contexts in which it occurs (environmental model).

**Design Flaw in the  
Environment**



**Health Problem  
in Individual**

The medical model focuses on deficiencies, symptoms and treatments. The World Health Organization's (WHO) 1976 definition for disability, for example, is "any restriction or lack (resulting from impairment) of ability to perform an activity in the manner or within the range considered normal for a human being." Medical model definitions promote the idea that disability is a deviation of the norm.

Many people with disabilities are troubled by definitions that regard disability as abnormal, preferring instead to portray disability as commonplace, natural, and in fact, inevitable. As people age, they experience gradual declines in visual acuity, auditory sensitivity, range of motion, bodily strength and mental powers. Significant functional limitations affect almost half of people between the ages of 55 and 79, and over 70% of people over 80. Beyond middle age, disability is the norm.

The environmental model explains disability in relation to social and physical contexts. In this view, the environment, not an individual's medical condition, causes disability. For example, during an electrical blackout, a person who is completely blind can effortlessly navigate around the home, hammer nails, and, if a Braille user, read a novel. A sighted person would be unable to perform these tasks easily, if at all. In this example, the environment disables the sighted person.

The environmental model emphasizes that people with disabilities are capable human beings, and that it is barriers, not medical conditions, that are disabling. Disability results when people design a world for their way of living only, without taking into account the natural – and foreseeable – variability among human beings. In other words, disability is a consequence of design flaws in the built and human environments.

All barriers are human-made. If design problems cause barriers, then disabilities can be eliminated – or minimized – by modifying how we live, the tools we use, and our intuitions about the proper way to do things. If systematic barriers cause disabilities, the disabilities can be eliminated by modifications to policies, plans and processes. If attitudes cause barriers, then disability awareness, respect and an understanding of positive interaction with people with disabilities will remove barriers.

Specialized medical knowledge may be needed to treat diseases and symptoms, but not to address barriers. Barriers, not medical conditions, prevent people with disabilities from participating fully in life.

## **Types of Disability and Functional Limitations**

A person's disability may make it physically or cognitively hard to perform everyday tasks such as operating a keyboard, reading a sign, differentiating colours, distinguishing sounds, climbing stairs, grasping small items, remembering words, or doing arithmetic.

Consider the functional limitations associated with twelve different kinds of disability and the effects of these limitations on an individual's ability to perform everyday tasks.

## 1. Physical

Physical disabilities include minor difficulties moving or coordinating a part of the body, muscle weakness, tremors and in extreme cases, paralysis in one or more parts of the body. Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendonitis.

Physical disabilities affect an individual's ability to:

1. Perform manual tasks, such as hold a pen, grip and turn a key, type on a keyboard, click a mouse button, and twist a doorknob.
2. Control the speed of one's movements.
3. Coordinate one's movements.
4. Move rapidly, experience balance and orientation.
5. Move one's arms or legs fully, e.g., climb stairs.
6. Move around independently, e.g., walk any distance, easily get into or out of a car, stand for an extended period, reach, pull, push or manipulate objects, have strength or endurance.

## 2. Hearing

Hearing loss includes problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness.

A person who is deaf, deafened or hard-of-hearing may be unable to use a public telephone, understand speech in noisy environments, or pronounce words clearly enough to be understood by strangers.

## 3. Speech

Speech disability is a partial or total loss of the ability to speak. Typical voice disorders include problems with:

1. Pronunciation;
2. Pitch and loudness;
3. Hoarseness or breathlessness;
4. Stuttering or slurring.

People with severe speech disabilities sometimes use manual or electronic communication devices. Individuals who have never heard may have speech that is hard to understand.

#### **4. Vision**

Vision disabilities range from slightly reduced visual acuity may have trouble recognizing faces, or judging distances. They might find it difficult to manoeuvre, especially in an unfamiliar place. He or she may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night, or require bright lights to read. Most people who are legally blind have some vision.

#### **5. Deaf-Blind**

Deaf-blindness is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living. Deaf-blind disabilities interfere with communication, learning, orientation and mobility.

Individuals who are deaf-blind communicate using various sign language systems, Braille, standard PCs equipped with Braille displays, telephone devices for the deaf-blind and communication boards. They navigate with the aid of white canes, service animals, and electronic navigation devices.

People who are deaf-blind may rely on the services of an intervener. Interveners relay and facilitate auditory and visual information and act as sighted guides. Interveners are skilled in the communication systems used by people who are deaf-blind, including sign language and Braille.

#### **6. Smell**

Smell disability is the inability to sense, or a hypersensitivity to, odours and smells.

A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

#### **7. Taste**

Taste, disability limits the ability to experience the four primary taste sensations: sweetness, bitterness, saltiness and sourness.

A person with a taste disability may be unable to identify ingredients in food, spoiled food, or noxious substances.

#### **8. Touch**

Touch disability alters the ability to sense surfaces and their texture or quality, including temperature, vibration and pressure. Touching sensations may be heightened, limited, absent (numbness), or may cause pain or burning.

A person with a touch disability may be unable to detect (or be insensitive to) heat, cold or changing temperatures. Alternatively, a person with a touch disability may be hypersensitive to sound, physical vibrations, or heated surfaces or air.

## 9. Intellectual

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (e.g., Down's Syndrome), exposure to environmental toxins (as in Fetal Alcohol Syndrome), brain trauma and psychiatric conditions.

A person with an intellectual disability may have difficulty with:

1. Language: understanding and using spoken or written information;
2. Concepts: understanding cause and effect;
3. Perception: taking in and responding to sensory information;
4. Memory: retrieving and recognizing information from short - or long-term memory; and
5. Recognizing problems, problem solving and reasoning.

## 10. Mental Health

There are three main kinds of mental health disabilities:

1. Anxiety: a state of heightened nervousness or fear related to stress;
2. Mood: sadness or depression; and
3. Behavioural: being disorganized; making false statements or inappropriate comments; telling distorted or exaggerated stories.

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behaviour; be perceived as being pushy or abrupt; start laughing or get angry for no apparent reason.

## 11. Learning

Learning disabilities are disorders that affect verbal and non-verbal information acquisition, retention, and understanding, processing, organization and use.

People with learning disabilities have average or above-average intelligence, but take in information, retain it, and express knowledge in different ways. Learning disabilities affect reading comprehension and speed; spelling; the mechanics of writing; manual dexterity;

math computation; problem solving; processing speed; the ability to organize space and manage time; and orientation and way-finding.

## **12. Other**

Disabilities result from other conditions, accidents, illnesses, and diseases, including ALS (Lou Gehrig disease), asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke, and joint replacement.