



ACCESSIBILITY PLAN

January 1, 2010 - December 31, 2010

Submitted to:

Mayor and Members of Council
December 7, 2009

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Executive Summary

The *Ontarians with Disabilities Act, 2001* requires municipalities to prepare annual accessibility plans. The purpose of the *Ontarians with Disabilities Act, 2001* is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers.

The *Accessibility for Ontarians with Disabilities Act, 2005* builds upon the *Ontarians with Disabilities Act, 2001*. Its purpose is to develop, implement and enforce accessibility standards in order to achieve accessibility by 2025 and to involve persons with disabilities in the development of those standards. This Act applies to municipalities (the public sector) as well as the private sector.

Regulations under the *Accessibility for Ontarians with Disabilities Act, 2005* will establish a series of accessibility standards (see “Accessibility Standards”) that will lead to a fully accessible Ontario by 2025. The Customer Service Standard is the first standard developed under the *Accessibility for Ontarians with Disabilities Act, 2005* and is currently in effect. Other proposed standards are being developed in the areas of transportation, information and communications, employment and the built environment. The standards will contain requirements for the identification and removal of barriers. (see pages 6 and 7 for an update on the standards)

This Accessibility Plan is in effect until December 31, 2010 and was prepared by the Accessibility Advisory Committee, of the City of Orillia. This plan describes the measures the City has taken in the past as well as the measures the City will take during the current year and forward to identify, remove and prevent barriers to people with disabilities who use the facilities and services of the City of Orillia, including staff and members of the community at large.

Council Commitment

The Council of the Corporation of the City of Orillia is committed to:

- ◆ Improving access to all municipally owned facilities, premises and services.
- ◆ Providing quality accessible services to all members of the community.
- ◆ Promoting accessibility within the community.

City of Orillia Profile

The City of Orillia, also known as the “Sunshine City”, is in the heart of Ontario’s Lake Country. It is located on the southwest shore of Lake Couchiching, just to the west of the Atherley Narrows where Lake Simcoe and Lake Couchiching join. Orillia was founded in 1867 and became a City in 1969. Today it has a population of over 30,000. Orillia is home to Georgian College and to Lakehead University as well as General Headquarters to the Ontario Provincial Police and the Office of the Solicitor General.

The “Lightfoot Trail System” runs throughout Orillia and is connected to the longest walking trail in the world, the “Trans Canada Trail”. Since 2000, a section that runs through the City (from the Atherley Narrows Bridge to Wilson Point Road) was paved and is now accessible to all physical needs.

Accessibility Advisory Committee

Section 12(1) of the *Ontarians with Disabilities Act, 2001* states that every municipality having a minimum population of 10,000 shall establish an Accessibility Advisory Committee.

Orillia established its Accessibility Advisory Committee in 2001. It currently consists of six members. Its task is to monitor, review and advise City Council on the status of municipally owned and/or operated buildings, facilities, transit system, parks and customer service, so that these areas accommodate the needs of persons with disabilities.

The Members are:

Catherine O'Connor - Chair

Councillor Wayne Gardy

Sandra Beatie

Chris Creasor

Doreen Hislop

Brenda Jenkins

Plan Objectives

This Accessibility Plan describes the measures that the City will take for the year 2010, to identify, remove and prevent barriers for people with disabilities (i.e. mobility, sight, hearing, mental health, and developmental challenges).

Accessibility Standards

As stated in the Executive Summary, the *Accessibility for Ontarians with Disabilities Act, 2005* is in the midst of establishing a series of accessibility standards in the hopes to make Ontario fully accessible by 2025. The first of the five accessibility standards to become law is the Customer Service Standard. The AODA applies to public and private sector organizations and mandates the development, implementation and enforcement of five accessibility standards. The following are the five accessibility standards and their current status:

Customer Service - On July 27, 2007, the first standard to become law in Ontario was the Customer Service Standard (Regulation 429/07) with compliance required by January 1, 2010.

- ◆ Council adopted City Accessible Customer Service Policy (2009).
- ◆ Establish practices and procedures on providing services to people with disabilities, pursuant to the Customer Service Standard (2009).
- ◆ Provide Orillia Transit drivers with awareness and sensitivity training (2009).
- ◆ Provide City staff, Council, Committee volunteers etc. with awareness and sensitivity training as set out in the Customer Service Standard (2008/2009).

Transportation - On January 26, 2009 the final proposed “Transportation Standard” was submitted to the Minister of Community and Social Services for consideration. (The initial proposed standard was released for its mandatory public review period from June 27, 2007 to September 28, 2007. The Standards Development Committee (SDC) then revised the initial proposed standard to reflect the public’s input resulting in the final proposed “Transportation Standard”).

Accessibility Standards

(cont'd)

Information & Communication - On August 5, 2009, the final proposed “Information and Communication Standard” was submitted to the Minister of Community and Social Services for consideration. (The initial proposed standard was released for its mandatory public review period from November 17, 2008 to February 6, 2009. The SDC then revised the initial proposed standard to reflect the public’s input resulting in the final proposed “Information and Communication Standard”).

Built Environment - On July 14, 2009 the initial proposed “Built Environment Standard” was launched for public review until October 16, 2009. (The SDC’s initial proposed standard suggests requirements to break down barriers in buildings and other structures in Ontario. It is important to note that the government does not plan to impose requirements for retrofitting existing buildings at this time. Also, the government does not intend to require Ontarians to make their existing or new single family houses accessible at this time).

Employment - On October 20, 2009 the final proposed “Employment Standard” was submitted to the Minister of Community and Social Services for consideration. (The SDC’s initial proposed standard identifies ways that businesses and organizations can break down barriers to provide employment practices that are accessible to everyone).

Barrier Identification/Removal/Prevention (to date)

- ◆ City Centre first floor washrooms made accessible (2007)
- ◆ City Centre third floor washrooms made accessible with no door entries (2008)
- ◆ Compliance with the Accessible Customer Service Standard (see Accessibility Standards)(2009)
- ◆ Audible Pedestrian Signals (APS) have been installed at the following locations
 - Mississauga Street and Peter Street (2008)
 - Front Street North and Coldwater Street (2008)
 - Coldwater Street and Peter Street North (2008)
 - West Street North and Coldwater Street (2008)
 - Mississauga Street and Front Street (2009)
 - Colborne Street East and Peter Street South (2009)
- ◆ The wading pools at Victoria Park and McKinnell Park were converted into accessible splash pads (2008)
- ◆ Clayt French Park (fully accessible park) opened in 2008
- ◆ CN Station/Chamber of Commerce had accessible entrance installed (2008)
- ◆ Orillia Transit is being upgraded to be accessible for everyone (Appendix 'B')
- ◆ Accessible counter installed at first floor Treasury Department (2006)
- ◆ Establish accessible employee parking in the rear lot of City Hall (2009)

Barrier Identification/Removal/Prevention (2010 and beyond)

- ◆ Audible Pedestrian Signals (APS) to be installed (2010)
 - West Street and Mississaga Street (2010) *
- ◆ Curb cuts and ramped sidewalk access provided at road junctions (ongoing)
- ◆ Acquire one wheelchair for City Centre (2010) *
- ◆ Kitchener Park to receive new changeroom/washroom/snack bar (Aug 2010)
- ◆ West Orillia Sports Complex (for more info see page 11) (Fall 2010)
- ◆ Couchiching Park to receive new changeroom/washroom/snack bar (2010)
- ◆ Furnish the main floor lobby with accessible seating (2010) *
- ◆ Accessibility Advisory Committee to request funds from Council to assist with communication of this plan
- ◆ Purchase two new accessible buses (February 2010) (see Appendix 'B')
- ◆ Acknowledge businesses with letter for accessibility modifications (ongoing)
- ◆ The City approved eight low-income apartments of which four will be barrier-free (completion Winter 2009/2010)
- ◆ City approved 19 accessible condominium units (completion Winter 2009/2010)
- ◆ City facility list updated by the Accessibility Advisory Committee (Appendix 'A')
- ◆ Site plan review – ensures site development provides accessibility (ongoing)
- ◆ Advise on policies, procedures and training of employees, volunteers etc., as outlined in the 2008 Customer Service Standard
- ◆ Accessibility of transit routes and review of stop distances (ongoing)

* - subject to 2010 Budget review

New City Projects

(Proposed Accessibility Features)

Orillia Public Library and Market Square (Opening Summer 2011)

Site

- ◆ 6 barrier free parking spaces out of 82 spaces total.
- ◆ All building entrances are at grade and are accessible by ramps.

Building

- ◆ Two of the three ground floor building entrances have power assisted doors.
- ◆ The third ground floor entrance – the south building entrance from Mississaga Street features a universal automatic sliding door.
- ◆ The building features a clear simple path for wayfinding and is equipped with barrier free ramps.
- ◆ The Library will feature an elevator (to all levels) allowing for full wheelchair access. Elevator controls are mounted at a height which is accessible for persons in wheelchairs and both in raised Arabic numerals as well as Braille.
- ◆ Public washrooms have no doors from the corridors, and each are equipped with an accessible stall. Washrooms (staff included) will present the concept of 'universal accessibility' where all of the sinks and mirrors will be at a height accessible to all. In addition, the washrooms will be equipped with visual fire alerts.
- ◆ There are two family washrooms – one on each floor. These will permit a large turning radius for scooters. Doors to these washrooms will be power assisted.
- ◆ The circulation desk at the ground floor and the reference desk on the second floor are fully accessible to both the public as well as the staff.
- ◆ Stairs adjacent to ramps at the ground floor have closed risers, nosings that are contrasting both in colour and texture and have detectible warning strips at the top and landing of each stair.
- ◆ Electrical devices (i.e. switches) are mounted so that they are accessible to all.

Orillia Public Library (interim location from November 2009)

The temporary library will have accessibility features that will meet the building code as this is just a temporary facility that will be demolished once the new library is built.

- Entire building is on one level
- Accessible washrooms
- Designated accessible parking at the front of the building
- Electronic entry at the front of the building.

New City Projects Cont'd

Market Square (interim location from November 2009)

The temporary Farmers' Market will be located at the Orillia City Hall at 50 Andrew Street South and will have accessibility features that will meet the building code as this is just a temporary facility and will be relocated once the new Market Square is in place next to the new Orillia Public Library.

- Vendors will be located on the main level of the building.
- Equipped with accessible washrooms.
- Designated accessible parking at the front and rear of building.
- Electronic entry at the front of the building.

West Orillia Sports Complex (Opening Fall 2010)

- ◆ Accessible parking spaces and curb cuts leading to the buildings will be provided.
- ◆ The main entry has universal doors that open automatically. Within the main lobby, views of the entire facility make the functional components apparent.
- ◆ There is a ramp leading to the two accessible change room areas. In addition, these two change rooms are equipped with automatic doors as well as barrier-free washrooms and showers.
- ◆ A significant design and visual feature is that the ice surface is 800 mm (32") below the level of the main lobby; therefore, providing excellent views of the ice.
- ◆ To enter either of the arenas, meeting rooms or barrier-free washrooms, automatic doors will be provided.
- ◆ Barrier-free washrooms are provided on both levels and in addition, are equipped with visual fire alerts.
- ◆ Barrier-free seating is available on both levels of the sports complex.
- ◆ On the second floor there are automatic doors leading to the two spectator areas. Barrier-free seating adjacent to fixed seating is located at this prime viewing area.
- ◆ The two sound booths on the second floor are accessible.
- ◆ The separate soccer storage building has fully accessible washrooms with the same features as the main building, as well as in all staff areas.

Measures in place

The following states what measures are in place to ensure the municipality assesses its proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities:

Copies of the plan are circulated to all City departments. The departments will in turn consider the impact of all new policies, by-laws, practices and services on accessibility for persons with disabilities and submit any changes or proposed changes, to the Accessibility Advisory Committee by October 15th, annually, in conjunction with the budget.

The Accessibility Advisory Committee will work with each individual department to determine which barriers should be addressed each year keeping in mind budget restraints and feasibility. The Accessibility Advisory Committee will meet with the appropriate municipal staff to make recommendations on barrier removal.

A survey was distributed in 2003 to each City Department to identify any barriers in their buildings or work areas. The survey was completed and copies were distributed to the Accessibility Advisory Committee. The resulting list of features, as well as barriers, that were evident in each City owned building is attached (see Appendix 'A'). The Accessibility Advisory Committee will assess any barriers that may exist and will work towards solutions to remove these barriers, in order to comply with the *Ontarians with Disabilities Act, 2001* as well as the *Accessibility for Ontarians with Disabilities Act, 2005*.

The Accessibility Advisory Committee will respond to relevant accessibility issues as raised by Council, and/or inquires from individuals or groups within the community and make recommendations to Council.

Monitoring the Plan

The Accessibility Advisory Committee will follow-up with department heads to monitor the progress in their areas. The Clerk's Department will send out a pre-budget memo, in the fall of each year, as a reminder for accessibility items to be included in their budgets.

This plan will be reviewed annually by the Accessibility Advisory Committee, Council, staff and the public to monitor the barriers identified and the direction in which the City of Orillia is moving to remove all barriers under the legislation.

Communication of the Plan

A copy of the yearly Accessibility Plan is available on the City's Web Site as well as at all municipal buildings. The City will make every attempt to provide this plan in various formats, to allow everyone access.

A notice will be placed in the City Bulletin Board in the Orillia Packet & Times newspaper, once a month to make the public aware of the Accessibility Advisory Committee, and to ask for input regarding any suggestions they may have with accessibility in the City.

APPENDIX 'A'

Listed below are some features as well as barriers of City of Orillia owned facilities. You will note from the barriers identified, it would not be possible to change the architecture of some of these buildings; therefore, some barriers may always exist. However, this Committee is aware of what is required for future development, and is committed to bringing this issue to the forefront on all new projects.

LOCATION	FEATURES and/or BARRIERS
City Centre Administration Building	<ul style="list-style-type: none"> ▪ Employee accessible parking (2009) ▪ 1st and 3rd floor washrooms are accessible for people with physical disabilities. ▪ Accessible seating in main lobby (2010) ▪ Council Chamber equipped with Assistive Listening Device
Orillia Transit	See - <u>Appendix 'B'</u>
Municipal Parking	Two accessible parking spaces added (2007) bringing total in downtown to 28. For additional Information see <u>Appendix 'C'</u> .
Fire Station #1	First Floor is wheelchair accessible with some limitations including washrooms and doorways. Second floor is not accessible by wheelchair.
Fire Station #2	Is wheelchair accessible (2007).
Orillia Opera House	The Opera House is equipped with an elevator and has washrooms accessible for people with physical disabilities.
Orillia Public Library	<u>See Page 10</u>
Port of Orillia	Still required: Automatic door- (office & washrooms)
Waste Water Treatment Centre	This building is internally accessible to people with physical disabilities. There is a ramp leading from the curb to the entrance as well as the parking lot was paved in Fall 2009. Still required: Automatic door at entrance
Water Filtration Plant	Accessible entrance and washroom (2008)

Waste Diversion Site	<ul style="list-style-type: none"> ▪ Asphalt paving was completed in the household hazardous waste depot area in 2008. ▪ A magnifying glass, on an extendable arm was installed at the weigh scale in 2009 for people with visually impairments.
Brian Orser Arena	<p>Accessible front entrance to arena (Spring 2010)</p> <p>Still required:</p> <ul style="list-style-type: none"> ▪ Automatic door from lobby to ice ▪ Signage for accessible washrooms ▪ Viewing platforms for wheelchairs ▪ Accessible washrooms in dressing rooms
Community Centre Arena	<p>Front entrance is accessible.</p> <p>Still required:</p> <ul style="list-style-type: none"> ▪ Automatic door to the bleachers ▪ Accessible washrooms in common room
West Orillia Sports Complex (new)	<u>See page 11</u>
Tudhope Park – Barnfield Building	<p>Still required:</p> <ul style="list-style-type: none"> ▪ Automatic door in hallway ▪ Automatic door to access ramp to restaurant ▪ Automatic door to access ramp to rink surface
Tudhope Park - Washrooms	Washrooms and change rooms are accessible for people with physical disabilities (2008)
Couchiching Park	New washroom/changeroom/snack bar facility to be installed Summer 2010 (fully accessible)
Kitchener Park	<p>New washroom/changeroom/snack bar facility to be installed Summer 2010 (fully accessible)</p> <p>Still required: Parking lot to be paved</p>
Lightfoot Trail System	Accessible for people with physical disabilities
CN Train Station/Chamber of Commerce	<p>Accessible entrance installed 2008.</p> <p>Still required: Accessible washrooms.</p>

APPENDIX 'B'

Public Transportation

- Orillia Transit
- Orillia Wheelchair Limousine Service (OWLS)

The City of Orillia operates a public transportation system (Orillia Transit) with five bus routes as well as a wheelchair transportation service (Orillia Wheelchair Limousine Service - OWLS) for people with physical disabilities.

Measures already taken:

The Orillia Transit System currently has eight buses, of which four are physically accessible (2 with mechanical lifts and 2 with driver-operated ramps).

Two new accessible buses have been ordered for Orillia Transit (February 2010).

One new wheelchair specialized bus, for OWLS is expected to be ordered (2011).

Of the remaining buses, Orillia Transit has acquired the "IAX Bus Upgrade Package" which offers features designed to make access to transit vehicles easier, for those with disabilities.

Features of the "IAX Bus Upgrade Package such as:

- Exterior passenger boarding lighting
- High visibility (chrome yellow) step tread markings and stanchions (grab rails)
- Larger thicker grab rails at front and back access doors
- Larger high visibility (yellow lettering) destination signage
- Easier access seating, near front (semi-forward facing, if bus design/layout permits)

(Cont'd) Features of the "IAX Bus Upgrade Package such as:

- Improved passenger lighting in "access" seating area
- Lower elevation bus-stop request button (at selected seating)
- Higher volume, stop request enunciator
- Kneeling feature (front of bus lowers at stops to minimize step up from curb).
- Wheelchair service (both regular hours and after hours)
- Joint venture with "Helping Hands" (referral system)

Measures taken at transit level (policies, practices and service)

- Regular drivers' meetings (Orillia Transit and OWLS) to discuss service improvements, customer complaints & accessibility issues
- Logging of all transportation complaints and/or suggestions from passengers at the City's bus contractor (First Student) as well as in the Public Works Department.
- After-hour subsidized trips increased from 4 to 8 trips, monthly, in 2006.
- Review of transit policies and procedures with the Accessibility Advisory Committee through meeting with bus contractor (First Student).

List of Policies, Practices and Services currently under review for "barrier" identification & prevention

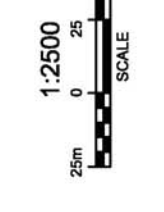
- Driver sensitivity training
- Destination signage on bus – visibility
- Bus stop signage – visibility
- Bus stop location – lighting
- Voice identification
- Bus stop location – winter access
- Routes and times – adequacy
- Schedules – ease of understanding

APPENDIX 'C'

Downtown Orillia Accessible Parking Deficiency List (as of August 2009)

The following is a list of where the Accessible Advisory Committee would like to see additional accessible parking spaces added in Orillia's Downtown. Please see the map, of current parking locations, on the following page.

1. Andrew Street S - between Mississaga and Colborne - West Side
2. West Street S - between Mississaga and Colborne - West Side
3. Mississaga Street W - between West and Andrew - South Side
4. Mississaga Street E - between Peter and West - South Side
5. Peter Street S - between Mississaga and Colborne - East Side
6. Matchedash St N - between Mississaga and Colborne - West Side
7. Lot 2: South-West corner
8. Lot 5: North-West corner
9. Lot 7: South-West corner
10. Lot 10: North end



1:2500

Downtown Designated Parking for the Physically Disabled

LEGEND

- Parking Spaces for the Physically Disabled
- Location of On-Street Metered Parking

RETRACTS Drawings - MISCELLANEOUS\BEP_PROJECTS\BEP\2008-03-31\New\01-2008-3-31.dwg
 3-31-08

Comments/Suggestions

For further information regarding this plan, please contact Julia Montgomery, Secretary of the Accessibility Advisory Committee at (705) 325-7544 or by e-mail at jmontgomery@city.orillia.on.ca .

Copies of this plan are available in the Clerk's Department at City Hall and on the City's website www.city.orillia.on.ca . Upon request, this plan is available in large print.

Direct comments/suggestions to:

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