

SCHEDULE "A"
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THE CORPORATION OF

THE TOWNSHIP OF BROCK
IN THE REGIONAL MUNICIPALITY OF DURHAM

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2012 – 2016 MULTI-YEAR ACCESSIBILITY PLAN

This report is available in alternative formats

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PART I

1. Accessibility Statement

“To promote, encourage, and provide an accessible community which ensures equality for all in the Township of Brock”

2. Executive Summary

The purpose of this plan is to make the public aware of the Township’s initiatives in regard to accessibility and to establish goals and objectives for the next five years. The Township of Brock is dedicated to promoting barrier-free services and environment for employees, citizens and everyone else who lives, works, visits, or invests in Brock. With this plan, the Township is proud to present its findings and report on the development of strategies to remove and prevent future barriers for people with disabilities and the maturing population.

3. Legislative Background

- Ontarians with Disabilities Act, S.O. 2001, C. 32 (ODA)

Under the *Ontarians with Disabilities Act*, Ontario government ministries, municipalities, hospitals, school boards, colleges, universities and public transportation organizations are required to develop annual accessibility plans to make policies, practices, programs, services and buildings more accessible to people with disabilities. These plans must be made available to the public.

Until all standards under *AODA* are proclaimed, the *Ontarians with Disabilities Act* will remain in effect and government ministries and other affected public sector organizations will continue to have planning obligations in accordance with the *ODA*.

- Accessibility for Ontarians with Disabilities Act, S.O. 2005, C.11 (AODA)

In 2005 the Province enacted the *Accessibility for Ontarians with Disabilities Act*. It defines a disability as: “any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; a condition of mental impairment or a developmental disability; a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; a mental disorder and an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1977*”.

The *AODA* defines a barrier as meaning anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier, a policy or practice.

The overall goal of *AODA* is to provide for the development of minimum standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodations, employment, buildings, structures and premises on or before January 1, 2025. In order to achieve this vision of a barrier-free Ontario by 2025, the Government is issuing five sets of standards under *AODA* including customer service, transportation, communication and information, employment, and the built environment. At the time this plan was created, four of the five standards have been approved by the Lieutenant Governor in Council. Details on the standards are provided under the following three bullets.

- Customer Service Standard (Regulation 429/07)

The Customer Service Standard was approved on July 25, 2007 and compliance with this standard was required by January 1, 2010. The bulk of this standard required training of employees, development of policies and procedures, and the implementation of feedback mechanisms. The Township is currently in compliance with this standard and will continue to monitor to ensure ongoing compliance.

- Integrated Accessibility Standards (Regulation 191/11)

The Integrated Accessibility Standard was approved on June 3rd 2011 and integrated three of the five standards: transportation, communication and information, and employment. To date, the integrated standards represent the most comprehensive set of accessibility requirements mandated by the Province.

Regulation 191/11 is divided into five parts. Part I addresses the development and implementation of accessible policies. Part II, the Information and Communication Standard, will address the accessibility of information sent and received by the Township. Part III, the Employment Standard, prescribes how organizations provide accessibility for persons with disabilities across all stages of the employment life cycle; for example, recruitment, training and retention. Part IV, the Transportation Standard, will prevent and remove barriers so that persons with disabilities can more easily access transportation services across the Province. This part of the Integrated Standard requires minimal action on the part of the Township because, as a lower tier municipality, the Township does not offer transit services. Part V addresses compliance and includes daily penalties for non-compliance that range from \$500 to \$15,000 depending on the severity and history of the contravention.

- Built Environment Standard

The Accessible Built Environment Standard will be the fifth and final standard. This standard has been released in draft form and there is no set date as to when it may be approved by the Lieutenant Governor in Council. 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. A number of drafts of the Built Standard have been reviewed and commented on by other public agencies.

4. Objectives

Section 4 subsection 1 of Ontario Regulation 191/11 requires the Township to develop a multi-year accessibility plan and to review and update this plan at least once every five years. Where possible, the formulation of this plan will include consultation with persons with disabilities to describe (1) measures the municipality will take in the short, medium and long term to identify, remove and prevent barriers to persons with disabilities who use its facilities and services, (2) identify a Corporate Accessibility Work Plan, and (3) guide Council and senior management when formulating the annual budget and ten year capital forecast.

An annual status report on the progress of measures taken to implement the Township's Multi-Year Accessibility Plan will be published for each year covered by the plan. These status reports will be posted on the Township's website in conjunction with the Multi-Year Accessibility Plan and can be made available in an accessible format upon request.

5. Geography and Land Use Planning

The Township of Brock in the Regional Municipality of Durham is nestled on the east side of Lake Simcoe. While the geography of the Township offers an appealing lifestyle to many, it can also pose considerable barriers to residents and visitors with disabilities. Relatively spacious distances between urban centers combined with a lack of frequent public transportation can adversely affect the mobility for Brock's citizens, especially persons with disabilities.

Through the Township's Official Plan, Council has set the framework for encouraging responsible development that will improve accessibility for Brock's residents. Sections of the Official Plan that encourage accessibility while achieving development and re-development include:

4.7.1 - The Township is committed to continued improvement of accessibility to its facilities and services for staff, residents and visitors with disabilities and to the participation of persons with disabilities in the development and review of its annual Accessibility Plan.

4.7.2 - All new public buildings and facilities shall be located and designed to be accessible to all. All site plans and drawings prepared for municipal buildings and structures shall be reviewed to ensure accessibility.

4.9.4 (b)- within settlement areas, encourage buildings and spaces that establish a pedestrian scale by providing open spaces and/or walkways through the development and connection with the community.

4.9.4 (e) - within settlement areas, encourage that barrier-free features are well integrated within existing and proposed pedestrian networks.

5.2.1.1 Provide a wide variety of housing types, densities and tenure to satisfy the socioeconomic needs of existing and future residents.

As noted in the Plan, there is an overarching objective “to develop communities where people of all ages, backgrounds and capabilities can meet their individual needs for human development throughout the various stages in their lives by providing opportunities for employment, learning, culture, recreation and spiritual, emotional, physical and social well being”.

Township staff and Council will continue to implement Brock’s Official Plan with the intention of creating a built environment that promotes greater accessibility.

6. Demographics

According to Statistics Canada, Brock has 2075 residents who are over the age of 65, or approximately 18% of Brock’s total population. As of 2011, 15% of Ontario’s population were seniors (classified as 65+). The population of seniors in the Province is expected to continue to climb to 25 percent by 2036. With Brock already having a population of seniors higher than the Provincial average, the Township can expect that by 2036 over a quarter of the population will be seniors. As Canada’s population ages, the prevalence of disabilities increases due to deteriorating health and other factors.

More comprehensive data on demographics and community disability profiles can be found by visiting Statistic Canada’s website. Further, information the various types of disabilities and the duty to accommodate can be found through the Human Rights Tribunal of Ontario:

<http://www.ohrc.on.ca/en/policy-and-guidelines-disability-and-duty-accommodate>

7. Accessibility Advisory Committee

Members of the Brock Accessibility Advisory Committee (BAAC) sit for a term concurrent with that of the elected Council. Members sitting on the BAAC were appointed by Council during the first half of 2012 and will continue to act in an advisory capacity to the Council until December 2014. To conform with legislative requirements, the majority of the members shall be persons with a disability.

Based on legislative requirements, past precedent and the guidelines mandated by Council when the Committee was formed, the Brock Accessibility Advisory Committee shall be responsible for the following activities during their term:

1. Assist in the preparation and implementation of Multi-Year Accessibility Plan in accordance with the requirements of Ontario Regulation 191/11.
2. Advise on the implementation of and effectiveness of the Multi-Year Accessibility Plan through annual status reports to ensure that it addresses the identification, removal, and prevention of barriers to persons with disabilities within municipal by-laws, policies, and services.
3. Review accessibility of buildings, structures, and premises that are purchased, constructed, significantly renovated, or leased by the Municipality.
4. Review site plans and drawings prepared for Municipal buildings/structures in accordance with those parameters set forth in Section 41 of the *Planning Act*, R.S.O. 1990, as amended. These parameters include:
 - parking and loading space areas
 - access ramps, curbing, and directional signage
 - walkways and walkway ramps
 - lighting facilities
 - grading and elevation.
5. Review and monitor purchasing policies and procedures to ensure that purchased goods and services are accessible to persons with disabilities.
6. Review goods and services provided by the Municipality or agents providing services under contract with the Municipality (e.g. tenders).
7. Advise Council on issues and concerns faced by persons with disabilities inclusive of pending government legislation and regulations and the means by which Council may work to eliminate such barriers.
8. Assist in the dissemination of information in various formats to persons with disabilities and the general public regarding issues faced by persons with disabilities and the work undertaken by the Brock Accessibility Advisory Committee.
9. Receive input and feedback from the general public and local community regarding accessibility issues in the Township and facilitate the communication of this information to Council.
10. Liaise with other Accessibility Advisory Committees within the Region of Durham and its area municipalities as opportunities present themselves.

11. Assist the private sector in the Township with meeting legislative compliance, but only after the Corporation of the Township of Brock has become fully compliant.

8. Communication of the Plan

Copies of this Plan are available at the Municipal Administration Building, and the Beaverton, Sunderland and Cannington libraries. In addition, this plan is available in a PDF format on the Township of Brock website at www.townshipofbrock.ca. On request, the report will be made available on computer disk and in large print.

9. Past Successes and Initiatives to Remove Barriers

Members of the Brock Accessibility Working Group consulted with Township staff to identify past successes and initiatives to remove barriers for persons with disabilities. Since the adoption of the first Accessibility Plan in 2004, a number of barriers have been removed.

Identifying past initiatives to remove barriers is an important element of the accessibility planning process. It gives staff an opportunity to identify and document the actions of individuals, departments, and the corporation to promote, encourage and provide an accessible community which ensures equality for all in the Township of Brock. A record of past barriers that have been removed can be obtained by contacting the Clerk's Department at (705) 432-2355.

PART II

1. Identification of Known Barriers for Persons with Disabilities

The members of the Brock Accessibility Working Group consulted with staff to identify known or suspected barriers for persons with disabilities. The information was used to develop the first Brock Accessibility Plan in 2004. The following list of known barriers has been reviewed by Township staff as well as the Accessibility Advisory Committee to ensure that the contents are still relevant in 2012.

In addition to identifying known or suspected barriers for persons with disabilities, each barrier was further examined to determine:

1. Type of barrier – physical, architectural, informational, communicational, attitudinal, technological, policy/practice.
2. What would be gained by removing or preventing the barrier.
3. Means to prevent or remove the barrier.
4. Indicators of success.
5. Timing to address the barrier.
6. Human and/or financial resources required to address the identified barrier. If financial resources are required to address the identified barrier, an estimate of the associated costs will be provided where possible.
7. Department with primary responsibility to address the barrier.

The list of the known or suspected barriers for persons with disabilities, and the steps required to address these barriers begins on the next page. The chart lists the barriers to be addressed according to the following timing:

- Short term = 1 year
- Medium term = 2 to 5 years
- Long term = longer than 5 years

2. Identified Barriers for Persons with Disabilities

	Identified barrier	Barrier type	What is gained by barrier removal	Means to prevent/remove barrier	Success indicator	Resource	Timing	Dept.
1.	Staff has not been trained in the use of the hearing assistance service offered by Bell Canada.	Technological Policy/Practice	Improved customer service for persons with hearing and speech disabilities.	Train staff in use of service offered by Bell Canada. Research viability of installing TTY telephone number.	Staff will be able to communicate more effectively with persons with a hearing disability.	Human	Short	Clerk's
2.	Tax inserts and other printed material often contain small print which poses difficulties for residents with low vision.	Policy/Practice Information Communication	Customers with low vision will be able to read printed material independently.	Advise residents in writing that large print materials will be provided upon request.	Reduced number of requests for written material to be provided verbally.	Human Financial	Short	Treasury Clerk's Building Fire Works

	Identified barrier	Barrier type	What is gained by barrier removal	Means to prevent/remove barrier	Success indicator	Resource	Timing	Dept.
3.	<p>Municipal Administration Building</p> <p>There is no sign indicating the presence of an elevator in the basement, 1st and 2nd floors of the Municipal Administration Building.</p>	Information	Persons with a physical disability will be able to access the building independently.	Place sign in the lobby to direct visitors to the elevator.	<p>Additional information for visitors to the building.</p> <p>Independent access to all floors in the building.</p>	Human Financial	Short	Works - Facilities
4.	Accessible entrance is only at front of Municipal Administration Building – rear entrance not accessible	Architectural	Information and improved physical access.	Post sign near rear entrance informing persons entering the building that the accessible entrance is located at front of building.	Improved awareness of accessible entrance.	Human Financial	Short	Works - Facilities
5.	Municipal Administration Building does not have automatic and/or magnetic doors inside building.	Architectural	Improved physical access.	Install automatic and/or magnetic doors to keep doors open for persons using a mobility assistive device.	Increased mobility and independence for persons using a mobility assistive device.	Financial	Long	Works – Facilities

	Identified barrier	Barrier type	What is gained by barrier removal	Means to prevent/remove barrier	Success indicator	Resource	Timing	Dept.
6.	Cannington Arena & Community Centre Accessible washroom facilities	Architectural	Accessible washroom.	Installation of an accessible washroom on the 2 nd floor and automatic door opener for accessible washroom on the 1 st floor.	Increased use of municipal facility.	Financial	Medium	Works – Facilities
7.	21 Ann Street, Cannington Install barrier free access to Brock Information office with automatic door opener	Architectural	Persons with a physical disability will be able to access building	Installation of barrier-free entrance	Allows access to building for all persons	Financial	Long	Works – Facilities
8.	Install barrier-free washroom to serve 3 suites at 21 Ann Street	Architectural	Accessible washroom.	Installation of an accessible washroom.	Increased use of municipal facility.	Financial	Long	Works – Facilities
9.	Cannington Library There is no 2 nd floor access for persons with a physical disability.	Architectural	Persons with physical and/or vision disabilities will be able to access each floor of the Town Hall.	Installation of lift/elevator.	Increased use of municipal facility	Financial	Long	Works – Facilities

	Identified barrier	Barrier type	What is gained by barrier removal	Means to prevent/remove barrier	Success indicator	Resource	Timing	Dept.
10.	<p>Sunderland Arena & Community Centre</p> <p>Accessible washroom is not provided on the 1st floor of the Sunderland Arena.</p>	Architectural	Accessible washroom.	Installation of an accessible washroom on the 1 st floor.	Increased use of municipal facility.	Financial	Medium	Works – Facilities
11.	<p>Sunderland Town Hall</p> <p>Install barrier free access to building with automatic door opener at front entrance</p>	Architectural	Persons with a physical disability will be able to access building.	Install barrier free entrance	Increased use of municipal facility	Financial	Medium	Works - Facilities
12.	<p>Beaverton Town Hall</p> <p>Expand walkway at front entrance to 43” from 36”, install accessible signage, and automatic door opener</p>	Architectural	Persons with a physical disability will be able to access building.	Install barrier free entrance	Increased use of municipal facility	Financial	Long	Works - Facilities

	Identified barrier	Barrier type	What is gained by barrier removal	Means to prevent/remove barrier	Success indicator	Resource	Timing	Dept.
13.	Renovate existing barrier-free washroom by replacing grab bar, incline mirror, install lever-type handle, lower light switch	Architectural	Persons with a physical disability are afforded greater and more comfortable access.	Renovate washroom	Allows for more comfortable access to facility.	Financial	Medium	Works - Facilities
14.	Beaverton Medical Centre Upper floor washroom light switches should be changed to motion sensor	Architectural	Persons with a physical disability are afforded greater and more comfortable access.	Install motion sensor light switch	Allows for more comfortable access to facility.	Financial	Medium	Works - Facilities
15.	Lower level washroom: water closet should be moved closer to the wall, install incline mirror, and motion sensor light switch	Architectural	Persons with a physical disability are afforded greater and more comfortable access.	Renovate washroom	Allows for more comfortable access to facility.	Financial	Medium	Works - Facilities

	Identified barrier	Barrier type	What is gained by barrier removal	Means to prevent/remove barrier	Success indicator	Resource	Timing	Dept.
16.	Manilla Hall Existing ramp to be widened by 2"; handrail needs 12" extension at the bottom with a 2" curb at the bottom of the guard is required and an automatic door opener is recommended	Architectural	Persons with a physical disability are afforded greater and more comfortable access.	Renovate entrance	Allows for more comfortable access to facility.	Financial	Long	Works - Facilities
17.	Install barrier-free washroom	Architectural	Accessible washroom.	Installation of an accessible washroom.	Increased use of municipal facility.	Financial	Long	Works – Facilities
18.	Wilfrid Hall Front door threshold must be reduced and an automatic door opener is recommended	Architectural	Persons with a physical disability are afforded greater and more comfortable access.	Renovate entrance	Allows for more comfortable access to facility.	Financial	Long	Works - Facilities
19.	Install barrier-free washroom	Architectural	Accessible washroom.	Installation of an accessible washroom.	Increased use of municipal facility.	Financial	Long	Works – Facilities

	Identified barrier	Barrier type	What is gained by barrier removal	Means to prevent/remove barrier	Success indicator	Resource	Timing	Dept.
20.	<p>Fire Halls</p> <p>There are no accessible washroom facilities in the Cannington or Beaverton fire halls.</p>	Architectural	Persons with a physical disability are afforded greater and more comfortable access (halls are often the subject of school group tours).	Installation of an accessible washroom.	Increased use of municipal facility.	Financial	Long	Fire Works – Facilities
21.	<p>Other Infrastructure</p> <p>Access to the commercial buildings in Sunderland and Cannington is restricted for persons with a physical disability due to the difference in elevation between the sidewalk and the building entrance.</p>	Physical	Provides access to commercial stores for persons with a physical disability.	<p>Design of the sidewalk reconstruction project to review the possibility of incorporating barrier free access to commercial buildings.</p> <p>Feasibility study completed for Sunderland when roads reconstructed. Alterations were determined to be not financially feasible.</p>	Increased use of commercial stores by persons with a physical disability and their families, friends and coworkers.	Human Financial	Long	Works

	Identified barrier	Barrier type	What is gained by barrier removal	Means to prevent/remove barrier	Success indicator	Resource	Timing	Dept.
22.	Playground equipment has not been designed for persons with a disability.	Physical Sensory	Accessible playground for persons with physical and/or vision disabilities.	Purchase accessible playground equipment considering type, style, and colour. Provide rest areas.	Increase in number of persons with a physical and sensory disability using playground equipment.	Financial	Medium	Works – Facilities
23.	Portable washroom facilities within the parks are not accessible	Physical	Accessible washroom facilities	Rental of handicapped accessible (larger) portable toilet facilities	Allows persons with a physical disability to use facilities on-site	Financial	Short	Works - Facilities
24.	Accessible Parking	Physical	Increased ease of access to retail and services in downtown locations	Review current accessible parking provided and assess accessible parking demands	Adequate level of supply to meet demand	Financial Human	Medium	Works
25.	Sidewalks too narrow or in disrepair	Physical	Greater mobility for assisted mobility devices and pedestrians	Conduct sidewalk inventory and target non-accessible sidewalks for refurbishment or reconstruction	Sidewalks are accessible to a variety of mobility devices and all pedestrians	Financial	Long	Works

	Identified barrier	Barrier type	What is gained by barrier removal	Means to prevent/remove barrier	Success indicator	Resource	Timing	Dept.
26.	Crosswalks for busy intersections and downtown core	Physical	Greater ease of navigation for pedestrians and assisted mobility devices	Install point and cross pedestrian walks or other forms of visible cross walks	Greater comfort in crossing busy intersection is achieved	Financial	Long	Works Region
27.	Lack of benches and resting areas along pedestrian walkways	Physical	Greater ability for pedestrians to rest if required	Install additional benches and sitting places along main pedestrian routes in the Township	Pedestrians with mobility impairments feel comfortable walking longer distances	Financial	Medium	Works