



**THE CORPORATION OF THE  
TOWNSHIP OF TERRACE BAY**

**ACCESSIBILITY PLAN**

**2010**

**Submitted to  
Mayor and Council  
Township of Terrace Bay**

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## Executive Summary

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The purpose of the Ontarians with Disabilities Act, 2001 (ODA) 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 mandated that each Municipality prepare an annual Accessibility Plan.

This plan was prepared by the Accessibility Working Group. The plan describes the measures the municipality has taken in the past, and the measures the municipality will take in the upcoming year to identify, remove and prevent barriers to persons with disabilities. The plan focuses on municipal facilities and services with a view to improving access for the public and employees of the Corporation of the Township of Terrace Bay.

The municipality has undertaken several initiatives to reduce physical barriers in the community inclusive of reviewing/remedying availability of “Designated Disabled” parking spaces, electronic door mechanisms (Municipal Office, Community Centre, Terrace Bay Cultural Centre) and access ramps (Community Centre and Terrace Bay Cultural Centre). The municipality will continue to pursue additional door mechanisms for its other facilities, reduction of accessibility barriers in the construction of new infrastructure, and inclusion of consideration toward disability barriers in development of municipal policy and regulations.

Administration identified various barriers to persons with disability throughout the development of this plan. Administration recommends the consistent review & identification of barriers denying access to persons with disabilities within the municipal environment with a view to reducing barriers where possible.

## I. AIM

The aim of this plan is to set the framework from which the municipality will identify, prevent and remove (where possible) barriers to persons with disability who utilize the facilities and services of the municipality.

## II. OBJECTIVES

The Objective of this Plan is to:

1. Describe the process by which the municipality will identify, remove and prevent barriers to persons with disability.
2. Review prior initiatives taken toward the identification, prevention and removal of barriers to persons with disability.
3. List the facilities, services, policies and municipal legislation that the municipality will review to identify barriers to persons with disabilities.
4. Describe the measures the municipality will take to identify, prevent and remove barriers to persons with disability.
5. Describe how the municipality will make this Accessibility Plan available to the public.

## III. DEFINITIONS

**Barrier** - A “barrier” is anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include:

- Physical barriers – e.g., a step at the entrance to a store;
- Architectural barriers – e.g., no elevators in a building of more than one floor;
- Information or communications barriers – e.g., a publication that is not available in large print;
- Attitudinal barriers – e.g., assuming people with a disability cannot perform a certain task when in fact they can;
- Technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and,
- Barriers created by policies or practices – e.g., not offering different ways to complete a test as part of job hiring.

**Disability** - The following is the same definition as used in the Ontario *Human Rights Code*.

A “disability” is:

- (a) Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness and includes, but is not limited to:
  - Diabetes mellitus;
  - Epilepsy;
  - A brain injury;
  - Any degree of paralysis;
  - Amputation;
  - Lack of physical co-ordination;

- Blindness or visual impediment;
  - Deafness or hearing impediment;
  - Muteness or speech impediment; or
  - Physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;
- (b) A condition of mental impairment or a developmental disability;
- (c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) A mental disorder; or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Note: For other definitions, please refer to section 2 of the *Ontarians with Disabilities Act, 2001*.

#### IV DESCRIPTION OF TOWNSHIP OF TERRACE BAY

##### VISION STATEMENT

Terrace Bay, the progressive community that is welcoming the world to our home.

##### MISSION STATEMENT

Terrace Bay provides services that advance the quality of life for our citizens and visitors alike.

We do this through strong leadership committed to maintaining the integrity Terrace Bay is known for.

Our Municipal departments provide reliable, high quality services to Terrace Bay and its residents. We work hard to maintain a superior quality of life for our residents, providing a high standard of accessible services. **This plan is a commitment from Mayor and Council and provides a roadmap that Council and Administration can build on together**, in partnership with the community to ensure a progressive future for our Municipality.

The Township owns and/or operates a number of facilities, including Municipal Offices, Community Centre (arena, curling club, workout facilities, meeting rooms, bowling alley), Cultural Centre (Seniors Complex, Public Library, Community Hall), Tourist Information Centre and Fire Hall, Pool, Cemetery, Parks (Centennial, Skateboard, Poplar, Superior, Southridge, East Grove, Ridgewood) and the Gorge.

## **V FORMER INITIATIVES – BARRIER REMOVAL**

The municipality remains proactive in the initiatives taken to remove accessibility barriers within the community.

### Example of Former Initiatives include:

- Accessible public washroom in Community Centre;
- installation of mechanical doors at the Municipal Office;
- establishment of an Accessible Customer Service policy; and,
- training staff, contractors, policy makers, and volunteers on providing accessible customer service;.

## **VI ANNUAL SITE AUDITS – MUNICIPAL FACILITIES/SERVICES/POLICY(PROCUREMENT)/LEGISLATION**

Municipal Staff will conduct site audits of municipally owned buildings and infrastructure for the purpose of identifying barriers that may impose restrictions to persons with disabilities. Additionally, Municipal staff will conduct informal audits of the municipality's services, policies and legislation for the purpose of identifying barriers that may impose restrictions to persons with a disability.

## **VII BARRIERS TO BE ADDRESSED**

The Township of Terrace Bay will endeavour to conduct research, evaluation and the amendment of policy as it pertains to procurement, legislation as it pertains to construction of new facilities, and accessible parking. In addition, barriers of a physical nature imposing restriction of mobility will be researched and evaluated with a view to forwarding recommendation to Council and Staff on measures to remedy/remove identified barriers.

Annual priorities are outlined in Schedule "A". For 2010, the focus will be to ensure the Township is continuing to meet its obligations to comply with the Customer Service Regulation and to conduct an accessibility audit to assist with future planning as there are no indications as to which standard (built environment, employment, information and communication, transportation) is the next to be released.

## **VIII PLAN EVALUATION – PROGRESS MONITORING**

In compliance with the "Ontarian's with Disabilities Act 2001", the Township of Terrace Bay is committed to maintaining a comprehensive and up-to-date Accessibility Plan. The plan will be updated annually for presentation to and approval of Council. Municipal Staff and the Accessibility Working Group are committed to a structured review of barriers that restrict the quality of life of persons with disability and communication of the findings to Council on an annual basis in concert with the annual submission of the Annual Accessibility Plan.

## **IX COMMUNICATION OF THE PLAN**

The Accessibility Plan will be presented to Council on an annual basis for approval of Council. Once approved, the plan will be posted for public review in the Municipal Office, Public Library, and on the Municipal web site [www.terracebay.ca](http://www.terracebay.ca).

**SCHEDULE "A"**  
**2010 ACCESSIBILITY BARRIERS**

<b>Requirement</b>	<b>Steps</b>	<b>Timeline</b>
1. Ensure continued compliance with the Accessible Customer Service policy	(a) Ensure policies, practices and procedures are consistent with principles in the customer service standard (dignity, independence, integration, equality of opportunity) (b) Ensure training is conducted per policy (c) Ensure feedback process is followed (d) Ensure notification is given in the case of temporary disruptions	On-going
2. Conduct compliance audit	(a) Train staff to conduct audit  (b) Prepare internal audit schedule (c) Start conducting formal internal audits	(a) Third quarter 2010 (b) Fourth quarter 2010
3. Renovation of the Terrace Bay Cultural Centre to include accessibility requirements	(a) All washrooms will meet accessibility standards (b) Entrances to Library, Seniors Complex and Community Hall will have barrier-free access	Completion expected by September, 2010.
4. Downtown Revitalization Project to include accessible parking and sidewalks	(a) New accessible parking will be addressed along with accessible access to downtown sidewalks and businesses	Completion expected by October, 2010.