



Town of Tillsonburg Multi-Year Accessibility Plan 2019-2023

Michelle Smibert, Director of Corporate Services/Clerk
Town of Tillsonburg
200 Broadway, Suite 204
Tillsonburg, ON N4G 5A7
519-688-3009 ext. 4040
www.tillsonburg.ca

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Introduction and Statement of Commitment

In January, 2014, the Town of Tillsonburg created and adopted the first Multi-Year Accessibility Plan.

The Town of Tillsonburg is committed to promoting a barrier-free Town for employees, citizens and all who live, work, visit, and invest in Tillsonburg. It is important that the Town continue to plan for the future so that Town facilities and services are accessible and welcoming for everyone.

This is the Town's second Multi-Year Accessibility Plan. The Plan outlines the Town's strategy to prevent and remove barriers and meet the requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (O. Reg. 191/11).

Accessible Format

This document is available in an accessible format at request. If you require this document in an accessible format, please contact Michelle Smibert, Director of Corporate Services/ Clerk at clerks@tillsonburg.ca or 519-688-3009 ext. 4040.

Consultation

Consultation on the plan was conducted with Town of Tillsonburg staff and committees including:

- Accessibility Advisory Committee
- Senior Leadership Team

Structure and Governance

The responsibility for the implementation of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) falls within the Office of the Clerk.

Accountability for the various clauses within the Integrated Accessibility Standards Regulation (O. Reg. 191/11) is a shared responsibility with departments. The Office of the Clerk is responsible for ensuring compliance at the corporate level and is the focal point for legislative analysis and subject matter expertise. Departments retain the accountability for ensuring that their respective clauses are executed according to legislative requirements pertaining to the service delivery.

Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) is a key resource and contributor to accessibility planning issues in all departments of the Town of Tillsonburg. The AAC is a legislatively mandated committee of community volunteers. Presently, the AAC is

comprised of eight members as well as a Town Council representative and Staff Liaison.

Accessibility Advisory Committee Mandate:

To advise and make recommendations to Council on all matters with respect to the accessibility for persons with disabilities to a municipal building, structure or premises.

The meetings are open to the public and are held at the Corporate Office in Suite 203, 200 Broadway, Second Floor. For agendas, or to be notified of a meeting, please contact the Office of the Clerk at clerks@tillsonburg.ca or 519-688-3009, ext. 4040.

2018-2022 Committee Members:

Citizen Members:

Cindy Allen, Chair

Peter Staley, Vice Chair

Mike Cerna

Michael Kadey

Margaret McCrimmon

Erin Getty

Mark Dickson

Jeff Huber

Council Representative: Councillor Pete Luciani

Staff Liaison: Amelia Jaggard, Deputy Clerk

Guiding Legislation**Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

The *Accessibility for Ontarians with Disabilities Act* (AODA) was enacted in 2005. The purpose of the Act is to develop, implement and enforce accessibility standards in order to remove barriers for Ontarians with disabilities in relation to goods, services, facilities, accommodations, employment, structures and premises.

Integrated Accessibility Standards Regulation (O. Reg. 191/11):

The Integrated Accessibility Standards Regulation (IASR) establishes accessibility standards and introduces requirements for:

- Accessible Customer Service Standard
- Information and Communications Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces Standard

One of the IASR requirements is to prepare a multi-year accessibility plan. This is a shift from annual accessibility planning under the *Ontarians with Disabilities Act, 2001* (ODA). The multi-year plan must include an organization's strategy to prevent and remove barriers and meet the requirements in the standards. Each year the organization must report on the progress in implementing the plan.

Customer Service – Ontario Regulation 429/07

The Accessibility Standards for Customer Service establishes accessibility standards for customer service.

Ontario Building Code

The Ontario Building Code outlines accessibility/barrier-free design requirements in newly constructed buildings and existing buildings that are to be extensively renovated.

Ontario Human Rights Code

The Ontario Human Rights Code is an individual, complaints-based legislation that addresses discrimination. The Ontario Human Rights Code requires organizations to accommodate people with disabilities to the point of undue hardship.

Barrier Identification

Attitudinal barriers may result in people with disabilities being treated differently than people without disabilities.

Informational and communication barriers arise when a person with a disability cannot easily receive and/or understand information that is available to others.

Technological barriers occur when technology or the way it is used does not meet the needs of people with disabilities.

Systemic barriers in policies, practices and procedures and result in people with disabilities being treated differently than others or sometimes excluded altogether.

Physical and architectural barriers in the environment and prevent access for people with disabilities.

Accessibility Partnerships

Oxford County is comprised of eight lower tier municipalities. There are four Accessibility Advisory Committee's within Oxford County and each one reports to their respective Municipal Councils on a variety of accessibility matters.

In 2015 the first Oxford County Joint Accessibility Advisory Committee meeting was scheduled which included representation from all Accessibility Advisory Committees from Oxford County lower tier municipalities. The purpose of these meetings is to invite guest speakers to create educational opportunities and to allow members an opportunity to discuss accomplishments and challenges.

The Oxford County Joint Accessibility Advisory Committee met in 2017 and 2019.

Approval and Review Dates

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. An annual status report will be completed to document the progress and measures taken to implement the Town of Tillsonburg's strategy and meet the requirements of the Integrated Accessibility Standards Regulation.

Plan adopted by Council

Date:

Resolution #

Feedback

The Town of Tillsonburg welcomes public input as feedback helps to identify areas where changes need to be considered and ways in which we can improve facilities, goods and services. Should a member of the public wish to provide general feedback, comments or suggestion on how to improve accessibility in our facilities, goods or services please contact the Director of Corporate Services/Clerk at clerks@tillsonburg.ca or 519-688-3009 ext. 4040 or complete an Accessibility Comment or Complaint Form attached hereto as Appendix C.

Availability of the Plan

The Multi-Year Accessibility Plan will be made available through a number of efforts:
Website: The Plan can be accessed through the Town of Tillsonburg's website.
<https://www.tillsonburg.ca/en/town-hall/Accessibility.aspx>

Hard Copy: The Plan may be accessed at the following Town of Tillsonburg Administration Buildings:

Customer Service Centre
10 Lisgar Avenue
Tillsonburg, Ontario
N4G 5A5

Corporate Office
204-200 Broadway
Tillsonburg, Ontario
N4G 5A7

If you require this document in an accessible format, please contact Michelle Smibert, Director of Corporate Services/Clerk at clerks@tillsonburg.ca or 519-688-3009 ext. 4040.

Contact Information

For more information contact:

Michelle Smibert, Director of Corporate Services/Clerk

Town of Tillsonburg

200 Broadway, Suite 204 Tillsonburg, ON N4G 5A7

519-688-3009 ext. 4040

clerks@tillsonburg.ca

Conclusion

The Town of Tillsonburg is committed to addressing existing barriers and preventing future barriers to allow people with disabilities full participation in our community. The Town encourages input from all Town of Tillsonburg residents. The Town of Tillsonburg is of the opinion that current legislation should improve accessibility in workplaces and public spaces and improve access to employment, customer service, communication and transportation. However, as the financial impact of current legislation on municipal taxpayers is significant, the Town also recommends that the province assume some financial responsibility for these requirements.

Appendix A: Achievements to Date

2019

- Accessibility parking improvements were made in off-street municipal parking lots and on-street accessible parking on Broadway to meet accessibility requirements. For more information refer to Staff Report OPS 19-26 presented to Council on June 13, 2019.
- In August, 2019, the T:GO in-town transportation service was re-launched as a fixed route system which offers Monday to Friday accessible bus service. A new fare system for T:GO was implemented which offers discounted passes and special fare rates for youth/students and seniors, as well as permits children (5 and under), support persons and veterans to ride free. For morning information refer to Staff Report OPS 19-12 presented to Council on May 13, 2019 and Staff Report OPS 19-35 presented to Council on August 12, 2019.
- Installation of an accessible pedestrian crossing (PXO) at the Broadway and Trans Canada Trail PXO.
- Accessible upgrades to the intersection of Broadway and Ridout.
- In October, 2019, corporate business cards were updated to meet accessibility requirements.
- In November, 2019, the sound system in Council Chambers was upgraded to improve sound in the Council Chambers and into the hallway outside of Council Chambers. Twelve (12) hearing assistive devices were installed for individual use by patrons, Council or staff.

- In December, 2019, the sound systems in the Lions Auditorium, Senior Centre Auditorium, and Annandale National Historic Site Program Room were upgraded and hearing assistive devices were installed for individual use by patrons, Council or staff.

2018

- Accessible upgrades to the intersection of Broadway and Brock.
- There were a number of efforts during the 2018 Municipal Election to improve accessibility and increase opportunity for civic participation. For more information refer to Staff Report CLK 18-33 presented to Council on November 26, 2018.

2017

- Installation of an accessible pedestrian crossing (PXO) at the intersection of Broadway and Glendale.
- Accessible upgrades to the intersection of Broadway and Oxford.

2016

- In April, 2016, the T:GO in-town transportation service was launched which offers Monday to Friday accessible van service for residents on a call and ride basis.
- A new Town website was launched in May, 2016, which integrated accessibility features within its design.
 - BrowseAloud is available on the website. This tool reads text out loud to individuals with vision impairments, or users who have difficulty reading.
 - The website is compliant with WCAG 2.0 Level AA – web content accessibility guidelines.
- An Accessibility webpage was created that includes accessibility resources, a link to the online Accessibility Comment or Complaint Form and a link to online accessibility training for municipal employees and volunteers.
 - The online Accessibility Comment or Complaint Form provides an additional method of providing feedback.
- In July, 2016, a unisex barrier-free public washroom was installed in the north end of the Tillsonburg Community Centre to improve the accessibility features on the main floor.
- Accessible upgrades at the mid-block pedestrian crossing on Broadway at Town Centre Mall.
- In September, 2016, doorknobs were replaced with handles at the Corporate Office.
- In November, 2016, the Taxi By-Law (By-Law 4051) was updated to include provisions to ensure compliance with accessibility standards. For more

information refer to Staff Report DCS 16-40 presented to Council on November 28, 2016.

- In November, 2016, the Accessibility Advisory Committee in partnership with the Tillsonburg Chamber of Commerce introduced the Accessibility Achievement Award to recognize the outstanding contributions by an individual, business, organization or school for their efforts in reducing/eliminating barriers in the community for people with disabilities.

2014

- In 2014 the following enhancements were made to the Tillsonburg Community Centre:
 - Installation of power assist doors at the north entrance;
 - Installation of power assist doors and an accessible main desk for the Health Club;
 - Elevation of toilets at the Senior Centre;
 - Installation of three (3) accessible water fountain/refill stations;
 - Installation of grab bars in both pool change rooms for hairdryer use;
 - Installation of power assist door and accessible paddles on pool doors and arms for the pool lift chair;
- One (1) accessible water fountain/refill stations was installed at the OPP station.
- There were a number of efforts during the 2014 Municipal Election to improve accessibility and increase opportunity for civic participation. More information can be found in Staff Report CL 15-01 presented at the Council Meeting on January 12, 2015.

2012

- The Town of Tillsonburg Central Area Design Study was created with consideration to accessibility issues throughout the process.
- The AAC undertook an initiative in 2012-2013 to tour Town-owned facilities and outdoor locations to identify where barriers exist. A number of barriers were brought to staff's attention to explore solutions.

2010

- There were a number of efforts during the 2010 Municipal Election to improve accessibility and increase opportunity for civic participation. More information can be found in Staff Report CO 2010-28 presented at the Council Meeting on January 17, 2011.

Appendix B: Goals for 2019-2023

(exact years to be determined by budget allocation)

Accessibility Advisory Committee (AAC)

- The AAC will provide an advisory role for all corporate projects to ensure that accessibility is considered.
- The AAC will review Town-owned facilities and identify where barriers exist, including reviewing the AODA compliance reports incorporated in the Town's Facility Condition Analyses. The Committee will forward these results to senior staff as they arise and present the findings to the AAC.
- Participate in Oxford County Joint Accessibility Advisory Committee meetings.

General Requirements

- Continue to review and update policies, procedures and forms to reflect legislation changes.
- File Accessibility Compliance Report to the Ministry bi-annually.
- Prepare Annual Accessibility Status Reports to be brought forward to Council.
- Establish a 2024-2028 Multi-Year Accessibility Plan.
- Continue to consult the Accessibility Advisory Committee, the public and people with disabilities for Accessibility Plans.
- Accessibility provision were included in the Town's Procurement Policy (5-004, Council By-Law 3967), to implement accessibility design, criteria and features when procuring or acquiring goods, services or facilities. Document where it is not possible to do so.
- Ensure that all employees continue to complete mandatory accessibility training.
- Ensure that all Volunteers who interact with the public complete mandatory accessibility training.
- Ensure accessibility training resources are current.

Accessible Customer Service Standard

- Continue to fulfill the needs of residents and customers under the Accessible Customer Service Standard.
- Continue to receive and respond to feedback and ensure processes are accessible for persons with disabilities.
- Continue to be in compliance with the Town's Accessibility Policy (1-002, Council By-Law 3539) and ensure the Town is providing an adequate level of Accessible Customer Service to the public.

- The Customer Service Centre provides additional ways for people with mobility disabilities to obtain municipal services 24 hours a day e.g. phone, fax, email, website, automatic bill payment, internet banking bill payment etc.
- Continue to post service disruptions on site and online.

Information and Communications Standard

- Continue efforts to make more information available to the public to promote accessibility and transparency in municipal operations.
- Continue to educate staff on the need for accessible documents.
- Ensure that “accessible formats available upon request” logo or written text is on all printed documents.
- Develop a strategy of how to ensure existing documents are accessible or available upon request.
- Continue to monitor accessible website and web content compliance.
- Ensure all websites and web content conforms with the Information and Communications Standard / WCAG 2.0 Level AA by 2021.
- Continue to receive and respond to feedback and ensure processes are accessible for persons with disabilities.
- Continue to consult with persons who make requests for accessible formats and communication supports to determine the suitability of the request.
- Continue to prepare emergency procedures, plans and public safety information and make the information available to the public as well as provide accessible formats and communication supports.
- Continue to review and update municipal election plans, policies, procedures and forms to reflect the needs of electors and candidates with disabilities and to ensure that all voting places are accessible to all electors in 2022.

Employment Standard

- Continue to educate staff on this plan and relevant accessibility policies.
- Continue to regularly review Human Resources policies to prevent or remove systemic employment barriers, ensure they are compliant with legislation and reflect best practices.
- Continue to notify about the availability of accommodation for persons with disabilities.
- Continue to comply with the legislated requirements for:
 - Recruitment
 - Workplace Emergency Response Information
 - Return to Work Process
 - Performance Management

- Career Development and Advancement
- Redeployment

Transportation Standard

- Continue to follow the intent and spirit of the AODA legislation.
- Continue to monitor tariff fees and ensure that licensed owners and operators of taxicabs are prohibited from charging a higher fare or additional fees for persons with disabilities, from charging a fee for storage of mobility aids or assistive devices, ensure that vehicle registration and identification information is on the rear bumper of taxicabs, owners and operators make available vehicle registration and identification information in accessible formats.
- Continue to encourage taxicab owners to add accessible taxicabs to the community.
- Identify planning for accessible bus stops and shelters.
- Continue to consult the Accessibility Advisory Committee, the public and people with disabilities in the following areas:
 - Bus stops and shelters
 - Accessibility Plans
- Ensure that the T:GO transit system is accessible.

Design of Public Spaces Standard

- Continue to consult the Accessibility Advisory Committee, the public and people with disabilities in the following areas:
 - Recreational Trails
 - Outdoor Play Spaces
 - Exterior Paths of Travel – Rest Areas
 - On-Street Parking
- Continue to implement maintenance of accessible elements as outlined in our Multi-Year Accessibility Plan.
- Incorporate accessibility retrofits during renovation projects and new constructions for Town of Tillsonburg facilities and public spaces.
- Engage/consult during project planning, design and implementation stages.
- Continue to comply with the legislated requirements for:
 - Recreational Trails and Beach Access
 - Outdoor Public Eating Areas
 - Outdoor Play Spaces
 - Exterior Paths of Travel – Ramps, Stairs, Curb Ramps, Depressed Curbs, Accessible Pedestrian Control Signals, Rest Areas
 - Accessible Parking

- Obtaining Services – Service Counters, Fixed Queuing Guides, Waiting Areas
- Continue to comply with the Barrier-Free Design of the Ontario Building Code for new construction and major renovations.
- The Town will continue committing to encouraging the private sector, when undergoing material alterations, to retrofit existing buildings for accessibility and developing suitable policies and procedures.
- Continue annual sidewalk inspection program in accordance with O. Reg 239/02 Maintenance Standards for Municipal Highways.
- Continue accessible sidewalk crossing design in all road reconstruction projects.
- Staff will document barrier issues identified through site tours by the Accessibility Advisory Committee and explore solutions.
- Installation of a wheelchair swing in a public park.

