

CORPORATION
OF THE
TOWN OF RENFREW



Accessibility Plan

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Executive Summary

The purpose of the *Ontarians with Disabilities Act, 2001 (ODA 2001)* is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province. To this end, the ODA mandates that each Municipality prepare an annual accessibility plan. On June 13, 2005 the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA 2005)* received Royal Assent and is now law. There is currently a transition period, during which time municipalities continue to prepare and make public their Accessibility Plans in accordance with ODA 2001.

However, Ontario's accessible Customer Service Standard, under AODA, 2005, was approved in July 2007 and states that Municipalities must become compliant by January 2010. Municipalities, as providers of goods and services to the people of Ontario are now legally required to make their customer service operations accessible to people with disabilities. This will be done by establishing customer service policies, procedures and practices, providing staff training, feedback methods, alternative communication methods and notices of service disruptions. The legal requirements of the standard are set out in two Ontario Regulations under AODA, 2005.

The 2010 plan has been prepared by Clerk Kim Bulmer with information and direction from Renfrew Town Council. Members of the public have and will continue to be given the opportunity to play a vital role in the review of this document through opportunities to provide comment and input. The report describes the measures the Town of Renfrew has taken in the past and the measures the Town will take during the current year to identify, remove and prevent barriers to people with disabilities who use the facilities and services of the Town, including staff and members of the community at large.

The Town has committed itself to the continual improvements of access to municipal facilities and services and this report will provide the direction.

Renfrew Town Council, staff and members of the public have identified a number of barriers to people with disabilities. Over the next several years, the Town of Renfrew will continue to work towards removing these barriers and will take the steps necessary to become compliant with standards required within the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA 2005)*; while continuously reviewing this report, its operations and practices to address any other barriers they may identify.



AIM

This report describes the measures that the Town of Renfrew has taken in past years as well as the measures that the Town will take in 2010 to identify, remove and prevent barriers to people with disabilities who utilize the facilities and services of the Town, including staff.

Objectives

This report:

1. Describes the process by which the Town of Renfrew will identify, remove and prevent barriers to people with disabilities;
2. Reviews earlier efforts to remove and prevent barriers to people with disabilities;
3. Lists the facilities, policies, programs, practices and services the Town will review in the coming year to identify barriers to people with disabilities;
4. Describes the measures the Town will take in the coming year to identify, remove and prevent barriers to people with disabilities;
5. Describes how the Town will make this accessibility plan available to the public.



Description of the Town of Renfrew

The Town of Renfrew is located in Eastern Ontario, less than an hours drive from Canada's capital. The Town of Renfrew is bordered by the Township of Horton and the Township of Admaston/Bromley. The Town of Renfrew has a population of approximately 7,846 (2006 census) with about 3,700 households. It is a beautiful four-season destination with marvelous attractions in town and nearby. Renfrew is strategically located on the TransCanada Highway, approximately 100 km west of Ottawa, with easy access to Montreal, Toronto, Windsor, North Bay and Algonquin Park. It is the commercial hub of the area, serving a rural and small town population base of over 30,000 in Eastern Ontario and Western Quebec. Founded in the early 1800's, the Town of Renfrew is steeped in heritage and tradition. As the geographical hub of Renfrew County, the Town of Renfrew is a natural starting point for miles of travel adventure. Thrilling whitewater rafting, golfing, swimming, boating, fishing and skiing are only some of the activities that can be found in and around the Renfrew area.

The Town of Renfrew has a Municipal Complex, Fire Hall, Library, Recreation Centre, Arena/Hall Complex (Ma-Te-Way), Public Works Garage, Water Filtration Plant and Pollution Control Plant. The Town also operates a Day Care Facility and has numerous parks and other facilities which serve the public needs.



Council commitment to accessibility planning

The Council of the Corporation of the Town of Renfrew is committed to:

- The continual improvement of access to all municipally owned facilities, premises and services for all those with disabilities;
- The provision of quality services to all members of the community with disabilities.

The Council has authorized the preparation of an Accessibility Plan that will enable the Council to meet these commitments.

Recent barrier removal initiatives

The Town of Renfrew has and continues to be sensitive to the importance of barrier removal. Some of the initiatives to date are as follows:

- Installation of automated doors at the Town Hall Complex, Day Care Centre and Renfrew Public Library.
- New sidewalk construction is ramped (curb cuts) to allow for easier mobility of wheelchairs, scooters, etc..
- Audible crosswalks at various locations in town.
- The launch of a new corporate website designed to provide a higher level of information and access.
- Talking and big print book availability at the Public Library.
- The placement of highly visible yellow tape on step edges, sidewalks etc..**(It has been suggested the tape be replaced with a new product which is more durable and lasting).**

Informal site audit of the municipally owned buildings

An audit of the municipally owned buildings was completed, in particular to assess any barriers that may exist, and with that any solutions to removing those barriers in order to comply with the current legislation under the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*.



Barrier Identification Methodologies

In order to identify barriers the following methodologies are/were used:

Methodology	Description	Status
Request for site audit to all Departments.	A request for site audits was given to all Departments to help identify any barriers to Municipal Services at the Town Hall, Development & Works Department, Fire Hall, Library, Day Care Centre and Recreation Facilities.	Audits were completed and results returned by all Departments.
Annual input sought.	Members of Council, Departments and the General Public are given the opportunity to provide input.	The plan is reviewed annually and amended accordingly.

Barriers Identified

Information from the audit and received input have identified the barriers listed below. Over the next several years, Council will continue to decide which barriers will be addressed each year keeping in mind budget restraints and feasibility.

Barriers Identified

Barrier	Type of Barrier	Strategy for removal or prevention
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Renfrew Day Care - 115 Veterans' Memorial Boulevard

Exterior door difficult to open.	Architectural/Physical	Install automatic door opener. ¹
Access to second floor.	Architectural/Physical	Install an elevator.

Ma-Te-Way Activity Centre - 1 Ma-Te-Way Park Drive

Stairs are same colour.	Architectural/Physical	Mark with yellow tape or paint. ²
Main Entrance Doors	Architectural/Physical	Install automatic door openers

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¹ This barrier was identified and addressed by Council in the 2004/05 plan.

² This barrier was identified and addressed by Council in the 2004/05 plan.

Recreation Centre - 67 Argyle Street South

Counter in office too high.	Architectural/Physical	Re-design and replace counter to allow for improved accessibility.
Stairs and handrails are not defined with yellow tape or paint.	Architectural/Physical	Mark with yellow tape or paint.
Sinks have turn handles.	Architectural/Physical	Replace with levered taps.
Lower level not accessible.	Architectural/Physical	Install an elevator.

Parks/Playgrounds (various)

Access difficult for those with disabilities.	Architectural/Physical	Installation of pathways and other modifications to allow for easier access.
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Streets (various)

Sidewalks/curbs too high at intersections.	Architectural/Physical	All new sidewalks or sidewalk replacement to consider this by following Ontario Provincial Standards & Specifications.
Sidewalks/curbs too high at various School Crossings and Courtesy Walks	Architectural/Physical	Replace current infrastructure with depressed curbs/sidewalks.
Audible signals at signalized intersections.	Architectural/Physical	All new signals to include audible signals. Remaining existing signals be replaced.

Town Hall - 127 Raglan Street South

Door entering Main Office heavy and hard to open.	Architectural/Physical	Install an automatic door opener. ³
Main Office counter too high.	Architectural/Physical	Re-design and replace counter to allow for improved accessibility. ⁴
Door entering Development & Works Office heavy and hard to open.	Architectural/Physical	Install an automatic door opener.
Development & Works Office counter too high.	Architectural/Physical	Re-design and replace counter to allow for improved accessibility.

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³ This barrier was identified and addressed by Council in the 2006/07 plan.

⁴ The Town was unsuccessful in obtaining a grant in 2009 to help offset the cost of this project. The 2009 budgeted amount will be carried over to 2010 and increased by an amount necessary to complete this project as part of both the 2009 and 2010 Accessibility Plans

Town Hall - 127 Raglan Street South, cont'd

Water fountain on second floor too high and inaccessible.	Architectural/Physical	Lower fountain and move benches.
Threshold too high at back door entrance.	Architectural/Physical	Install beveled threshold strips on each side of entrance.
Ramp/landing at back door is insufficient in area as per the Ontario Building Code.	Architectural/Physical	Remove existing ramp and replace.

Pollution Control Plant (new) - 301 Mutual Avenue

No barriers noted <input type="checkbox"/>		
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Renfrew Public Library - 13 Railway Avenue

Doorway threshold too high at ramped access on Railway Ave. (Adult Library).	Architectural/Physical	Modify entrance to comply with Ontario Building Code. ⁵
Manual door at Raglan St. S. (Children's Library) ramped access.	Architectural/Physical	Install automatic door. (see footnote)
Manual door at Railway Ave. (Adult Library) ramped access.	Architectural/Physical	Install automatic door. (see footnote)

Municipal Services

Access to information (water data, by-laws, permits, applications etc..)	Technological	Improved access via website enhancement. ⁶
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Post Office Building - 249 Raglan St. S.

Access between floors	Architectural/Physical	Installation of an elevator.
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Renfrew Fire Department - 152 Plaunt St. S.

Communication to office by the public.	Technological	Installation of a call box.
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⁵ Automated doors and entrance modifications were made to the Renfrew Public Library in conjunction with the 2005/2006 Accessibility Plan.

⁶ A new corporate website was designed and launched to provide an improved level of access to information and services offered by the municipality in conjunction with the 2007/2008 Accessibility Plan.

Barriers to be addressed in 2010

Council is committed to reviewing the identified barriers and making provisions during the 2010 budget process to ensure that continual progress is made to remove and prevent barriers to people with disabilities. As per footnote No. 4 on Page 8, the front counter in the Main Office/Town Hall will be redesigned and constructed with required accessibility features.

Review and monitoring of the process

Council is committed to following through with this plan. The plan will be reviewed annually allowing Council, staff and the public to assess its effectiveness and reflect changing community requirements.

Communication of the Plan

The plan will be available on the web site as well as at the municipal office. Every effort will be made to make the plan available to those with disabilities for their perusal and review. Should a copy in an alternative form be requested, Council will try to accommodate the request by having staff produce the alternative format or by contacting other agencies for assistance.

