

**TOWNSHIP OF NIPISSING**  
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**www.nipissingtownship.com**

## **TOWNSHIP OF NIPISSING** **MULTI- YEAR ACCESSIBILITY PLAN**

Updated: October 2, 2018

### **COMMITMENT**

The Township of Nipissing is committed to the continued improvement of access to all municipally owned facilities, premises and services and the provision of services to all members of the community with disabilities. This Multi-Year Accessibility Plan outlines our approach to ensuring that our services are provided in an accessible manner to our employees and to the public.

### **BACKGROUND**

Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) established accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.

### **OBLIGATIONS**

Ontario Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act, 2005, requires that municipalities prepare a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation. The AODA sets out the roadmap for an accessible Ontario by 2025. It contains standards in the following areas:

- Customer service
- Information and Communications
- Employment
- Transportation
- Built Environment

## **APPROACH**

- Develop and review policies and procedures
- Incorporate accessibility into planning processes
- Continued training for staff
- Engage the public in feedback
- Work to remove barriers to employment
- Continue to make facilities accessible
- Ensure there is access to information and communications

## **Other Organizations & Agencies Participating in this Plan**

There are no groups or organizations actively involved in the municipality at this time, therefore no participation from other organizations and agencies took place.

The Council and Staff of the Township of Nipissing have compiled this plan utilizing their personal experiences and the experiences shared with them from the residents of the Township. Council has an open approach for all residents to bring concerns forward to the Township Office for consideration, all suggestions and concerns will be received in this format and dealt with at the next regularly scheduled Council meeting in order to address all accessibility concerns that arise.

Inquiries regarding this plan can be directed to the Township Office:

Phone: 705-724-2144  
Fax: 705-724-5385  
Email: [admin@nipissingtownship.com](mailto:admin@nipissingtownship.com)

## **MULTI-YEAR ACCESSIBILITY PLAN**

The Township of Nipissing's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of Accessibility for Ontarians with Disabilities Act.

The Township will review the Accessibility Plan annually, to be completed no later than October 31. The review will be presented to Council for approval at the first regularly scheduled Council meeting in November. The approved Accessibility Plan will be posted to the Township website for public viewing as well a copy being available at the Township Office for review on request.

The Township of Nipissing maintains Accessibility Policies in Appendix B to this plan. Please refer to the Policy document for specific policies covering:

- Customer Service
- Emergency Management Information
- Integrated Accessibility Standards Regulations including:
  - Information and Communications Standard
  - Employment Standard
  - Design of Public Spaces
- Procuring or Acquiring Goods, Services or Facilities
- Training

At present, there are no barriers to accessibility that have been identified for immediate action. A notice will be placed for Accessibility Concerns in the Fall Newsletter being mailed to all property owners for feedback.

### Current Buildings:

1. Municipal Office  
45 Beatty Street, Nipissing, ON P0H 1W0

The office building has an accessibility ramp leading to the back door of the building. An automatic door opener is installed on this door. The building consists of the Council Chamber, office and reception spaces and an accessible washroom available for public use.

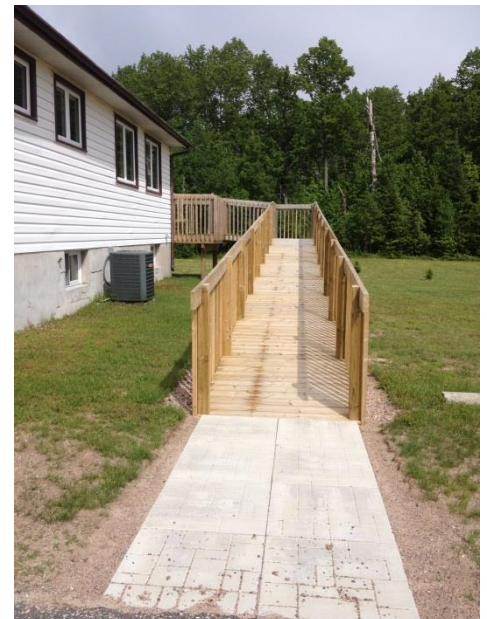
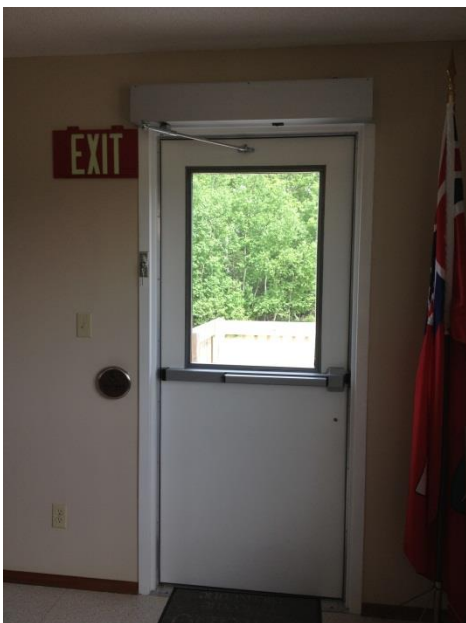
### *Identified Issues:*

- Council meetings are held using voice and limited written materials, presenting a challenge for those with a hearing impairment to follow along with the meeting

This building is used for elections at all levels of government as well as providing an important venue for all residents to participate in local government. Adequate accessibility is a priority for Council.

### *Opportunities for Improvement:*

- closed captioning can be made available at the office for those requesting the service in advance; a projector can be purchased and there are staff resources to perform this duty.  
**\*Projector has been purchased as of July 23, 2009 and can be utilized upon request.**





2. Nipissing Community Centre  
2381 Hwy 654, Callander, ON P0H 1H0

The Community Centre has an accessibility ramp to the main hall entrance. **An automatic door opener was installed on this door June 2018 with the assistance of an Enabling Accessibility grant.** This building consists of the main reception hall, kitchen, fitness centre and Fire Station #1. This facility is rented for functions and used for municipal events.

The washrooms at this facility are available for public use and each of the, men's and women's washroom, has a larger cubicle with an outward opening door and mobility aid bars are mounted on the walls within the stalls. The entrance ways are all suitable for all mobility concerns. The entrance to the hall is accessible for all mobility concerns as well.

*Identified Issues:*

- there are 2 steps down into the kitchen area
- there are no paddle type fixtures in the kitchen to aid those with mobility concerns – **Updated 2010.**
- fitness centre has fixed equipment and can only be accessed down 2 flights of stairs
- floor tiles are lifting which could cause a safety concern for mobility issues – **Floor replaced 2010.**
- parking areas need to be identified as handicapped spaces with signage – **Signage installed, areas designated in 2010.**

The kitchen area is rented out with the facility but is not considered a customer access area. Access to all events and washroom facilities are available on a flat and even surface, ensuring equal access to all who attend. Due to a kitchen

being present for the preparation of food, service animals are not permitted within the kitchen area but are welcome in the reception hall and washrooms.

The fitness centre cannot be equipped with a level access door due to drainage and landscape constraints. Alternate arrangements can be made to have portable weights and exercise balls brought to the main hall for use for those who cannot access the fitness centre. The stairs leading to the fitness centre have contrasted and raised strips at the edge of each stair to aid those with visual concerns. **Contrast strips and stair coverings replaced June 2018 to maintain a high visual contrast and grip with the assistance of an Enabling Accessibility Grant.**

A grant has been applied for to improve the access ramp, to have automatic door appliances installed and to have the tile floor replaced with an improved flooring option. Upgrades to the kitchen such as paddle type fixtures have also been applied for. – **Upgrades to the kitchen sinks and fixtures were completed as well as the floor replaced, however funding was not adequate to replace the current access ramp or install automatic door openers. 2010**

**October 2015 – Quotes for an automatic door opener and new door with window are being obtained and will be reviewed for installation in the early Spring of 2016. This will improve the safety and accessibility of this entrance.**

***2016 - Grant opportunities did not approve the funding application. It will be re-applied for on the next available grant initiative to update the door and automatic opener.***

***2017 – A Grant application was submitted to the Enabling Accessibility Fund for this repair and replacement of the stair coverings to the Fitness Centre. The application is in the review stage. An application was also submitted to the Trillium Capital Fund for this project, no word received as of the date of this report.***

***2018 – A Grant was approved through the Enabling Accessibility Fund which provided for the replacement of the entrance door to the Community Centre which is now equipped with a window for safety and an automatic door opening device. The stair coverings leading to the Fitness Centre have been replaced and the contrasted, raised edges are improved.***



*Life the way it should be*

3. Heritage Rink (Outdoor Seasonal Skating Rink)  
Blake & Beatty Street, Nipissing, ON P0H 1W0

This facility is a seasonal rink which is flooded and maintained by the Township. There is a current schedule for family skating and hockey, to allow for equitable use for all residents, safely. An ice ramp is created from the building to the ice surface in the season.

At this time there has been no request for special use such as sledge hockey or a designated time for a person with visual concerns however these times can be scheduled for the rink at any request submitted to the Township Office.



1. Nipissing Township Museum  
Hwy 654, Nipissing, ON P0H 1W0

The Museum consists of three main buildings accessed by the public. Accessibility ramps have been constructed for the main office and the church building. The Museum has a Curator and two student assistants to the curator during the operational season. All tours are personally guided by a staff member, ensuring that individuals with any concerns are personally attended to with all items being described or discussed as necessary.

This facility offers a unique accessibility feature by providing personal attention to all visitors and ensuring that all concerns are addressed and overcome. The Museum has three main seasonal events which include a Strawberry Social, Yard and Craft Sale and Heritage Day. These events take place on the grounds of the museum and there are many volunteers and staff members present to ensure that all visitors are attended to if required. The festivities on the lawns are accessible to all and enjoyed by many.



*Identified Issues:*

- the current ramps used are aging and no longer secure, they are removed each season and stored but they require replacement for this season as they are longer safe for use and have been disposed of. – **Replaced with new ramps 2013.**
- signage for handicapped designated parking spot to be installed. – **Installed 2010.**
- **Visual definition strip to be painted or installed on the stairs in front of the main office. Priority for 2017. – Completed in July 2017.**



Items for further action:

- purchase a projector for office use **\*\* Purchased July 23, 2009.**
- renovate washroom at Township Office **\*\*Completed 2011.**
- doorbell notification for ramp **\*\* Grant application awaiting approval. – no grant approved. **Automatic door opener installed in new door on new ramp instead, 2012.****
- pavement paint for parking designation and parking designation signs x 2 for the Township Office **\*\*Installed signs 2010.**
- ramps for museum x 2 **\*\* Brought to the attention of the Museum Board for consideration of design and contract. **\*\*Ramps replaced and small removable ramps constructed for all entrances 2013.****
- parking designation signs x 2 for Community Centre **\*\*Installed 2010.**
- parking designation sign x 1 for Museum **\*\*Installed 2010.**
- notification signs for service animal entrance at Community Centre, Museum, Township Office **\*\*Installed 2010.**
- post Accessibility Plan on Township website **\*\* **Resolution of support from Council received July 14, 2009, posted as available on our website as of July 24, 2009.****

Update completed October 31, 2015 for 2015 review.

Update completed December 20, 2016 for 2016 review.

Update completed November 7, 2017 for 2017 review.

Update completed October 2, 2018 for 2018 review.

**TOWNSHIP OF NIPISSING  
ACCESSIBILITY POLICIES**

The Township of Nipissing is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act (AODA).

The Township is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

**Initiative:**

Council and Staff of the Township of Nipissing will review the current status of all buildings owned and operated by the municipality and general policies and procedures of the municipality and identify, remove and prevent barriers for people with disabilities. The Township of Nipissing updated its Strategic Plan in 2013. At that time there were no concerns regarding accessibility concerns brought forward.

During all Official Plan reviews the following objectives will be considered:

- To build awareness of and sensitivity to accessibility issues and barriers and to provide support efforts to improve accessibility.
- To review and develop policies to ensure the prevention of and removal of existing barriers.
- To create and build on public awareness of accessibility programs and services available.

**ACCESSIBLE CUSTOMER SERVICE POLICY**

The Township of Nipissing is committed to excellence in serving all customers including people with disabilities. We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services. We will communicate with people with disabilities in ways that respect their disability and will ensure independence, dignity and equal opportunity to all.

The Township of Nipissing welcomes guide animals to all Township buildings, parks, cemeteries and municipal events held within the Township with the sole exception of kitchen facilities where restricted by health regulations.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Entry fees for

individual events will not be charged for support persons. We will notify customers of this through a notice posted on our premises and on our website.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities including the Township Office, Community Centre, Fitness Centre or Museum, the Township of Nipissing will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at the affected location(s) and on the Township website.

The Township of Nipissing will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. All municipal employees, including the Volunteer Fire Department, will be trained as soon as possible after starting employment.

Training will include the Township of Nipissing's Accessibility Plan, how to interact and communicate with individuals with various types of disabilities and updates to the Accessibility Plan as they are made.

Customers who wish to provide feedback on the way the Township of Nipissing provides goods and services to people with disabilities can provide a written submission by mail, fax or email or visit the Township Office in person or by telephone to discuss the matter with a member of Staff. An individual may also provide a written request to the Office to be placed on the Agenda of the next regularly scheduled Council meeting to address Council.

All feedback, suggestions, complaints and ideas shall be reviewed by Staff and corrected if possible or brought forward to Council for consideration supported by a report by Staff on options to correct or improve situations as they arise.

### **EMERGENCY PREPAREDNESS PROCEDURES**

Upon request, the Township of Nipissing will provide The Corporation of the Township of Nipissing Community Emergency Plan in an accessible format. We are able to order the document in braille or modify font size to accommodate visual impairment. We also have a resource to convert the document to a Screen Reader to allow for appropriate communication support.

## **INTEGRATED ACCESSIBILITY STANDARDS REGULATION**

Under the AODA, 2005, all public and private sector organizations must meet the requirements of accessibility standards established by regulation. This policy establishes the Integrated Accessibility Standards Regulation in the areas of Information and Communications Standard, Employment Standard and the Design of Public Spaces Standard for the Township of Nipissing.

### **Information and Communications Standard**

The Township of Nipissing is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

The Township will consult with people with disabilities to determine their information and communication needs.

### **Employment Standard**

The Township of Nipissing will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability.

### **Design of Public Spaces**

The Township of Nipissing will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Public spaces include:

- Recreational trails/beach access routes
- Accessible off-street parking
- Service-related elements like service counters and waiting areas

## **PROCURING OR ACQUIRING GOODS, SERVICES OR FACILITIES**

The Township of Nipissing will use accessibility criteria and features when procuring or acquiring goods, services or facilities except where it is not practicable to do so. In which case, if required, an explanation will be provided.

## **TRAINING**

The Township of Nipissing will provide all employees and new employees as required, a copy of the Accessibility Policies for the Township of Nipissing. Training will also include a fact sheet on how to approach people with varying disabilities. These items will be provided to employees to own and refer to.

Training on the Accessibility Policies will be provided to all employees, focusing on the Township Policies and the Ontario Human Rights Code. When required, updates and refresher sessions will be provided during the regularly scheduled monthly staff meetings. Training on current policies will be provided to all employees before January 1, 2014.

## **MODIFICATIONS TO THIS OR OTHER POLICIES**

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Updated to October 2, 2018.