

CORPORATION OF THE TOWN OF PLYMPTON-WYOMING

BY-LAW 87 of 2019

**Being a By-Law to Authorize a Multi-Year Accessibility Plan
for the Town of Plympton-Wyoming.**

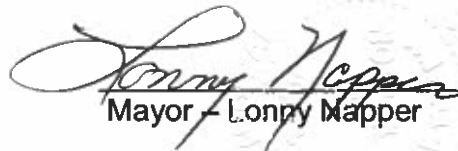
WHEREAS pursuant to Section 9 of the *Municipal Act, 2001* S.O.2001, c.2S as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act; and

WHEREAS it is deemed expedient to approve a Multi-Year Accessibility Plan, an Accessibility Policy and the Disabilities and Human Rights Brochure for the Town of Plympton-Wyoming;

NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE TOWN OF PLYMPTON.WYOMING ENACTS AS FOLLOWS:

1. That the Town of Plympton-Wyoming 2019-2024 Accessibility Plan is hereby approved, as per the attached Schedule A.
2. That the Town of Plympton-Wyoming Accessibility Policy is hereby approved, as per the attached Schedule B.
3. That the Town of Plympton-Wyoming Human Rights Brochure is hereby approved, as per the attached Schedule C.
4. That the Chief Administrative Officer is hereby authorized to make whatever minor changes to the plan as may be necessary and reasonable in the circumstances.
5. That all other by-laws or parts of by-laws inconsistent with this by-law are hereby repealed.
6. That this By-law shall come into force and take effect on the 30th day of October 2019.

Read a first and taken as read a second and third time and finally passed this 30th day of October 2019.


Mayor - Lonny Mapper


Clerk - Erin Kwardak

Multi-Year Accessibility Plan



2019 to 2024

This document is available in alternate formats, upon request.

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1. Executive Summary

The Town of Plympton-Wyoming is committed to ensuring that the goods and services it provides; and makes available to its residents and visitors are accessible to all. Over the years, the Town has maintained a proactive approach to addressing barriers to its buildings, facilities, programs, practices, and services by implementing positive changes to ensure that all people who live and visit the community can participate fully without barriers.

As a result of the Ontario Disability Act (ODA, 2001) and the Accessibility for Ontarians with Disabilities Act (AODA, 2005) the Town is required to develop maintain and review a Multi-year Accessibility Plan and a follow-up annual plan that determines how the municipality will eliminate barriers to the accessibility of its goods and services. This plan describes the measures the Town has taken in the past, and will take during the current and subsequent years to identify, remove, and prevent barriers for individuals with disabilities, including employees and members of the community.

The AODA, and the follow-up Integrated Accessibility Standard Regulation (IASR, 2011), has established mandatory accessibility standards for both the public and private organizations including specific compliance timelines for each standard. The objective of the regulatory standards established under the AODA is to make Ontario fully accessible by 2025 in the areas of:

- Customer Service (O. Reg. 429/07)
- Transportation (O. Reg. 191/11)
- Information and Communications (O. Reg. 191/11)
- Employment (O. Reg. 191/11), and
- Built Environment (O. Reg. 413/12).

This document is designed to complement the *Town of Plympton-Wyoming's Accessibility Policy* that addresses these standards.

2. Aim

The aim of this Multi-Year Accessibility Plan is to:

- Identify specific requirements applicable to the Town of Plympton-Wyoming as mandated by the Province of Ontario through the Integrated Accessibility Standards Regulation, and
- Outline the measures that have been taken or will be undertaken from 2019 to 2024 and beyond to ensure compliance with the Regulation.

Schedule A

- Identify potential barriers, solutions and timelines in municipal buildings and outdoor spaces that may affect the participation of people with disabilities that live and visit the community.

3. Objectives

The objectives of this plan are to:

- 1) Identify accessibility barriers to the public
- 2) Describe the process by which the municipality will identify, remove and prevent barriers to people with disabilities.
- 3) Describe the process and measures the Town of Plympton-Wyoming will undertake to fulfill the requirements within the mandated timelines.
- 4) Make a commitment to prepare an annual status report on the progress of the measures taken to complete the requirements.
- 5) Make a commitment to review and update the accessibility plan at least once every five years.
- 6) Describe how the plan will be made available to the public.

4. Removal of Barriers

The Town is committed to:

- The continual improvement of access to municipal premises, facilities and services for its ratepayers and staff with disabilities.
- The provision of quality services for all ratepayers and members of the community with disabilities.

5. Barriers and Identification

A. Barriers

A 'barrier' is anything that may prevent a person with a disability from fully participating in the community, this may include physical barriers, architectural barriers, informational or communication barriers, attitudinal barriers, technological barriers, or because of a policy or a practice.

Schedule A

B. Barrier Identification Methodologies

To ensure that this review is at a high standard, the following resources were used to identify potential barriers:

- City of Ottawa Accessibility Standards (2017)
- Accessibility for Ontarians with Disabilities Act (AODA) Standards (2005)
- AODA Design of Public Spaces Standard (DOPS,2012)
- The Ontario Human Rights Code (OHRC)
- The Ontario Building Code (OBC, 2015)
- Facilities Accessibility Design Standards (2007)
- GAATES, Illustrated Technical Guide of the Design of Public Spaces (2013)
- Oakville Universal Design Standards (2015)
- Pathways to Recreation, Parks and Recreation Ontario (2014)

These criteria assist in identifying the accessibility level of all buildings and outdoor spaces identified in this report at a high standard. It is critical to note that although we included an increased level of accessibility that will drastically improve the condition of these spaces, it is impossible to make them completely accessible to every individual. However, best practices and the following disabilities were considered when creating the criteria for this plan:

- Auditory disabilities
- Intellectual disabilities
- Physical disabilities
- Developmental disabilities
- Visual disabilities
- Learning Disabilities
- Mental Health Disabilities

In addition, the Town of Plympton-Wyoming recognizes that inclusive design positively affects all members of the public and every person will experience variations of abilities throughout their lives. Improving the accessibility level of these spaces assists all people living and visiting the Town and not just those with disabilities.

Defining Recommendations

Recommendations can be found in the findings of the document. These recommendations include a time-line to complete the work by; the definition of each time line can be seen in the chart below:

Schedule A

Immediately	<ul style="list-style-type: none">• Completed in the first year after receiving this report
Upon Request	<ul style="list-style-type: none">• If needed or if a known person needing specific accommodation
One to three years	<ul style="list-style-type: none">• Complete recommendation one to three years after report
Three to five years	<ul style="list-style-type: none">• Complete recommendation three to five years after report
Five years or more	<ul style="list-style-type: none">• Complete recommendation five or more years after report
Major Construction	<ul style="list-style-type: none">• Complete when significant planning and construction is scheduled

6. Review and Monitoring Process

The Town of Plympton-Wyoming plans to consult with local people/groups with disabilities to further identify accessibility issues and update the Multi-Year Plan to meet the accessibility guidelines in the future.

Accessibility will continue to be a factor in decision making about programs and services and facility design and retrofit. The success of this plan depends on having a clear way to measure, evaluate and report on progress.

The Town will report publicly on progress toward accessibility in the following ways:

- Make publicly available accessibility plans and annual administrative progress reports (web and hard copy).
- Submit required compliance reports to the Accessibility Directorate of Ontario, which regulates compliance for all organizations in Ontario.

8. Communication of the Plan

The Town of Plympton-Wyoming's Multi-Year Accessibility Plan will be available on the Town's website (www.plympton-wyoming.com). Copies of the Plan are available at the municipal office.

On request, the report will be made available in accessible formats.

Schedule A

Note: A check mark indicates an action has been completed.

GENERAL REQUIREMENTS AND TIMELINES (O. Reg. 191/11)		
January 1, 2013	Deliverable(s)	Status/Actions to be Taken
<ul style="list-style-type: none"> ✓ Accessibility policies s. 3 	<ul style="list-style-type: none"> ✓ Develop, implement and maintain accessibility policies, including statement of organization commitment ✓ Make policies publically available 	<ul style="list-style-type: none"> ✓ The Town of Plympton-Wyoming has developed an Accessibility Policy that addresses the requirements of the IASR and includes a statement of organizational commitment ✓ The policy is to be placed on the Town's website
<ul style="list-style-type: none"> ✓ Accessibility Plan s. 4 	<ul style="list-style-type: none"> ✓ Establish, implement, maintain and document a multi-year accessibility plan ✓ Prepare an annual status report on the progress of the measures taken to implement the strategy ✓ Post multi-year accessibility plan on website and provide in an accessible format, upon request 	<ul style="list-style-type: none"> ✓ A multi-year accessibility has been developed ✓ Once approved, it will be posted on the Town's website ✓ Annual status report on progress will be developed and posted on the Town's website
<ul style="list-style-type: none"> ✓ Procurement of goods and services or facilities s. 5 	<ul style="list-style-type: none"> ✓ Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so ✓ Where not practicable – explanation must be provided upon request 	<ul style="list-style-type: none"> ✓ Wording in procurement documents will be reviewed and updated, as required, to reflect requirements of the IASR (including procurement by-law). Review will occur as part of regular review of procurement policy
January 1, 2014	Deliverable(s)	Status/Actions to be Taken
<ul style="list-style-type: none"> Training s. 7 	<ul style="list-style-type: none"> ✓ Ensure that training on the IASR and the Human Rights Code as it pertains to persons with disabilities is provided to employees, volunteers, persons who participate in 	<ul style="list-style-type: none"> ✓ Current accessibility training to be amended to include training specific to the requirements under the IASR

GENERAL REQUIREMENTS AND TIMELINES (O. Reg. 191/11)		
	developing policies and others who provide goods, services or facilities on behalf of the organization	
January 1, 2015	Deliverable(s)	Status/Actions to be Taken
Service Kiosks s. 23	<ul style="list-style-type: none"> • Incorporate accessibility features when designing, procuring or acquiring self-service kiosks 	<ul style="list-style-type: none"> • Not applicable at this time

INFORMATION AND COMMUNICATION STANDARDS (O. Reg. 191/11)		
Requirements and Timelines		
January 1, 2012	Deliverable(s)	Status/Actions to be Taken
<ul style="list-style-type: none"> ✓ Emergency procedure, plans or public safety information s. 13 	<ul style="list-style-type: none"> ✓ Provide emergency procedures, plans or public safety information, that are available publicly, in an accessible format or with appropriate communication supports upon request 	<ul style="list-style-type: none"> ✓ Information provided in alternate formats upon request ✓ Emergency information will be available on the Town's website
January 1, 2014	Deliverable(s)	Status/Actions to be Taken
<ul style="list-style-type: none"> ✓ Feedback s. 11 	<ul style="list-style-type: none"> ✓ Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request ✓ Notify the public about the availability of accessible formats and communication 	<ul style="list-style-type: none"> ✓ Policies and procedures for receipt of feedback are in place ✓ Future advertisements will provide information on requesting accommodations

**INFORMATION AND COMMUNICATION STANDARDS
(O. Reg. 191/11)**

Requirements and Timelines

	supports	
✓ New internet websites and web content s. 14	✓ Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A	✓ Complete when new websites or webpages for the municipality are created
January 1, 2015	Deliverable(s)	Status/Actions to be Taken
Accessible formats and communication supports s. 12	<ul style="list-style-type: none"> ✓ Upon request, provide for provision of accessible formats and communication supports for persons with disabilities ✓ Notify the public about the availability of accessible formats and communication supports 	<ul style="list-style-type: none"> ✓ Currently in practice ✓ Existing feedback processes and wording on the website on the availability of accessible documents will be reviewed and updated, as required
January 1, 2021	Deliverable(s)	Status/Actions to be Taken
All internet websites and web content s. 14	Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.90 – Level AA	<ul style="list-style-type: none"> ● Conduct website review with accessibility tool checker to determine actions needed to determine compliance ● Ensure all new web content conforms to requirements

EMPLOYMENT STANDARD (O. Reg. 191/11)

Requirements and Timelines

January 1, 2012	Deliverable(s)	Status/Actions to be Taken
<ul style="list-style-type: none"> ✓ Workplace emergency response information s. 27 	<ul style="list-style-type: none"> ✓ Provide individualized workplace emergency response information to employees that have a disability, as required 	<ul style="list-style-type: none"> ✓ Established and communicated to staff
January 1, 2014	Deliverable(s)	Status/Actions to be Taken
<ul style="list-style-type: none"> Recruitment processes s. 22, 23 and 24 	<ul style="list-style-type: none"> ✓ Notify employees and the public about the availability of accommodation for applicants with disabilities in recruitment process ✓ Notify job applicants when selected to participate in an assessment or selection process that accommodations are available ✓ When making an offer of employment, notify successful applicants of policies for accommodating employees with disabilities 	<ul style="list-style-type: none"> ✓ Policies and procedures will be reviewed and updated, as required ✓ Notification will become standards on all job postings ✓ Staff will advise individuals selected to participate in interviews of the availability of accommodations ✓ A statement notifying successful applicants of policies for accommodation will be added to offer letters or reiterated verbally
<ul style="list-style-type: none"> Informing employees of supports s. 25 	<ul style="list-style-type: none"> ✓ Inform employees of policies to support employees with disabilities 	<ul style="list-style-type: none"> ✓ Established and communicated
<ul style="list-style-type: none"> Accessible formats and communication supports s. 26 	<ul style="list-style-type: none"> ✓ When requested by an employee, employers shall provide or arrange for the provision of accessible formats and communication supports for information needed to perform the employee's job and information generally available to employees in the workplace 	<ul style="list-style-type: none"> ✓ This requirement will be addressed in both the IASR policy and staff training program
<ul style="list-style-type: none"> Documented individual accommodation plans s. 28 	<ul style="list-style-type: none"> ✓ Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities 	<ul style="list-style-type: none"> ✓ This requirement will be addressed in the Accessibility Policy and staff training program ✓ Procedure for forming and implementing an IAP will be

EMPLOYMENT STANDARD (O. Reg. 191/11)

Requirements and Timelines

		created when required
Return to work s. 29	<ul style="list-style-type: none"> ✓ Continue to work on creating and outlining policies and procedures as it relates to employment develop and have in place return to work processes for employees who have been absent from work due to a disability and require disability-related accommodations to return to work 	<ul style="list-style-type: none"> ✓ This requirement will be addressed in both the Accessibility Policy and staff training program ✓ Procedure for returning to work will be created
Performance management, career development and redeployment s. 30, 31 and 32	<ul style="list-style-type: none"> ✓ Continue to work on creating and outlining policies and procedures as it relates to employment and take into account accessibility needs of employees with disabilities and individual accommodation plans as part of performance management processes, when providing career development opportunities and considering redeployment 	<ul style="list-style-type: none"> ✓ Accessibility Policy reflects requirements for performance management, career development and redeployment ✓ Existing policies associated with career development and redeployment will be updated, as required

DESIGN OF PUBLIC SPACES STANDARD (O. Reg. 413/12)

Requirements and Timelines

January 1, 2016	Deliverable(s)	Status/Actions to be Taken
Recreational trails and beach access routes s. 80.6 – 80.13	<ul style="list-style-type: none"> ✓ Consult with people with disabilities when planning to build new, or make major changes to existing, recreational trails ✓ Meet specific technical requirements for accessibility (width, height and slope) 	✓ Policies and procedures to be revised and updated, if required
Outdoor public use eating areas s. 8.16 – 80.17	✓ When building new, or making major changes to existing, outdoor public areas the municipality will make public eating areas accessible	✓ Policies and procedures to be revised and updated, if required
Outdoor play spaces s. 80.17 – 80.20	<ul style="list-style-type: none"> ✓ Consult with people with disabilities when planning to build new, or make major changes to existing, outdoor play spaces ✓ Meet specific technical requirements for accessibility 	✓ Policies and procedures to be revised and updated, if required
Exterior paths of travel s. 80.21 – 80.31	✓ When building new, or making major changes to existing, outdoor public areas follow the requirements for accessibility (width, height, slopes and surfaces)	✓ Policies and procedures to be revised and updated, if required
Parking s. 80.32 – 80.39	✓ Follow accessibility requirements when building new or redeveloping existing on and off street parking	✓ Standards have been created that reflect accessible parking as shown in the IASR
Obtaining service s. 80.40 – 80.43	✓ Follow accessibility requirements when building new or making major	✓ Policies and procedures to be revised and updated, if required

DESIGN OF PUBLIC SPACES STANDARD (O. Reg. 413/12)

Requirements and Timelines

	changes to existing on service counters, queuing areas and waiting areas	
Maintenance s. 80.44	<ul style="list-style-type: none"> ✓ Accessibility plan includes preventative and emergency maintenance procedures for accessible parts of public spaces ✓ Procedures for handling temporary disruptions in service when an accessible part of a public space is unable or stops working 	<ul style="list-style-type: none"> ✓ Policies and procedures to be revised and updated, if required

Town of Plympton-Wyoming

2019 Facility and Outdoor Spaces Accessibility Review

Introduction

Town of Plympton-Wyoming strives to ensure that all members of the public are able to participate without barriers in the community. This can be done by including the principals of “universal design” in public spaces such as parks, recreation centers, libraries and baseball diamonds. These universal design principals will help all citizens living and visiting the town to participate and be fully active in the community.

The intent of this review is to determine the accessibility level of buildings and outdoor spaces owned by the Town of Plympton-Wyoming, make recommendations on the accessible needs, and create a timetable for recommendations to be completed. Please note, that only the accessibility level of the building was assessed. Other Ontario Building Code and fire safety standards may also need to be completed to determine the buildings true condition. The Accessibility for Ontarians with Disabilities Act (AODA) only requires these changes IF a building is undergoing “significant” renovations or building new. None of the recommendations listed below are a requirement of the AODA. However, each change will make a stronger and healthier community where all members of the public can participate fully.

Report Findings

Town Administration Building

The Town of Plympton-Wyoming’s Administration Building is home to municipal services, offices and Council Chambers. In addition, the municipal building also houses space for a doctor’s clinic at the rear of the building.

Many parts of the building were built with accessibility in mind or upgraded to ensure all members of the public have the ability to receive service. However, it is important to note that the building does have accessibility gaps that could impact some members of the public. Some of these gaps are listed below.

1.1 Accessible Parking

There is one accessible parking spot at the administration building and one near the rear of the building for access to the clinic. This accessible parking spot at the side of the building should be a type “A” designated spot that is large enough for van accessibility. The parking spot should be painted with markings for accessibility as seen at the rear accessible parking spot. In addition, a designated access aisle should be included for the purpose of showing drivers where to lower their ramps for exiting their accessible vehicle. In order to do this, the parking spots in the municipal lot may need to be reconfigured to allow for enough space. Also, it may be prudent, depending on the number of visitors to the building, to add an additional accessible parking space. The parking lot is large enough not to impact other users and due to the aging demographic it may be strategic to add this parking now instead of later.

1.2. Front Entrance

The front door of the municipal building includes a ramp that can be used by a person using a mobility device such as a walker that will allow easy access from the road to the sidewalk (as seen in Figure 1). However, this curb ramp should have paint marking on the road to prevent cars from blocking it from access. This will ensure that this space can be used at all times.

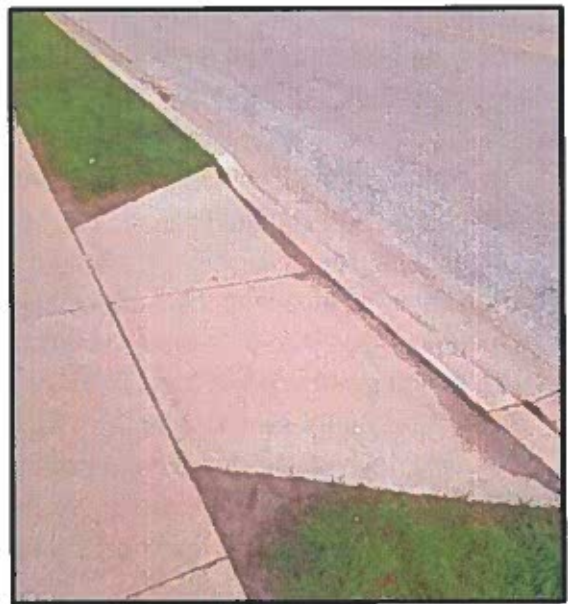


Figure 1: Curb at the Front of Town Hall

The front entrance also includes a push button power door system. The call button for the door is located to the left of the entrance and is in the correct spot that allows for the door to open without the person needing to back-up and allows for easy transition. However, at the time of this report, the power struggled to open the door fully (perhaps due to the wind). The power may need to be inspected to ensure it is working at full capacity. Moreover, the door is a width of 32 inches. If this was built by today’s standards the door would need to be at least 36 inches. This is not an immediate need of changing but something to consider for the future.

Once inside, the entrance opens to a large foyer that either leads the person to the left toward the municipal offices, or the right to the Council Chamber or accessible washroom. There are mats on the grounds that are at a 70% contrast from the floor (background) that assist a person who has sight impairment or prevents a person

Schedule A

from slipping. Furthermore, there are accessible power doors on the municipal office entrance that allows for easy access for a person in a mobility device or with strength issues. The entrance door is 36 inches and the necessary size.



Figure 2

1.2 Customer Service Desk

Once inside the municipal offices, members of the public are led to the service desk. This appears to be a new feature of the office and it was created with accessibility in mind, (see Figure 2). This desk has both a low and high section that allows for both sitting and standing for receiving service. In addition, there is knee clearance for people in wheelchairs and with mobility devices.

Furthermore, there a plenty of seats located in this area that will allow for people to sit and wait for service. However, it is recommended to include chairs with both armrests and without armrests to ensure everyone, no matter their size, will be able to use these chairs without issues.

1.3. Accessible Washroom

There is one public single user family washroom located within the municipal building. This washroom is equipped with a power door system and a large enough door to allow for easy access of all patrons. The washroom is large in space and possesses an infant change table, sink and toilet. However, the toilet is located behind a wall that is most likely there for sight line issues into the washroom. This wall causes an accessibility issues because it does not allow for a proper transfer clearance for people who use mobility devices. In order to accommodate the proper space, the sink may need to be moved to allow for 900 mm of space and 1200 mm for turning radius (see Figure 3).

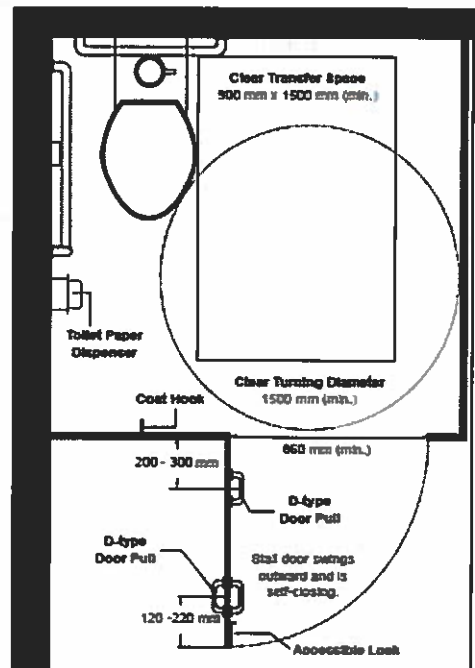


Figure 2: Washroom at Town Hall

Furthermore, the proper transfer bars would need to be added above the toilet and an

Schedule A

“L” shape bar should be added to the right of the toilet to assist a person in transferring off and onto the toilet. Moreover, the toilet paper holder should be 300 mm from the toilet and under the grab bar.

In addition, the sink would need to have proper knee clearance and have different faucets that can be turned without twisting of the hand for a person with arthritis and other issues. Faucets that can be used with a fist are the best options.

In addition, ensure that washroom amenities, such as hand dryers and paper towel holders, are at a height of 1200 mm and waste bins are at a height of 900 mm.

1.4. Council Chambers

The Council Chamber also has a power door system to get inside that can be turned on and off for when a person requires it to enter. This is very convenient and an amenity that many Council Chambers don't possess. The Council Chambers are equipped with chairs but should have both the armrests and non-armrests to assist those who may struggle with getting up and down off of a chair.

Furthermore, for when presentations are occurring, Council Chambers should be equipped with headsets and active listening system to assist people with low hearing. This will ensure that all members of the public have the ability to gain the information from presentations.

1.5. Other Issues

- Ensure that all doors in the offices have knobs that do not require grasping and turning and consist of levers that can be used with a fist
- Paint the door frames a different contrast from the walls to help people with low sight distinguish the door from the surroundings

Recommendations for Town Hall

Recommendations	Timelines
1.1. Add proper markings and sign for accessible parking space that include the proper dimensions and accesses aisle	Immediately
1.2. Consider adding an addition accessible parking space	Immediately
1.3. Create markings on cement at curb ramp in front of town hall to not allow parking that may block access	immediately
1.4. Check power to ensure front entrance power door system is working at full capacity	Immediately
1.5. Add chairs with and without arm rests	Immediately

Schedule A

1.6.	Reconfigure washrooms to allow for enough transfer space and turning radius	One to three years
1.7.	Add proper grab bars near the toilet	One to three years
1.8.	Install a sink with proper knee clearance and faucets that can be used with one hand	One to three years
1.9.	Ensure that all washroom amenities are at 1200 mm	Immediately
1.10.	Add chairs with and without arm rests in Council Chambers	One to three years
1.11.	Ensure Council Chamber is equipped with assistive listening system	Immediately
1.12.	Ensure the office doors do not possess knobs that require grasping and turning	Immediately
1.13.	Paint all door frames at a different colour from the soundings	One to three years

2. Wyoming Fire

The Wyoming fire station, along with many buildings in the town, has been upgraded to include accessibility features throughout the building. This is important because the building does not only serve as a garage to store firetrucks and a place for firefighters but it also services as a gathering place/hall for the town, a location for public education for schools to come and learn, and a training centre for not only the firefighters but other members of the public as well. These are all important reasons to include accessibility. A student from a school may need an accessible washroom and a person in training may need accessible parking. There are lots of reasons why including accessibility at a high level is important. This report includes other accessibility needs that could be addressed at the location to increase the level of accessibility in the building. For example, if the building was used for a multiple public use facility more often accessibility would need to be at a higher level. Some of these recommendations are listed below.



Figure 3: Recommended Accessible Parking Space

Schedule A

2.1 Accessible Parking

There is one accessible parking spot at the fire hall that is located to the right of the building. This spot does not include an erect sign indicating the sign for accessible parking as per the Highway Traffic Act. Without this sign, the accessible parking space is not enforceable if a person who does not require accessible parking decides to use it. In addition, according to the DOPS, the parking space would be required to be a type "A" van accessible space and would need to have an access aisle located to the right. Moreover, where the spot is currently located, the patron would need to navigate around a pillar to access the front entrance and try to open the door on a difficult angle for a wheelchair. In addition, the pillars could also be a barrier for a person with sight impairment. A solution to these issues would be to move the accessible parking space to the front of the building, (Figure 4), this would allow enough room for a type "A" spot, including an access aisle, and would be on a barrier free path of travel for the patron. There would also be a location to erect the mandatory accessible parking sign.

2.2 Front Entrance

If the accessible parking space is moved, the front entrance would be on an accessible path of travel from the accessible parking. In addition, a person using a wheelchair or a walker would not have to maneuver on a difficult angle to enter into the doors. However, one thing that is missing from the front entrance, to make it completely accessible, is a power door system. A power door system would allow a person with low strength or reliant on a wheelchair or mobility device to move into the building independently.

2.3. Indoor Path of Travel

The entrance opens up into a large vestibule with the washrooms and offices down a hallway to the left and a hall area straight through a set of doors. This area, the hallway, the kitchen and the actual hall are wide enough to allow for many people and users who may use a mobility device or have a support animal.

For a higher level of accessibility, ensure doors to important areas such as the hall have a power door system that allows for complete independence for people with disabilities.

2.4. Kitchen and Service Counters

As the population ages, it is more and more important to include accessibility features into places like kitchens as found in the Wyoming Fire Hall. Many times our volunteers that are preparing the food are the elderly and require accessibility elements that make their job easier. That is why it is important to have high-low countertops in kitchens that allow for a person to sit while preparing food. At least one section of the countertop should be no higher than 865 mm and allow clearance for knees. In addition, supplies

Schedule A

for food prep such as knives, bowls, and pans etc. should be located at a reachable height.

Furthermore, elements such as light fixtures should be reachable and not at a difficult height or blocked from someone needing to reach up to turn them on. These features should be between 900 -1200 mm from the ground.

In addition, all service counters and bar areas should be at a reachable height of 865 mm high to allow for a person to reach from a seated position.

2.5. Washrooms

The building consists of both a male and female multi-occupancy washrooms located in the hallway near the offices and toward the garage area. These washrooms are in a centralized location and easily accessible from any part of the building.

For a higher level of accessibility, both washrooms should possess a power door system that allows for complete independence of occupants. In addition, ensure that all the features of the washroom including paper towel dispensers are at a maximum height of 1200 mm.

It is important to note that these washrooms were adapted to include accessibility features such as proper grab bars in the toilets and accessible sinks that allow for knee clearance and have faucets that can be used without the need to grasp. These features will assist students that visit from schools and others who require these elements in the future and are a great step toward inclusive design elements within this building.

2.6. Other Issues

- Ensure that there are lower height coat hooks that are at a maximum height of 1100 mm from the floor
- Include chairs that have booth arm rest and no arm rests

Recommendations for Wyoming Fire

Recommendations	Timelines
2.1. Move accessible parking space to the recommended spot at the front of the building and include mandatory markings and signs	Immediately
2.2. Add power door systems to front entrance	One to three

Schedule A

	years
2.3. Add power door systems to importance entrances throughout the building such as the hall, washrooms and kitchens (i.e. if used more by the public for events.)	As needed
2.4. Add lowered counters in kitchen and allow for knee clearance	Three to five years
2.5. Lower light switches and ensure elements are reachable from a seated position	One to three years
2.6. Ensure serving areas such as bars and canteens are at a reachable height for a person in a wheelchair	Three to five years
2.7. Ensure that all washroom amenities are at 1200 mm	Immediately
2.8. Ensure coat hooks are at 1200 mm	One to three years
2.9. Ensure the office doors do not possess knobs that require grasping and turning	Immediately

3. McKay Park: Wyoming Pool, Splash Pad & Play Ground

Pools, splash pads and parks are wonderful places that help build communities and bring all members of the public out to enjoy the outdoors and participate in aquatic activities. These locations should be as inclusive as possible to people with disabilities and should also factor in not only the participant but also spectators into the design of these areas.

3.1. Wyoming Pool

The Wyoming Pool is located at one of Plympton-Wyoming's flagship parks McKay park. Although, the pool does include accessibility features outlined in this report, it was built before the modernization of accessibility and does require many upgrades to be completely accessible and inclusive.

3.1.1. Accessible Parking

One of the issues with the park in general and not only the pool is the lack of designated accessible parking. Currently, the parking surrounded by a gravel off-street parking and does not include a specific section that is on an accessible path of travel for accessible parking. Multiple accessible parking spots should be located in various locations throughout the park on accessible path of travel. The pool area should be one of the spots with accessible parking available. As part of the upcoming Ontario Street East re-construction project, accessible parking spots and a new sidewalk is to be added, this will rectify many of the concerns.

Schedule A

3.1.2. Accessible Path of Travel

In addition, from the parking there should be an accessible path of travel leading to the pool that has a consistent firm surface. The current path is worn and possesses multiple cracks and other tripping hazards that could be difficult to navigate for people with low vision. In addition, for a higher level of accessibility, the path should have a clear width of 1800 mm and should have a slope that prevents water accumulation. This will allow the passage of multiple people at the same time.

3.1.3. Front Entrance

Another large accessibility issue with this building is the lack of accessible entrance into the building. As seen in figure 5, this location has a step-up into the building. This step would prevent a person with a mobility device from entering the building. In addition, the current step is a tripping hazard for a person with low vision. Furthermore, the current door is 29 inches. This is way below the current 36 inches if this location was built by today's standards and, again, many people with disabilities would have difficulty entering the building

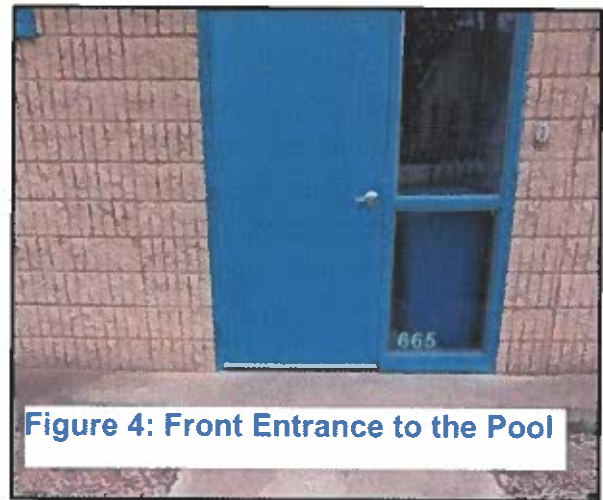


Figure 4: Front Entrance to the Pool

3.1.4. Internal Path of Travel

The interior of the building also has a number of issues that could pose as barriers for people with disabilities. Each internal door to enter the change areas should be a minimum clear width of 860 mm. Many doors within the building have a smaller width and would be difficult for a person with a disability to navigate.

In addition, as with most pools, clutter could be an issue and a barrier/tripping hazard for people with disabilities. It is important to keep all the hallways at a minimum width of 1100 mm at all times.

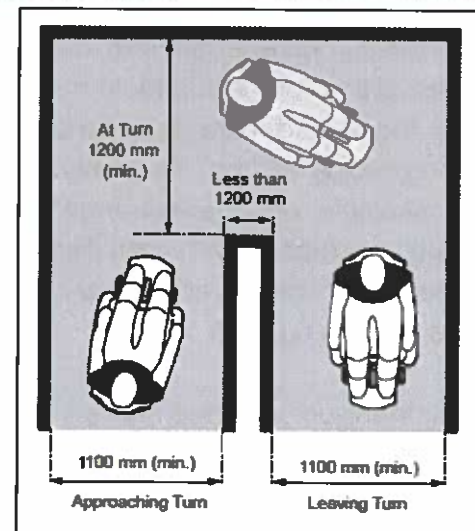


Figure 5: 180 Degree Turn

Further to the other issues, the entrances to the change areas also are issues for people who use wheelchairs and a need to have a minimum turning radius to navigate the area. Understandably, the current design of the entrance to the change areas takes into account sight lines to prevent a person from seeing into the change area from the

Schedule A

hall. However, this also creates an issue with turning radius. The current design would need to be reconfigured to allow for enough room of at least 1200 mm around a 180 degree turn (as seen in figure) this would allow for enough spacing to allow a person in a wheelchair to move without barriers.

3.1.5. Change Areas

As with all spaces within public facilities, change areas such as the ones found at Wyoming Pool should have inclusive elements to ensure equal participation of people with disabilities. All change areas should be on an accessible path of travel from both the front entrance and to the pool area. If stalls, instead of multi-person change areas, are used there should be at least one stall that is completely accessible (as seen in figure 7). The design standards for accessible change areas should consist of having a door that is at least 860 mm wide, a consistent path of travel that is at least 1100, and in change areas such as stall ensure there is a turning radius of at least 1500 mm. This will allow members of the public who use wheelchairs to be independent while using the pool. The amenities should include benches that are between 480 and 520 mm above the floor and should have back support for those who have issues with sitting for a long period of time. For a higher level of accessible, provide a change area and bench that is equipped with grab bars at the end of the bench with a vertical bar and horizontal bar as seen in figure 8

Furthermore, change areas in municipal pools should consist of adult change tables. This will ensure that adults who are accompanied by support persons such as people with disabilities such as cerebral palsy are able to benefit from recreation and aquatic facilities as well.

Figure 6: Universal Change Room

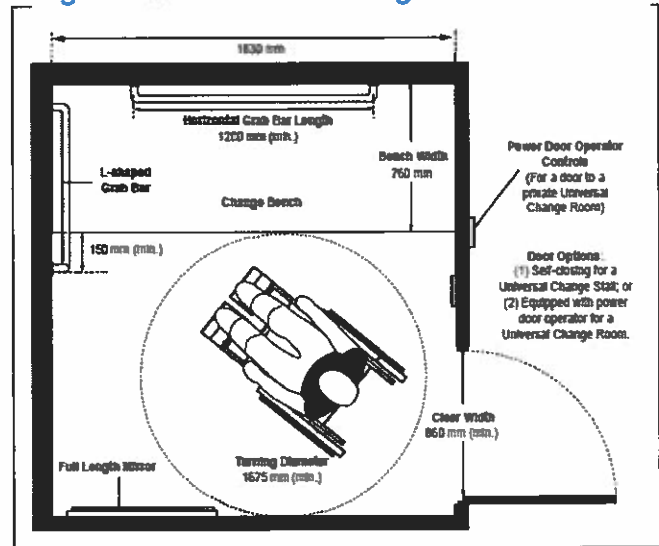
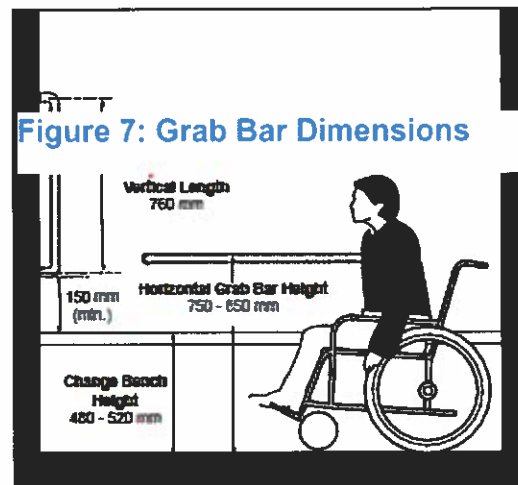


Figure 7: Grab Bar Dimensions



3.1.6. Showers

All pools should have at least one accessible shower stall that enables a person with disabilities to shower independently before and after using the pool. These showers should be on an accessible path of travel and not have edges or lips as currently found at the Wyoming Pool. In addition, each shower should be 1500 mm wide by 900 mm deep and have a transfer bench equipped with grab bars and controls that can be operated with a closed fist. In addition, the accessible stall should be equipped with an adjustable shower head that can be reached from a seated position. For proper measurements and design features of accessible shower please see figure 9.

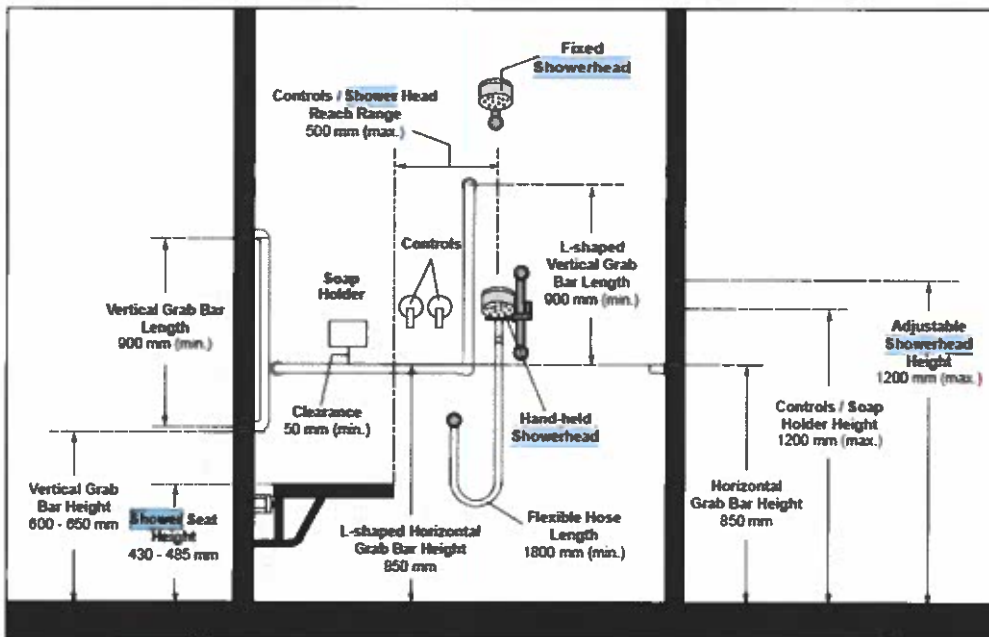


Figure 8: Accessible Shower

3.1.7. Pool Area

If the Wyoming Pool was built by today's standards it would need to consist of either a ramp (preferable) or transfer lifts. Both a portable non-permanent ramp and a transfer lift can be purchased and installed for municipal pools and should be considered for this location.

The Wyoming Pool consists of red highly visible markings around the pool. This provides indicators for people with low sight of potential danger of falling in the pool and is a great feature to have in the pool.

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Another recommendation is to have seating around the pool for people who simply need a break from swimming and cannot stand for a long period of time or for parents and care-givers watching their children swim.

3.1.8. Accessible Washroom

Another feature that should be included in the pool area is an accessible washroom. Either an accessible family washroom or stalls located in both washrooms would be sufficient. Once again, this will help ensure that all people can participate equally.

Portable accessible toilets do not provide the proper turning radius for people in wheelchairs and are almost inaccessible for people who rely on scooter for mobility. These toilets should only be relied on for temporary purposes such as events and not used as a permanent solution.

3.2. Splash Pad

No immediate issues were seen at the time of this report for the splash pad. However, a permanent accessible washroom near the splash pad would be ideal.

3.3. Play-Space

Inclusive play spaces ensure that children with different disabilities have equal opportunity for peer interaction, play, and social stimulation as other children. In addition, these play spaces; also provide an opportunity for parents and guardians with disabilities to interact with the children. Note, for the Town of Plympton-Wyoming, it is recommended that the town create an accessible play-space standard to be used at all parks currently existing in the municipality and ones that will be created in the future.

This standard will go beyond the current CSA standard to further include more disabilities. Also, as required in DOPS, all new and redeveloped play spaces should be consulted with the local Accessibility Advisory Committee or people with disabilities.

The Play-Space located at McKay Park consists of a large play structure with a number of play features that can be used by multiple participants at the same time. The main access point is a ramp that is wide enough to allow entry by a number of participants including people that use mobility devices. However, as seen in figure 10 this ramp will need to be adjusted or filled so the ramp is flush with the surface. At the time of the



Figure 9: Play Space at McKay Park

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report, there was a gap that would prevent a person using a wheelchair from accessing the play-equipment. This would be an easy fix to ensure more accessibility at this location.

Another issue, at this play-space is the lack of accessible pathways that lead to the equipment and to the sitting areas. These pathways would allow for a firm and stable surface that would help people with mobility and low sight issues. In addition, presently the surface of the play-space is sand. This surface is difficult for an individual who uses mobility devices such as walkers to navigate. Surfaces of play-spaces need to be firm, stable and help reduce impact if a child falls. Sand does not provide the accessibility requirements because tires from mobility devices can become stuck and, in some cases, cause a person to fall. A better alternative would be poured in place rubber, accessible turf, rubber mats and tiles, bonded and engineered wood fibers or shredded rubber.

Accessible parks also have inclusive equipment that is on an accessible path of travel and is reachable from the ground for someone in a wheelchair. This equipment also has sensory equipment that can be used by multiple people with disabilities. For more information regarding accessible play spaces please visit [Rick Hanson Let's Play Tool](#)

Note: there is a sign that indicates that there is a blind child in the area that uses the park. It may be possible to incorporate features in the play space designed for children with sight impairments.

McKay Park Recommendations

Recommendations	Timelines
3.1. Install accessible parking in key areas throughout the park that would allow people easy access to these park elements	Immediately
3.2. Create an accessible path of travel from the accessible parking to the entrance of the pool and to other elements in the park such as the playground	One to three years
3.3. Add a proper sized powered accessible entrance to the front of the pool that can entered by a wheelchair or other mobility devices	Major construction
3.4. Add an internal door to enter the change areas at a minimum clear width of 860 mm	Major construction
3.5. Remove all clutter in the building to ensure aisles and hallways are at a minimum width of 1100 mm	Immediately
3.6. Reconfigure the entrance to both change areas to ensure there is enough turning radius for a person in an wheelchair	Major construction

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3.7. Add an accessible change area to both change rooms in the pool	Major construction
3.8. Add an accessible shower to both change areas in the pool	Major construction
3.9. Install either a lift or accessible ramp in the pool	Immediately
3.10. Add seating around the pool	Immediately
3.11. Construct an accessible washroom for the pool that can be accessed by other people using the park	Major construction
3.12. Create a town accessible play-ground standard	As needed
3.13. Adjust the ramp and surface to ensure a level entrance that allows mobility devices to enter the play equipment	Immediately
3.14. Change the surface from sand to either poured in place rubber, accessible turf, rubber mats and tiles, bonded and engineered wood fibers or shredded rubber	One to three years
3.15. Add play equipment that takes into consideration other senses that can be used by children with sensory disabilities	One to three years
3.16. Add benches throughout the park with arm rests for people to sit	One to three years
3.17. Do not rely on accessible portable toilets as a permanent solution to access to washrooms	immediately

4.0. Baseball Diamonds (Wyoming/Camlachie)

The Town of Plympton-Wyoming is known for its baseball diamonds and hosts a number of tournaments and high level games every year. That is why it is important to include elements in this area that assist spectators with disabilities. This is especially important as our population ages and more and more fans require accessibility features in the park. Some of these features that the town may want to consider are accessible parking near key areas and close to amenities, accessible paths of travel to such areas as washrooms, bleachers or fan areas, pavilions and concession stands. Other features may include designated seating specific for people with disabilities and adding accessible washrooms to these locations. These washrooms should possess grab bars, sinks with proper knee clearance, faucets that can be used with one hand. This will allow all members of the public to come out and cheer on their favorite team without concern.

4.1. Outdoor Eating Areas

The pavilions and other public eating areas should include accessible picnic tables as outlined in the DOPS requirements as seen in figure 11 and 12. The proper ratio for accessible tables in these eating areas is 20%. In addition, be sure that there is proper spacing between the tables to allow access for someone using a mobility device or a guide dog.

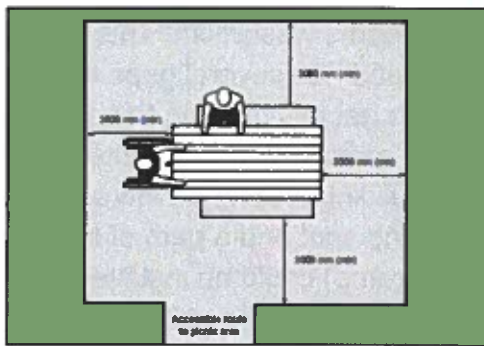


Figure 11: Picnic Table Design Features

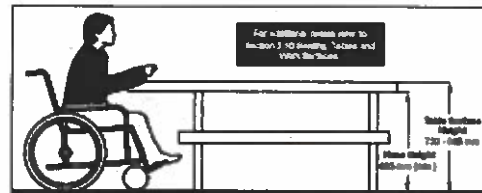


Figure 10: Picnic Table Design

4.2. Play-Spaces

In addition, as with other playgrounds in this report, there should be at least seating and accessible paths of travel at all playgrounds in the municipality. As stated before, the town should consider developing a playground standard that is approved by the local County Accessibility Advisory Committee. This will help ensure that all children are able to fully participate at all play-spaces in the town.

Recommendations for Play Spaces

Recommendations	Timelines
<p>4.1 Add the following to baseball diamonds throughout the municipality</p> <ul style="list-style-type: none"> • Accessible parking near key areas and close to amenities, • Accessible paths of travel to such areas as washrooms, bleachers or fan areas, pavilions and concession stands. • Include designated seating specific for people with disabilities and • Add accessible washrooms to these locations. 	Three to five years
4.2. Ensure that each outdoor eating area has accessible tables as outlined in DOPS	One to three years
4.3. Create accessible design standards for each park within the	One to three

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municipality and make gradual changes depending on need	years
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5. Old Town-Hall

The Town of Plympton-Wyoming has the unique situation to still have and regularly use the Plympton Township Hall (see figure 13). The hall is used for groups, committees and events. This unique building has a hall, a kitchen area and a washroom. This building was built before the modernization of accessibility and has several gaps that would make the building accessible. It may be impossible to get this building to a high level of accessibility without a major construction project or rebuild; of course, this may damage its uniqueness. Some recommendations for this building that would increase the accessibility level would be to add one accessible parking spot and a path of travel to the front doors. In addition, a small (could be temporary ramp) could be installed or made available that would allow a person with a mobility device to enter and exit the building. Once inside, an accessible washroom on the main level could be installed. Furthermore, the creation of an accessible emergency exit would be important if an emergency would ever occur in the building. These are some suggestions; however, with a building of this type it is not required.



Figure 12: Plympton Township Hall

Recommendations for Wyoming Old Township Hall

Recommendations	Timelines
5.1. Add an accessible parking space to the location	Immediately
5.2. Add an accessible path of travel to the location that includes a ramp to the front entrance	Major construction
5.3. Install an accessible washroom	Major construction
5.4. Add an accessible emergency exit	Major

6. Camlachie Fire Station

Similarly to the fire hall found in Wyoming, the fire hall in Camlachie also has a large hall, a male and female washroom facility, and offices. This location is not only used by firefighters but can also be used by the public for meetings and events.

6.1. Accessible Parking

Camlachie fire hall does not possess a proper accessible parking spot. Due to the number of people that may use this facility for functions other than for firefighters, it may be good to install an accessible parking spot at this location. If not a permanent accessible parking space, install a temporary spot when the functions call for it.

6.2. Entrance

Although not a necessity for this location, depending on the number of people using the building that require an accessible entrance it may be ideal to install power door operators to the entrance to assist people who have strength and mobility issues. This may be a higher level of accessibility for this location.

6.3. Accessible Washroom

Also, once again, with this hall being open to the public for events and with the rise in the age of the population in the County of Lambton this building could benefit from an accessible washroom. Currently, this location has a single use male and female washroom. It would not be too costly to add grab bars as seen in figure 14 with the proper measurements.

In addition, currently the sinks in both washrooms have faucets that need to be grasped to turn on. These faucets are difficult for people who have arthritis. Ideally, these faucets should be the type that can be turned on by using a clenched fist.

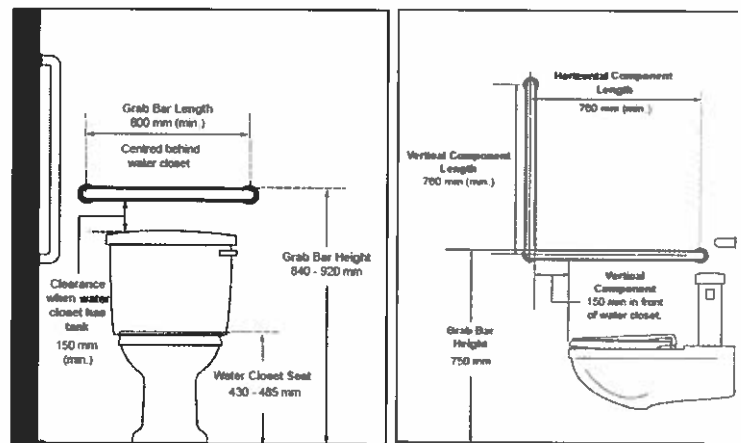


Figure 13: Proper Measurements of Grab Bars

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The benefit of this location to make it more accessible is the amount of room currently within both of these washrooms. There is no issue with turning radius or difficulty with space to create a transfer to the toilet.

6.4. Path of Travel

This location has several open spaces but it is important to ensure that all areas, halls and spaces between items such as tables are at least 1100 mm. Also, ensure the minimal amount of space between the wall and these items to ensure clear passage and access to areas within the hall such as washrooms.

Recommendations for Camlachie Fire Station

Recommendations	Timelines
6.1. Add an accessible parking space (possibly temporary) to this location	Immediately
6.2. Add power door system to the front entrance	One to three years
6.3. Add grab bars to both male and female washrooms	One to three years
6.4. Install faucets that can be used with a clenched fist to all sinks	Immediately
6.6. Ensure there is room for 1100 mm between items for clear passage of a mobility device	Immediately

7. Camlachie Cultural Library Museum

The library located in Camlachie has two stories and a museum in the basement. Connecting these areas of the building are stairs and a lift. It appears that the library was converted from a church and accessibility features have been added over time. This is a great use of existing building to convert into useful facilities for the public.

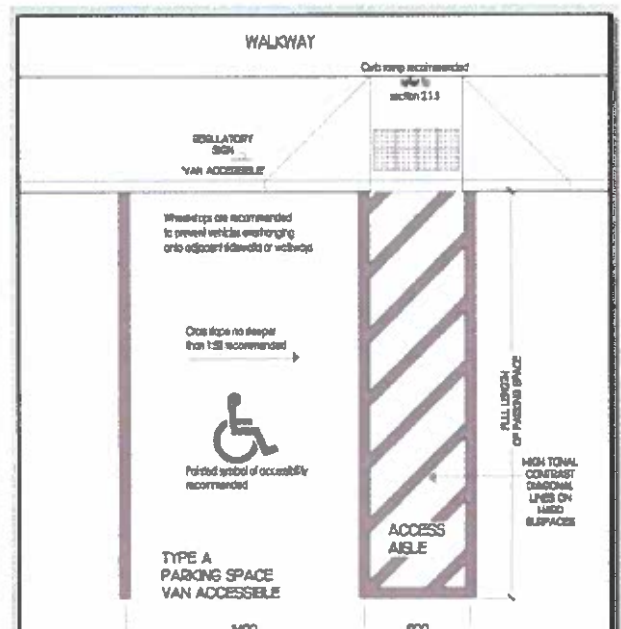


Figure 14: Type "A" Accessible Parking

Schedule A

7.1. Accessible Parking

One of the main concerns of the Camlachie library is the lack of accessible parking at this location. Many accessible upgrades have been made but it lacks one of the most important accessibility features for people with disabilities and a requirement of DOPS. One of the difficulties of adding the accessible parking to the library may be the lack of having it located on an accessible path of travel to the front entrance. Currently, the parking lot is made of gravel. Gravel could be difficult for a person requiring mobility devices such as walkers to navigate as it is uneven and not stable under the wheels. Of course, a solution to this issue is to pave the full parking lot but, if the cost is a concern, it may be ideal to create one parking class "A" accessible parking spot on an accessible path of travel as seen in figure 15. This will ensure that all members of the public can enter this facility without concern.

7.2. Front Entrance

The front entrance consists of a door that is 838 mm wide and a power door system. If the front entrance was built by today's standards it would need to be a clear door with of 860 mm. However, this should be sufficient at this time without having to complete major construction.

7.3. Interior Path of Travel

Once inside, mats are laid down to provide slip resistant path of travel that lead to the lift and the stairs that lead down to the museum or up to the library.

At the time of this review, we were not able to use the lift because the library was closed. However, assuming the lift worked, and there was no indication that it did not work correctly, this is a great feature to have at this location that allows everyone to access both upper and lower levels. The call button for the elevator was tested and it did work without issue. However, one recommendation is to ensure there is clear access to the lift at the lower level by removing all clutter and ensuring that there is at least 1100 mm width.

Furthermore, there are stairs to certain parts of the library such as the teen area. To be completely inclusive, access to all areas of the building would need to be incorporated by adding a ramp to this location.

Moreover, there are two large doors located on the upper level of the library that leads to the accessible washroom. These doors could be difficult to navigate for a person entering the library or needing to use the accessible washroom. A solution to this issue

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may be to remove the doors and allow clear unobstructed access to both the library and the washroom.

7.4. Accessible Washroom

As stated, the accessible washroom is located on the upper level of the building close to the library. The washroom provides enough room for a wheelchair to maneuver and turn. Also, there is enough room for a transfer from a mobility device to the toilet. However, it is suggested to add a grab-bar over the toilet, as seen in figure 14, which will help a person transfer on and off of the toilet. Also for a higher level of accessibility it would be ideal to add power to the doors as seen with recently installed accessible washrooms.

Recommendations for Camlachie Library

Recommendations	Timelines
7.1. Add an accessible parking space to this location	Immediately
7.2. Ensure the accessible parking is on an accessible path of travel to the entrance of the library	One to three years
7.3. Increase the width of the door to 838 mm	Major construction
7.4. Remove all clutter from in front of the lift to ensure a path of travel of 1100 mm	Immediately
7.5. Remove large doors that lead into the library	Immediately
7.6. Add ramp to stair section of the library to be completely inclusive	Major construction
7.7. Add a grab bar to the rear of the toilet	Immediately
7.8. Install power door system to the washroom doors	On to three years

8. Camlachie Community Centre

The Camlachie Community Centre is the flagship community centre for Plympton-Wyoming and is home to a large hall that fits up to 350 people. The Community Centre also has a large kitchen to host special events such as weddings and dances.

8.1. Accessible Parking

The event centre has four accessible parking spaces that is way above the recommended ratio according to DOPS. These parking spaces are on an accessible path of travel to the front doors and without issue. The only suggestion would be to add type "A" spots that incorporate an access aisle for vans. According to DOPS, at least

Schedule A

one space should be accessible. These type "A" spots would need to incorporate an access aisle as seen in figure 15. This will ensure that a car will not park next to the spot and prevent the van from lowering a lift.

8.2. Front Entrance

The entrance of the building has sliding power doors. These doors are ideal for accessibility and open automatically when a person approaches and are at a high level of accessibility.

8.3. Accessible Washrooms

Camlachie Community Centre has a male and female multi-use washroom that is equipped with an accessible stall. However, the grab bar that is currently located in the both accessible stalls is too far from the toilet. This makes a person have to reach to grasp the bar and could result in a person falling. The grab bars should be installed as seen in figure 14. In addition, ensure to install a grab bar behind the toilet. If stalled correctly, grab bars will give enough support for a person to transfer on and off of the toilet without the risk of falling.

Moreover, proper knee clearance of 655 mm above the floor allows a person who uses a wheelchair to access the sink. The current knee clearance at the community centre is 533 mm. This would need to be adjusted to ensure the area is accessible and people can reach the sink properly.

Furthermore, ensure that amenities such as hand dryers and soap dispensers are reachable by people in a seated position as seen in figure 16. The hand dryer is currently behind the sink countertop and close to the wastebasket. This makes the hand dryer inaccessible for people in wheelchairs.

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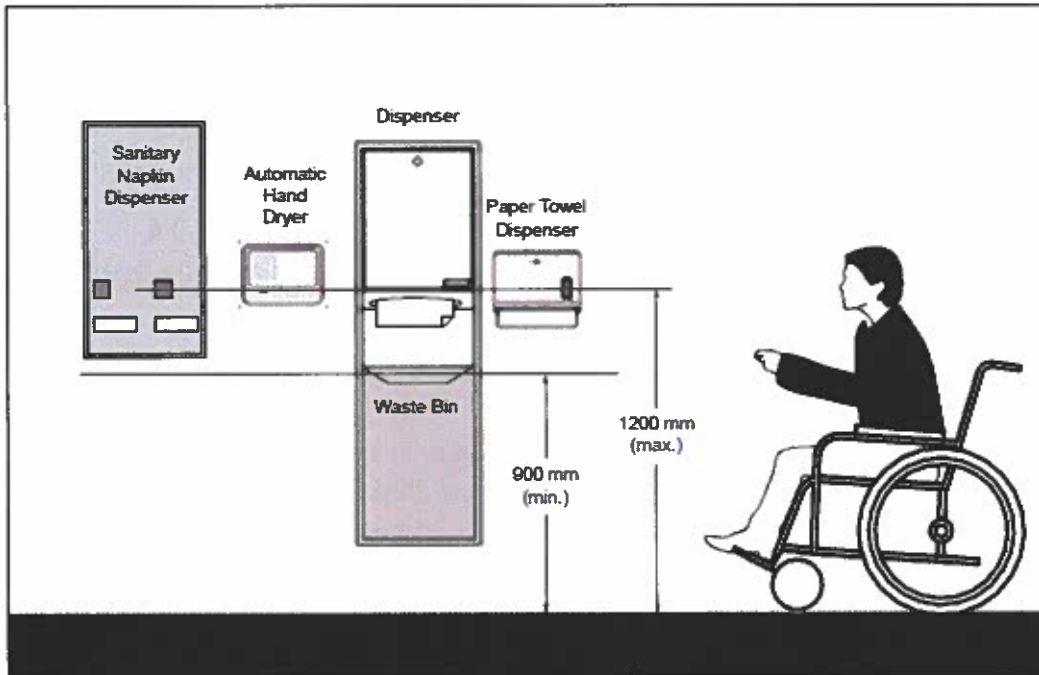


Figure 15: Proper Height for Amenities in Washrooms

8.4. The Stage Area

The current stage area that would be used for speeches or concerts does not possess a ramp to the top of the stage. This would make this area not accessible for performers or people who want to give speeches that are in wheelchairs. To make this accessible and inclusive space for everyone it would be ideal to add a ramp to the location. In addition, for a higher level of accessibility, tactile indicators should be situated around the edging of the stage that can be felt underfoot. This would signal to a person of low or no sight on the stage that they are nearing the edge of the stage and in danger of falling off.

8.5. Other Issues

Other issues that may be considered at this location is the bar and the kitchen area. As seen above in other facilities, there should be a low area at both the bar and in the kitchen to assist a person who is in a seated position with accessing their drink. However, this is for a higher level of accessibility at this location and should be incorporated if there is a demand for it based on the people using the space.

Recommendations for Camlachie Community Centre

Recommendations	Timelines
8.1. Add type "A" accessible parking space to this location	Immediately
8.2. Add proper grab bars to the accessible stalls in both male and female washrooms	One to three years
8.3. Ensure the sinks in both male and female washrooms have knee clearance for a person in wheelchair	One to three years
8.4. Ensure that all amenities within the washrooms are at proper height	Immediately
8.5. Add ramp to stage area to ensure proper inclusivity	Immediately
8.6. Install low areas in kitchens that are reachable for a person in a wheelchair	Three to five years

9. Wyoming Public Library

Wyoming Library is a unique space. It was built before the modernization of accessibility and was converted into a library. Overtime, steps were made to modify the building to reduce barriers for people with disabilities. These additions allow for all members of the public

Findings

Although many accessibility improvements have been made at the library over the years to assist people with disabilities there are issues that still need to be addressed.

Accessing High Shelves

Libraries are a unique space due to the need to accommodate book racks and reference materials at both high and low shelving heights. One of the most important recommendations in all libraries, not just this one, is to ensure staff members are always available to assist members of the public that are unable to reach high shelves for materials when requested. This will assist people in wheelchairs and other mobility devices to be able to have access to all materials in the library.

Parking

The Wyoming Library consists of an on-street and off-street accessible parking spaces. This is more than the recommended ratio (see figure 17); However, both spots do not have the necessary pavement markings that help identify the spaces as accessible.

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For the on-street parking spot, the erect sign is placed on the library ramp railing and the lines are not clearly defined. These issues could be confusing for the driver and the accessible parking space could easily be missed by both drivers who require accessible parking and those that do not. A better solution would be to add an erect sign next to the accessible parking space. Furthermore, clear pavement markings should be painted to clearly identify the space.

The off-street parking space is located next to the library in a unique location. Once again, this space lacks the needed pavement markings that clearly identify the space as accessible. In addition, this space should be marked as a type "A" van accessible space (see figure 17) and painted lines indicating an access aisle should be included in the location. This will ensure that the parking space is strictly being used for accessibility and not being mistakenly used as a standard parking space.

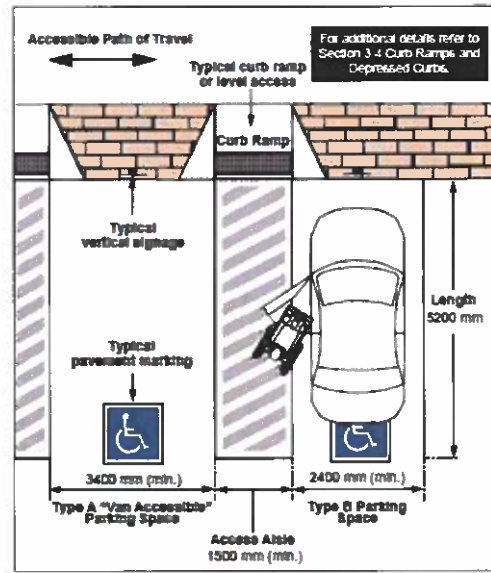


Figure 16: Accessible "A" and "B" Parking

Path of Travel

There is a clear and wide path of travel from both accessible parking spaces and the sidewalk to the entrance. The width of the walkway is wide enough to accommodate multiple wheelchairs and other pedestrians. In addition, the ramp consists of a landing at the bottom and top above the 1670 mm x 1670 mm guideline. This is a good use of space and assists people with turning when accessing the library.

Front Entrance

The main entrance of the building is located to the side of the library. This door provides a clear width of 838 mm, a little below the 860 mm minimum guideline. In addition, even though the doors of the main accessible entrance are equipped with power, the location of the button could be problematic for a person who uses the library. Ideally the button should be at least mounted between 600 mm and 1500, from the door. The current location of the power button is directly next to the door and this may cause an issue with a person being hit by the door or it could require a person to push the button and back-up to go through the entrance. Ideally, the push button should be located on the wall prior to reaching the door to allow for enough time to maneuver in the entrance without being hit by the door and signal the button without having to back up to enter the building.

Schedule A

Internal Path of Travel

The aisle ways within the library are large enough to allow for multiple wheelchairs to pass. The area has been cleared of all clutter and the space is large enough to accommodate spacing, amenities and materials, and people

Washrooms

The main accessible washroom is located in the centre of the building. This is in a space that is central to many people. The main washroom is spacious to allow for easy turning and is accommodated with transfer bars to assist people to get on and off of the toilet.

However, it would be ideal that both washrooms in the facility are made to be accessible. This would enable all members of the public to have access to an accessible washroom at all times and when all programming and occasions are occurring.

Furthermore, by adding an adult change table to the location will assist in allow all members of the public in participating in programming at this location.

General Library Services

Providing good customer service is the most important accessibility feature. Ensure all staff members are fully trained in serving customers with disabilities. Also, provide materials such as large print books and magazines to be available on lower shelves that are easy to reach for people with disabilities. In addition, provide flexible seating options and ensure there are study and computer areas that are fully accessible for clientele with disabilities.

Wyoming Library Recommendations

Recommendations	Timelines
9.1. Ensure staff are always available to assist members of the public that are unable to reach high shelves and materials when requested	Immediately
9.2. Include accessible parking type "A" with proper markings and signage on both the off-street parking spot and on-street parking spot	Immediately
9.3. Position the call button for the automatic doors in a location where an individual will not be hit by the door and allows a clear path of travel to the entrance.	Immediately

Schedule A

9.4. Add an accessible washroom to both locations to ensure proper accessibility when library may not be open	Three to five years
9.5. Add adult change table to the washroom	Three to five years

10. Accessible Pedestrian Signals

Crossing at Niagara/Broadway Streets

The Crossing at Niagara Street and Broadway leads pedestrians from sidewalk across the busy Broadway Street to the library. Pedestrians rely on visual cues to safely cross the road at these pedestrian signals such as 'walk/don't walk' signals and timing. For people with visual disabilities, people rely on hearing to navigate crossing at busy intersections such as the one at Niagara and Broadway. These signals may not be apparent for people with sight but are important to ensure that non-visual pedestrians safely cross the street independently.

Accessible Pedestrian Signals (APS) provide an audio locator tone to help users find the activation button. At the crossing at Niagara/Broadway, a locator tone is present and can be heard when standing near the intersection to cross. However, it is important to also have a different tone for when the button is pushed to indicate it is safe to walk. At this intersection, the locate tone and the safe to walk tone are identical. This would make it very difficult for a person with no or low sight to determine when it is safe to cross. It would be ideal for the municipality to change the safe to walk tone to something distinctive from the indicator tone.

In addition, raised arrows on the push buttons allow for an individual to determine which direction to cross when pushing the button. This is especially important at four-way crossings. At Niagara/Broadway there is only one way to cross at the APS; however, it is still very important to have the raised arrows to ensure a person with sight impairments know where to cross safely. At Niagara/Broadway the tactile button is raised accurately and an audio tone and vibro-tactile indicator allows a person to know it was pushed and activated.

The Tactile Walking Surface Indicator (TWSIs) are placed on curb cuts at crossings to ensure that a person with a sight disability knows where to cross and can be felt under foot to ensure a person does not walk into traffic. At Niagara/Broadway, it is recommended to install TWSIs in the proper placement to ensure the person is crossing

Schedule A

at the marked crosswalk, with contrasting colours, and the full width of the curb/lower curb.

Another issue at this intersection is the distance the installed button is to the curb where it is safe to cross. Ideally, the location of the button should be no more than 1,500 mm away from the curb. At Niagara/Broadway, the button and curb at the West side near the credit union is 1,829 mm away from the curb and the button at the East side near the library is 2,743 mm away from the curb. The distance from the curb could make it difficult for a person with little to no sight to cross safely. It may be a better practice to install posts with buttons (as seen in figure 18) within 1500 mm of the crossing to ensure all people can cross safely and independently.

The mounting height of the buttons on the posts should be 1,100 mm from the surface. The mounting height at Niagara/Broadway is 1,092 and well within the guidelines and making it easier for a person to locate the button.

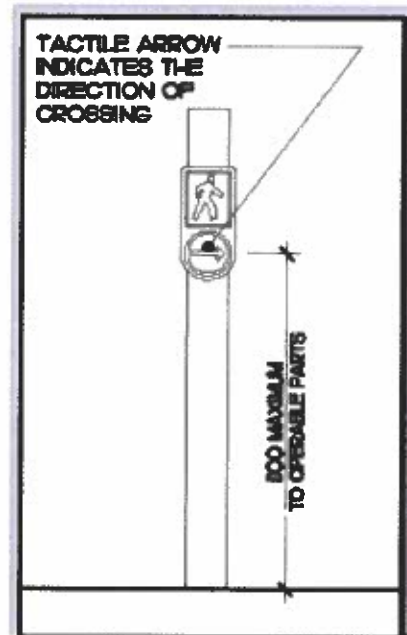


Figure 17: APS Posts

Crossing at First/Confederation

The crossing at First and Confederation is not an APS and does not have the audio components to the crossing. However, it does possess the appropriate height of the button (1,100 mm) and it does have TWSIs in the proper locations to ensure a person can navigate and cross safely at the crossing. Furthermore, a person with a hearing impairment can use the lights to ensure that they cross within the proper time.

Recommendations for APS

Recommendations	Timelines
10.1 Differentiate between the locator tone and the safe to walk tone	Immediately
10.2 Install TWSIs at the curbs at proper design and location	One to three years
10.3. Ensure buttons are with 1,500 mm from the curb by installing poles	Three to five years

Schedule B

Town of Plympton-Wyoming



ACCESSIBILITY POLICY

October 2019

1. POLICY STATEMENT

The purpose of this policy is to set out the requirements of the revised Customer Service, Employment, Information and Communication, and Design of Public Spaces Standards under the *Accessibility for Ontarians with Disabilities Act, 2005, S.O, c. 11* ("AODA"). These standards — including the accessible customer service standard — are now part of one regulation: the *Integrated Accessibility Standards Regulation* ("IASR", O. Reg. 191/11).

This document will be made publicly available and will be provided in an accessible format upon request, as soon as is practicable. This policy replaces other Town of Plympton-Wyoming Integrated Accessibility Standard Regulation Policy and the Accessibility Standards for Customer Service Policy.

*The Town of Plympton-Wyoming does not provide transportation and does need to comply with the Transportation Standard.

2. CORPORATE STATEMENT

The Town of Plympton-Wyoming is committed to providing quality goods, services, and facilities that are accessible to all persons and is guided by the four core principles of dignity, independence, integration and equal opportunity. The Town is dedicated to removing barriers to accessibility and ensuring that all the requirements in the Customer Service, Information and Communication, Employment, Transportation and the Design of Public Spaces Standards of the AODA are fulfilled.

3. SCOPE

This Policy applies to Town Council and all employees, volunteers and third parties who provide goods, services or facilities to the public on behalf of the Town of Plympton-Wyoming.

The Town shall meet its duties and responsibilities under the AODA by adhering to the following principles:

Schedule B

- All members of the public are treated in a way that allows them to maintain their dignity and independence
- The programs, services and facilities are inclusive and provide an equal opportunity to all members of the public
- Representatives of the Town are committed to preventing and removing barriers to accessibility

4. GENERAL PROVISIONS

4.1 TRAINING

The Town will ensure that all persons to whom this policy applies receive training as required by the *AODA Customer Service Standard (2005)*. The training will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

The Training Shall Include:

- A review of the purposes of the *Accessibility for Ontarians with Disability Act, (2005)*, the *IASR (2012)* and *Human Rights Code* as it pertains to people with disabilities
- How to interact and communicate with persons with various types of disabilities; use of assistive devices, service animals, support persons, notice of disruption, feedback, and information in alternative formats
- The training provided shall be delivered based on the duties of the employee, volunteer or third party and the Town shall keep record of the training.

4.2 ACCESSIBILITY PLANNING

The Town shall establish, implement, maintain and document a multi-year accessibility plan in accordance with the *AODA*. The multi-year accessibility plan will be a guideline

Schedule B

for the Town staff to prevent and remove barriers for people with disabilities for goods, services, programs and services and to comply with the *AODA* and *IASR* requirements.

The Town of Plympton-Wyoming will:

- Establish, review and update the multi-year accessibility plan in consultation with persons with disabilities (i.e. County of Lambton Accessibility Advisory Committee)
- Review and update the plan, at least once every five years
- Complete an annual accessibility report updating Town Council and the public on the status of the multi-year accessibility plan and other accessibility matters within the Town of Plympton-Wyoming.

4.3 PROCUREMENT

The Town will incorporate accessibility and the needs of people with disabilities when procuring or acquiring goods, services and facilities. This includes incorporating accessibility features when designing and procuring or acquiring self-service kiosks.

5 INFORMATION AND COMMUNICATION

The Town of Plympton-Wyoming shall provide information that it produces and controls in formats that are accessible and take into account the disabilities of members of the public requesting information.

The Town shall provide and arrange for the reasonable provisions of accessible forms and communication supports for persons with disabilities. This will be completed in a timely manner that takes into account the person's accessibility needs due to a disability and at a cost that is no more than the regular cost charged to other persons. In determining the suitability of an accessible format or communication support, the Town shall consult with the person making the request.

When it is not practicable to provide an alternate format, the Town of Plympton-Wyoming shall provide an explanation and summary of the document in an accessible format.

5.1 FEEDBACK

The Town shall ensure that all feedback processes are accessible to people with disabilities by providing accessible formats and communication supports upon request.

5.2 EMERGENCY INFORMATION

The Town of Plympton-Wyoming shall provide information regarding emergency procedures, plans or public safety in accessible formats or with appropriate communication supports for people with disabilities.

5.3 SERVICE DISRUPTION

The Town of Plympton-Wyoming shall give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason(s) for the disruption, the anticipated duration of the disruption and alternative facilities or services that may be available. The notice shall be posted in a conspicuous place on the premises of the facility or by other sources of information such as the Town's website (www.plympton-wyoming.com) when the disruption is planned, advanced notice shall be provided.

6 SERVICE ANIMALS

A person with a disability accompanied by a service animal is permitted to enter the Town of Plympton-Wyoming premises, facilities and spaces with the animal unless the animal is otherwise excluded by law. Where a service animal is excluded by law, the Town shall, within reasonable measures, ensure that other methods are made available to enable the person with the disability to obtain, use or benefit from the goods and services.

Section 4(9) of the *Accessibility Standards of Customer Service Standard (2005)* indicates that an animal is a service animal if:

- It is readily apparent that the animal is being used for reasons related to a person's disability

Schedule B

- If the person provides a letter from a healthcare provider confirming that, the animal is required for reasons relating to the disability. A person with a disability with a service animal is responsible for the control of that animal of all times.

7 SUPPORT PERSONS

When a person with a disability is accompanied by a support person, the Town will ensure that both persons are permitted to enter any premises, facilities, and space and that the person with a disability is not prevented from having access to the support person.

A support person, when assisting a person with a disability to obtain, use or benefit from the Town's goods and services, will be permitted to attend at no charge where an admission fee is applicable.

8 EMPLOYMENT

The Town of Plympton-Wyoming is committed to continue to provide an inclusive workplace for all applicants and employees in accordance with the *AODA Employment Standard (2012)* by ensuring people with disabilities are reasonably accommodated throughout the hiring process and employment. The Town will comply with the following standards:

- Recruitment s. 22-24
- Informing employees of supports s. 25
- Accessible formats and communication supports for employees s. 26
- Documented individual accommodation plans s. 28
- Return to work process s. 29
- Performance management, career development, and redeployment s. 30-32

9 DESIGN OF PUBLIC SPACES

The Town of Plympton-Wyoming strives to be a leader in developing accessible environments for all and is moving towards the principles of including "universal design"

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for all our public spaces. The Town will comply with the *IASR Design of Public Spaces Standard (2012)* when undertaking new construction and redevelopment of public spaces in the following areas:

- Recreational trails and beach access routes s. 80.6 - 80.15
- Outdoor public use eating areas s. 80.16 - 80.17
- Outdoor play spaces s. 80.18 - 80.20
- Exterior paths of travel s. 80.21 - 80.31
- Accessible parking s. 80.32 - 80.39
- Obtaining services s. 80.40 -80.43
- Maintenance planning s. 80.44

10 RELATED DOCUMENTS

- *Ontarians with Disabilities Act, 2001, S.O. 2001, c 32*
- *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005*
- *Integrated Accessibility Standards Regulation, O. Reg. 191/11 Part 4.1 – Design of Public Spaces Standard*
- *Human Rights Code, R.S.O. 1990, c H.19*

UNDUE HARDSHIP

- The Code has the following three considerations when assessing whether an accommodation will cause undue hardship:

1. Cost 2. Outsource of 3. Health & Safety funding

Costs account to undue hardship if they are quantifiable, related to the accommodation and so substantial that they would alter the essential nature of the enterprise, or so significant that they would substantially affect its viability.

Outsources of funding may be used to alleviate accommodation costs by making use of outside resources to meet their duty to accommodate.

Health and Safety (HS) requirements create a barrier for the person, the organization can assess whether the requirement can be waived or modified.

TIPS TO ACCOMMODATE

- **As a person with a disability**
 - Tell your employer, what your disability related needs are and take part in looking at possible accommodations.
 - Provide supporting information about your disability related needs.
- **As an employer**
 - Accept requests for accommodations in good faith.
 - Ask only information you need and take an active role in looking to provide for the accommodation.
 - Deal with accommodation requests as quickly as possible, and develop long-term solutions later.
 - Respect the dignity of the person asking for accommodations.

Visit www.ohrc.on.ca for more info



Ontario
Human Rights Commission
Commission ontarienne des
droits de la personne

Disability and Human Rights

What you need to know



www.plympton-wyoming.com

519-845-3939

rvandenberk@plympton-wyoming.ca

THE ONTARIO HUMAN RIGHTS CODE

- The Ontario Human Rights Code (the Code) provides for equal rights & opportunities, and freedom from discrimination.
- The Code recognizes the dignity and worth of every person in Ontario. It applies to areas of employment, housing, facilities and services, contracts, and membership in unions, trade or professional associations.
- The code requires organizations (including landlords, employers, and service providers) to accommodate people with disabilities to the point of undue hardship.

THE AODA & HUMAN RIGHTS CODE EMPLOYMENT

- At work, employees with disabilities are entitled to the same opportunities and benefits as people without disabilities. In some cases, they may need accommodations so that they can do their job duties.

WHAT IS A DISABILITY

- “Disability” covers a broad range and degree of conditions, some visible and some not visible.
- A disability may have been present from birth, caused by an accident, or developed over time.
- There are physical, mental and learning disabilities, epilepsy, drug and alcohol dependencies, environmental sensitivities, and other conditions.
- The Code protects people from discrimination, environmental sensitivities, and past, present and perceived disabilities.

Visit www.ohrc.on.ca for more info

REMOVING BARRIERS AND DESIGNING INCLUSIVELY

- People with disabilities face many barriers such as physical, attitudinal or systemic. Best practices for organizations are to recognize and remove barriers voluntarily before people make individual requests for accommodations.
- Removing these barriers also make good business sense. It allows not only people with disabilities to use the business but also helps the elderly and people with young children access businesses.
- It is also important for businesses to have accessibility policies and procedures that help remove existing barriers but also prevent businesses from making new ones.
- The Town of Plympton-Wyoming has created accessibility policies for both employees and customers.

THE DUTY TO ACCOMMODATE

- Under the Code, organizations have a legal “Duty to Accommodate” people with disabilities.
- The goal of the accommodation is to allow people with disabilities to equally benefit and take part in the service, housing or employment.
- The accommodation is a shared responsibility and includes everyone involved, including the person with the disability to come up with a solution.
- When considering an accommodation, consider the person’s individual needs (for example, provide reading material in formats such as digital text, or large print).

Visit www.ohrc.on.ca for more info