



2011

Town of Carleton Place

Accessibility Plan



Clerk's Department
Town of Carleton Place
175 Bridge Street
Carleton Place, ON
K7C 2V8

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Executive Summary

All municipalities in the Province of Ontario, are required to prepare annual Accessibility Plans in consultation with persons with disabilities as mandated by the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

The Accessibility Plan considers barriers to people with disabilities and ways to remove and/or prevent them. These barriers can be included in the Town's by-laws and/or its policies, programs, practices, and services. The Plan will identify and describe the barriers or problem to be removed, over come or alleviated plus the actions to be taken.

The Town of Carleton Place is committed to enhancing accessibility for all people with disabilities so they can live independently, contribute to the community and to encourage them to full participation in the development and review of it's the Town's Annual Accessibility Plan.

In previous Plan, the focus has been placed on identifying historical and current barriers to persons with disabilities. Detailed targets for eliminating barriers *were* not established; rather efforts were concentrated on establishing effective methodology and processes.

In this Plan focus is being placed on the education/awareness of the *Accessibility for Ontarians with Disabilities Act, 2005*. Also, it is the goal of the Accessibility Advisory Committee to assist in the identification of barriers to persons with disabilities and to make recommendations for their removal.

Key Contacts for Accessibility Inquiries

The members of the 2011 Accessibility Advisory Committee, as appointed by The Town of Carleton Place Council are:

| NAME | ADDRESS | PHONE | E-MAIL |
|---|--|----------------------------------|--|
| Alice-Anne Paterson Collinge Community Living Association (Lanark County) | 178 Townline Rd. E Carleton Place K7C 2C2 | (613) 257-8040 Ext. 25 | aliceanne@clalanark.ca |
| Communications Florence Pye | 11 - 126 Sussex St. Carleton Place K7C 1P8 | (613) 257-1847 | |
| Deputy-Mayor and Chair Ed Sonnenburg | 384 Dufferin St. Carleton Place K7C 1A4 | (613) 257-4094 | e.sonnenburg@rogers.com |
| Members Kory Earle | 127 Lake Ave. E. Carleton Place K7C 1K1 | (613) 451-0051 | koryearle@hotmail.com |
| Father David Andrew | 122 Julie Anne Cr. Carleton Place K7C 4H5 | (613) 257-3179 (613) 253-2746 | father.d@rogers.com priest-stjamescp@bellnet.ca |
| Noella (Power) Klawitter | RR2, 207 Northcote Dr. Carleton Place K7C 3P2 | (613) 257-1477 | noella.power@gmail.com |
| David Hentschell | 256 Sarah St. Carleton Place K7C 2Y6 | (613) 253-1691 | davidh2010@hotmail.com |
| Bobbi-Dee Atterbury | 357 Pattie Drive Carleton Place K7C 2G7 | (613) 253-3499 | catterbury@rogers.com |
| Myrna Pears | 60 Willowshore Way Carleton Place K7C 3P5 | (613) 253-0458 | pears50@hotmail.com |
| Duncan Rogers Clerk | 175 Bridge Street Carleton Place K7C 2V8 | (613) 257-6211 | drogers@carletonplace.ca |

SECTION 1 – INTRODUCTION

Town Identification

This is the 2011 Accessibility Plan of the Town of Carleton Place. The Town Hall address is 175 Bridge Street, Carleton Place, Ontario K7C 2V8.

The Town Contact Person for Accessibility Inquiries is:

Mr. D. H. Rogers, C.M.O., C.M.C., Clerk
Town of Carleton Place
175 Bridge Street
Carleton Place, Ontario K7C 2V8
Email: drogers@carletonplace.ca

Telephone: 613-257-6211

Ministry Identification

Accessibility Directorate of Ontario

777 Bay Street, 6th Floor, Suite 601
Toronto, Ontario M7A 2J4
E-mail: accessibility@css.gov.on.ca

or

Accessibility For Ontarians With Disabilities Act (AODA)

Contact Centre : (SERVICE ONTARIO)
Toll-free: 1-866-515-2025
TTY: 416-325-3408 / Toll-free 1-800-268-7095
Fax: 416-325-3407

The Accessibility Directorate will provide an alternate format of the Act upon request.

SECTION 2 - MUNICIPAL HIGHLIGHTS

The Town of Carleton Place is a mainly urban municipality with a population of approximately 9,800. The municipality is located west of the City of Ottawa on Highway Number 7. The Mississippi River runs through the heart of the Town within the County of Lanark in Eastern Ontario.

The population is primarily English speaking, with approximately 5% of the population whose first language differs from English.

Carleton Place is one of eight municipalities which comprise the County of Lanark. The Town is quickly becoming the main commercial centre of the County. The population distribution over the last three census are shown below:

| MUNICIPALITY | POPULATION IN 1996 | POPULATION IN 2001 | POPULATION IN 2006 |
|------------------------|--------------------|--------------------|--------------------|
| County of Lanark | 50,718 | 62,495* | 67,612* |
| Tay Valley | 5,180 | 5,440 | 5,984 |
| Beckwith | 5,495 | 6,046 | 6,650 |
| Carleton Place | 8,450 | 9,083 | 9,890 |
| Drummond/North Elmsley | 6,203 | 6,670 | 7,337 |
| Lanark Highlands | 4,629 | 4,795 | 4,900 |
| Mississippi Mills | 11,073 | 11,647 | 12,811 |
| Montague Twp | 3,802 | 3,671 | 4,182 |
| Perth | 5,886 | 6,003 | 4,603 |

* Includes the Town of Smiths Falls.

** Source: Statistics Canada. Note that a municipal amalgamation occurred in 1998, after the 1996 census. As a result, the above figures for 1996 are composites of census data for individual municipalities that existed at census time.

SECTION 3 – THE TOWN OF CARLETON PLACE

The Corporation of the Town of Carleton Place employs approximately seventy (70) staff in the following Branches:

- Clerks office
- Administrative and Treasury Branches
- Protective Services Branch
- Public Works Branch
- Planning Branch
- Recreation Branch
- Child Care Branch
- Library Branch

The Corporation's Organization would resemble the following:

*Administration includes Human Resources, Health & Safety and Economic Development.

SECTION 4 - CONSULTATION ACTIVITIES

4.0 Introduction

Recognizing that one (1) person in seven (7) in the Province of Ontario has disability, advice from the Accessibility Advisory Committee will facilitate the Town's strategic thinking about the identification, removal and prevention of the many different types of barriers to persons with disabilities. Through accessibility planning, the Municipality will have the opportunity to comprehensively review its bylaws, policies and programs, procedures and practices, and services to determine priorities for the removal of barriers to persons with disabilities.

4.1 Municipality

The Municipality will produce a report which will identify barriers that do not allow persons with disabilities to enjoy their municipal environment to its fullest, including but not limiting to, the Town economy, its streets, sidewalks, municipal buildings, offices and parks.

4.2 Accessibility Advisory Committee (AAC)

The Accessibility Advisory Committee may consist of up to 12 members. One member of Council, 2 members who are citizen volunteers, and 2 professionals from the community representing organizations with interests in disability issues. In accordance with *Section 29(3) of the Act*, a majority of the members of the committee shall be persons with disabilities.

As required by the AODA the Committee will, therefore, advise all of the Town administration, and its various departments on the efficient planning for the removal of barriers to persons with disabilities.

4.3 Department Heads

Department heads will determine a strategy for the removal of those barriers.

SECTION 5 - ACCESSIBILITY PLAN WORKING GROUP

To coordinate the review of the 2011 Accessibility Advisory Plan, the working group consisted of the following:

| NAME | ADDRESS | PHONE | E-MAIL |
|---|--|----------------------------------|--|
| Alice-Anne Paterson Collinge Community Living Association (Lanark County) | 178 Townline Rd. E Carleton Place K7C 2C2 | (613) 257-8040 Ext. 25 | aliceanne@clalanark.ca |
| Communications Florence Pye | 11 - 126 Sussex St. Carleton Place K7C 1P8 | (613) 257-1847 | |
| Deputy-Mayor - Carleton Place and Chair Ed Sonnenburg | 384 Dufferin St. Carleton Place K7C 1A4 | (613) 257-4094 | e.sonnenburg@rogers.com |
| Members Kory Earle | 127 Lake Ave. E. Carleton Place K7C 1K1 | (613) 451-0051 | koryearle@hotmail.com |
| Father David Andrew | 122 Julie Anne Cr. Carleton Place K7C 4H5 | (613) 257-3179 (613) 253-2746 | father.d@rogers.com priest-stjamescp@bellnet.ca |
| Noella (Power) Klawitter | RR2, 207 Northcote Dr. Carleton Place K7C 3P2 | (613) 257-1477 | noella.power@gmail.com |
| David Hentschell | 256 Sarah St. Carleton Place K7C 2Y6 | (613) 253-1691 | davidh2010@hotmail.com |
| Bobbi-Dee Atterbury | 357 Pattie Drive Carleton Place K7C 2G7 | (613) 253-3499 | catterbury@rogers.com |
| Myrna Pears | 60 Willowshore Way Carleton Place K7C 3P5 | (613) 253-0458 | pears50@hotmail.com |
| Duncan Rogers Clerk | 175 Bridge Street Carleton Place K7C 2V8 | (613) 257-6211 | drogers@carletonplace.ca |

SECTION 6 – HISTORY OF INITIATIVES

The history of initiatives regarding accessibility can be found in previous editions of the Municipality's Accessibility Plan. Please contact the Clerk for previous editions of the said Plan in partnership with the Town staff and the Accessibility Committee Members to identify Accessibility Standards.

SECTION 7 - OPERATIONAL AND DECISION MAKING REVIEW

- 7.01 The Carleton Place AAC will review Municipal facilities to identify accessibility barriers.
- 7.02 The Lanark County *Accessibility Guidelines Checklist* will be used as the standard for the review, identification of barriers. (See Appendix 11.5)
- 7.03 Identified barriers will be recorded on the Barriers Identification/Planning Evaluation Form. (See Appendix 11.4)
- 7.04 When completed a copy of the Barrier Identification/Planning Evaluation Form – Appendix 11.4 will be forwarded to the Accessibility Advisory Committee for review and discussion.
- 7.05 Once reviewed by the Accessibility Advisory Committee the Barriers Identification/Planning Evaluation Form will be forwarded to Department Heads with recommendations for the removal of identified barriers.
- 7.06 Each Department Head will assess the impact and cost of the recommended solutions for removal of identified barriers.
- 7.07 This process should be completed by October 31st each year for review by the Accessibility Committee.

SECTION 8 - TARGETS AND ACTION

The Carleton Place Accessibility Advisory Committee recognizes that the immediate elimination of barriers to persons with disabilities is impractical. With the identification of barriers, priorities can be set for a process to start in the elimination of barriers.

As part of the process the Accessibility Advisory Committee will be given development permit applications control applications for review and recommendations. The committee will forward recommendations to the Town of Carleton Place in a timely manner.

SECTION 9 - MONITORING PROGRESS

The Carleton Place Accessibility Advisory Committee will meet regularly throughout the year. The ACC will keep minutes of their meetings that will be available to the Town of Carleton Place.

This annual monitoring process will be a valuable tool for providing input on the creation of subsequent plans.

SECTION 10 - 2011 ACCESSIBILITY PLAN

Departmental Budgeting process will be forwarded annually to the ACC for review and suggestions and inclusion in the next years Accessibility Plan.

SECTION 11 - APPENDICES

SECTION 11.1- APPENDIX 2011 Town of Carleton Place Council

| NAME | POSITION | CONTACT E-MAIL |
|-----------------|--------------|--|
| Wendy LeBlanc | Mayor | wleblanc@carletonplace.ca |
| Ed Sonnenburg | Deputy-Mayor | e.sonnenburg@rogers.com |
| Rob Probert | Councillor | rob@canada-career.com |
| Louis Antonakos | Councillor | lantonakos@sympatico.ca |
| Jerry Flynn | Councillor | jerryflynn@rogers.com |
| Doug Black | Councillor | doug_black@hotmail.com |
| Gary Strike | Councillor | garystrike@rogers.com |

SECTION 11.2 - APPENDIX 2011 Department Heads

| STAFF | POSITION |
|--------------|--------------------------------------|
| P. Knowles | Chief Administrative Officer |
| D. Rogers | Town Clerk |
| P. Hogan | Treasurer |
| D. Young | Director of Public Works |
| J. Leach | Director of Day Care |
| L. Young | Director of Planning and Development |
| J. Baril | Librarian |
| J. Henderson | Director of Recreation & Culture |
| L. Reynolds | Director of Protective Services |

SECTION 11.3 - APPENDIX
Accessibility Advisory Committee - Terms of Reference

ACCESSIBILITY ADVISORY COMMITTEE (ACC)

Membership: Under Section 29., of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* the Town shall:

29. (3) The Accessibility Advisory Committee (ACC) may consist of up to 12 members. One member of Council, 2 members who are citizen volunteers, and two professionals from the community representing organizations with interests in disability issues. A majority of the members of the committee shall be persons with disabilities.

Administrative Matters for Members:

Secretary: Appointed by the Committee
Staff Contact: Town Clerk
Meeting Time: At least quarterly and/or at the call of the Chair.

Responsibilities:

Town's Responsibility: Under Section 29., of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* the Town shall:

29 (1) The Council of every municipality having a population of not less than 10,000 shall establish an accessibility advisory committee or continue any such committee that was established before the day this section comes into force.

29 (2) The Council of every municipality having a population of less than 10,000 may establish an accessibility advisory committee or continue any such committee that was established before the day this section comes into force.

Advisory Committee's Strategic Priorities and Responsibilities

Under Section 29(4) of the AODA the Duties of the Committee shall be to:

- (a) Advise the Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the Council may seek its advice under subsection (5);
- (b) Review in a timely manner the site plans and drawings described in section 41 of the Planning Act that the committee selects; and
- (c) Perform all other functions that are specified in the regulations.

Other Goals

Other Priorities and Responsibilities of the Committee will include to:

1. Consult with the disabled community and groups, organizations and service agencies to provide a forum for the communication of issues.
2. Identify and advocate with "Best Practices" in the removal of all barriers for persons with disabilities.
3. Raise public awareness of disabilities issues through the organization of initiatives and activities. Also in partnership with the Town of Carleton Place.

Section 29. (5) and (6) of the AODA the Duties of the Council shall be to:

- (5) The Council shall seek advice from the Committee on the accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises,
 - (a) that the council purchases, constructs or significantly renovates;
 - (b) for which the council enters into a new lease; or
 - (c) that a person provides as municipal capital facilities under an agreement entered into with Council in accordance with section 110 of the Municipal Act, 2001.
- (6) Supplying development permit applications: when the committee selects site plans and drawings described in section 41 of the Planning Act to review, the Council shall supply them to the committee in a timely manner for the purpose of the review.

**SECTION 11.4 - APPENDIX
2011 Barriers Planning/Evaluation Form**

| What barrier was identified? 1 | What type of barrier was it? 2 | What will be gained by removing or preventing this barrier? 3 | Means to prevent/remove the barrier 4 | Indicators of Success 5 | Timing (When will change happen) 6 | Resources Required (Human or financial) 7 | Division/Department Responsible |
|--------------------------------|--------------------------------|---|---------------------------------------|-------------------------|------------------------------------|---|---------------------------------|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

1. Indicate where the barrier was found. For example, was it in a program, service, by-law, policy, practice, or facility
2. i.e. was it a physical, architectural, informational, communicational, attitudinal, technological, policy/practice
3. Indicate what type(s) of disability will be addressed
4. Describe what action will be taken to remove and/or prevent the barrier
5. Indicate how customer service will be improved by removing or preventing this barrier? Also indicate any other measure(s) that will be used to determine whether or not your Department was successful in removing and/or preventing this barrier.
6. The timing for addressing a barrier does not necessarily have to be set within the 15-month period. The nature of the action may be **phased in** over a number of months or years depending on the resources and priorities of your Department.
7. Indicate if this activity will be completed within existing resources or if new resources will be required. Quantify the human/financial costs.

**SECTION 11.5 - APPENDIX
ACCESSIBILITY CHECKLIST**

Accessibility Checklist on file with the Town Clerk. For further information please telephone 613-257-6211.

**SECTION 11.6 - APPENDIX
Town of Carleton Place Facilities**

| NAME | ADDRESS | OWN/LEASE | CONTACT |
|-----------------------------------|---------------------|-------------------------|--------------------------------------|
| Town Hall | 175 Bridge Street | Own | Clerk |
| Library | 101 Beckwith Street | Own | Librarian |
| Community Centre | 75 Neelin Street | Own | Director of Recreation |
| Public Works Yard | 97 Franklin Street | Own | Director of Public Works |
| Childcare Centre | 3 Francis Street | Own | Director of Child Care |
| Swimming Pool | 389 Bridge Street | Own | Director of Recreation |
| Youth Centre | Mill Street | Own | Council Representative Ed Sonnenburg |
| Museum | Edmund Street | Own | Director of Recreation |
| Canoe Club | Riverside Park | Own/Lease to Canoe Club | Director of Recreation |
| Riverside Park Canteen | Riverside Park | Own | Director of Public Works |
| Water Filtration Plant | Riverside Park | Own | Director of Public Works |
| Household & Hazardous Waste Depot | Patterson Crescent | Own | Director of Public Works |
| Police/Fire Station | Coleman Street | Own | Director of Protective Services |
| Streets/Sidewalks | Throughout Town | Own | Director of Public Works |
| Water Treatment Plant | Patterson Crescent | Own | Director of Public Works |

SECTION 11.7 APPENDIX

Glossary of Terms and Definitions

Barrier: 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 (Obstacle).

Barrier Identification

Process: Any process or methodology used to determine what barriers exist, where barriers exist and other information. Examples of a barrier identification process may include surveys, audits or customer feedback.

Disability

Means:

- (a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness of speech impediment, or physical reliance on a guide dog or another animal or on a wheelchair or other medial appliance or device
- (b) A condition or mental impairment or a development disability
- (c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- (d) A mental disorder, or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety Act, 1997* (handicap)

Types of disability and functional limitations

A person's disability may make it physically or cognitively hard to perform everyday tasks. Listed below are different kinds of disabilities and the effects of these limitations on an individual's ability to perform everyday tasks.

SECTION 11.8 - APPENDIX

Accessibility Advisory Committee Understanding Barriers

Note: This document is published, to aid those responsible for the implementation of the provisions of the Accessibility for Ontarians with Disabilities Act and the regulations there under, by the Accessibility Directorate of Ontario.

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.

There are many kinds of barriers.

Architectural barriers may result from the design of the building, shape of rooms, size of doorways, or width of hallways, for example.

Physical barriers refer to objects added to the environment, such as doors, windows, elevators, furniture, bathroom hardware, etc.

Information or communication barriers make it difficult for people to receive or send information. For example, a person with a visual disability may not be able to read printed materials, read signs, locate landmarks, or see a hazard. A person with an intellectual disability may not understand information that is not expressed in plain language.

Attitudinal barriers refer to persons who do not know how to communicate with people with disabilities, or persons who display discriminatory behaviours.

Technology barriers refer to devices such as computers, telephones, inadequate or inappropriate assistive technologies.

Systemic barriers can result from an organization's policies, practices and protocols if they restrict persons with disabilities.

Does your organization present barriers to people with disabilities? How can you tell?

One way of identifying barriers that may exist in your organization is to make a chart.

Examples of Disabilities

Physical

Deaf or hard of Hearing

Vision disability

Mental Health Disability

Learning/Intellectual

Examples of What You Can Do

Are your customer service counters too high for people in wheelchairs?

Do you have TTY service so that you can communicate with someone who is deaf and hard of hearing?

Are your printed materials designed using large, high contrast typefaces?

Are your signs displayed in contrasts and typefaces as recommended by the Canadian National Institute for the Blind?
Is the information on your website easy to read and easy to access?

Have you trained your employees in and being sensitive to the needs of people with a mental health disability?

Are your publications in plain language and easy to read?

Are your signs clear (easy to see and understand), concise (simple, short and to the point) and consistent (signs meaning the same thing should always appear the same. For example, fire exit signs should be in red not green)?