



THE CORPORATION OF THE TOWN OF COBOURG

MULTI-YEAR ACCESSIBILITY PLAN

2016-2019

This document is available in alternate formats, upon request. Please contact us at 905-372-4301 or by email at blarmer@cobourg.ca

TOWN OF COBOURG COMMITMENT TO ACCESSIBILITY:

The Town of Cobourg is committed to treating all people in a way that allows them to maintain their dignity and independence and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

The Town of Cobourg supports the goals of *the Accessibility for Ontarians with Disabilities Act* and will establish policies, practices, and procedures which are consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment, transportation and the built environment, and remain consistent with the core principles as outlined in the AODA which include dignity, independence, integration and equal opportunity and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms and the accessibility for Ontarians legislation.

STATEMENT OF COMMITMENT:

“The Town of Cobourg is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to municipal programs, goods, services and facilities in a way that respects a person’s dignity and independence”

MULTI-YEAR ACCESSIBILITY PLAN OVERVIEW

The Town of Cobourg recognizes and understands the importance of accessibility for persons with disabilities in Ontario. The *Accessibility for Ontarians with Disabilities Act, 2005*, legislation along with the Town's Multi-Year Accessibility Plan will act as a guide and will ensure that facilities and services become more accessible.

The Town of Cobourg Multi-Year Accessibility Plan provides the opportunity to demonstrate and establish an implementation framework and future priority initiatives for the Town of Cobourg and to demonstrate current achievements regarding accessibility. Objectives identified within the plan are both long and short term; many are ongoing actions completed and implemented from year to year or could require implementation over several years. Regular monitoring is necessary to ensure that relevant initiatives are included in the Plan and that progress is continuously identified as outlined within Attachment "A" of the Plan. The current focus of the Accessibility Plan is dedicated to implementing the requirements of the *Integrated Accessibility Standards, O. REG 191/11*, and to implement and complete the Accessibility audit for the Town of Cobourg.

The Town of Cobourg initiates accessibility implementation in a variety of different ways. The Cobourg Accessibility Advisory Committee through regular meetings once a month, provides recommendations to Council and other initiatives through the Terms of Reference Mandate that is focused on addressing accessibility in many different aspects. Municipal departments within the corporation will continue to examine their own services to assess, plan, and remove barriers to ensure accessibility to all persons with disabilities. Most of this work and planning involves a collaboration of multiple departments working together to implement accessibility across the municipality.

The development of accessibility strategies within the Town of Cobourg involves barrier removal to ensure accessibility throughout departments and services. Strategies and plans take into account various disabilities and involve the implementation of AODA accessibility standards, and the Town recognizes that removing barriers allows for better service for everyone.

The Town of Cobourg's Multi-Year Accessibility Plan will set out how the Town will continue to be an accessible organization over the next four (4) years. The Town will continue to focus on the following areas:

- Policies, Procedures, Best practices;
- Communications;
- Technology;
- Infrastructure;
- Training;
- People; and;
- Accessibility Audits.

LEGISLATION

On June 13, 2005, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) received Royal Assent and is now law. The AODA required the provincial government to work with the disability community and the private and public sectors to jointly develop standards to be achieved within stages of five years or less, leading to an accessible Ontario in 20 years (2025).

The *Accessibility for Ontarians with Disabilities Act 2005*, (AODA) was enacted to serve as a framework for the establishment of accessibility in five different areas:

- Customer Service;
- Information and Communications;
- Transportation;
- Employment; and
- The Built Environment

The standards support the principles of the AODA to ensure dignity, integration, independence and equal opportunity and each standard has specific timelines for implementation. The AODA is in place for the purpose of ensuring that people with disabilities are not discriminated against. Implementation for both public and private sectors is to be phased in over time to achieve the Provincial Governments objective of a fully accessible province by 2025.

Regulations under the AODA:

Customer Service – Ontario Regulation 429/07

This was the first standard under the AODA to become law. It ensures that people with disabilities can receive goods and services in a manner that takes into account one's disability.

Integrated Accessibility Standards (IASR) - Ontario Regulation 429/07:

The IASR is comprised of three of the five accessibility standards. These standards ensure accessibility in the areas of Information and Communications, Employment and Transportation. The development and the implementation strategies for these standards is ongoing and completed following the specified timelines for each in order to reach compliance and provide for accessibility across the municipality. The Town of Cobourg Multi-Year Accessibility Plan identifies the implementation schedule and actions that have been taken and are going to be over the upcoming years.

Accessibility Standards for the Built Environment:

The final set of standards is the Design of Public Spaces. This set of standards will ensure that accessibility is included within all new construction of public spaces and extensive renovations. These standards relate to recreational trails, beach access, outdoor public use seating areas, outdoor play spaces, exterior paths of travel, obtaining service and maintenance. The Town of Cobourg understands the importance of an accessible built environment that allows for independence and participation for persons with disabilities. Currently new construction and renovations to Town of Cobourg owned public facilities and spaces adhere to the Town of Cobourg Facility Accessibility Design Standards.

Comprehensive Audit Checklist and Multi-Year Plan:

The AODA legislation set out time lines that require when certain aspects of the program are to be completed by. The Town has complied with these requirements with such actions as staff training, policy development and initial audits of compliance and gaps to compliance. The results of this work is provided to Council in the required "Multi-year Accessibility Plan 2016-2019". After review by the Accessibility Committee it was recommended that a further systematic audit process be undertaken to better refine work and priorities of work. To this end a comprehensive audit checklist has been included in the plan (Attachment "B") covering all aspects of accessibility standards. This checklist will be used to update the multi-year work plan in the following steps:

Step 1: Development of Audit Checklist with review by the Accessibility Committee. The checklist will be based on the Ontario Guide to the Integrated Accessibility Standards Regulation. The Audit will indicate the status of all items reviewed under the check-list and will provide details. (Details will include work completed and required to meet regulation. In the Design of Public Spaces standards where work is only required if new or renovation work is carried out, possible wish-list work is to be included.)

Step 2: Town management staff will be trained and will carry out audits.

Step 3: All audits will be collated by the Staff Accessibility Work Plan Committee and provided to the Accessibility Committee.

Step 4: The Accessibility Committee will review the audits (including site visits if required) and suggest priorities. Highest priority will be given to items required under the legislation followed by wish-list items.

Step 5: The priority list will be provided to the Staff Accessibility Work Plan Committee for review with managers and for preparation of the multiyear implementation work plan. The work plan will be provided to Council Coordinators for review, revision, inclusion in budget deliberations and inclusion in the annual Multi-Year Accessibility Plan update.

The Plan's Actions are organized under the Standards of the AODA:

The actions outlined in the Multi-Year Accessibility Plan are specific AODA requirements. These actions are organized under the accessibility standards of the AODA to support one of the following accessibility goals:

- **Customer Service**
 - Provide accessible customer service to people with disabilities;
- **Information and Communications**
 - Create, provide and receive information and communications in ways that are accessible to people with disabilities;
- **Employment**
 - Incorporate accessibility practices across all stages of employment including recruitment, selection and supporting municipal employees with disabilities;
- **Transportation**
 - Make it easier to move around the Town by considering the accessibility needs of people with disabilities
- **Design of Public Spaces**
 - Make Town of Cobourg public spaces more accessible.

These goals correspond to the standards included in the AODA and represent the Town's commitment to meet the accessibility needs of people with disabilities. This link ensures consistency across the actions of the plan and supports achieving compliance with the AODA requirements.

In addition to meeting the requirements of the AODA, the Town will continue to identify, remove and prevent barriers that people with disabilities may face when accessing municipal goods, programs, services or facilities. These additional accessibility initiatives will be highlighted in annual status reports.

ACCESSIBILITY ADVISORY COMMITTEE

Ontario's accessibility laws require the Town of Cobourg to have an accessibility advisory committee to advise Council on preparing accessibility plans and achieve the actions within the plan. It is legislated that a majority of members must be people with disabilities.

The following information outlines the Town of Cobourg Accessibility Advisory Committee:

Composition

7 Members; 1 Council/Coordinator 6 Citizens appointed by Council

Authority

Town of Cobourg Procedural By-law 003-2016, Town of Cobourg Accessibility Customer Service Policy, the *Ontarians with Disabilities Act 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Purpose

The role of the Accessibility Advisory Committee is to provide sound advice and recommendations to the Cobourg Municipal Council on matters relating to the goal of ensuring that individuals with disabilities shall be assured access to basic services generally available in the community.

Mandate

The Accessibility Advisory Committee shall:

- review and advise the Cobourg Municipal Council on matters relating to the accessibility of municipal buildings, facilities, programs and services;
- review and provide input in a timely manner on site plans, draft plans of subdivision, and planning policies and drawings described in section 41 of the *Planning Act* that may have an impact on accessibility;
- raise the profile of accessibility issues in the community and promote initiatives that support a universally accessible community;
- review current and proposed federal, provincial or municipal policies relating to accessibility;
- assist in the implementation and monitoring of general public awareness regarding accessibility;
- consult and co-operate with other agencies and organizations involved with accessibility issues;
- keeping current about Council-approved policies and Town related initiatives that may impact the committee and the needs of people with disabilities in Cobourg.

The Committee shall provide advice on the implementation of the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*, as required through regulation in the following:

- Development of accessibility plans for the municipally and the goals and objectives for the year;
- Advise Council annually, as required by the AODA, regarding the preparation, implementation and effectiveness of the Town of Cobourg annual accessibility plan;

- Provide feedback on the accessibility plans for municipally administered, contracted or licensed transit providers in consultation with person with disabilities;
- Provide advice on the identification, removal and prevention of barriers to people with disabilities in the Town By-laws, policies, facilities, programs and services;
- Perform all other functions that are specified in the *Accessibility for Ontarians with Disabilities Act* and or its regulations, including consultation requirements as outlined in the *Design of Public Spaces Standards* in the *Integrated Accessibility Standards*.

The Cobourg Accessibility Committee will also:

Annually complete a status report delivered to Council and the public in order to outline the progress of measures taken to implement the multi-year accessibility plan and the accessibility objectives for that year.

Additionally, an annual review of the plan will be conducted with the plan being updated as required to include any new identified priority action items and/or as new legislation is brought forward.

CUSTOMER SERVICE STANDARD

The Accessibility Standards for Customer Service came into effect in 2008. The Town of Cobourg has been in compliance with this standard since 2009. The Town recognizes that providing accessible customer service is an ongoing effort and that we can always achieve the highest standards. The Town continues to offer Accessible Customer Service training to all new employees.

INTEGRATED ACCESSIBILITY STANDARDS

The Town of Cobourg’s Multi-year Accessibility Plan is posted on the Town’s website. This plan outlines the steps the Town will take to meet the obligations under the AODA legislation. The Town will review and update this plan annually and on an ongoing basis to make sure the Town is meeting or exceeding our obligations under the AODA.

Furthermore the Town of Cobourg has implemented an Integrated Accessibility Standards Policy to provide the overarching framework to guide the review and development of other policies, standards, procedures, by-laws and guidelines of the Town of Cobourg in order to comply with the standards developed under the *Accessibility for Ontarians with Disabilities Act (AODA) 2005*, the *Accessibility Standards for Customer Service Regulation* established by Ontario Regulation 429/07, and the *Integrated Accessibility Standards Regulation (IASR)* established by Ontario Regulation 191/11.

The Town of Cobourg is committed to meeting the needs of people with disabilities and that all persons achieve accessibility standards that are consistent with the principles of independence, dignity integration and equality of opportunity as set out in the *AODA*, *Canadian Charter of Rights and Freedoms* and the *Ontario Human Rights Code*.

EMPLOYMENT

The Town of Cobourg will continue to incorporate accessibility practices across all stages of employment including recruitment, selection and supporting municipal employees with disabilities.

The requirements set out under the Employment Standard apply to all employees that are employed by the Town of Cobourg. Through this Accessibility Standard employers are mandated to provide for accessibility throughout the entire corporation subject to the terms and conditions of the AODA. The Town of Cobourg will continuously review employment related policies and procedures to ensure they meet legislated requirements.

TRANSPORTATION

The Town of Cobourg is committed to providing Accessible Transit Services through conventional transit and specialized transit in accordance with the *Integrated Accessibility Standards* (Ontario Regulation 191/11) under the AODA and in particular, Part IV, Transportation Standards, of such Regulation.

This is accomplished through the development and implementation of policies, practices, procedures, resources, equipment and training in the provisions outlined in the IASR under the AODA.

Accessible Features of Accessible and Conventional Buses:

	Accessible Features	AODA Standard	Date Requirement Dd/mm/yy	Compliant
1.	Buses are low-floor, equipped with kneeling capability (lowering to curb level), wider doors and aisles and ramps.	59	1/1/13	YES
	The ramp or lift to be lowered at the request of any person. Adequate time to be provided to ensure passengers have time to safely board, be secured and deboard.	44	1/1/12	YES

	Accessible Features	AODA Standard	Date Requirement Dd/mm/yy	Compliant
2	Ramp device to be equipped with audible warning alarms and visual warning lamp indicators, contrasting colour strips, slip resistant surface, and raised edges to prevent rolling off the edge of the ramp.	59 61	1/1/13 1/1/13	YES YES
3	Any buses equipped with steps to be uniform and outfitted with the appropriate safety features such as high contrast colour strip, slip resistance and produce minimal glare.	60	1/1/13	YES
4	On-Board and Next Stop Announcement System to provide: a) Audible verbal announcements b) Both audible and visual identifications through electronic means. c) Accessible stop request controls mounted no higher than 1,220 millimetres (47 inches) and no lower than 380 millimetres (15 inches) above the floor; located within reach of allocated mobility aid spaces and courtesy seating locations and throughout the bus. d) Controls to be operable with one hand. e) Controls to be high-colour contrasted with the equipment to which it is mounted. f) Pre-boarding verbal announcements of the route, direction, destination or next major stop are available on request.	a) 52(1) b) 52(2) c) 56 d) 56 e) 56 f) 51(1)	1/1/11 1/1/17 1/1/13 1/1/13 1/1/13 1/7/11	YES NO YES YES YES YES
5.	Floor surfaces to produce minimal glare and slip resistant.	54	1/1/13	YES

	Accessible Features	AODA Standard	Date Requirement Dd/mm/yy	Compliant
6.	<p>Each bus to have two (2) allocated mobility aid spaces. Space dimensions:</p> <ul style="list-style-type: none"> • Small buses (seating capacity of 24 passengers): a minimum of 1,220 millimetres (48 inches) by 685 millimetres (27 inches) • Full-sized buses (seating capacity of more than 24 passengers): a minimum of 1,220 millimetres (48 inches) by 760 millimetres (30 inches) <p>Bus operators to secure wheelchairs and scooters.</p> <p>Bus operators to provide assistance, upon request, with boarding and deboarding, provided the bus operator deems the assistance can be performed in a manner that is safe for both the bus operator and the passenger.</p>	55(1)	1/1/13	YES
	Bus operators to secure wheelchairs and scooters.	44 & 48	1/1/12	YES
	Bus operators to provide assistance, upon request, with boarding and deboarding, provided the bus operator deems the assistance can be performed in a manner that is safe for both the bus operator and the passenger.	44	1/1/12	YES (driver discretion)
7.	Each bus to be equipped with lights above or beside each access door and remain constantly lit when the door is opened. The lights to illuminate the accessible ramps.	57(1)	1/1/13	YES
8.	Grab bars, hand holds, and handrails to be located near the fare box, mobility aid securement position, courtesy seating area and each side of any entrance or exit. These features to be accessible from ground level, mounted inside the vehicle when the doors are closed, to have a slip resistant surface, and high colour-contrasted with their background	53	1/1/13	YES

	Accessible Features	AODA Standard	Date Requirement Dd/mm/yy	Compliant
9	All buses to have easy to read electronic exterior route or destination signage. Signs to be designed with high-colour-contrast that assists with visual recognition, consistent in shape, glare free, and have the appearance of solid characters.	58	1/1/13	YES
10	If storage space is available, mobility aids or mobility assistive devices to be stored within reach of the passenger with the disability using the aid or device.	48	1/1/12	YES
	Bus operators to assist with the safe and careful storage of mobility aids and mobility assistive devices in a manner that does not affect the safety of other passengers and does not cause damage to the aid	44 & 48	1/1/12	YES
11	For non-emergency related occurrences, will implement interim measures and repair the malfunction as soon as reasonably practical.	35- equipment	1/7/11	YES
		35- Taining	1/1/14	NO
12	Electronic Pre-boarding announcements of the route, direction, destination or next major stop to be provided.	51(2)	1/1/17	NO

Specialized Transit- WHEELS

Requirement	Required Date	Description	Compliant
Fare Parity	1/1/13	Fare parity between conventional and specialized transit	YES
Visitors	1/1/13	Visitors are eligible if registered for service in their home jurisdiction	YES
Hours of Service	1/1/13	Same hours and days of service as conventional transit	YES

Requirement	Required Date	Description	Compliant
Accessibility Plan	1/1/13	Process for estimating demand and reducing wait times for service, and procedures for dealing with accessibility equipment failures on vehicles	YES
Service Delays	1/1/13	Notification to passengers if service is delayed greater than 30 minutes beyond scheduled pick-up time	YES
Fares for Support Persons	1/1/14	No Fare should be charged for a support person	YES
Booking	1/1/14	Same day Service must be provided to the extent available, accessible methods for reservations	YES
Trip Restrictions	1/1/14	No restrictions on the number of trips a person with a disability is able to request.	YES
Categories for Eligibility	1/1/17	Three Categories of eligibility: <ul style="list-style-type: none"> - Unconditional - Temporary - Conditional 	YES-

OTHER AODA COMPLIANCE: Conventional Transit

Requirement	Required Date	Description	Compliant
Fares	5/1/11	Fare for person with a disability must be same or less than the fare for a person without a disability No fare charged for a support person	YES

Requirement	Required Date	Description	Compliant
Pre-Boarding Announcements	5/1/11	Upon request, announcement of route, direction, destination or next major stop	YES
Emergency Preparedness & Response	1/1/12	Establishment of emergency preparedness and response policies	YES
General Responsibilities	1/1/12	Upon request, deploy lifting devices/ramps, adequate time to safely board/deboard vehicles, and allow a person to travel with a medical aid	YES
Transit Stops	1/1/12	Alternate safe stop available if official stop not accessible	YES
Courtesy Seating	1/1/12	Clearly marked courtesy seating on transit vehicles	YES
Accessibility Plan	1/1/13	Process for managing, evaluating and taking action on customer feedback, Annually hold at least one public meeting involving persons with disabilities, procedures for dealing with accessibility equipment failures on vehicles.	YES
Allocated Mobility Aid Spaces	1/1/2013	Minimum two spaces per vehicle for mobility aids (i.e. Wheelchairs)	YES
Bus Stop and shelter Design	1/1/13	Consolation with committee regarding accessible bus stop design criteria and an identified action plan for accessible bus stops and shelters.	YES
On Board-Announcements	1/1/2017	Automated verbal announcements and electronic visual of all destination points or stops which vehicle is on route	NO

CONCLUSION AND NEXT STEPS

The Town of Cobourg Multi-Year Accessibility Plan provides an update on activities that have been and will be undertaken to improve the accessibility of all our programs, policies, services and facilities. The Town of Cobourg has strengthened its commitment to increased accessibility and will continue to improve and make strides to achieve its accessibility goals.

Throughout the year of 2017 the Town of Cobourg and the Accessibility Advisory Committee will continue to work towards meeting, maintaining, and exceeding its obligations under the AODA legislation and its standards.

As part of the goals and objectives of the Town and the Committee, there will be a continuous goal of becoming a barrier-free community. This will be accomplished by:

- Review and Update of the Town's Multi-Year Accessibility Plan;
- Continue to conduct accessibility audits on Municipal facilities;
- Monitor the proposed changes to the Customer Service Standard and implement any changes that are in effect July 1, 2016.
- Provide current staff and volunteers with updated information on changes to the Town's Accessibility policies and continue to provide accessibility training to all new staff and volunteers.
- Keep and ongoing review of the Town Accessibility Advisory Committee Terms of Reference to ensure it is consistent with current obligations under the ODA and the AODA.
- Continue to advocate and develop new initiatives to the Town in order to achieve greater accessibility within the community.

For more information please visit the Town of Cobourg website at www.cobourg.ca



TOWN OF COBOURG ACCESSIBILITY

BARRIER TYPE DEFINITIONS

Barrier Type	Barrier Definition	Examples of where to look for barriers for people with disabilities
Architectural Barriers	Building design, areas adjacent to the building, shape of rooms, size of doorways, etc.	Exterior to a building, Interior to a building, washrooms, parking areas, cafeterias, drop-off zones, elevators, hallways, floors, stairs, carpets, stairwells, lobbies, closets and reception areas, lighting, sidewalks and traffic signals.
Physical Barriers	Objects, added to the environment: doors, windows, elevators, furniture, workstations, recreational facilities, playgrounds, bathrooms hardware, planters, etc	Buildings: Furniture, windows, planters, chairs, doors, locks, curbs, recreational facilities, playgrounds, picnic areas, Gymnasiums, Tracks (indoors and outdoors), swimming pools, playing fields, change rooms. Transportation: Buses
Communication Barriers	Difficulties receiving information in person or by telephone and email; difficulties interacting with staff, etc	Training, Public Announcements, Public Notices, Notices.



TOWN OF COBOURG ACCESSIBILITY

Barrier Type	Barrier Definition	Examples of where to look for barriers for people with disabilities
Information Barriers	Inadequate or incomprehensible signage; difficulties reading brochures, forms, manual, web sites, computer screens.	Books, forms, printed information, manuals, web-based resources, signage, bulletin boards, brochures, Service Delivery: In person, by email, by telephone, via the web, by mail.
Policy Barriers	Rules, regulations and protocols that restrict the public, or restricts public participation.	Procurement and purchasing, promotion, job postings, by-laws, hiring, regulations, interviewing, protocols.
Technological Barrier	Computers, photocopiers, telephone; inadequate or inappropriate assistive technologies that degrade rather than enhance access for people with disabilities.	Kiosks, computers, photocopiers, etc.
Attitudinal Barrier	Discriminatory Behaviors	Staff who do not know how to communicate with people with disabilities.



TOWN OF COBOURG ACCESSIBILITY

Goals and Objectives for 2016-2019

Initiative	Department	Barrier	Resources/ Comments/ Recommendations	Timeframe (Ongoing = Initiated and continually addressed)
Accessibility Audits	All Departments	Architectural, Physical/Mobility	The goal is to continue working toward completing accessible audits on a Town of Cobourg Facilities.	-Ongoing - Goal is to complete 1-2 audits per year.
Annual Compliance Strategy with AODA Accessibility Standards	All Departments -Policy Coordinator to develop Corporate policies to insure compliance	All	Continue to work and consult with various agencies and staff on the implementation and compliance of AODA Accessibility Standards	-Ongoing



TOWN OF COBOURG ACCESSIBILITY

Initiative	Department	Barrier	Resources/ Comments/ Recommendations	Timeframe (Ongoing = Initiated and continually addressed)
Awards/Presentation and Special Events	Town of Cobourg Accessibility Advisory Committee	-Attitudinal, Physical, Policy.	<p>Work with Staff and the private sector on ensuring the Town of Cobourg is accessible and safe.</p> <p>Recognize local business and agencies for exceeding minimum standards in accessibility through nominations.</p>	<p>Ongoing</p> <p>- Target would be the 2017 Accessibility Week</p>
Multi-Year Accessibility Plan	Legislative Services/ Policy Coordinator	-Communication, Information, Policy.	An outline of the Town's strategy to prevent and remove barriers and meet the requirements under the AODA. This will include an annual status report on the progress with the initiatives of the Plan.	<p>-Ongoing</p> <p>-Annual Status update before the year-end</p>



TOWN OF COBOURG ACCESSIBILITY

Initiative	Department	Barrier	Resources/ Comments/ Recommendations	Timeframe (Ongoing = Initiated and continually addressed)
Transit Multi-Year Accessibility Plan	Engineering, Legislative Services- Policy Coordinator and Public Works	Transportation	Compliance for Transportation Compliance requirements met: 2011-2017	Ongoing To be met by 2017
Open Public Spaces	All departments	Architectural, Physical, Policy	Accessibility considerations per the Integrated Standard will be made in the design, refurbishment and maintenance of all Town of Cobourg Open Public Spaces, with the intent to eliminate barriers where possible. This applies to: <ul style="list-style-type: none"> • Recreational Trails and beach access routes; • Outdoor public use eating areas 	



TOWN OF COBOURG ACCESSIBILITY

Initiative	Department	Barrier	Resources/ Comments/ Recommendations	Timeframe (Ongoing = Initiated and continually addressed)
			<ul style="list-style-type: none"> • Outdoor play spaces; • Exterior paths of travel; • Parking; • Obtaining services, i.e. counters. 	
Audible Signals at Major Intersections	Public Works Department	Architectural, Policy	<p>Process for updating intersections with audible traffic lights.</p> <p>Part of the requirement when re-designing and introducing a new intersection</p> <p>Require a Traffic audit</p>	Ongoing



TOWN OF COBOURG ACCESSIBILITY

Initiative	Department	Barrier	Resources/ Comments/ Recommendations	Timeframe (Ongoing = Initiated and continually addressed)
Parking	Public Works, Engineering	Physical, Architectural	-Removing curbs at Barrier free parking Spots. -Accessible spots.	Ongoing
Procurement	All Departments	ALL	When procuring goods, services, self-service kiosks or facilities, the Town of Cobourg shall incorporate accessibility criteria and features	Ongoing
Website	All Departments	Communication, Information	Conform to the World Wide Web Content Accessibility Guidelines (WCAG) 2.0 Level AA Continue to work towards the all documents posted being accessible.	Ongoing

Appendix “ B ”

The following Checklist will be under the following six categories:

- I. General Requirements
- II. Training
- III. Communication
- IV. Employee Standards
- V. Transportation
- VI. Built Environment

I. General Requirements		
<i>Requirements</i>	<i>Status</i>	<i>Detail</i>
1. Develop policies documenting how the Town will meet legislative compliance of Integrated Accessibility Standards Regulation. (Section 3)		
2. Prepare annual performance updates. (Section 4)		
3. Develop criteria when purchasing goods/services. (Section 5)		
4. Statement of commitment. (Section 4)		
5. Is there a multi-year accessibility plan? (Section 4)		

II. Training		
<i>Requirements</i>	<i>Status</i>	<i>Detail</i>
1. Provide access to customer service training to staff. (Section 7)		
2. Provide access to customer service training to volunteers. (Section 7)		
3. Provide access to audit training to staff. (Section 7)		
4. Is all training recorded and kept? (Section 12)		

III. Communication		
<i>Requirements</i>	<i>Status</i>	<i>Detail</i>
1. Website compliance		
2. Written material. Is material compliant or are alternate formats available? Is information explaining this available and how to access? (Section 12)		
3. Is information published describing Town Services for persons with disabilities? (Section 12)		
6. Develop emergency plans including those with disabilities. (Section 13)		
7. Is there a customer accessible feedback process in place? (Section 11)		
5. Is assistive equipment available and is availability properly advertised? (Section 12)		
6. Are there policies/procedures in place ensuring that citizens requiring materials in an alternate format access in a timely manner? (Section 12)		

IV. Employment Standards		
<i>Requirements</i>	<i>Status</i>	<i>Detail</i>
1. Do recruitment policies encourage participation from persons with disabilities? (Section 22)		
2. Is there a process to determine accommodations for employees? (Section 28)		
3. Are there procedures to accommodate people with disabilities and inform them of supports? (Section 25)		
4. Do promotion policies recognize that persons with disabilities may have unique needs regarding length of time to complete a program? (Section 31)		
5. Are there AODA policy considerations for Recruitment Assessment and selection process? (Section 23)		
6. Are notices to successful job applicants AODA compliant? (Section 24)		
7. Are there accessible formats and communication supports for employees? (Section 26)		
8. Are there Emergency Response Plans and information for disabled employees? (Section 27)		
9. Does the Return to Work process accommodate those having or returning with disabilities? (Section 29)		
10. Does performance management take into consideration accessibility needs of employees?		

V. Transportation		
<i>Requirements</i>	<i>Status</i>	<i>Detail</i>
1. Is there a procedure for non-functioning equipment on buses? (Section 35)		
2. Do fares meet AODA requirements? (Sections 46 and 66)		
3. Are there AODA appropriate pre-booking announcements? (Section 51)		
4. Are there AODA appropriate on-board announcements? (Section 52)		
5. Is all information on routes and services available to AODA standards? (Section 34)		
6. Are operators trained and records kept? (Section 36)		
7. Do operators board and de-board at closest available safe location if official stop is not accessible? (Section 47)		
8. Are caregivers provided free transit? (Section 38)		
9. Are allowances made for storage of mobility aids? (Sections 48 and 55)		
10. Are emergency procedures/plans in place for transit? (Section 37)		
11. Are required pieces of equipment, such as grab bars, etc. on conventional buses? (Sections 53 and 54)		

12. Are appropriate lighting features on conventional buses? (Section 57)		
13. Are specialized transit application forms AODA compliant? (Section 63)		
14. Are criteria for eligibility for specialized transit AODA compliant? (Section 64)		
15. Is the booking system accessible and AODA compliant? (Section 71)		
16. Are municipality licensed taxi cabs charging appropriate fees? (Section 80)		
17. Are municipally licensed taxi cabs posting appropriate information in appropriate format? (Section 80)		
18. Is there an accessibility plan for conventional transit services? (Section 41)		
19. Is there an accessibility plan for specialized transit services (Section 42)		
20. Is courtesy seating in place? (Section 49)		
21. Are stop requests and emergency response equipment in place and working? (Section 56)		
22. Is appropriate signage in place on routes? (Section 58)		
23. Are vehicle lifting devices, ramps or bridge plates appropriately configured, surfaced and marked? (Section 59)		
24. Are vehicles with lifting devices or kneeling functions appropriately alarmed? (Section 61)		

25. Are hours of service matched for conventional and specialized services? (Section 70)		
26. Is there a system in place to notify users of specialized systems of delays? (Section 73)		

Scope of Public Space Standard Requirements:

While the Town of Cobourg is committed to providing a barrier free environment, the requirements under the Design of Public Space Standard applies to new construction and the redevelopment of elements in public spaces. Unplanned changes to public spaces are not required. The Town is committed to address issues identified through the audit process on a priority basis and based on availability of resources.

VI. Built Environment - Internal		
<i>Requirements</i>	<i>Status</i>	<i>Detail</i>
<p>1. Meeting and Public Rooms</p> <p>a. Is there an accessible entrance?</p> <p>b. Does the room set up allow for freedom of movement using mobility aids (guide dogs, wheelchairs, motorized scooters, walkers, etc.)?</p> <p>c. Is there reserved seating for wheelchairs?</p> <p>d. Are tables at accessible height?</p> <p>e. Is there seating reserved for persons who are deaf, deafened, or hard-of-hearing?</p> <p>f. Is a scent-free learning/meeting environment encouraged?</p>		

<p>g. Are meeting rooms and public rooms equipped with a suitable hearing enhancement system?</p> <p>h. If areas are not equipped with a hearing enhancement system, is such a system available through loan?</p>		
---	--	--

<p>2. Internal Doors</p> <ul style="list-style-type: none">a. Are doors at least 813 mm wide or preferably wider?b. Are the doors easy to open (inside doors should not require more than 22 N maximum of force to push or pull?)c. Are the handles at an appropriate height mounted between 800 and 1200 mm from floor?d. Are doors of a contrasting colour to the surrounding walls?e. Are mullions clearly indicated with contrasting colours?f. If a revolving door is used, is there an adjacent swing door available?g. If a weather mat is used, is it of firm texture and flush with the floor so as not to be trip hazard?		
---	--	--

<p>3. Lighting</p> <p>a. Is lighting bright enough in public areas including stairs, washrooms, hallways and free from excessive glares or shadows?</p>		
---	--	--

4. Walls/Corridors

- a. Are all finishes non-reflective and free from confusing or distracting patterns?
- b. Is there sufficient room for a wheelchair or scooter to traverse the hallways?
(Generally at least 920 mm aisle width, with 1200 mm width if turning through 90 degrees at junctions and doorways. 1500 mm width is preferable.)

<p>5. Elevators</p> <ul style="list-style-type: none">a. Do elevators comply with Appendix E of CSA Standard CAN CSA-B44?b. Do the elevators open wide enough to accommodate a wheelchair (at least 40")?c. Does the door stay open at least five seconds? Are the internal dimensions spacious enough (69" x 55")?d. Are the buttons provided in Braille and tactile characters?e. Are they at an appropriate height (highest not higher than 54", lowest at least 35" from floor)?f. Are there light or sound mechanisms that indicate floor changes or arrivals?g. Is there signage to indicate emergency procedures readily visible?		
--	--	--

<p>h. Are the doors of a contrasting colour?</p> <p>i. Is there sufficient unobstructed space of at least 1500 x 1500 mm for wheelchair users to turn?</p> <p>j. Is there a 1500 x 1500 mm contrasting colour floor texture immediately outside elevator for persons who are blind or partially sighted?</p> <p>k. Does the elevator door provide a clear width opening of at least 800 mm?</p> <p>l. Is the elevator at least 1.1 m wide and 1.4 m long?</p>		
<p>6. Telephones</p> <p>a. Are the telephones at an appropriate height (max 48" from floor)?</p> <p>b. Do phones have volume control?</p> <p>c. Is there a TTY for the public?</p>		

<p>d. Is the location identified with access symbols?</p>		
<p>7. Washrooms</p> <p>a. Are there sufficient washrooms for the space and number of students and staff with disabilities?</p> <p>b. Are the stalls at least 60" x 60"?</p> <p>c. Are there grab bars?</p> <p>d. Are the faucets, dispensers, or switches at an appropriate height – between 900 to 1200 mm from the floor?</p> <p>e. Are the mirrors mounted at a height so that people who are seated can use them?</p> <p>f. Do entry doors promote access (double doors can be a problem)?</p>		

<p>8. Floors</p> <ul style="list-style-type: none">a. Are floors slip-proof in wet or dry conditions?b. Are floors non-glare?c. Are carpets in good repair and free of barrier?d. Are floors level with no sudden dips or slopes?e. Is the path of travel and corridors free of furniture or equipment?f. Is enough space provided in front of fountains, telephones, etc., so that a wheelchair can move through corridors?		
<p>9. Control Height</p> <ul style="list-style-type: none">a. Are light switches, electrical outlets, dispensers, coin slots, faucets, fountains, dispensing machines, etc., at an appropriate level for a person who uses a wheelchair? Between 400 mm to 1200 mm?		

<p>10. Signage</p> <ul style="list-style-type: none">a. Are points of entry and exit clearly marked?b. Are rooms and spaces clearly marked by visual and tactile means with special attention to washrooms?c. Is signage current, consistent (colour, shape and position) and relevant throughout?d. Is signage clear, legible and obvious with contrasting background?e. Are direction and information signs located at decision making points where people can see them (1200 to 1700 mm for standing and 750 to 1350 for seating wheelchair users)?f. Is all signage kept simple with suitable pictorial symbols where appropriate		
--	--	--

<p>g. Is signage tactile (raised embossed letters or symbols should be at least 1 to 1.5 mm high with a slightly round surface and 15 mm to 60 mm high)?</p> <p>h. Is all signage clearly visible from a standing or seated position?</p> <p>i. Is all signage non-reflective and free from glare?</p>		
<p>11. Evacuation</p> <p>a. Is there specialized evacuation equipment available?</p> <p>b. Are staff trained in its use?</p> <p>c. Are fire alarms equipped with visual warning lights?</p> <p>d. Are ground floor emergency exits level and accessible to all including wheelchair users?</p> <p>e. Are accessible fire exit routes indicated with a fire exit sign incorporating a wheel chair symbol?</p>		

<p>f. Is vertical escape from upper or basement floors possible using a fire protected lift (with an independent power supply)?</p> <p>g. Are safe refuges that provide at least two spaces of 850 x 1200 mm each available in staircase landings or in protected lobbies? (A safe refuge is a designated safe space with at least 30 minutes of fire resistance where a person with a disability may wait for assistance.)</p> <p>h. Is a personal emergency egress plan available for employees with disabilities?</p> <p>i. Is there an overall escape strategy for visitors and, are familiar with appropriate methods of establishing how persons with disabilities prefer to be assisted?</p> <p>j. Are emergency routes checked regularly to ensure doors are unlocked and there are no obstacles?</p>		
---	--	--

k. Are general escape strategies monitored on a regular basis?		
--	--	--

VI. Built Environment - External		
<i>Requirements</i>	<i>Status</i>	<i>Detail</i>
1. Have recreational trails been audited for compliance with AODA standards?		
2. Have beach access routes been audited for compliance with AODA standards?		
3. Has a checklist of (policy) requirements been developed to be applied to process and design for new recreational trails and beach access route?		
4. Do existing trails and beach access meet AODA requirements for: (Section 80.9 – 80.13) <ul style="list-style-type: none"> a. Clearance width b. Headroom clearance c. Surface treatment d. Maximum surfaces opening size e. Protective barriers f. Enhance openings g. Signage h. Handrails/guards 		

<p>5. Do public eating areas meet AODA requirements for: (Section 80.16 and 80.17)</p> <ul style="list-style-type: none">a. Percentage of tables accessibleb. Surface treatmentc. Space around accessible tables		
<p>6. Has a checklist of requirements (policy) been developed to be applied to process and design for outdoor play spaces?</p>		
<p>7. Do existing outdoor play spaces meet AODA requirements for: (Section 80.18 and 80.20)</p> <ul style="list-style-type: none">a. Incorporate accessibilityb. Featuresc. Surface treatment		
<p>8. Has a checklist of requirements (policy) been developed to be applied to process and design for outdoor paths of travel? (Section 80.23 to 80.29)</p>		

<p>9. Do existing paths of travel meet AODA requirement for: (Section 80.23 to 80.29)</p> <ul style="list-style-type: none">a. Width minimumb. Head room clearancec. Maximum surface openingsd. Maximum slopes (running across)e. Minimum entrance openingsf. Surface treatments		
<p>10. Has a checklist of requirements been developed (policy) to be applied and designed for ramps? (Section 80.24)</p>		

<p>11. Do existing ramps meet AODA requirements for:</p> <ul style="list-style-type: none">a. Widthb. Surface treatmentc. Sloped. Maximum openings i.e. surfacee. Handrails/guards/edge protection		
<p>12. Has a checklist of requirements been developed to be applied to design for stairs? (Section 80.25)</p>		
<p>13. Do existing stairs meet AODA requirements for:</p> <ul style="list-style-type: none">a. Surface treatmentb. Rise and runc. Nose protectiond. Tonal contrast markingse. Tactile surface indicatorsf. Handrails/guards		

<p>14. Has a checklist of requirements (policy) been developed to be applied to design for curb cuts/depressed curbs? (Section 80.26 and 80.27)</p>		
<p>15. Do existing curb cuts/depressed curbs meet AODA requirements for:</p> <ul style="list-style-type: none">a. Clear widthb. Slopes (running/cross)c. Surface		
<p>16. Has a checklist of requirements (policy) been developed to be applied to design of Accessible Pedestrian Signals? (Section 80.28)</p>		
<p>17. Do existing Accessible Pedestrian signage meet AODA requirements for:</p> <ul style="list-style-type: none">a. Tonesb. Location(s) if more than onec. Tactile arrowsd. Features		
<p>18. Has a checklist (policy) been developed to be applied to process and design for Accessible Parking? (Section 80.32 to 80.39)</p>		

<p>19. Do existing public on and off street parking meet AODA requirements for:</p> <ul style="list-style-type: none">a. Type of accessible parking spaces (Section 80.34)b. Access aisles (Section 80.35)c. Minimum number of parking spaces (Section 80.36)d. Signagee. Design of on street parking spaces (Section 80.38)		
--	--	--

VI. Built Environment – Obtaining Services		
<i>Requirements</i>	<i>Status</i>	<i>Detail</i>
1. Are there policies in place that require new construction service counters to meet AODA requirements?		
2. Do existing service counters meet requirements for disabled services? (Section 80.40 to 80.41)		
3. Are there policies in place that require new construction of fixed queuing guides/waiting areas to meet AODA requirements?		
4. Do existing fixed queuing guides/waiting areas meet requirements for disabled services? (Section 80.42)		



TOWN OF COBOURG 2016-2017 ACCESSIBILITY ANNUAL STATUS UPDATE

Statement:

The Town of Cobourg in collaboration with the Cobourg Accessibility Advisory Committee throughout the year of 2016 worked towards meeting, maintaining, and exceeding its obligations under the AODA legislation and its standards. The Town is committed to promoting and ensuring that individuals of all ages and abilities enjoy the same opportunities as they live, work, play, visit and invest in our community.

The Annual Status Update:

This report provides an annual update on the actions taken to improve accessibility in the community and to outline the progress to the goal of making Cobourg a barrier-free community. The progress of this report is made in conjunction with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Ontarians with Disabilities Act, 2001*.

Town of Cobourg Accessibility Advisory Committee:

The Accessibility Advisory Committee for the Town of Cobourg meets on the third Wednesday of every month to advise Municipal Council on improving and promoting accessibility for residents of all abilities in key areas of daily living including Town programs, services, initiatives, and facilities.

The Committee is mandated by the Provincial Government to appoint an Accessibility Advisory Committee in order to help develop a Multi-Year Accessibility Plan and provide advice on certain matters related to accessibility. The Accessibility Advisory Committee is also mandated by their Terms of Reference as established by Town of Cobourg Council.

Below are some different ways that the Committee accomplishes its goals by:

- Providing feedback on the Town’s Multi-Year Accessibility Plan and annual updates on accessibility initiatives to comply with the requirements of the AODA;
- Participating in consultation requirements under the AODA;
- Providing feedback on site plan applications as described in section 41 of the *Planning Act*.
- Creating an annual Accessibility Advisory Committee work plan and objectives for the current year;
- Promoting awareness of accessibility and inclusion; and;
- Seeking guidance and support where necessary from Municipal Departments.



TOWN OF COBOURG 2016-2017 ACCESSIBILITY ANNUAL STATUS UPDATE

The Committee is **not** responsible for:

- Accessibility issues related to private facilities or businesses;
- Administration or implementation of the requirements of the AODA; and
- Administrative matters, including direction to staff.

Advisory Committee Updates:

In 2016, a new set of Terms of Reference was approved by Council with the inclusion of Six (6) Citizens appointed by Council, 1 (one) Member of Municipal Council and three (3) Staff members (Director of Public Works, Planning Department, and By-law Enforcement/Policy Coordinator-Legislative Services Department). The By-law Enforcement/Policy Coordinator is a new addition who will act as a resource for all service areas and facilities compliance with the AODA. The Coordinator keeps informed about legislation framework around accessibility, how the town has met and will continue to meet all provincial requirements to date and beyond.

Most recently the Town and with the assistance of the Accessibility Advisory Committee has completed the 2016-2019 Multi-Year Accessibility Plan as required by the AODA legislation. The Multi-Year Accessibility Plan provides the opportunity to demonstrate and establish an implementation framework and future priority initiatives for the Town of Cobourg and to demonstrate current achievements, goals, and objectives both long and short term regarding accessibility.

2016 Accomplishments To-Date:

1. **Integrated Accessibility Standards Policy:**

The Town of Cobourg in consultation with the Accessibility Advisory committee created an **Integrated Accessibility Standards Policy LEG-ADM17**. The policy provides an overarching framework to guide the review and development of other policies, standards, procedures, by-laws and guidelines for the Town of Cobourg in order to comply with the standards developed under the *Accessibility for Ontarians with Disabilities Act (AODA) 2005* and the *Integrated Accessibility Standards Regulation (IASR)* established by Ontario Regulation 191/11.



TOWN OF COBOURG 2016-2017 ACCESSIBILITY ANNUAL STATUS UPDATE

2. Accessibility Advisory Committee Terms of Reference

The Town reviewed and updated the Terms of Reference for the Accessibility Advisory Committee. The Terms were updated to include:

The Committee shall provide advice on the implementation of the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*, as required through regulation in the following:

- Development of accessibility plans for the municipally and the goals and objectives for the year;
- Advise Council annually, as required by the AODA, regarding the preparation, implementation and effectiveness of the Town of Cobourg annual accessibility plan;
- Provide feedback on the accessibility plans for municipally administered, contracted or licensed transit providers in consultation with person with disabilities;
- Provide advice on the identification, removal and prevention of barriers to people with disabilities in the Town By-laws, policies, facilities, programs and services;
- Perform all other functions that are specified in the *Accessibility for Ontarians with Disabilities Act* and or its regulations, including consultation requirements as outlined in the *Design of Public Spaces Standards* in the *Integrated Accessibility Standards*.

3. Municipal Website:

The Town website received a major overhaul and update and now will conform to the World Wide Web Content Accessibility Guidelines (WCAG) 2.0 Level AA in accordance with the schedule set out in the Information and Communication Standards of the IASR.

With the Introduction of the new website, an online Report-It system was established which gives members of the public the ability to make a **Barrier Report**. If you have experienced one of these five barriers or others:

- Buildings or areas not adequately accessible to users of mobility aids.
- Outdoor hazards e.g. blocked or damaged sidewalks, overgrown shrubs, inadequate snow or ice removal, malfunctioning lights or cross-walk devices etc.
- Indoor hazards e.g. tripping hazards, inadequate lighting, inadequate alarm systems, rooms or areas inaccessible to users of mobility aids.
- Communication barriers involving service provision or customer service.
- Transportation barriers.



TOWN OF COBOURG 2016-2017 ACCESSIBILITY ANNUAL STATUS UPDATE

4. Accessible Beach Mat for Cobourg Beach:

The Cobourg Accessibility Advisory Committee submitted a motion to Council on February 29, 2016 requesting Council's consideration and support for the installation of an accessible beach mat during the 2016 budget deliberations. Council approved the budget item of \$15,000 with the goal to install the accessible beach mat during the 2016 beach season. The accessible beach mat was installed on Tuesday, August 9, 2016 and came in under budget at approximately \$13,000. The accessibility mat will make Victoria Beach universally accessible and has been installed from the midpoint of the Victoria Beach boardwalk at the gazebo and runs to the water's edge.

5. Multi-Year Accessibility Plan 2016-2019

The Town is currently reviewing and updating the Multi-Year Accessibility Plan 2016-2019 in order to remain in compliance with the provisions of the AODA and its Regulations. Accompanying the plan will be this Annual Report which will provide Municipal Council with the work to date the Municipality and the Accessible Advisory Committee has accomplished. Development of Audit Checklist with review by the Accessibility Committee. The checklist will be based on the Ontario Guide to the Integrated Accessibility Standards Regulation.

6. Landeez Wheelchair

With the introduction of the Cobourg Accessible Beach Mat, the Town of Cobourg has revamped and reintroduced the use of the Beach Accessible Wheelchair that is available to pick-up free of charge at the Centennial Pool Lot. A policy has been developed outlining the procedures for the use of the Landeez Wheelchair.

7. Installation of Blue labelled Accessibility Meters

The Town has improved the visibility of the accessibility parking meters located downtown and at the waterfront. Municipal Staff and the Accessibility Committee made the recommendation to Council which was approved on November 16, 2015. These improvements included:

- The Installation of blue coloured meters used to identify Accessible Parking spaces;
- Stickers installed don the meters with wording indicating payment is required; and
- Installed signage at Pay and Display lots indicating that persons with Accessible Parking Permits are still required to-52- for parking.



TOWN OF COBOURG 2016-2017 ACCESSIBILITY ANNUAL STATUS UPDATE

Goals and Initiatives and Next Steps

Throughout 2017, the Town of Cobourg will continue to work towards meeting, maintaining, and exceeding its obligations under the AODA and its Standards. In keeping with our goal of becoming a barrier-free community.

This will be accomplished by:

- Review and Update of the Town's Multi-Year Accessibility Plan;
- Continue to conduct accessibility audits on Municipal facilities;
- Monitor the proposed changes to the Customer Service Standard and implement any changes that are in effect July 1, 2016.
- Provide current staff and volunteers with updated information on changes to the Town's Accessibility policies and continue to provide accessibility training to all new staff and volunteers.
- Keep and ongoing review of the Town Accessibility Advisory Committee Terms of Reference to ensure it is consistent with current obligations under the ODA and the AODA.
- Continue to advocate and develop new initiatives to the Town in order to achieve greater accessibility within the community.
- Plan and generate concepts and programs for the 2017 Accessibility Week.