



ACCESSIBILITY ADVISORY COMMITTEE AGENDA

Tuesday, September 10, 2019, 5:30 pm
Committee Room

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ACCESSIBILITY ADVISORY COMMITTEE **MEETING MINUTES**

Tuesday, August 27, 2019, 5:30 pm
Committee Room

Present:

- T. Turner, Interim Chair
- L. Cyr, Councillor
- D. Marchisella, ex officio
- J. Meyer, Member
- D. Ferderber, Member
- J. Moggy, Member
- M. Thomas, Member
- S. Landmark, Member
- D. Gagnon, CAO
- N. Bray, Clerk/Recording Secretary

J. MacKnight, member

1. ROLL CALL

The meeting was called to order by the Chair at 5:32 PM

2. DECLARATION OF CONFLICT OF INTEREST

3. MINUTES OF THE PREVIOUS MEETINGS

3.1 July 30, 2019 - regular

Res. 08/19

Moved By: J. Meyer

Seconded By: L. Cyr

That the minutes of July 30, 2019 be approved as amended.

Carried

4. PUBLIC PRESENTATIONS**5. INTRODUCTION AND CONSIDERATION OF CORPORATE REPORTS****5.1 Legislative Framework - T. Turner**

Binder Contents:

- City of Elliot Lake Policies
- Accessibility for Ontarians with Disabilities Act, 2019 Ontario Regulation 191/11 Integrated Accessibility Standards
 - An Accessible Ontario Activities Undertaken by the Accessibility Directorate of Ontario
- Accessibility Rules for Municipalities
- How to Serve on a Municipal Accessibility Advisory Committee: Guide
- Accessibility for Ontarians with Disabilities Act, 2005 S.O. 2005, Chapter 11
- Municipal Accessibility Advisory Committees
- Human Rights Code R.S.O. 1990, Chapter H.19

5.2 Public Accessibility Barrier Reporting Mechanism -J. Meyer**6. PRESENTATION OF COMMITTEE REPORTS****7. UNFINISHED BUSINESS****7.1 2016-2019 Building Audit**

Direction was given to staff:

- to find out how much money is in the Accessibility Reserve Fund;
- look into the cost of a provincial auditor for building audits
- look into the site plan for city hall front step renovations re: parking spot

8. CORRESPONDENCE**9. PUBLIC QUESTION PERIOD****10. ADDENDUM****11. CLOSED SESSION****12. SCHEDULING OF NEXT MEETING**

The next scheduled Accessibility Advisory Committee meeting is September 10, 2019 at 5:30 PM

13. ADJOURNMENT

Res. 09/19

Moved By: J. Meyer

Seconded By: S. Landmark

That the meeting adjourn at 7:00 PM

Carried



Memo

To: Accessibility Advisory Committee
From: Daniel Gagnon
Date: September 5, 2019
Subject: Various Draft Policies

Committee Members,

Various policies need to be updated, or created, in order to address the city's legal obligations under the AODA (Integrated Standards¹ and Customer Service Regulations²). Many of these sections of the regulations came into effect in 2014 and/or 2016.

Some of the necessary policies are summarized below and attached. The draft policies are tabled to the committee for review. Eventually, the policies should be recommended to the standing committee and onto Council for adoption (or using the content to update existing policies). Having new policies will also factor into the update needed in the coming weeks/months for the next 5-year Accessibility Plan.

- Employment Practices Policy

The city's hiring practices have been meeting the AODA regulations, but a distinct employment practices policy that speaks to the core principles of accessibility related to the city's recruitment and human resource practices was not available. The attached policy serves to meet that need and meet the City's AODA employment practices responsibilities.

- Accessible Formats and Communication Support Policy

This policy is intended to establish appropriate and consistent action when requested to provide accessible formats and communication supports for persons with disabilities in a timely manner. This policy currently does not exist.

- Accessibility Standards for Customer Service

The City has an existing policy that is quite similar to the attached policy. However, the attached draft is slightly updated and likely worthy of replacing the existing policy.

¹ – see sections related to employment standards and communication supports: www.aoda.ca/integrated/#poagsof

² - Customer Service Standards: <https://www.aoda.ca/customer-care-standard/>

Daniel Gagnon



Employment Practices Policy

Revised: fall 2019

POLICY STATEMENT

In providing good employment standards, the City of Elliot Lake shall use reasonable efforts to ensure that policies, practices, and procedures are consistent with the following principles:

1. Recruitment:

The City of Elliot Lake will notify its employees and the public about the availability of accommodations for applicants with disabilities in its recruitment process.

2. Recruitment, Assessment or Selection Process:

The City of Elliot Lake will notify job applicants, when they are individually selected to participate in a selection process that accommodations are available upon request in relation to the materials or processes to be used.

3. Notice to Successful Applicants:

When making offers of employment, the City of Elliot Lake will notify the successful applicant of its policies for accommodating employees with disabilities.

4. Informing Employees of Supports:

The City of Elliot Lake will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

5. Accessible formats and communication supports for employees:

Upon the request of an employee with a disability, the City of Elliot Lake will consult with the employee to provide, or arrange the provision of, accessible formats and communication supports for information that is needed to perform job duties, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, the City of Elliot Lake will consult with the employee making the request.



Accessible Formats and Communication Support Policy

Revised: fall 2017

Purpose of this Policy

This policy is intended to establish appropriate and consistent action when requested to provide accessible formats and communication supports for persons with disabilities in a timely manner.

Providing Accessible Formats and Communication Supports

The City of Elliot Lake is committed to providing materials in an accessible format and with communication supports to persons with disabilities, upon request.

Accessible formats may include, but are not limited to large print, recorded audio and electronic formats, etc.

Communication supports may include but are not limited to captioning, alternative communication supports, plain language, etc.

If the city is unable to convert the requested information or communications, the City will provide an explanation as to why the materials are not convertible and will provide a summary of the requested information or communication.

Notice to the public on the City's commitment to provide materials in an accessible format or with communications supports, upon request is posted on the municipal website.

Requests for Accessible Formats and Communication Supports

When a person with a disability makes a request for information to be provided in an accessible format or with communication supports, the City will consult with the person making the request to determine a suitable format that takes the person's accessibility needs into account.

The City makes the final decision concerning the accessible format or communication support to be provided or arranged. Once the decision is made, the information will be provided or arranged for in a timely manner. If there is a fee normally charged for the information, the person making the request for the information in an accessible format or with communication supports, will be charged only the standard fee for the information.

Accessibility Policies Available to the Public

Our accessibility policies are available on our website and in hard copy upon request. The City will provide all accessibility policies to persons with disabilities in an accessible format, upon request.

Feedback Process

The City welcomes feedback from the public and from employees. Feedback is accepted in the following formats: in person, by telephone, by mail or via email.

Upon request, the City will receive and respond to feedback in an accessible format or with communication supports. Notice regarding the availability of our feedback processes is posted on the municipal website.

Accessible Website and Web Content

The City website and web content will conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAGO 2.0) at Level AA.

For more information about the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0), visit <http://www.w3.org/TR/WCAG20/>



Accessibility Standards for Customer Service

Revised: fall 2017

POLICY STATEMENT

In providing good accessible customer service the City of Elliot Lake shall use reasonable efforts to ensure that policies, practices, and procedures are consistent with the following principles:

1. Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities, and others, will be integrated, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use, or benefit from the goods or services.
3. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use, and benefit from the goods or services.
4. Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
5. That the City of Elliot Lake employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.

APPLICATION

This policy applies to every person who deals with members of the public or other third parties on behalf of the City of Elliot Lake whether the person does so as an employee, agent, volunteer, or otherwise.

LEGISLATIVE AUTHORITY

The Accessibility Standards for Customer Service, Ontario Regulation 429/07, was created under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The standard came into effect on January 1, 2008. It sets out obligations for certain persons, businesses, and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

DEFINITIONS

“Assistive devices” shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids, and medical aids. (i.e. canes, crutches, wheelchairs, or hearing aids)

“Disabilities” shall mean the same as definition of disability found in the Ontario Human Rights Code.

“Employees” shall mean every person who deals with members of the public or other third parties on behalf of the City of Elliot Lake.

“Persons with Disabilities” shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

“Service Animals” shall mean any animal that is of service to a person with a disability.

“Support Person” shall mean any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

PRINCIPLES

Accessible Customer Service follows four basic principles:

1. Dignity – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.
2. Independence – when a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
3. Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternative measure is necessary to enable a person with a disability to access goods or services.
4. Equal Opportunity - service is provided to a person with a disability in such a way that they have an opportunity to access your goods or services equal to that given to others.

These basic principles will be taken into account when serving individuals with disabilities.

Staff will do the following:

1. Question - what can I do to help people with disabilities access our services?
2. Ask the individual how I can help?
3. When communicating with a person with a disability, do so in a manner that takes into account the person's disability.
4. Offer a variety of methods of communication.
5. Understand the nature and scope of the services you offer.

EXISTING POLICIES, PRACTICES, AND PROCEDURES

Existing policies, practices, and procedures will be reviewed and revised on an ongoing basis as gaps in policies are identified and impact the ability to provide goods or services to customer with disabilities. Feedback from customers will be used to identify policy gaps.

ASSISTIVE DEVICES

Every employee shall use reasonable efforts to allow person with disabilities to use their own assistive devices to access goods and/or services.

SERVICE ANIMALS

Service animals, such as guide dogs, offer independence and security to many people with various disabilities. If it is questionable whether an animal is a service animal, a person may be asked to provide a letter from a physician or nurse confirming that the person requires the animal for reasons related to a disability.

1. Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained and other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.
2. The service animal shall be under the care and control of the person with the disability. If a service animal is unruly or disruptive, an employee may ask the person with the disability to remove the animal from the area, and other reasonable arrangements to provide goods or services shall be explored with assistance from the person with a disability.

SUPPORT PERSON(S)

Support person(s) assist people with disabilities in a variety of ways, by assisting with communications such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a friend or relative that will assist and support the customer.

1. If a person with a disability is accompanied by a support person, the City of Elliot Lake shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
2. In the event that admission fees are charged, there will be no charge to the support person.
3. The City of Elliot Lake may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

SERVICE DISRUPTION – NOTICE

It is possible that from time to time there will be disruptions in service, such as an entrance way that is under repair, renovations that limit access to an area, service to an elevator, or technology that is temporarily unavailable. If disruption in service is planned, and expected, it is important to provide reasonable notice.

1. Notice of the disruption must include information about the reason of the disruption, its anticipated duration, and a description of alternative facilities.
2. Notice will be provided on the website, signs posted at appropriate site, and, if suitable, advertised in local newspaper or radio a week in advance of the disruption.

UNEXPECTED DISRUPTION IN SERVICE – NOTICE

1. In the event of an unexpected disruption in service, notice may be provided in an appropriate manner and as quickly as possible.
2. Notice will be provided on the website, signs posted at appropriate site, and if suitable advertised on the local radio station.
3. In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

FORMAT OF DOCUMENTS

If requested for a copy of a document in a different format than available to accommodate a person with a disability, the City of Elliot Lake will make every attempt to provide the information requested in a format that is useful to the individual.

DOCUMENTATION

1. Notice that the City of Elliot Lake has an Accessible Customer Service Standard Policy will be posted at a conspicuous place on premises operated by the City of Elliot Lake and posted on the City website.

2. A copy of the documents will be given upon request and consideration will be given to format to accommodate a person's disability.

TRAINING

Training on Accessible Customer Service Standards will be as follows:

1. Training will be given to every person who participates in developing the policy, practices, and procedures under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service.

2. Training will be given to every person who deals with the public on behalf of the City of Elliot Lake including 3rd parties i.e. employees, agent volunteers, management.

3. Training will include:

i. A review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.

ii. How to interact and communicate with persons with various types of disability.

iii. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.

iv. how to use equipment or assistive devices available on our premises, or that otherwise provide, that may help with the provision of goods or services to people with disabilities.

v. What to do if a person with a particular type of disability is having difficulty accessing our goods or services.

vi. The Accessibility Customer Service Standard Policy for the City of Elliot Lake.

4. New employees, agents, volunteers, management, etc., shall receive training as soon as “practicable”, after being assigned.
5. Ongoing training on changes to policies, procedures, and new equipment shall be provided.
6. The method and amount of training shall be geared to the trainee’s role in terms of accessibility.
7. Training records shall be kept, including the dates when the training is provided and the names of individuals to whom the training was provided.

FEEDBACK

Feedback from customers gives the City of Elliot Lake opportunity to learn and improve. The Municipality encourages individuals to make suggestions on ways to improve our services and recognize the right of customers’ to make a complaint.

1. To ensure that the delivery of goods and services to those individuals with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) addressed to:

Clerk, City of Elliot Lake
Email: clerk@elliottlake.ca
Phone: 705-848-2287 x. 21**
Fax: 705-461-****

2. The Clerk will respond either in writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) acknowledging receipt of feedback and will set out the action to be taken in response to any complaints or suggestions.
3. Feedback will be encouraged by City Staff and the process for feedback will be explained to customers and posted on the City website.

Feedback will be used to assist with the revision of policies and procedures to provide accessible customer service.



Memo

To: Accessibility Advisory Committee
From: Daniel Gagnon
Date: September 5, 2019
Subject: Various Interim Updates

Committee Members,

Answers / updates for some questions posed at last meeting are below:

Stone Ridge: two accessible spaces were added to the Stone Ridge parking lot on September 4th. The spaces were painted but signs are needed and have been ordered. Research with an architect on the logistics and cost of installing push button doors has begun.

City Hall: another accessible space is destined for in front of city hall / OPP next to the safe trading zone, a sign has been ordered. The overall layout of the ramp and parking project was altered somewhat from the original due to budget concerns following tendering and other site considerations.

Accessibility Reserve: opening balance January 1, 2019 is \$107,000. Budgeted to come from that reserve is \$45k for beach mats (to be tendered shortly); \$39k for crosswalks on Spruce and Manitoba/hwy 108. Leaving \$23k for other projects, That said, the Manitoba rd/108 crosswalk requires more research and won't likely be done in 2019 (leaving more funds for other uses).

Respectfully submitted,

Daniel Gagnon

BUILDING AUDIT RESULTS - CITY OF ELLIOT LAKE

FACILITY	ITEM	CORRECTIVE ACTION	COST	2015	2016	2017	2018	2019	REMARKS
CITY HALL	MAIN ENTRANCE DOORS HAVE SLOPE TOWARD STAIRS, CAUSING POTENTIAL SAFETY PROBLEM SHOULD WHEELCHAIR OCCUPANT LOOSE CONTROL	EXTEND FRONT RAILS TO PROVIDE GRAB SURFACE TO HOLD CHAIR BACK, OR, RELOCATE ENTRANCE STAIRS TO RIGHT OF LANDING AND RAIL ACROSS FRONT.	FIRST OPTION NOMINAL, SECOND HIGH	X					POTENTIAL SAFETY PROBLEM
	SIDEWALK FROM PARKING AREA TO FRONT ENTRANCE..ICE COVERED AND 2" ICE LIP AT ENTRANCE CREATES PROBLEM FOR WHEELCHAIRS	MAKE SURE ICE AND SNOW ARE REMOVED TO PAVEMENT	LITTLE	X					POTENTIAL SAFETY PROBLEM AND CREATES DIFFICULTY
	WHEELCHAIR RAMP FEELS TOO STEEP & IS DIFFICULT TO NEGOTIATE UPWARDS & OCCUPANT COULD LOSE CONTROL COMING DOWN	INVESTIGATE SLOPE & IF CAN'T BE CORRECTED, INSTALL GRAB RAILS AT LOWER LEVEL TO ALLOW OCCUPANT TO PULL ON	NOMINAL	X					POTENTIAL SAFETY PROBLEM AND CREATES DIFFICULTY. TO SIMPLY SAY "IT'S BUILT TO CODE" SOLVES NOTHING & HELPS NOBODY.

CITY HALL	INADEQUATE NUMBER OF DISABLED PARKING SPACES IN VISITOR AREA	ADD AT LEAST TWO SPACES, WITH ONE BEING SIDE LOADING VAN WIDTH	NOMINAL	X					ALLOWS MORE DISABLED TO PARTICIPATE
	MAIN ENTRANCE, RAMP & WALKWAY TO PARKING VERY POORLY ILLUMINATED	ADD WALL MOUNT FIXTURES TO ILLUMINATE	NOMINAL	X					PROBLEM FOR VISUALLY IMPAIRED
	SERVICE COUNTER IN BUILDING & LICENCE IS HIGH	PROVIDE LOWERED SECTION FOR WHEELCHAIR USERS	NOMINAL	X					DIFFICULT TO SERVICE PEOPLE IN A CHAIR...EYE CONTACT
	STAIRS ARE GOOD BUT NOSING NOT DEFINED	INSTALL COLOUR CONTRAST STRIP ON NOSING	NOMINAL						AID VISUALLY IMPAIRED Completed- nosing added
	STAIRS HAVE RAILINGS ON ONLY ONE SIDE	INSTALL RAILING ON BOTH SIDES	NOMINAL						SAFETY FOR PHYSICALLY IMPAIRED Completed – hand rail added
	SIGNAGE IS NOT TACTILE	PROVIDE TACTILE DIRECTIONAL SIGNAGE	MODERATE	X					AID VISUALLY IMPAIRED

	PUBLIC WASHROOM DOORS DIFFICULT TO OPEN BY WHEELCHAIR BOUND	INSTALL POWER (WIRELESS) POWER OPERATORS	HIGHER (APPROX \$1K EA. INSTALLED)	X					AIDS IN USAGE BY DISABLED
	PUBLIC WASHROOM LIGHT DIFFICULT TO FIND & OPERATE FROM WHEELCHAIR	INSTALL LONG DURATION MOTION SENSOR SWITCHES	MODERATE	X					AIDS IN USAGE BY DISABLED
	NEED FOR ASSIST BAR FOR PEOPLE WITH OPPOSITE HAND PREFERENCE IN WASHROOM	INSTALL FLIP DOWN WALL MOUNT GRAB BAR NEXT TO TOILET	NOMINAL	X					
	TOILETS ARE STANDARD UNITS	INSTALL RAISED DISABLED TOILET UNITS	MODERATE	X					AIDS IN USAGE BY DISABLED
	INTERIOR WALLS REFLECT SOUND CAUSING ECHO EFFECT	WHEN REFINISHING, INSTALL HIGH TEXTURED WALL COVERING TO ABSORB SOUND	MODERATE	X					AIDS HEARING IMPAIRED
	Staff with windowed offices sit with back to window, makes those who lip read have difficulty seeing	INSTALL SOME TASK LIGHTING TO ALLOW FOR FACES TO BE ILLUMINATED DURING SUCH	LOW	X					AIDS HEARING IMPAIRED

FACILITY	ITEM	CORRECTIVE ACTION	COST	2015	2016	2017	2018	2019	REMARKS
	HEARING IMPAIRED HAVE DIFFICULTY HEARING COUNCIL DELIBERATIONS	CONSIDER INSTALLATION OF FM TRANSMISSION EQUIPMENT	MODERATE						AIDS HEARING IMPAIRED Completed – Closed captioning provided and hearing aids and mikes available in Council Chambers
FIRE HALL	WASHROOMS NOT ACCESSIBLE NOW	IF DISABLED STAFF EVER HIRED, POTENTIAL TO OPEN TWO EXISTING TO MAKE ONE UNISEX ACCESSIBLE WASHROOM.	NONE AT THIS TIME						MAY NEVER BE REQUIRED, BUT IS A POTENTIAL.
COLLINS HALL	ENTRANCE MAT IS RATHER HIGH PILE	INSTALL LOW NAP CARPET	LOW						CURRENT TOO THICK FOR NARROW CHAIR WHEELS- DONE 2017
	OFFICE DOOR HANDLE IS KNOB TYPE	REPLACE WITH LEVER TYPE	LOW						
COLLINS HALL	NO WHEELCHAIR ACCESS TO DOWNSTAIRS WASHROOMS & CHANGE ROOMS	INVESTIGATE INSTALLATION OF CHAIR LIFT OR SMALL ELEVATOR	HIGH						IMPOSSIBLE FOR WHEELCHAIRS TO UTILIZE CHANGE FACILITIES

	LIGHT SIGN IDENTIFYING DOWNSTAIRS WASHROOMS OUT. (NO MENTION OF CHANGE ROOMS AT ALL ON SIGN	CHANGE SIGN AND REPAIR LIGHTING	LOW						Motion sensor lighting installed and the soap and paper towel machine has been lowered - 2017
	FIRE ALARMS AUDIBLE ONLY	REPLACE BELLS WITH AUDIBLE & VISUAL UNITS	MEDIUM						
	UNKNOWN IF FIRE/EMERGENCY EVACUATION PLAN IDENTIFIES PROCESS TO ASSIST DISABLED	UPDATE IF NECESSARY & TRAIN STAFF	MEDIUM						Done in 2017 – located near Main Doors
COLLINS HALL	ALARM PULL STATIONS MOUNTED TOO HIGH. UNIT AT TOP OF STAIRS NEEDS RELOCATION...TOO CLOSE TO STAIR TOP	REPOSITION PULL STATIONS	LOW						ONE AT STAIR TOP IS DANGEROUS FOR THOSE IN A CHAIR OR ON CRUTCHES OR A WALKER
	ALL FIRE EXITS HAVE APPROX. 6 INCH STEP DOWN TO GRADE	INSTALL SHORT RAMP	MEDIUM						To be addressed in 2018
	STAIR EDGES HAVE NO DEFINING NOSE EDGING FOR VISUALLY IMPAIRED	INSTALL CONTRASTING NOSING	LOW						March 21 2018 – nosing on stairs being painted
	ALL SERVING COUNTERS TOO HIGH FOR SHORT FOLK OR THOSE IN A WHEELCHAIR	LOWER APPROX. 12 INCHES	HIGH						THOSE IN CHAIR TAKING LIQUID ARE LIKELY TO BE SPILLED ON DUE TO REACH NEEDED. A new counter top installed in the kitchen.

FACILITY	ITEM	CORRECTIVE ACTION	COST	2015	2016	2017	2018	2019	REMARKS
COLLINS HALL	DRINKING FOUNTAIN TOO HIGH & TIGHT IN CORNER	RELOCATE & MOUNT LOWER	MEDIUM	X					ALTERNATIVE – ELIMINATE <i>Eliminated 2018</i>
	DISABLED WASHROOMS FAR TOO SMALL TO HANDLE CHAIR	REMOVE PARTITIONS IN EACH.	NONE	X					SINCE EACH HAS ONLY ONE TOILET, NO NEED FOR PARTITION
	SINK HANDLES ARE KNOB TYPE	REPLACE WITH LEVER TYPE	LOW	X					EASIER FOR THOSE WITH GRIPPING PROBLEM – <i>Done 2017</i>
	WASHROOM DOORS HAVE KNOB HANDLES	REPLACE WITH LEVER TYPE	LOW	X					AS ABOVE- <i>Done 2017</i>
	TOILET SEATS ARE STANDARD HEIGHT	INSTALL RAISED TOILET SEATS	LOW	X					<i>Raised - 2017</i>
	NO WHEELCHAIR ACCESS TO STAGE	POSSIBLY SMALL CHAIR LIFT TO BE INSTALLED	HIGH X						
LIBRARY	New Library Facility to open in summer 2016								Audit Tour will be scheduled

MINERS PARK	NO WHEELCHAIR ACCESSIBLE PICNIC TABLES	INSTALL AT LEAST TWO EXTENDED END TABLES	MINIMAL X						ALLOWS WHEELCHAIR BOUND TO ENJOY OUTDOOR MEAL WITH FAMILY
FACILITY	ITEM	CORRECTIVE ACTION	COST	2015	2016	2017	2018	2019	REMARKS
	WHEELCHAIR PARKING SPACES PRESENT, BUT NO SIGNAGE	INSTALL SIGNS AT DISABLED SPACES	MINIMAL	X					CLEARLY IDENTIFIES ACCESSIBLE SPACES Signs to be installed in Spring 2015
	WHEELCHAIRS NEED TO ACCESS BENCHES & TABLES THROUGH SOFT GRASS	PROVIDE HARD SURFACE WALKS FOR AT LEAST 2 BENCHES AND ACCESSIBLE TABLES	MODERATE	X					CHAIR WHEELS SINK IN SOFT GROUND To be reviewed after installation of tables
CENTENNIAL ARENA	NO DISABLED PARKING SPACES	PROVIDE & SIGN, A MINIMUM OF 4 SPACES FOR DISABLED	MINIMAL	X				X	PUBLIC BUILDING REQUIRES DISABLED PARKING There are 2 DPPS – request 2 more signed DPPS and consider signage to direct Disabled persons to utilize Central Ave as a drop-off location
	NO RAMP FROM PARKING TO BUILDING ENTRANCE LEVEL	PROVIDE PROPERLY GRADED WHEELCHAIR RAMP FROM PARKING AREA	MODERATE	X				X	CURRENTLY, NO WHEELCHAIR ACCESS FROM PARKING AREA

CENTENNIAL ARENA	REFRESHMENT COUNTER TOO HIGH FOR WHEELCHAIR BOUND PATRONS (BOTH LOBBY COUNTER & INSIDE ARENA)	PROVIDE 24" TO 36" LOWERED COUNTER	MODERATE	X				X	HAZARD FOR WHEELCHAIR BOUND PATRONS
	DISABLED WASHROOM DOOR IS PULL OUT TYPE AND DIFFICULT TO OPERATE FROM WHEELCHAIR	INSTALL POWER OPERATOR	HIGHER	X					DIFFICULT TO USE NOW and needs automatic door
	WHEELCHAIR STALL TOO SMALL TO TURN A WHEELCHAIR IN	REMOVE ADJACENT STALL TO MAKE ROOM	NONE	X				X	MAY MEET CODE OF DAY, BUT STILL TOO SMALL
	ARENA DRINKING FOUNTAIN TOO HIGH FOR WHEELCHAIR ACCESS	LOWER FOUNTAIN	MODERATE	X				X	Suggest running a line to a lowered porcelain standard drinking fountain
CENTENNIAL ARENA	CHANGE ROOM SHOWER HAS CURB, PREVENTING ACCESS FOR CHAIR. DOOR ALSO FAR TOO NARROW	WIDEN DOOR AND PROVIDED MOUNDED RAMP CURB	MODERATE					X- 2019	WILL NOT ALLOW CHAIR TO ENTER NOW, OR EVEN USER WITH CRUTCHES

FACILITY	ITEM	CORRECTIVE ACTION	COST	2015	2016	2017	2018	2019	REMARKS
	CHANGE ROOM WASHROOMS ARE FAR TOO SMALL WITH NARROW DOORS	NEED TO HAVE WIDER DOORS AND ENLARGED (SEE COMMENTS)	HIGH					X- 2019	BUILDING MAY NOT BE CONDUCTIVE TO SUCH RENOVATION. WIDEN DOORS BY 2019
CIVIC CENTRE	ALL EMERGENCY EXITS LEAD TO STEP DOWN	RAMP EXITS FOR EMERGENCY EXIT OF WHEELCHAIRS	MODERATE					X	POTENTIAL LIABILITY ISSUE AND UNSAFE
	FRONT DOOR POWER OPERATOR BUTTON MOUNTED ON FRAME & IS ALSO, DIFFICULT TO SEE. (BOTH OUTER AND INNER DOORS)	LOCATE HIGH VISIBILITY BUTTON AT LEAST 3 FEET FROM DOOR	LOW					X	DIFFICULT TO FIND AND TO OPERATE FROM WHEELCHAIR. Both doors should be open (one is currently locked)
	OUTER FRONT ENTRANCE DOORS ARE DOUBLE, BUT ALWAYS, ONLY ONE IS UNLATCHED	UNLATCH BOTH DOORS ON OPENING	NONE					X	MAKES ENTRY DIFFICULT. Should be an easy fix.
	MEETING ROOM HAS KNOB AND OUT-SWING DOOR	INSTALL POWER OPERATOR	MODERATE					X	DIFFICULT FOR CHAIR BOUND TO ENTER
	FIRE ALARM ONLY AUDIBLE	INSTALL DEVICES THAT ARE VISUAL & AUDIBLE	HIGHER					X	NEED VISUAL FOR HEARING IMPAIRED

	ALARM PULL STATIONS MOUNTED FAR TOO HIGH	LOWER ALL	MODERATE	X					CANNOT BE REACHED FROM WHEELCHAIR
	BAR COUNTER SERVING THEATRE IS TOO HIGH FOR WHEELCHAIR USE	LOWER 24" TO 36" SECTION	MODERATE					X	SAFETY & USAGE FACTOR
	WHEELCHAIR WASHROOM DIFFICULT FOR USER TO ENTER	INSTALL POWER OPERATOR	HIGHER					X	
CIVIC CENTRE	ONLY WALL MOUNTED ASSIST BAR @ TOILET	INSTALL FOLD OUT ASSIST BARS	MODERATE					X	ACCOMMODATES LEFT & RIGHT HANDED PERSONS
	NO RAISED TOILET SEAT	INSTALL RAISED SEAT	LOW					X	BETTER WHEELCHAIR ACCESS
	TOILET TISSUE DISPENSER IN WAY OF WALL MOUNTED ASSIST BARS	RE-LOCATE	LOW					X	
(MUSEUM SECTION)	ENTRANCE DOORS NOT POWERED OR PROPPED OPEN (LIKE GALLERY)	EITHER INSTALL POWER OPERATOR OR KICK DOWN HOLDERS	POWERED HIGHER COST, HOLDERS LITTLE					X	

FACILITY	ITEM	CORRECTIVE ACTION	COST	2015	2016	2017	2018	2019	REMARKS
	EMERGENCY EXIT FROM LOWER LEVEL TO SIDE DRIVE IS ONLY WAY FOR WHEELCHAIRS TO EXIT, WITHOUT HAVING TO CARRY UP STAIR	TRAIN STAFF IN EVACUATION PLAN. REMOVE CONCRETE WALL OUTSIDE DOOR AND INSTALL RAMP FOR SAFE EXIT	HIGHER	X					SAFETY & LIABILITY ISSUE Staff are trained regularly
(CRAFT ROOM SECTIONS)	POTTERY ROOM WASHROOM BARELY VISIBLE. PATH BLOCKED BY TABLE and CUPBOARDS	REQUEST OCCUPANTS OPEN UP PATH	LOW					X	CANNOT BE ACCESSED BY WHEELCHAIR
Craft Room Sections of Civic Centre	WASHROOM DOOR HAS KNOB HANDLE	INSTALL LEVER TYPE	LOW					X	
	ENTRANCE DOOR TO POTTERY ROOM IS KNOB TYPE	INSTALL LEVER TYPE	LOW					X	
	POTTERY ROOM WASHROOM FULL OF STORAGE ITEMS	RE-LOCATE ITEMS	NONE					X	

FACILITY		ITEM	CORRECTIVE ACTION	COST	2015	2016	2017	2018	2019	REMARKS
		POTTERY ROOM WASHROOM SINK HAS SMALL TURN HANDLES	REPLACE WITH LEVER TYPE	LOW					X	
		WEAVING ROOM WASHROOM HAS NO SIGNS AT ALL	INSTALL ACCESSIBLE SIGN	LOW					X	
		WEAVING ROOM WASHROOM HAS STORAGE SHELF NEXT TO TOILET	REMOVE & INSTALL RAISED SEAT & ASSIST BARS	LOW					X	
Craft Room Sections of Civic Centre		WEAVING ROOM WASHROOM HAS KNOB TYPE HANDLE	INSTALL LEVER TYPE	LOW	X					
SWIMMING POOL	PARKING LOT REPORTED AS DARK AT NIGHT	IMPROVE LIGHTING	MEDIUM	X						
	EXISTING SIGN FOR THE FEW DISABLED SPACES IS CONFUSING	NEEDS ARROWS TO DESIGNATE ALL SPACES IN THAT SHORT ROW	LOW						X	

FACILITY	ITEM	CORRECTIVE ACTION	COST	2015	2016	2017	2018	2019	REMARKS
	DOORS TO BOTH WASHROOMS ARE QUITE HEAVY	INSTALL POWER OPENER	HIGH					X	
	STALL IN MALE WASHROOM TOO NARROW	WIDEN BY MOVING PARTITION	MEDIUM					X	
	STALL IN FEMALE WASHROOM NEEDS RAILS ON BOTH SIDES	INSTALL SIMILAR TO MALE WASHRM.	LOW					X	
MUNICIPAL POOL	DOORS TO CHANGE ROOMS HEAVY	INSTALL POWER OPERATOR	HIGH	X					
	ENTRANCE TO POOL FROM CHANGE ROOMS AND "EMERGENCY" DOOR VERY HEAVY	INSTALL POWER OPERATORS ON ALL	HIGH	X					

	SIGNS ARE BLUE ON WHITE - HARD TO READ FOR VISUAL IMPAIRED	REPLACE WITH BLACK ON WHITE	MEDIUM	X					
	NO LOCKERS ARE EQUIPPED FOR BLIND PERSON	INSTALL BRAIL NUMBERS ON POSSIBLE 5 LOCKERS	LOW					X	
MUNICIPAL POOL	STAFF CHANGE ROOM CURRENTLY USED FOR FAMILY CHANGE ROOM, BUT TOO SMALL FOR A WHEELCHAIR	PLAN FOR STAND ALONE FAMILY CHANGE ROOM	HIGH					X	
	EMERGENCY LIGHT AT POOL NOT WORKING	REPAIR	LOW					X	
	LIGHTING IN POOL AREA SOMEWHAT DIM FOR SIGHT IMPAIRED	INSTALL ADDITIONAL FIXTURES	MEDIUM	X					

FACILITY	ITEM	CORRECTIVE ACTION	COST	2015	2016	2017	2018	2019	REMARKS
	EDGE OF POOL NOT WELL DEFINED FOR VISUALLY IMPAIRED	INSTALL DARK BORDER AROUND POOL EDGE	HIGH	X					
GLENDON PARK	EQUIPMENT NOT ACCESSIBLE FOR WHEELCHAIRS	PROVIDE HARD SURFACE PATHS	HIGH	X					Equipment not designed as wheelchair accessible
	INSTRUCTIONS ON APPARATUS TOO SMALL FOR SIGHT IMPAIRED TO READ	PROVIDE LARGER SIGNS	MEDIUM	X					Upgrade cost for proper signage estimated at \$2,000
Glendon Park	THERE IS NO PARKING AREA FOR PARK AND NONE ON STREET	PROVIDE PARKING IN VALLEY OPPOSITE GARDEN, INCLUDE DISABLED SPACES (3)	HIGH	X					PARK IS NOT ACCESSIBLE WHATSOEVER DUE TO NO PARKING; AND NO PATHWAYS
Municipal Airport	No Disabled Person Parking Spaces (DPPS)	Provide 2 DPPS	Paint	X					Completed
	No Automatic Doors		High						There is a doorbell, but not very noticeable
	Mens Washroom Handicap Stall (opens inwards)	Door should open outwards	Low	X					Under review
	Ticket Counter is too high for Wheelchair access	Portion of Counter should be lowered	Medium	X					Services at the site are available to accommodate

FACILITY	ITEM	CORRECTIVE ACTION	COST	2015	2016	2017	2018	2019	REMARKS
Stoneridge Golf Course	No designated DPPS	Move Male and Female Club Champion parking spaces and changeover to DPPS	Low	X					
	No automatic doors	Wheelchair access is not addressed	High	X					
Spruce Beach	DPPS not marked	DPPS should be located near the changehouse		X					Under review
	No wheelchair access to park and beach areas	Switchback style walkway at end of parking lot for access to the shady picnic area including DPPS at the walkway start point (lower curb)		X					Under review – high slope
	Wheelchair access to playground equipment	Rubber mats to allow access		X					Mats would have to be stored each night to prevent theft
	Changehouse	1)Pathway from parking lot around the gatepost and from existing path to changehouse and 2) hinge doors on other side and 3) relay switch on auto door							Complete
Spine Beach	Sign at entrance to parking lot	Lettering is too small							Complete
DPPS not marked	DPPS should be located near the changehouse			X					DPPS not marked

FACILITY	ITEM	CORRECTIVE ACTION	COST	2015	2016	2017	2018	2019	REMARKS
Spine Beach	Chains block wheelchair access	Provide opening from parking lot for a path to bridge and over to changehouse		X					Under review. The gate / path is open to permit access.
	Change-house washrooms	1)W.R. doors were locked and 2)signage too small and 3)doors may be too narrow and 4)a gravel lip at the entrance area		X					Some capital \$ are available and have been allocated to pouring a pad at change room to aid access
	Picnic area	Install 1 or 2 picnic tables in level shady area behind change-house		X					Scheduled for 2015
	Wheelchair access to playground equipment	Rubber mats to allow access		X					Mats would have to be stored each night to prevent theft. This is under review.
Simpson Road Trailer Park	Washrooms	Cement pad at entrance has a ledge that should be eliminated. WR Doors are too heavy and require lever handles. Hand rails required; light switch, soap dispenser and sink are too high; mirror should be angled. Toilette is too low.		X					All items addressed with exception of door handles. Remaining work scheduled for 2015
Westview Park	Washrooms	Install handles above Toilette and above TP dispenser; WR door handle / bolt too high; needs inside handle; light switch too high; sink needs lever handles; towel / soap dispenser should be lowered; Outside door should be a lever handle. M WR does not have an accessible stall							Hand rails not installed Towel and soap dispenser is lowered

FACILITY	ITEM	CORRECTIVE ACTION	COST	2015	2016	2017	2018	2019	REMARKS
Elliot Lake Boat Launch	Shoreline dock	Construct bumper to prevent wheelchair from rolling over the edge	\$500	X					Shoreline decking currently has access ramps to accommodate wheelchairs Boardwalk under review in 2015 budget
Rio Den Arena	Childrens' summer program area	Handicap washrooms are too small; Taps and door handles should be lever-type; only one grab bar in WRs; towel holder too high; toilets are too low. Fire alarm should also have strobe light. Lip at entrance threshold should be less than ¼ inch		X					The handicap WR stall could be made larger by moving the partitions
White Mountain Building	Patio stones in public areas	Seams are uneven, require lifting and releveling patio stones							
	Washrooms	Only 1 sink with lever tap; counter and sinks may be too high; toilette seat cover interferes with use of bar handle behind toilette							Suggest lowering one sink and removing toilette seat cover
White Mountain Building	alarms	System is audible only							Suggest installation of audible/visible alarms (includes strobe lite)
	No TTY service								
	Only one barrier-free exit								
	Library research terminals	- For standing clients only -							Suggest one wheelchair accessible research terminal

