



2022 – 2027 Multi-Year Accessibility Plan

The 2022-2027 Multi-Year Accessibility Plan outlines goals and initiatives that reaffirms the Town's commitment to creating an accessible Town and advancing efforts in building an equitable and inclusive society that values the contributions of people with disabilities.

The Town is committed to the identification, removal and prevention of accessibility barriers and will provide an accessible environment in which employees, residents and visitors with disabilities can access goods, services and facilities, including buildings, public spaces, information and communications, in a way that meets their individual needs.

The Town is equally committed to supporting Town staff through advice, policies, tools, resources and governance structures that promote an inclusive workplace and support employees in delivering accessible goods, services and facilities.

This Plan will serve as a road map to continue to help the Town meet the legislative requirements and remove barriers to accessibility, as outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation (IASR).

Contact Information

For more information on this Accessibility Plan, please contact:

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The Town's Accessibility Plan is publicly posted on our website at www.gananoque.ca.

Note: Standard and accessible formats of this document are free on request.

Town of Gananoque – Overview

The Town of Gananoque is a separated Town with a population of approximately 5,200. The Town consists of mainly a residential, commercial and industrial mix. The Town's corporate structure is comprised of a number of departments led by the Chief Administrative Officer (CAO) /Human Resources Manager and they include:

- Public Works (including Transportation and Water and Sewer);
- Clerk/Community Emergency Management Coordinator (CEMC);
- Finance;
- Planning, Building and Development, and By-law Enforcement;
- Community Services (Parks, Recreation, Marina, Economic Development, Communication Services, and Tourism / Visitors Centre.)
- Emergency Services consists of a Fire Department/Police Department.

Ambulance services are provided through the United Counties of Leeds and Grenville (UCLG); and the Town shares a Home for the Aged with the Counties at the privately run Carveth Care Centre where twelve (12) beds are reserved for Town residents.

Introduction

Accessibility simply means giving people of all abilities opportunities to participate fully in everyday life.

In December 2001, the *Ontarians with Disabilities Act (ODA)* was passed by the province of Ontario to improve access and opportunities for people with disabilities. Under the legislation, all municipalities with a population greater than 10,000, are required to establish accessibility advisory committees. All Municipalities are required to prepare Accessibility Plans addressing the identification, removal, and prevention of barriers to people with disabilities.

The *Accessibility for Ontarians with Disabilities Act* (also referred to as the AODA), was passed in 2005 to recognize the history of discrimination against persons with disabilities in Ontario and provides for the development, implementation, and enforcement of mandatory standards for accessibility in all areas of daily life.

Ontario's first accessibility standard under the AODA, the Accessible Customer Service Standard, became law on January 1, 2008, and the Integrated Accessibility Standards Regulation (IASR), which covers Employment, Information and Communication, and Transportation was released in June 2011. These standards set out mandatory legal requirements for organizations, businesses, and municipalities. An amendment to the IASR was released by the Province in December of 2012 to include the Accessibility Standard for the Design of Public Spaces.

One of the requirements of the IASR is to develop, implement, and maintain a Multi-Year Accessibility Plan to outline strategies to prevent and remove barriers and meet the requirements of the IASR.

Policy Statement and Organizational Commitment

The Corporation of the Town of Gananoque ("the Town") is committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and all of the standards under it in order to create a barrier-free Ontario. The Town is committed and guided by the four (4) core principles of Dignity, Independence, Integration and Equal Opportunity, and; supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms, and the AODA.

The Town strives to make the goods and services it provides accessible to all.

Multi-Year Accessibility Plan

Part 1 – General Requirements	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Establishment of Accessibility Policies					
Develop, implement & maintain policies governing how the Town will achieve accessibility. Policies must be written.	January 1, 2013	Accessibility Coordinator		Policies reviewed in November 2019, 2021, and ongoing	Amended Policies in 2017 – Notice of Temporary Service Disruption Policy; AODA Compliance; Notice of Availability of Documents; Alternative Format Documents; Assistive Devices Policy; Customer Feedback Policy; Service Animals and Support Persons Policy; Training Policy.
Policies must be made available to the public & in an accessible format upon request.	January 1, 2013	Accessibility Coordinator/ Frontline Staff		Published on Town’s website.	Copy of Policy will be provided to the public, upon request or can be accessed from the Town’s website. Notices have been placed at all reception counters notifying the public that all policies are available, in alternative formats, upon request.

Multi-Year Accessibility Plan

Part 1 - General Requirements	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Accessibility Plan					
Establish, implement & maintain a Multi-Year Accessibility Plan outlining the strategies to prevent & remove barriers & meet requirements of the Regulation.	January 1, 2013	Accessibility Coordinator/Senior Management		Plan completed in 2014. Amended in 2017. Amended in 2019. New Plan in 2021.	Multi-Year Accessibility Plan (*this document) outlining how the requirements of the IASR will be met has been developed and approved.
Plan must be posted to website, if any	January 1, 2013	Accessibility Coordinator	Ongoing	Complete	Current, approved Multi-Year Plan posted to Town's website.
Plan must be available in accessible format upon request	January 1, 2013	Accessibility Coordinator	Ongoing	Upon Request	Plan will be provided in an accessible format, upon request.
Plan must be reviewed at least once every five (5) years	January 1, 2013	Accessibility Coordinator/Senior Management	January 1, 2018, November 27, 2019, and November 16, 2021	Ongoing	Plan is reviewed every five (5) years at minimum.

Multi-Year Accessibility Plan

Part 1 - General Requirements	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Accessibility Plan (cont'd)					
Plan must be established, reviewed & updated in consultation with people with disabilities	January 1, 2013	Accessibility Coordinator/Senior Management	Original plan established December, 2014	To be reviewed by December 31, 2017. Review via Committee of the Whole Agenda and staff report dated December 3, 2019 Review via Council Agenda dated November 16, 2021.	Consultation will consist of the following: <ul style="list-style-type: none"> • Public Question/Comment section on meeting agendas; • Open houses, where applicable; • Customer Feedback Policy.
Prepare an annual status report on the progress of measures taken to implement the strategy referenced in Plan. Annual report to be posted on Town's website.	January 1, 2014	Accessibility Coordinator/Senior Management		Posted	Prepared and filed annually.
Plan must be available in accessible format upon request	January 1, 2013	Accessibility Coordinator/ Frontline Staff	Ongoing	Upon Request	Annual status report will be provided in an accessible format.

Multi-Year Accessibility Plan

Part 1 – General Requirements	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Procuring or acquiring goods, services and facilities					
Incorporate accessibility criteria & features when procuring or acquiring goods, services or facilities	January 1, 2013	Accessibility Coordinator	Requirements completed on August 11, 2015	Completed	Procurement By-law amended August 11, 2015, which imbedded accessibility within the By-law. RFP, RFQ & Tender Templates all include procurement requirements.
If not practicable, provide an explanation, upon request	January 1, 2013	Department Heads	Ongoing	Explanation will be provided & will be different based on nature & circumstances of each situation	Upon request, explanation will be provided.
Self Service Kiosk					
Incorporate accessibility features when designing, procuring or acquiring self-serve kiosks	January 1, 2013	Department Heads	Ongoing	Requirements triggered with every design or purchase	The Town of Gananoque does not currently offer services and/or products through self-serve kiosks. *When/if we start using self-serve kiosks, when designing or buying the kiosk, department heads will consider the needs of all our customers & clients & ensure they are accessible to the widest range of users.

Multi-Year Accessibility Plan

Part 1 – General Requirements	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Training					
Provide training on the requirements of the IASR & the OHRC as it pertains to persons with disabilities to all employees & volunteers	January 1, 2014	Accessibility Coordinator in conjunction with Human Resources & Managers	Ongoing	Ongoing	Comprehensive training program approved in Accessible Training Policy 2017-10. Training delivered to all current staff. New hires provided training during orientation. Committee volunteers trained at beginning of each term of Council or as needed.
Provide training on the requirements of the IASR & the OHRC as it pertains to persons with disabilities to all policy developers.	January 1, 2014	Accessibility Coordinator Clerk, CAO Managers & Council	Complete	Ongoing	Accessible Training Policy 2017-10.
Ensure that training is provided on the requirements of the IASR & the OHRC as it pertains to persons with disabilities to all persons who provide goods, services or facilities on behalf of the Town.	January 1, 2014	Accessibility Coordinator Managers	Ongoing	Ongoing	Included in RFP, RFQ, Tenders, Contract & Agreement templates.

Multi-Year Accessibility Plan

Part 1 – General Requirements	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Training (cont'd)					
Training should be appropriate to the duties of the employees, volunteers, & all other persons	January 1, 2014	Accessibility Coordinator	Ongoing	Ongoing	Accessible Training Policy 2017-10.
Training must be provided as soon as practicable	January 1, 2014	Accessibility Coordinator Human Resources	Ongoing	Ongoing as new employees & volunteers come on board	All current staff & volunteers have been trained. Training for new employees is provided during new hire orientation.
Training with respect to any changes to the policies must be provided on an ongoing basis	January 1, 2014	Accessibility Coordinator Human Resources	Ongoing	Ongoing as changes are made	All changes are communicated by the Clerk as amended from time to time.
A record of training must be kept including the dates & the number of individuals to whom the training was providing.	January 1, 2014	Accessibility Coordinator Payroll Admin	Ongoing	Ongoing as training is provided	Saved in HR files.

Multi-Year Accessibility Plan

Part 2 – Information & Communication Standards	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Feedback					
Ensure process for receiving & responding to feedback are accessible by providing or arranging to provide for accessible formats & communication supports, upon request.	January 1, 2014	Accessibility Coordinator	Ongoing	Ongoing as feedback is requested	Alternate Format Policy 2017-06 and the Customer Feedback Policy 2017-08.
Accessible Formats and Communication Supports					
Provide or arrange for the provision of accessible formats & communication support for persons with disabilities, upon request (in a timely manner & at a cost no more than regular cost).	January 1, 2015	Accessibility Coordinator Appropriate Manager	Ongoing	Completed	See Alternative Format Policy 2017-06.

Multi-Year Accessibility Plan

Part 2 – Information & Communication Standards	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Accessible Website and Web Content					
Must consult the person making the request in determining the suitability of an accessible format or communication support.	January 1, 2015	Accessibility Coordinator	Ongoing	Ongoing	See Alternative Format Policy 2017-06.
Notify the public about the availability of accessible formats & communication supports	January 1, 2015	Accessibility Coordinator	Ongoing	Ongoing	See Notice of Availability of Documents Policy 2017-05.
New internet websites & web content must conform to WCAG 2.0 Level A	January 1, 2014	Manager of Community Services	Ongoing for any new websites/updates	Ongoing	Existing complies/complete.
All internet websites & web content must conform to WCAG 2.0 Level AA (exceptions: success criteria 1.2.4 - live captions & 1.2.5 - pre-recorded audio descriptions)	January 1, 2021	Manager of Community Services	2017	Completed	Completed

Multi-Year Accessibility Plan

Part 2 – Information & Communication Standards	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Emergency Procedures, Plans and/or Public Safety Information					
Provide publicly available emergency procedures, plans and/or public safety information in an accessible format or with communication supports, as soon as practicable, upon request	January 1, 2012	Accessibility Coordinator	Ongoing	Ongoing	See Alternative Format Policy 2017-06.

Multi-Year Accessibility Plan

Part 3 – Employment Standards	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Recruitment General, Assessment or Selection					
Notify employees & the public about the availability of recruitment related Accommodations.	January 1, 2014	Human Resources	January 1, 2014 then ongoing with every new recruitment	With every new recruitment	Reasonable accommodation will be provided in all recruitment processes to enable a qualified applicant with a disability to have an equal opportunity. All job ads now include statement indicating: “Accessibility accommodations are available for all parts of the recruitment process.”
Notify job applicants when they are individually selected to participate in an assessment or election process that accommodations are available upon request in relation to the materials or processes to be used (interviews, testing, etc.)	January 1, 2014	Human Resources	January 1, 2014 then Ongoing with every new recruitment	Ongoing with every recruitment	The HR will let selected candidates know that accommodations are available upon request in relation to the materials or processes used in the assessment & selection process. Any recruitment accommodations provided will not change the nature of the qualification the Town is assessing or the level at which it is assessed.

Multi-Year Accessibility Plan

Part 3 – Employment Standards	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Recruitment General, Assessment or Selection					
Must consult with applicant if request for accommodation is made & provide or arrange to provide suitable accommodations in a manner that takes into account the applicant's disability.	January 1, 2014	Human Resources	January 1, 2014 then Ongoing with every new recruitment	When requested the HR Department will consult with the individual to determine suitable accommodations	Human Resources Policy #HR-200-03, as amended November 28, 2019
Notice to Successful Applicant					
When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities	January 1, 2014	Human Resources	January 1, 2014 then Ongoing with every new recruitment	Ongoing with every recruitment	Human Resources Policy #HR-200-03, as amended November 28, 2019. Policies are provided to all new employees.
Inform new & current employees of policies for supporting employees with disabilities, including but not limited to job accommodations that take into account an employee's accessibility needs due to disability.	January 1, 2014	Human Resources	January 1, 2014 then Ongoing with every new recruitment	Ongoing	Information about the availability of accommodations is posted in all current job ads. New staff will be provided information about policies for supporting employees with disabilities during orientation.

Multi-Year Accessibility Plan

Part 3 – Employment Standards	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Notice to Successful Applicant (cont-d)					
Inform new employees as soon as practicable after they begin their employment.	January 1, 2014	Human Resources	January 1, 2014 then Ongoing with every new recruitment	Orientation package modified to add information regarding the Town’s policies.	Corporate orientation is delivered to new staff as soon as practicable after they begin their employment.
Accessible Format					
When an employee with a disability requests it, provide/arrange for provision of accessible formats communication supports for information that is required to perform the job.	January 1, 2014	Human Resources Employee’s Manager	Ongoing As requested	Ongoing As requested	Information required for a person to perform their job will be provided in an accessible format or with appropriate communication support, upon request. Must consult with the requester on the format needed/provided. See Alternative Format Policy 2017-06.

Multi-Year Accessibility Plan

Part 3 – Employment Standards	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Accessible Format (cont'd)					
When an employee with a disability requests it, provide or arrange for the provision of accessible formats & communication supports for information that is generally available in the workplace (i.e. agendas, meeting minutes, newsletters, forms)	January 1, 2014	Human Resources Employee's Manager	Ongoing As requested	Ongoing As requested	Information that is generally available in the workplace will be provided in an accessible format or with appropriate communication support, upon request.
Must consult with the employee making the request in determining the suitability of an accessible format or communication support	January 1, 2014	Human Resources Employee's Manager	Ongoing As requested	When requested the HR department will consult with the individual to determine suitable format or communication support	Must consult with the requester on the format needed.

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Part 3 – Employment Standards	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Workplace Emergency Response					
Provide individualized workplace emergency response information to employees who have a disability, if necessary	January 1, 2012	Human Resources Employee’s Manager	Ongoing As identified	Emergency plans need to be reviewed with accessibility in mind to identify & try to remove any barriers making the need for individualized plan unnecessary in some cases.	Memo sent to all Town staff asking to self-identify whether assistance was needed. If it was, one-on-one meetings were held to determine what assistance was necessary and develop a plan. New staff provided information & asked to complete form during orientation to identify if assistance is needed.
Review individualized emergency response plans when 1) employee moves to different location, 2) needs change or 3) reviewing general emergency response policies.	January 1, 2012	Employee’s Manager	Ongoing	Ongoing as location, needs or general plans change	When employee’s location, needs, or general emergency plans change, existing plans will need reviewed.

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Part 3 – Employment Standards	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Individual Accommodation Plans					
Develop & have in place a written process for the development of document individual accommodation plans (IAPs).	January 1, 2014	Human Resources Employee’s Manager	Complete	Existing job descriptions reviewed as positions become vacant to ensure essential duties are clear.	Human Resources Policy #HR-600-08, as amended
Individual Accommodation Plans					
Process for the development of plans must include all the elements outlined in this section.	January 1, 2014	Human Resources	Complete		Human Resources Policy #HR-600-08, as amended
Return to Work					
Develop & have in a place a written return to work process for employees with accommodation needs.	January 1, 2014	Human Resources Employee’s Manager	Complete	Ongoing	Human Resources Policy #HR-600-08, as amended

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Part 3 – Employment Standards	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Performance Management					
Take into account the individual needs and/or individual accommodation plans of an employee when using performance management processes.	January 1, 2014	Human Resources Employee's Manager	Complete	Ongoing	Human Resources Policy #HR-600-08, as amended
Career Development and Advancement					
Take into account the Individual needs and/or individual accommodation plans of an employee when using performance management processes.	January 1, 2014	Human Resources Employee's Manager	Complete	Ongoing	Human Resources Policy #HR-600-08, as amended
Redeployment					
Take into account the individual needs and/or individual accommodations when redeploying employees.	January 1, 2014	Human Resources Employee's Manager	Complete	Ongoing	Human Resources Policy #HR-600-08, as amended

Multi-Year Accessibility Plan

Part 5 – Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Recreational Trails (80.6, 80.8)					
*Does not apply to trails solely intended for cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles or wilderness trails, backcountry trails and portage routes					
Must consult with the public, persons with disabilities and municipal staff before new or redeveloped existing recreational trails are constructed.	January 1, 2016	Manager of Community Services	Ongoing for any new or renovated recreational trail after Jan 1, 2016	Ongoing	All new plans to be submitted to Town Hall for review, consultation, & comment. Consultation will consist of: <ul style="list-style-type: none"> • Public Question/Comments period at meeting • Customer Feedback Policy • Open Houses, where applicable.
Must meet all technical requirements (see section 80.9, 80.11-80.13).	January 1, 2016	Manager of Community Services	Ongoing for any new or renovated recreational trail after Jan 1, 2016	Ongoing	
Beach Access Routes (80.10)					
*Includes permanent and temporary routes and temporary routes that are established through the use of manufactures goods, which can be removed for the winter month					
Must meet all technical requirements (see section 80.10-80.13).	January 1, 2016	Manager of Community Services	Ongoing for any new or renovated outdoor public eating spaces after Jan 1, 2016	Compliant	All new plans to be submitted to Council. Obtained engineered stamped drawings as required.

Multi-Year Accessibility Plan

Part 5 – Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Outdoor Public Use Eating Spaces (80.16 - 80.17) *Applies to tables that are found in public areas, such as public parks, specifically intended for use by the public as a place to consume food.					
Minimum 20 per cent of tables that are provided must be accessible to persons using mobility aids by having knee & toe clearance underneath table	January 1, 2016	Manager of Community Services	Ongoing for any new or renovated outdoor public use eating spaces after Jan 1, 2016	Compliant. Working on park plans that will incorporate this item.	All new plans to be submitted to Council. Working on park plans that will incorporate this item.
In no case shall there be fewer than 1 table that meets this requirement.	January 1, 2016	Manager of Community Services	Ongoing for any new or renovated Outdoor public use eating spaces after Jan 1, 2016	Compliant. Working on park plans that will incorporate this item.	
Ground surface leading to & under tables that are accessible must be level firm & stable.	January 1, 2016	Manager of Community Services	Ongoing for any new or renovated outdoor public use eating spaces after Jan 1, 2016	Compliant. Working on park plans that will incorporate this item.	
Tables that are accessible must have clear ground space around them to allow for a forward approach to the table.	January 1, 2016	Manager of Community Services	Ongoing for any new or renovated outdoor public use eating spaces after Jan 1, 2016	Compliant. Working on park plans that will incorporate this item.	

Multi-Year Accessibility Plan

Part 5 – Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Outdoor Play Spaces (80.18 - 80.20) *Applies to an area that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities & experiences for children & caregivers					
Must consult with the persons with disabilities & on the needs of children & caregivers with various disabilities before constructing redeveloping outdoor play spaces.	January 1, 2016	Manager of Community Services	Ongoing for any new or renovated outdoor play spaces after Jan 1, 2016	Compliant. Working on master recreation plan that will invite public feedback.	All new plans to be submitted to Council for review, consultation, & comment. Consultation will consist of: <ul style="list-style-type: none"> • Public Question/Comments period at meetings • Customer Feedback Policy • Open Houses, where applicable.
Must incorporate accessibility features, such as sensory & active play components.	January 1, 2016	Manager of Community Services	Ongoing for any new or renovated outdoor play spaces after Jan 1, 2016	Compliant. Working on additional park plans that will incorporate this item.	
Ensure outdoor play spaces have a ground surface that is firm, stable & less impact attenuating properties for injury prevention & sufficient clearance to provide children & caregivers the abilities to move through, in & around.	January 1, 2016	Manager of Community Services	Ongoing for any new or renovated outdoor play spaces after Jan 1, 2016	Compliant. Working on additional park plans that will incorporate this item.	Two of four parks now feature accessible ground surface as of 2016 and re-graded in 2021.

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Part 5 – Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Exterior Paths of Travel (80.21 - 80.31) *Applies to outdoor sidewalks or walkways designed & constructed for pedestrian travel & are intended to serve a functional purpose & not to provide a recreational experience. Does NOT apply to paths of travel regulated under the Ontario Building Code					
Must meet technical requirements (see section 80.23).	January 1, 2016	Manager of Community Services	Ongoing for any new or renovated exterior paths of travel after Jan 1, 2016	Working on park plans that will incorporate this item.	- Outdoor sidewalks and walkways - Ramps - Stairs, and - Curb ramps
Where an exterior path of travel is equipped with a ramp (section 80.24), stairs (80.25), curb ramps (80.26), depressed curbs (80.27), accessible pedestrian signals (80.28), rest areas (80.29), specific technical requirements must be met.	January 1, 2016	Manager of Community Services Manager of Public Works	Ongoing for any new or renovated exterior paths of travel after Jan 1, 2016	Working on park plans that will incorporate this item.	

Multi-Year Accessibility Plan

Part 5 – Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
<p>Off-street Parking (80.32 - 80.38)</p> <p>*Does not apply to off-street parking facilities that are used exclusively for the parking of buses, parking of delivery vehicles, parking of medical transportation vehicles (such as ambulances), parking lot use for impounded vehicles. Also does not apply if off-street parking facilities are not located on a barrier-free path of travel regulated under the Building Code AND multiple off-street parking facilities on a single site serve a building or facility.</p>					
Must provide two types of parking spaces: Type A (a wider parking space identified as "van accessible") and Type B (standard parking space).	January 1, 2016	Manager of Public Works	Ongoing for any new or renovated off-street parking after Jan 1, 2016	Compliant.	Accessible Parking Plan
Access aisle (space between parking spots) must be provided for all parking spaces for the use of persons with disabilities.	January 1, 2016	Manager of Public Works	Ongoing for any new or renovated off-street parking after Jan 1, 2016	Compliant.	Accessible Parking Plan
Must have a minimum number of parking spaces for the use of persons with disabilities (see section 80.36).	January 1, 2016	Manager of Public Works	Ongoing for any new or renovated off-street parking after Jan 1, 2016	Compliant.	Accessible Parking Plan

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Part 5 – Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Off-street Parking (80.32 - 80.38) *Does not apply to off-street parking facilities that are used exclusively for the parking of buses, parking of delivery vehicles, parking of medical transportation vehicles (such as ambulances), parking lot use for impounded vehicles. Also does not apply if off-street parking facilities are not located on a barrier-free path of travel regulated under the Building Code AND multiple off-street parking facilities on a single site serve a building or facility.					
Must be distinctly indicated by erecting an accessible permit parking sign (see section 80.37).	January 1, 2016	Manager of Public Works	Ongoing for any new or renovated off-street parking after Jan 1, 2016	Compliant.	Accessible Parking Plan
On-street Parking (80.39 - 80.40)					
Must consult with the public, persons with disabilities on the needs, location & design of accessible on-street parking when constructing or redeveloping existing on-street parking spaces.	January 1, 2016	Manager of Public Works Manager of Planning and Development	Ongoing for any new or renovated off-street parking after Jan 1, 2016	Ongoing	Community Planning Permit

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Part 5 – Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Obtaining Services – Service Counters (80.41) *Applies whether services are obtained in buildings or out-of-doors					
Must be a minimum of one service counter that accommodates a mobility aid for each type of service provided & must be clearly identified with signage where there are multiple queuing lines & service counters.	January 1, 2016	Managers	Ongoing for any new or renovated service counter after Jan 1, 2016	Ongoing	Town Hall Addition – Completed November 2018 Visitor Centre – Completed May 2019
Countertop height of service counter that accommodate mobility aids must be such that it is usable by a person seated in a mobility aid.	January 1, 2016	Managers	Ongoing for any new or renovated service counter after Jan 1, 2016	Ongoing	Town Hall Addition – Completed November 2018 Visitor Centre – Completed May 2019

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Part 5 – Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Obtaining Services – Service Counters (80.41)					
*Applies whether services are obtained in buildings or out-of-doors					
Service counter that accommodates mobility aids must have sufficient knee clearance for a person seated in a mobility aid, where forward approach to the counter is required.	January 1, 2016	Managers	Ongoing for any new or renovated service counter after Jan 1, 2016	Ongoing	Town Hall Addition – Completed November 2018 Visitor Centre – Completed May 2019
Floor space in front of counter must be sufficiently clear so as to accommodate mobility aid.	January 1, 2016	Managers	Ongoing for any new or renovated service counter after Jan 1, 2016	Ongoing	Town Hall Addition – Completed November 2018 Visitor Centre – Completed May 2019
Obtaining Services – Fixed Queuing Guides (80.42)					
*Applies whether services are obtained in buildings or out-of-doors					
Must provide sufficient width to allow for the passage of mobility aids & mobility assistive devices.	January 1, 2016	Managers	Ongoing for any new or renovated fixed queuing guides after Jan 1, 2016	Ongoing	

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Part 5 – Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Obtaining Services – Fixed Queuing Guides (80.42)					
*Applies whether services are obtained in buildings or out-of-doors					
Must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction.	January 1, 2016	Managers	Ongoing for any new or renovated fixed queuing guides after Jan 1, 2016	Ongoing	
Must be cane detectable.	January 1, 2016	Managers	Ongoing for any new or renovated fixed queuing guides after Jan 1, 2016	Ongoing	
Obtaining Services – Waiting Areas (80.43)					
Applies whether services are obtained in buildings or out-of-doors. Accessible seating is a space in the seating area where an individual using a mobility aid can wait					
Where seating is fixed to the floor, a minimum of 3% of new seating must be accessible but in no case shall there be fewer than one (1) accessible seating space.	January 1, 2016	Managers	Ongoing for any new or renovated waiting areas after Jan 1, 2016		

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Part 5 – Design of Public Spaces	Legislated Compliance Date	Area of Responsibility	Timeframe For Completion	Action Plan or Status	Comments
Maintenance of accessible elements (80.44)					
Multi-Year Accessibility Plans must include procedures for preventative & emergency maintenance of accessibility elements in public spaces	January 1, 2016	Managers	Ongoing for all new or renovated public spaces after Jan 1, 2016	Meet with Manager of Community Services & Finance to discuss Accessibility items during budget.	Discussed during Budget / Facilities Maintenance budget
Multi-Year Accessibility Plans must include procedures for dealing with temporary disruptions when accessible elements required are not in working order	January 1, 2016	Managers	Completed	Completed	