

THE CORPORATION OF THE MUNICIPALITY
OF NORTHERN BRUCE PENINSULA

BY-LAW NO. 2017-20

BEING A BY-LAW TO ESTABLISH A MULTI-YEAR ACCESSIBILITY PLAN FOR THE
CORPORATION OF THE MUNICIPALITY OF
NORTHERN BRUCE PENINSULA

WHEREAS Ontarians with Disabilities Act, 2001 (ODA) requires that all municipalities have a legal obligation to prepare a multi-year accessibility plan;

AND WHEREAS Section 4 of the Accessibility for Ontarians with Disabilities Act, 2005, requires designated public sector organizations to establish, implement, maintain and document a multi-year accessibility plan and provide an annual status report on the progress of measures taken to implement the strategies outlined in the Plan;

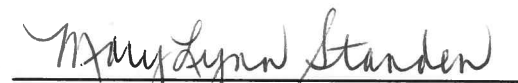
NOW THEREFORE the Council of the Corporation of the Municipality of Northern Bruce Peninsula enacts as follows:

1. THAT the Multi-Year Accessibility Plan 2017-2021 be included on Schedule A attached to this by-law.
2. THAT By-law No. 2016-42 and any other by-laws inconsistent with this by-law are hereby repealed.
3. This By-law shall come into full force and effect upon third and final reading thereof.

READ A FIRST AND SECOND TIME THIS 24th DAY OF APRIL, 2017.

READ A THIRD TIME, FINALLY PASSED, SIGNED AND SEALED THIS 24th DAY OF APRIL, 2017.


MAYOR – Milt McIver


CLERK – Mary Lynn Standen

MUNICIPALITY OF NORTHERN BRUCE PENINSULA



MULTI-YEAR ACCESSIBILITY PLAN 2017-2021

Schedule "A" to By-law 2017- 20



CONTENTS OF PLAN

Executive Summary	3-4
Accessibility Standards Overview.....	4-7
Accessibility Audit.....	7
Council Commitment to Accessibility Planning.....	8
Aim.....	8
Description of the Municipality.....	8-9
Past barrier removal initiatives.....	9-10
Accomplishments – washrooms, signs, Mobi-mats, swing, play equipment.....	11-12
Informal site audit of Municipal Facilities.....	12
Barrier Identification Methodologies.....	13
Barriers Identified.....	13
Barriers to be Addressed.....	13-20
Review and Monitoring of the Process.....	21-24
Communication of the Plan.....	24
Working Group Contract.....	24
AODA Progress to Date.....	25-27
About Disability.....	28-32
Sidewalk Inspection Sheets.....	33-36

Executive Summary

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

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

In addition to outlining the initiatives planned by the Municipality of Northern Bruce Peninsula, this document outlines the Municipality's accessibility achievements since 2010 to the first few months in 2017. This multi-year accessibility plan meets the planning requirements of both the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005.

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

In the 2011, the Working Group of the Municipality of Northern Bruce Peninsula visited municipal facilities to identify, remove and prevent barriers to people with disabilities. The Working Group is comprised of appointed Municipal staff, being, the Chief Administrative Officer, Chief Building Official, Facilities and Property Manager, and the Accessibility Coordinator/Deputy Municipal Clerk.

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

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

recommends focusing on these facilities which deny access or use on a day-to-day basis.

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

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

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

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

Customer Service (Regulation 429/07)

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

As a public sector organization, the Municipality of Northern Bruce Peninsula complied with the standard by January 1, 2010. The Municipality of Northern Bruce Peninsula is currently in compliance and continues to fulfill ongoing obligations under this standard.

Integrated Accessibility (Regulation 191/11)

Under the AODA, Ontario Regulation 191/11, entitled, "Integrated Accessibility Standards" (Regulation), came into force on July 1, 2011. This Regulation establishes accessibility standards for **Information and Communication, Employment, and Transportation**.

Some of the requirements are: developing policies to ensure that our communication is accessible to people with disabilities; ensuring we are able to provide information in a format that considers an individual's disability; ensuring that our website is compliant with applicable standards; developing policies on ensuring potential employees with disabilities receive appropriate accommodations during the recruitment phase; training

employees, accessible emergency and public safety information and meeting requirements when constructing, maintaining or redeveloping various elements of public spaces.

The Integrated Standard will be implemented in phases according to its staggered compliance deadlines from 2011 to 2021.

Information and Communications

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

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

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

1. Achieving compliance with the Web Content Accessibility Guidelines to ensure the Municipal website is accessible to people with disabilities.
2. Developing resource materials for creating accessible documents for common software programs such as MS Word, Excel and PowerPoint.
3. Ensuring that emergency information, procedures, plans and public safety information is available in alternate formats, when requested.
4. Developing a training strategy to ensure that staff has the knowledge, tools and technical advice to create accessible materials.
5. Ensuring documents are available in an alternate format, upon request.
6. Review and update the Municipal Multi-Year Accessibility Plan at least once every five (5) years

Employment

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

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

Transportation

The majority of the Transportation Standard does not apply to the Municipality of Northern Bruce Peninsula, including taxi services. In the event, the Municipality did have a taxicab service; this standard would have to be reviewed. Certain conditions have been addressed in the Policies and Procedures for Integrated Accessibility Standards, By-law 2012-48, regarding taxicabs.

Built Environment (still in process)

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. Changes will be reflected in two pieces of legislative components including the Ontario Building Code and the Accessibility for Ontarians with Disabilities Act.

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

All municipal building exterior steps and forward edges should be highly coloured contrasted for easy visibility. All municipal buildings that have accessible entrances

should be marked with the International Symbol of Accessibility. The municipality has added more accessible parking spaces that are clearly marked with the International Symbol of Accessibility.

All renovation and construction projects moving forward will comply with the Facility Accessibility Design Standards (FADM) if applicable.

Any new Site Plan Control and Subdivision plans must be reviewed to ensure barrier-free requirements are identified.

Design of Public Spaces

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

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

The Municipality will achieve this by:

1. Referring to the Design of Public Spaces Regulation when any relevant trail, park work or sidewalk work is completed. The sidewalk inspection reports for Lion's Head and Tobermory form part of this part.
2. Providing regular maintenance on any equipment or trails that have been identified.

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

Accessibility Audit

The Accessibility Directorate of Ontario periodically conducts file reviews on randomly selected organizations to confirm that they are in compliance with the AODA and its standards.

As a Municipality, we must ensure all the requirements within the required compliance timelines, are met, if requested.

Council Commitment to Accessibility Planning

The Council of the Municipality of Northern Bruce Peninsula is committed to:

- Providing quality service to members of the community with disabilities.
- The continual improvement of access to all municipally owned facilities, premises and services, to better meet the needs of those with disabilities
- The re-examination of its regulations and policies to ensure the objectives of the plan are being met.
- Building strong relationships with persons with disabilities in order to ensure that existing barriers can be identified and removed and future barriers are prevented.

The Council of the Municipality of Northern Bruce Peninsula has authorized the Accessibility Working Group to prepare an accessibility plan that will enable the Council to meet these commitments.

Aim

“To promote, encourage, and provide an accessible community which ensures equality for all in the Municipality of Northern Bruce Peninsula”.

Description of the Municipality of Northern Bruce Peninsula

The Northern Bruce Peninsula is located within Bruce County just north of Wiarton, bordered by Georgian Bay and Lake Huron, and is considered a popular tourist destination. Federal and Provincial parkland, Fathom Five, the Bruce Trail, Niagara Escarpment, a National Biosphere reserve, the M.S. Chi-Cheemaun, as well as many historical lighthouse locations attract many visitors. In January 1999, the Municipality was formed by amalgamating the former Townships of St. Edmunds, Lindsay, Eastnor and the Village of Lion's Head. The Municipality has a permanent population of 3,999 people and total households of 5,069 according to the 2016 census data. There are approximately 10,357 electors (2,893 resident and 7,464 non-residents).

The total geographic area is 76,109 hectares which translates to 187,989 acres. There are 597.5 kilometers of roads to maintain as of 2010. The Municipality of Northern Bruce Peninsula is home to the communities of Tobermory, Dyers Bay, Miller Lake, Stokes Bay, Lion's Head, Ferndale, Barrow Bay and Pike Bay.

This Municipality houses one or more of the following amenities:

- Municipal Administration Building/Works Yard
- Community Centres
- Lion's Head Hospital
- Two (2) Medical Centres
- One (1) elementary and one (1) combined elementary/secondary school
- Arena/Community Centre
- Two (2) Harbours/Marinas
- Municipal Airport
- Senior Citizens/Nursing Home
- Museum
- Two (2) Libraries
- Municipal Campground
- Municipal parks/beaches
- Ambulance Station
- Two (2) Fire Halls
- Two (2) Day Care Centres
- Two (2) Tourist Information Centres

There are four (4) cemeteries owned and administered by the Municipality of Northern Bruce Peninsula.

Past Barrier – Removal Initiatives

Over the years, the Municipality's website has been upgraded, providing a greatly improved communication tool to those unable to visit or call the office for information. Council minutes, agendas, upcoming news, policies, and other pertinent information are conveyed through this communication tool. The Municipality also communicates regularly within the Bruce Peninsula Press and the Municipality's Notice Board. Similar pertinent information on the web-site is also published within the local newspaper, on a regular, edition to edition basis. It is anticipated in the 2017 budget requirements, the Municipal website be redeveloped to include additional social media outlets like Facebook and Twitter to further enhance the Municipality's communication alternatives.

The Parking By-law was amended to reflect the increase in parking fines for misuse of a Disabled Parking Permit or those illegally parking in a Disabled parking space without a permit. Persons with a valid disability permit parking in a designated Accessibility parking space within the Paid Parking Zone are exempt from payment for or having to obtain a Paid Parking Permit, commencing in 2017.

The Municipal Election offered our voters the opportunity to cast his or her ballot during the voting period in the comfort of their own residence or coming in person to the

Municipal Office. The telephone/internet voting aided in assisting persons with disabilities to more actively participate in casting their ballot during the 2014 municipal election period. This same system will be implemented for the 2018 election requirements.

The Integrated Accessibility Standards included requirements that address safety information. Safety information must be available in accessible formats and recently, signage was installed in various municipal facilities. Signage for fire extinguishers, AED, first aid and washroom signage will assist with public safety for persons with disabilities. In 2016, exit signage was installed in our municipal facilities too. The exit signage has the capability for voice command through certain cell phones.

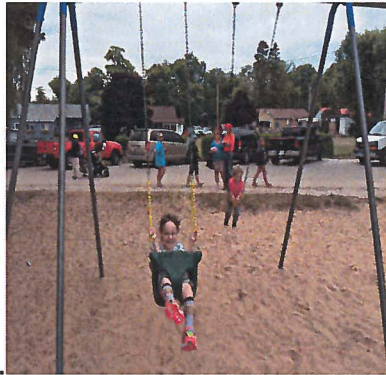
Various facilities, over the past two (2) years have received automatic doors and/or hardware to allow for easier access to Municipal facilities. In addition, motion sensor switches are being installed in some facilities to assist with accessibility and hydro fees. The Northern History Committee is in the process of producing a History Book and a few accessible copies will be printed in larger font.

Our official ribbon-cutting ceremony for installation of the mobi-mat product was held in June, 2016, at the Lion's Head Beach. This project venture was a great success for persons with disabilities trying to access the sand beach and the water.



Latest accessible washroom – Station 20 Lion's Head - 2016

An accessible swing was installed at the Lion's Head Beach Park and is providing a child with disabilities an opportunity to use a swing with back and side supports.



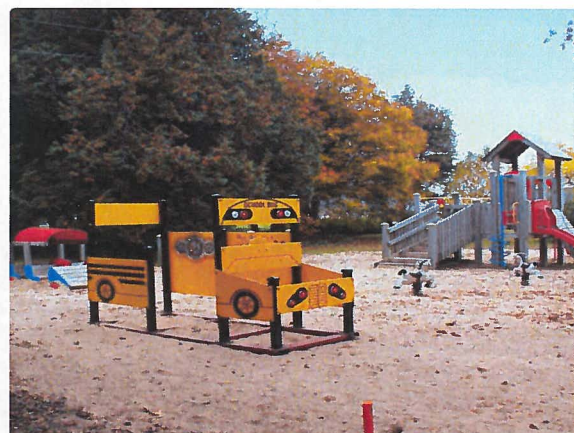
Support Swing



Mobi-mat at Lion's Head Beach



Accessible Signage



Accessible School Bus at Ferndale Park

Informal Site Audit of Municipally Owned Buildings

In the past, the Accessibility Working Group toured the municipally owned buildings to assess any barriers that may exist. Solutions to removing those barriers in order to comply with the current legislation under the Ontarians with Disabilities Act, and the Building Code were identified. A tour conducted on August 30, 2011, updated the existing information from the August 12, 2010, tour. A site tour will be scheduled during 2017.

Photographs taken of each site, for historical reference, will assist the Working Group as well as maintain documented records of the site tours and identify those areas of concern.

The results and items identified are discussed further within this Plan under Barriers Identified.

Barrier Identification Methodologies

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

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

Barriers Identified

From the site tour by the Working Group, they reviewed the municipally owned buildings to assess any barriers that may exist. Solutions to removing those barriers in order to comply with current legislation under the Ontarians with Disabilities Act, and the Building Code were identified. Over the past few years, the Working Group has presented to Council which barriers should be addressed each year, pending budget deliberations and allocations, with consideration to budget constraints and feasibility.

What is a Barrier?

A “barrier” is 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, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

The facility tables have been updated (March 7, 2017) to only include outstanding areas. Each barrier listed within the table states the type of barrier, as defined above.

Facility: Lion’s Head Marina

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Entrance Doors -no ramp	Physical	Requires a ramp	Future budget
Upper Stairs -not accessible	Architectural		Long term planning

Facility: Lion's Head Campground

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Campground washrooms/shower facilities -door knob	Architectural/Physical	Install lever handles	ongoing
Accessible Picnic Tables	Physical		ongoing

Facility: Lion's Head Doctors' Centre – Currently No Barrier Issues**Facility: Lion's Head Municipal Office – Currently No Barrier Issues – Fire remodeling assisted with outstanding concerns in 2015-2016****Facility: Lion's Head Arena**

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Lower Level not Accessible -Add chair lift to dressing room floor	Physical	to future renovations, space limitations	
Dressing rooms, door knobs	Physical		ongoing
Concession counter too high	Physical/Architectural	To be addressed in future renovations	
Service Counter	Architectural/Physical		
Office -not accessible	Physical/Architectural	Future relocate	

Facility: Old School House – Art Centre

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Not accessible	Architectural/Physical	Possible relocation	
Entrance -ramp too steep	Architectural/Physical	-replace door handle	

Facility: Stokes Bay Community Centre

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Washroom not accessible	Architectural/Physical	Requires renovation	
Picnic Shelter -needs accessible picnic tables	Physical		ongoing

Facility: Tobermory Museum

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Not accessible	Architectural/Physical	Requires renovation/possible heritage limitations	Budget items for front step replacement in 2017

Facility: Tobermory Harbourmaster Centre—Currently No Barrier Issues**Facility: Tobermory Concession Stand and Playground**

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Playground -not accessible	Physical		ongoing
Bleachers at Ball Diamond -not accessible	Physical/Architectural		
Accessible Picnic Tables	Physical		ongoing

Facility: Tobermory Community Centre

BARRIER	TYPE OF BARRIER	Strategy for removal or prevention	RESULTS
Visitor Door -width 29"	Physical/Architectural		
Bar Area lower	Physical	Lower counter	Budget for

Facility: Tobermory Airport

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Service Counter -too high	Architectural/Physical	Alternate area	

Facility: Municipal Administrative Offices

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Front entrance	Physical	Paving stone tip hazard	
Hand towel dispenser	Architectural	Too high	
Mail drop box located outside front door area	Architectural	Too high	
Reception area Staff area Waiting area	Architectural	Turning radius Renovation issues	budget

Facility: Lion's Head Rotary Hall

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Downstairs - Stairs to enter -washroom entrance is elevated 8" -counter too high	Architectural		Had an assessment of facility completed by engineer in 2015 with regards to accessibility issues
Replace Paving Stones	Physical	Remove trip hazard	
Upper/Bar - sink needs lever handle -service counter too high	Physical	-replace faucet handles	

-washroom not accessible			
Third Floor -not accessible	Architectural		
Parking - No designated accessible parking	Communication/Physical	-create accessible parking space	

Facility: Friendship Club – Lion’s Head

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Washroom	Architectural	Not accessible	

Facility: Playgrounds – Lion’s Head, Tobermory, Maple Golf, and Ferndale

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
All Playground Parks Picnic Shelters	Architectural/Physical	All Playground Parks require new accessible picnic shelters	ongoing

Facility: Tobermory Daycare

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Entrance -threshold	Physical	Send letter of County for HS funds	ongoing
Bathroom -grab rails -doors not standard -lever handles on faucets	Architectural/Physical	-install grab rails -replace faucet handles -take out portion in bathroom	ongoing
Lower Level -Not Accessible	Architectural/Physical		

Facility: Lion’s Head Daycare

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Kitchen - 2 sets of faucets	Physical	-replace faucet handles	

Facility: Lion's Head Water Plant

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
All door knobs	Physical	Change to lever style	

Facility: Lion's Head Library/Office

BARRIER	TYPE OF BARRIER	Strategy for Removal or Prevention	RESULTS
Library "exit only" door requires a ramp	Physical/Architectural	Concrete ramp to be install for emergency exit use	Budgeted for 2017

Facility: St. Edmunds, Lindsay and Eastnor Landfill

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Eastnor Front Door -needs ramp -needs lever knob	Architectural/Physical	-replace door knob	
Lindsay Front Door -needs ramp -needs lever knob	Architectural/Physical	-replace door knob	
St. Edmunds Front Door -needs ramp -needs lever knob	Architectural/Physical	-replace door knob	

Facility: The Meeting Place

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Parking -no designated accessible spot	Communication/Physical	Order signage	

Facility: Tobermory Harbourmaster Office

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Front Door -ramp	Architectural/Physical	Cement ramp required	
Counter -flip down	Architectural/Physical		Alternative use at the side of the existing counter

Facility: Tobermory Sewage Pumping Station

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Sewage Pumping Station Door -necessary because of fuel issue	Physical/Architectural		

Facility: Tobermory Fire Hall Meeting Room

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR PREVENTION	RESULTS
Bathrooms	Architectural/Physical	Need to be accessible	Requires upgrades
Kitchen area	Physical/Architectural	Counter too high and not an accessible area	Required a renovation

Facility: Lion's Head Work Shed

BARRIER	TYPE OF BARRIER	Strategy for Removal or Prevention	RESULTS
Upper Level -not accessible	Architectural/Physical		
Housecleaning	Physical		

Facility: Eastnor Shed

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR REVENTION	RESULTS
Garage Door -threshold -handle	Physical	-replace with lever handle	
Bathroom -sink faucet handle	Physical	-replace with lever handle	
Housecleaning	Physical	Clear areas	

Facility: Tobermory Library

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR REVENTION	RESULTS
Service Centre -too high	Physical		Alternative option – can be used 2010
Accessible signage for an alternative entrance	Commination	Install signage for rear access	

Ferndale Park and Information Centre

BARRIER	TYPE OF BARRIER	STRATEGY FOR REMOVAL OR REVENTION	RESULTS
Playground equipment and picnic tables	Physical	Accessible equipment	ongoing

Barriers to be addressed

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

CUSTOMER SERVICE

BARRIER	ACTION	RESPONSIBILITY
Potential barriers in Delivering goods and services to customers	Continue training to all new employees, volunteers, and third party	Accessibility Coordinator
	Review and update policies	Accessibility Coordinator
	Reviewing customer feedback And taking appropriate action	Accessibility Coordinator discuss with appropriate Department

INFORMATION AND COMMUNICATIONS

BARRIER	ACTION	RESPONSIBILITY
Procurement	Incorporate accessibility Criteria and features into procuring or acquiring goods and services	All Departments
Multi-Year Accessibility Plan	Develop and update regularly	Accessibility Coordinator
Training	Provide training on the requirements of the accessibility standards and on the Ontario Human Rights code as it relates to people with disabilities	Accessibility Coordinator
Barriers relating to Information sharing	Ensure documents can be made accessible –	All Departments
Feedback	Ensure that receiving feedback is made available in an accessible format upon request or with appropriate communication supports	All Departments
Website	Ensure the website is accessible	Clerk

EMPLOYMENT

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

TRANSPORTATION

BARRIER	ACTION	RESPONSIBILITY
Limited transit; however in the event of taxi service - regulations would apply	Policy for taxi service has been developed	Appropriate Department

PUBLIC SPACES

The Municipality is committed to enhanced accessibility of our public spaces. Many buildings have already been updated and renovated to include accessible features, such as automatic door openers and accessible washrooms. Renovations of other facilities are in progress to ensure that all residents and visitors are able to enjoy all that the Municipality of Northern Bruce Peninsula has to offer. Additional mobi-mat product will be budgeted, in 2017. Accessible picnic tables are being placed throughout the municipal parks. Any new or redesigned areas will have accessible requirements completed. Annual sidewalk inspection sheets were completed for 2016 and will be completed annually.

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

1. Recreational Trails/beach access routes

Clear widths, firm and stable surfaces, clear signage, location of amenities, ramps

2. Outdoor Public Eating Spaces

Portion of spaces accessible, level, firm and stable

3. Outdoor Play Spaces

Firm and stable surfaces, incorporate accessibility features, consult with people with disabilities

4. Outdoor Paths of Travel

Clear widths, ramps, tonal contrast and stairs have tonal contrast and tactile

5. Accessible Parking

Will provide two types of parking:

☐ **Type A** – wide parking spot 3400 mm with signage “van accessible”

☐ **Type B** – standard 2400 mm

6. Service Related Elements

Service Counters, fixed queuing guides (width, turn around space, cane detectable) and waiting areas (accessible seating and mobility aid space)

7. Maintenance and Restoration

Maintain and restore public spaces and a sidewalk logbook will be inspected annually.

Review and Monitoring of the Process

The Working Group, in conjunction with Council, is committed to following through with this plan. This plan will be reviewed at least once every five (5) or more frequently if

necessary. The Working Group, as well as the public, will have the opportunity to review and monitor the progress of identifying and the direction by which the Municipality is removing all barriers identified under the Ontarians with Disabilities Act.

Communication of the Plan

Copies of the plan will be made available at the Municipal Office. The Plan will also be made available on the Municipal website: www.northbrucepeninsula.ca. The Municipality of Northern Bruce Peninsula wants to work together with the members of the community to remove barriers that still exist within the community.

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.

Working Group Contact Information:

Bill Jones	Chief Administrative Officer	billjones.nbp@eastlink.ca
Marshall Tigert	Facilities and Properties Manager	marshall.nbp@amtelecom.net
Wendy Elliott	Chief Building Official	wendy.nbp@eastlink.ca
Cathy Addison	Deputy Clerk/Access Coord.	cathya.nbp@amtelecom.net

Feedback & Contact Information

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

Contact : Cathy Addison
Municipal Deputy Clerk
Accessibility Coordinator/ CEMC
Municipality of Northern Bruce Peninsula
56 Lindsay Rd. #5, R.R. #2 Lion's Head, Ont
N0H 1W0 519-793-3522 x 236
cathya.nbp@amtelecom.net

AODA Progress to Date

The AODA sets out accessibility requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the design of public spaces, with staggered compliance dates to 2021.

The following outlines the AODA requirements by the year achieved:

2010

- Met all requirements of the Accessibility Standards for Customer Service Regulation including:
 - Created an Accessible Customer Service Policy
 - Trained all employees, volunteers and those providing service to the public on our behalf (ongoing)

2011

- Proposed Integrated Accessibility Regulation (IAR) which deals with transportation, information and communication and employment;
- Development of PowerPoint training requirements for IAR;
- Working Group did site visit of Municipal facilities;
- Training on Accessible Customer Service for new employees, volunteers, third party agents, etc., ongoing;
- Playground bus was installed at the Ferndale Park that is accessible for children with certain disabilities;

2012

- Working Group completed follow-up audits on municipal facilities and parks;
- Determined priorities based on audits and focused on making as many facilities barrier free from listings;
- Workplace Emergency Response information developed and posted in each municipal facility;
- Integrated Accessibility Standards Policies and Procedures implemented
- Training on Accessible Customer Service, Integrated Accessibility Standard Regulation and Ontario Human Rights Code as it pertains to people with disabilities– ongoing;
- Updated website to meet the Web Content Accessibility Guidelines (WCAG) 2.0 Level A;

2013

- Training on Accessible Customer Service, Integrated Accessibility Standard Regulation and Ontario Human Rights Code as it pertains to people with disabilities– ongoing;
- Procurement by-law amended to ensure accessibility criteria incorporated;

- Ensured processes for receiving and responding to feedback continue to be accessible to people with disabilities by providing formats or communication supports upon request;
- Multi-Year Accessibility Plan updated to reflect Integrated and Design of Public Spaces Standards;
- Standardized job postings revised to include statement that the Municipality has an accommodation procedure and will provide accommodations for employees with disabilities;
- Development of Employment Procedures
- Recruitment and selection process
- Notice to successful applicants
- Informing employees of supports
- Accessible formats and communication supports
- Individualized accommodation plans
- Return to work process
- Career development and advancement/redeployment
- Automated door and/or opens installed in various municipal facilities as budgeted for;

2014

- 2014 Municipal Election method provided increased accessibility options for persons with disabilities;
- Training on Accessible Customer Service, Integrated Accessibility Standard Regulation and Ontario Human Rights Code as it pertains to people with disabilities– ongoing;
- Worked with the County of Bruce – Explore the Bruce to develop an listing of accessible washrooms throughout the County for each Municipality;
- Created a “Tip Sheets for Creating Accessible Documents”

2015

- Training on Accessible Customer Service, Integrated Accessibility Standard Regulation and Ontario Human Rights Code as it pertains to people with disabilities– ongoing;
- Personal Workplace Emergency Response Plan was developed
- Communication signage installed for safety information for persons with disabilities that included: fire extinguishers, AED, first aid and washroom signage that have a picture, raised lettering, braille and easy to communicate meaning;
- Council approved purchase of mobi-mat product for the Lion’s Head Beach to be operational in 2016. The product is a portable mat that allows a walkway across the sand and allowing easier access to the water;
- I was awarded the AODA 10th Anniversary Champion Award by the AMCTO with the support of the Government of Ontario for my involvement with Accessibility;

2016

- Training on Accessible Customer Service, Integrated Accessibility Standard Regulation and Ontario Human Rights Code as it pertains to people with disabilities– ongoing;
- Fire Station 20 in Lion's Head received some renovations that addressed washroom accessibility issues;
- Policies and Procedures for Integrated Accessibility Standards Regulations were developed and approved by Council By-law 2016-31, in June, 2016.
- Accessible Open Space workshop training attended by Chief Building Official, Fire Chief, Public Works Staff, and Deputy Clerk
- Exit signage installed in municipal facilities with the capability for voice command using some types of cell phone, braille, picture and glows in the dark;
- Multi- Year Plan updated to reflect changes in Open Space under the Integrated Standard;
- Grand Opening of the mobi-mats at the Lion's Head Beach in June, 2016
- Installation of a molded swing for child with certain types of disabilities;
- Accessible picnic tables were budgeted for and placed throughout the Municipality;
- Sensor lights have been used in some municipal facilities for easier access for persons with disabilities;
- Annual sidewalk inspections completed for 2016;

2017

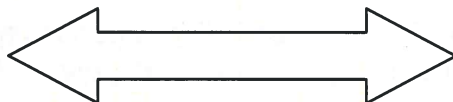
- Training on Accessible Customer Service, Integrated Accessibility Standard Regulation and Ontario Human Rights Code as it pertains to people with disabilities– ongoing;
- Accessible picnic tables were budgeted for and placed throughout the Municipality;
- Pay and Display Parking Kiosks are being installed for paid parking purposes and will have regard to accessibility features for persons with disabilities;
- Proposed installation of ramp at exit door for Lion's Head Library;
- Proposed additional mobi-mat for Dunks Bay Beach area;
- Developed a Accessible Public Space Information pamphlet for information purposes

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.

This publication is available in alternate formats upon request

“Accessibility is that which enables people to achieve their full potential. It is inclusion. Accessibility is a human right and accessibility is right.”

**The Honourable David C. Onley
Lieutenant Governor of Ontario**

Sidewalk Inspection Sheets

Date: _____ Town: **LION'S HEAD**

Street: _____ Side of Street: N S E W

Type: _____ Width: _____ Length: _____

Inspected by: _____

Weather: _____

Condition: _____

Rating (1 to 10): _____

Description of Hazards: _____

Location of Hazard: _____

Action(s) Required: _____

Comments: _____

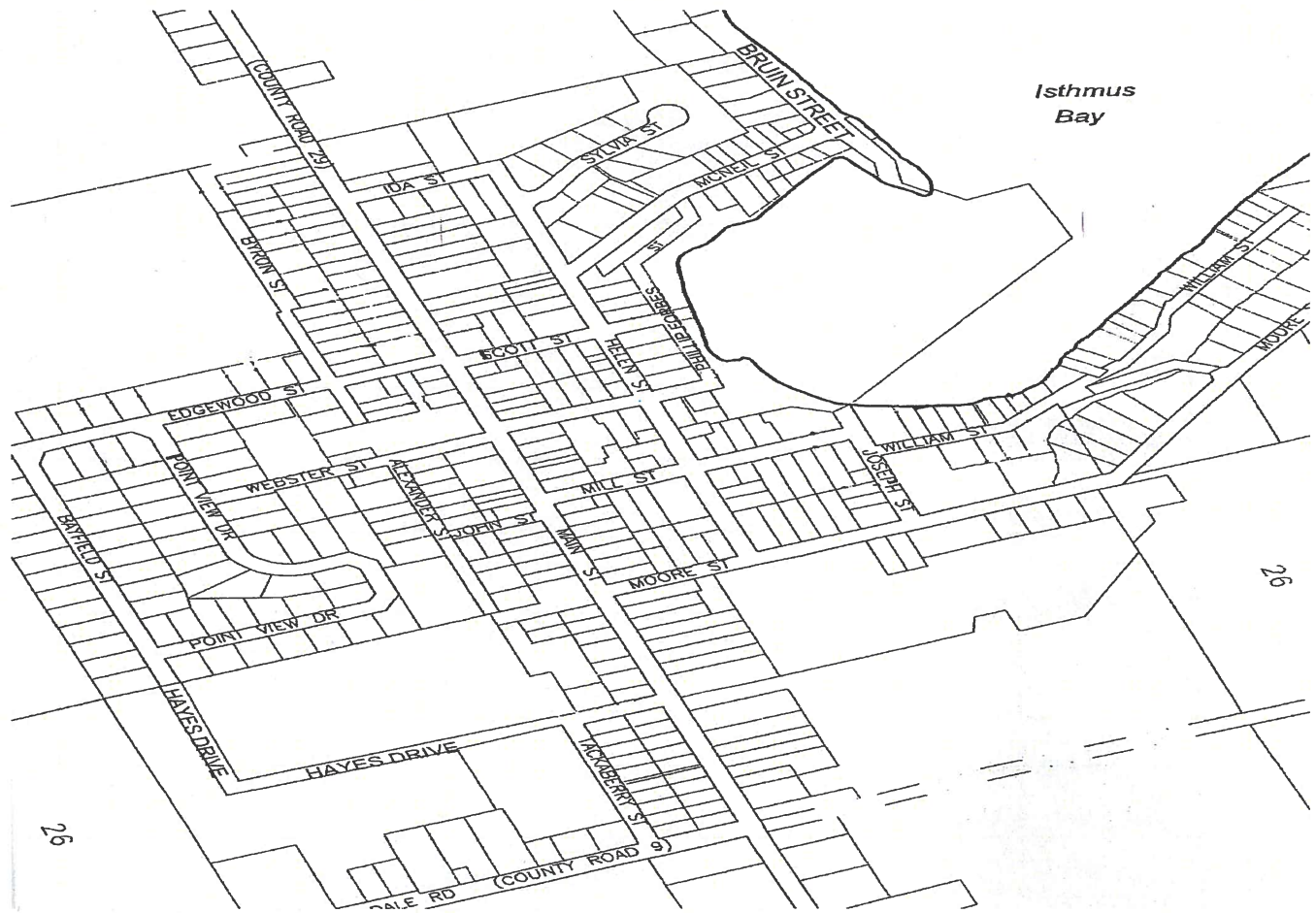
Work Order Produced: Yes____ No____

Issued By: _____ Completed By: _____

Date Issued: _____ Date Completed: _____

Description of Work Completed:

Map:



Pictures:

Sidewalk Inspection Sheets

Date: _____ Town: **TOBERMORY**

Street: _____ Side of Street: N S E W

Type: _____ Width: _____ Length: _____

Inspected by: _____

Weather: _____

Condition: _____

Rating (1 to 10): _____

Description of Hazards: _____

Location of Hazard: _____

Action(s) Required: _____

Comments: _____

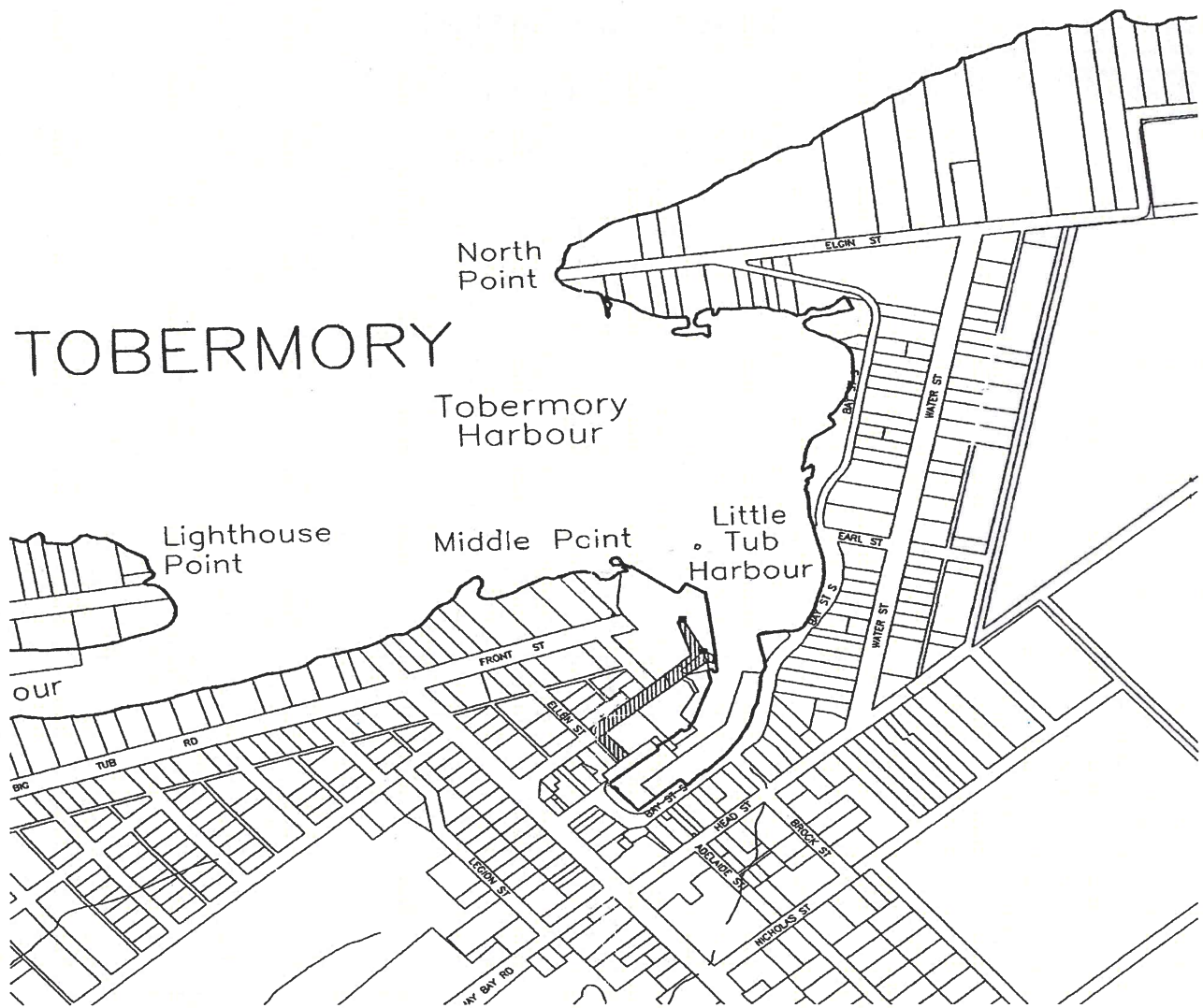
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Date Issued: _____ Date Completed: _____

Description of Work Completed:

Map:



Pictures: