

HASTINGS

*Tyendinaga*

COUNTY

**Multi- Year Accessibility Plan  
2021- 2025**

**This document is available in alternate formats, upon request.**

## Table of Contents

## Page

Executive Summary.....	4
Aim.....	4
Objectives .....	5
Removal of Barriers.....	5
Barriers and Identification .....	5
Review and Monitoring Process.....	7
Communication of the Plan.....	7
Facilities and Outdoor Spaces Accessibility Review.....	13
Introduction .....	13
Report Findings .....	14
Tyendinaga Township Municipal Office .....	14
Accessible Parking .....	14
Front Entrance.....	14
Customer Service Desk .....	15
Accessible Washrooms .....	15
Council Chambers .....	15
Other Issues .....	16
Recommendations.....	16
Tyendinaga Township Fire Department.....	16
Accessible Parking.....	17
Front Entrance .....	17
Indoor Path of Travel .....	17
Washrooms .....	17
Recommendations.....	18
Tyendinaga Township Recreation Grounds.....	18
Accessible Parking.....	18

Accessible Path of Travel .....	18
Internal Path of Travel .....	18
Playgrounds.....	19
Recommendations.....	19
Tyendinaga Township Fields (Baseball Diamonds) .....	20
Outdoor Eating Areas .....	20
Recommendations.....	20
Tyendinaga Township Recreation Hall .....	20
Entrance .....	21
Accessible Parking.....	21
Kitchen and Service Counters.....	21
Washrooms .....	21
Path of Travel.....	22
Recommendations.....	22
Tyendinaga Township Public Library.....	22
Front Entrance.....	22
Internal Path of Travel .....	23
Accessible Washroom.....	23
Accessing High Shelves .....	23
General Library Services .....	23
Recommendations.....	23
Tyendinaga Township Roads Garage .....	24
Recommendations.....	24
Policies and Forms	
Accessible Employment Policy .....	25
Accessible Customer Service Policy .....	27
Accessible Customer Service Feedback Form .....	31

## 1. Executive Summary

The Township of Tyendinaga 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, Tyendinaga Township has tried to address potential barriers to any buildings, facilities, programs, practices, and services by implementing positive changes to ensure that all people who live in 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 Township 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 Township 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 *Township of Tyendinaga Accessibility Policy* that addresses these standards.

## 2. Aim

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

- Identify specific requirements applicable to the Township of Tyendinaga 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 2021 to 2025 and beyond to ensure compliance with the Regulation.
- Identify potential barriers, solutions, and timelines in municipal buildings and outdoor spaces that may affect the participation of people with disabilities that live in, 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 Township of Tyendinaga 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 Township 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.

#### **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 Township of Tyendinaga 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 Township and not just those with disabilities.

### **Defining Recommendations**

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

Immediately	Completed in the first year after receiving this report
Upon Request	If needed or if a known person needing specific accommodation
One to Three Years	Complete recommendation one to three years after report
Three to Five Years	Complete recommendation three to five years after report
Five Years or More	Complete recommendation five or more years after report
Major Construction	Complete when significant planning and construction is scheduled

## 6. Review and Monitoring Process

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

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

The Township 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.

## 7. Communication of the Plan

The Township of Tyendinaga’s Multi-Year Accessibility Plan will be available on the Township website ([www.tyendinagatownship.com](http://www.tyendinagatownship.com)). Copies of the Plan are available at the Municipal Office.

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

<b>General Requirements and Timelines (O. Reg 191/11)</b>		
<b>Compliance Date March 3, 2021</b>	<b>Deliverable(s)</b>	<b>Status/Actions to be Taken</b>
<ul style="list-style-type: none"> <li>✓ <b>Accessibility Policies s. 3</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Develop, implement, and maintain accessibility policies, including statement of organization commitment</li> <li>✓ Make policies publicly available</li> </ul>	<ul style="list-style-type: none"> <li>✓ The Township of Tyendinaga has developed an Accessibility Policy that addresses the requirements of the IASR and includes a statement of organizational commitment</li> <li>✓ The policy is to be placed on the Township’s website</li> </ul>

<ul style="list-style-type: none"> <li>✓ <b>Accessibility Plan s. 4</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Establish, implement, maintain, and document a multi-year accessibility plan</li> <li>✓ Prepare an annual status report on the progress of the measures taken to implement the strategy</li> <li>✓ Post multi-year accessibility plan on website and provide in an accessible format, upon request</li> </ul>	<ul style="list-style-type: none"> <li>✓ A multi-year accessibility plan has been developed</li> <li>✓ Once approved, it will be posted on the Township's website</li> <li>✓ Annual status report on progress will be developed and posted on the Township's website</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>Procurement of goods and services or facilities s. 5</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so</li> <li>✓ Where not practicable-explanation must be provided upon request</li> </ul>	<ul style="list-style-type: none"> <li>✓ 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</li> </ul>
<b>Compliance Date</b> <b>March 3, 2021</b>	<b>Deliverable(s)</b>	<b>Status/Actions to be Taken</b>
<b>Training s. 7</b>	<ul style="list-style-type: none"> <li>✓ 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 developing policies and others who provide goods, services, or facilities on behalf of the organization</li> </ul>	<ul style="list-style-type: none"> <li>✓ Current accessibility training to be amended to include training specific to the requirements under the IASR</li> </ul>
<b>Compliance Date</b> <b>March 3, 2021</b>	<b>Deliverable(s)</b>	<b>Status/Actions to be Taken</b>
<b>Service Kiosks s. 23</b>	<ul style="list-style-type: none"> <li>• Incorporate accessibility features when designing,</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable currently</li> </ul>

	procuring, or acquiring self-service kiosks	
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<b>Information and Communication Standards (O. Reg. 191/11)</b>		
<b>Requirements and Timelines</b>		
<b>Compliance Date March 3, 2021</b>	<b>Deliverable(s)</b>	<b>Status/Actions to be Taken</b>
<b>Emergency procedure, plans or public safety information s. 13</b>	<ul style="list-style-type: none"> <li>✓ Provide emergency procedures, plans or public safety information, that are available publicly, in an accessible format or with appropriate communication supports upon request</li> </ul>	<ul style="list-style-type: none"> <li>✓ Information provided in alternate formats upon request</li> <li>✓ Emergency information will be available on the Township's website</li> </ul>
<b>Compliance Date March 3, 2021</b>	<b>Deliverable(s)</b>	<b>Status/Actions to be Taken</b>
<ul style="list-style-type: none"> <li>✓ <b>Feedback s. 11</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Ensuring 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</li> <li>✓ Notify the public about the availability of accessible formats and communication supports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Policies and procedures for receipt of feedback are in place</li> <li>✓ Future advertisements will provide information on requesting accommodations</li> </ul>
<b>New internet websites and web content s. 14</b>	<ul style="list-style-type: none"> <li>✓ Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0- Level A</li> </ul>	<ul style="list-style-type: none"> <li>✓ Complete when new websites or webpages for the municipality are created</li> </ul>
<b>Compliance Date March 3, 2021</b>	<b>Deliverable(s)</b>	<b>Status/Actions to be Taken</b>
<b>Accessible formats and</b>	<ul style="list-style-type: none"> <li>✓ Upon request, provide for provision of accessible</li> </ul>	<ul style="list-style-type: none"> <li>✓ Currently in practice</li> </ul>

<b>communication support s. 12</b>	<p>formats and communication supports for persons with disabilities.</p> <ul style="list-style-type: none"> <li>✓ Notify the public about the availability of accessible formats and communication supports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Existing feedback processes and wording on the website on the availability of accessible documents will be reviewed and updated, as required</li> </ul>
<b>Compliance Date March 3, 2021</b>	<b>Deliverable(s)</b>	<b>Status/Actions to be Taken</b>
<b>All internet websites and web content s. 14</b>	<ul style="list-style-type: none"> <li>✓ Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.90-Level AA</li> </ul>	<ul style="list-style-type: none"> <li>✓ Conduct website review with accessibility tool checker to determine actions needed to determine compliance.</li> <li>✓ Ensure all new web content conforms to requirements</li> </ul>

<b>Employment Standard (O. Reg. 191/11)</b>		
<b>Requirements and Timelines</b>		
<b>Compliance Date March 3, 2021</b>	<b>Deliverable(s)</b>	<b>Status/Actions to be Taken</b>
<b>Workplace emergency response information s.27</b>	<ul style="list-style-type: none"> <li>✓ Provide individualized workplace emergency response information to employees that have a disability, as required</li> </ul>	<ul style="list-style-type: none"> <li>✓ Established and communicated to staff</li> </ul>
<b>Compliance Date March 3, 2021</b>	<b>Deliverable(s)</b>	<b>Status/Actions to be Taken</b>
<b>Recruitment processes s. 22, 23 and 24</b>	<ul style="list-style-type: none"> <li>✓ Notify employees and the public about the availability of accommodation for applicants with disabilities in recruitment process</li> <li>✓ Notify job applicants when selected to participate in an assessment or selection process that</li> </ul>	<ul style="list-style-type: none"> <li>✓ Policies and procedures will be reviewed and updated, as required</li> <li>✓ Notification will become standards on all job postings</li> <li>✓ Staff will advise individuals selected to participate in</li> </ul>

	<p>accommodations are available</p> <ul style="list-style-type: none"> <li>✓ When making an offer of employment, notify successful applicants of policies for accommodating employees with disabilities</li> </ul>	<p>interviews of the availability of accommodations</p> <ul style="list-style-type: none"> <li>✓ A statement notifying successful applicants of policies for accommodation will be added to offer letters or reiterated verbally</li> </ul>
<b>Informing employees or supports s. 25</b>	<ul style="list-style-type: none"> <li>✓ Inform employees of policies to support employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>✓ Established and communicated</li> </ul>
<b>Accessible formats and communication support s.26</b>	<ul style="list-style-type: none"> <li>✓ 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</li> </ul>	<ul style="list-style-type: none"> <li>✓ This requirement will be addressed in both the IASR policy and staff training program</li> </ul>
<b>Documented individual accommodation plans s. 28</b>	<ul style="list-style-type: none"> <li>✓ Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>✓ This requirement will be addressed in the Accessibility Policy and Staff Training Program</li> <li>✓ Procedure for forming and implementing an IAP will be created when required</li> </ul>
<b>Return to Work s. 29</b>	<ul style="list-style-type: none"> <li>✓ Continue to work on creating and outlining policies and procedures as it relates to employment.</li> <li>✓ Develop and have in place, return to work processes for employees who have been absent</li> </ul>	<ul style="list-style-type: none"> <li>✓ This requirement will be addressed in both the Accessibility Policy and Staff Training Program</li> </ul>

	from work due to a disability and require disability-related accommodations to return to work	✓ Procedure for returning to work will be created
<b>Performance management, career development and redeployment s. 30, 31 and 32</b>	<ul style="list-style-type: none"> <li>✓ Continue to work on creating and outlining policies and procedures as it relates to employment and consider accessibility needs of employees with disabilities and individual accommodation plans as part of performance management processes, when providing career development opportunities and considering redeployment</li> </ul>	<ul style="list-style-type: none"> <li>✓ Accessibility Policy reflects requirements for performance management, career development and redeployment</li> <li>✓ Existing policies associated with career development and redeployment will be updated, as required</li> </ul>

<b>Design of Public Spaces Standard (O. Reg. 413/12)</b>		
<b>Requirements and Timelines</b>		
<b>Compliance Date March 3, 2021</b>	<b>Deliverable(s)</b>	<b>Status/Actions to be Taken</b>
<b>Recreational trails s. 80.6</b>	<ul style="list-style-type: none"> <li>✓ Consult with people with disabilities when planning to build new, or make major changes to existing, recreational trails</li> <li>✓ Meet specific technical requirements for accessibility (width, height, and slope)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Policies and procedures to be revised and updated, if required</li> </ul>
<b>Outdoor public use eating areas s. 8.16-80.17</b>	<ul style="list-style-type: none"> <li>✓ When building new, or making major changes to existing, outdoor public areas the Municipality will make public eating areas accessible</li> </ul>	<ul style="list-style-type: none"> <li>✓ Policies and procedures to be revised and updated, if required</li> </ul>
<b>Outdoor play spaces s. 80.17-80.20</b>	<ul style="list-style-type: none"> <li>✓ Consult with people with disabilities when planning to build new, or make major</li> </ul>	<ul style="list-style-type: none"> <li>✓ Policies and procedures to be</li> </ul>

	<ul style="list-style-type: none"> <li>changes to existing, outdoor play spaces</li> <li>✓ Meet specific technical requirements for accessibility</li> </ul>	revised and updated, if required
<b>Exterior paths of travel s. 80.21-80.31</b>	<ul style="list-style-type: none"> <li>✓ When building new, or making major changes to existing, outdoor public areas follow the requirements for accessibility (width, height, slopes, and surfaces)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Policies and procedures to be revised and updated, if required</li> </ul>
<b>Parking s. 80.32-80.39</b>	<ul style="list-style-type: none"> <li>✓ Follow accessibility requirements when building new or redeveloping existing on and off-street parking</li> </ul>	<ul style="list-style-type: none"> <li>✓ Standards have been created that reflect accessible parking as shown in the IASR</li> </ul>
<b>Obtaining service s. 80.40- 80.43</b>	<ul style="list-style-type: none"> <li>✓ Follow accessibility requirements when building new or making major changes to existing service counters, queuing areas and waiting areas</li> </ul>	<ul style="list-style-type: none"> <li>✓ Policies and procedures to be revised and updated, if required</li> </ul>
<b>Maintenance s. 80.44</b>	<ul style="list-style-type: none"> <li>✓ Accessibility plan includes preventative and emergency maintenance procedures for accessible parts of public spaces</li> <li>✓ Procedures for handling temporary disruptions in service when an accessible part of a public space is unable or stops working</li> </ul>	<ul style="list-style-type: none"> <li>✓ Policies and procedures to be revised and updated, if required</li> </ul>

## Township of Tyendinaga

### 2021 Facilities and Outdoor Spaces Accessibility Review

#### Introduction

The Township of Tyendinaga strives to ensure that all members of the public can participate without barriers in the community. This can be done by including the principals of “universal design” in public spaces such as parks, recreation center, and baseball diamonds. These universal design principals will help all citizens living and visiting the Township 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 Township of Tyendinaga, make recommendations on the accessibility 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 building's 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**

### **Tyendinaga Township Municipal Office**

The Township of Tyendinaga Municipal Office is home to municipal services, offices, and the Council Chambers. Many parts of the building were built with accessibility in mind or upgraded to ensure 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 are currently no painted markings at the Municipal Office. The parking lot at the Municipal Office should be painted to include accessible parking spots. It may be prudent, depending on the number of visitors to the building, to add a couple of accessible parking spaces. The parking lot is large enough not to be too severely impacted by the addition of these spaces. Due to the aging demographic, it may be strategic to add this parking now, instead of later. The addition of upright accessible signage is also necessary to ensure the parking spots are clearly labeled and used for the correct purposes.

#### **1.2 Front Entrance**

The front door of the Municipal Office 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. However, this curb ramp should have paint marking on the edge to prevent cars from blocking it from access. This will ensure that this space can be always used.

The front entrance will need to be altered soon, as there is a ramp to the front door but no power push button door system. This addition will need to be made on the left side of the door to ensure that once pushed, the person will not need to back-up and allows for an easy transition. The width of the door will also need to be altered should any

major construction take place, to ensure it adheres to today's standards of being at least 36 inches wide.

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

### **1.3 Customer Service Desk**

Once inside the municipal office, members of the public continue through another door that will need the addition of a power push button door system. Alterations will need to be made to the service desk as there is no low section that would allow for a resident to sit while being served. The desk is waist high which means it is most appropriate for standing service and does not allow for knee clearance for people in wheelchairs and with mobility devices.

Furthermore, there are plenty of seats located in this area that will allow for people to sit and wait for service. However, there are not chairs with both armrests and without armrests to ensure everyone, no matter their size, will be able to use these chairs without issues.

### **1.4 Accessible Washroom**

There are two washrooms located within the municipal office. These washrooms will need to be fitted for power door systems and ensure they are large enough to allow access to all patrons. 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 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.

### **1.5 Council Chambers**

The Council Chambers also must have 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 do not possess. The Council Chambers are equipped with chairs but should have both armrests and non-armrests to assist those who may struggle with getting up and down off a chair.

Furthermore, for when presentations are occurring, Council Chambers should be equipped with headsets and active listening systems to assist people with low hearing.

This will ensure that all members of the public have the ability to gain the information from presentations.

### 1.6 Other Issues

- Ensure that all doors in the Municipal Office 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 the Municipal Office

Recommendations	Timelines
1.1 Add proper markings and signage for accessible parking space that include the proper dimensions	Immediately
1.2 Create marking on cement at curb ramp in front of municipal office to not allow parking that may block access	Immediately
1.3 Install power door systems to public entry doors	One to three years
1.4 Add chairs with and without arm rests	One to three years
1.5 Install a sink with proper knee clearance and faucets that can be used with one hand	One to three years
1.6 Ensure that all washroom amenities are at 1200mm	One to three years
1.7 Add chairs with and without arm rests in Council Chambers	One to three years
1.8 Ensure Council Chambers are equipped with assistive listening systems	One to three years
1.9 Ensure the office doors do not possess knobs that require grasping and turning	Immediately
1.10 Ensure that fire alarms are equipped with both audible and visual indicators	Immediately

## 2. Tyendinaga Township Fire Department

The Tyendinaga Township Fire Hall, along with many buildings in the Township, have been upgraded to include accessibility features throughout the building. This is important because the fire hall does not only serve as a garage to store fire trucks and

a place for firefighters, but it also serves as a gathering place for the Township on occasion, a location for public education for schools to come and learn, and a training center for firefighters. 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 hall were used for a multi-use public facility more often, accessibility would need to be at a higher level. Some of these recommendations are listed below.

## **2.1 Accessible Parking**

There are no marked accessible parking spots at the fire hall. A spot has been created and a sign will be erected indicating 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. Due to the layout of the bay doors, the accessible parking spot is in front of the building but in a location that does not interfere with the response lanes.

## **2.2 Front Entrance**

The front entrance has 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 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 front entrance includes a narrow hallway that opens into the main hall, with washrooms and offices off the hallway. Once down the hallway, the area opens 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.

## **2.5 Washrooms**

The Fire hall has two washrooms for users and the public. There are grab rails installed in both washrooms but there is no knee clearance under the sinks for mobility devices.

## Recommendations for Tyendinaga Township Fire Department

Recommendations	Timelines
2.1 Clearly mark accessible parking spot and include mandatory markings and signs	Immediately
2.2 Add power door systems to front entrance	One to three years
2.3 Add power door systems to important entrances throughout the building (if used more by the public for events)	As needed
2.4 Ensure that all washroom amenities are at 1200 mm	Immediately
2.5 Ensure the office doors do not possess knobs that require grasping and turning	Immediately

### 3. Tyendinaga Township Recreation Grounds

Parks, playgrounds, recreation areas are wonderful places that help build communities and bring all members of the public out to enjoy the outdoors and participate in 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 Accessible Parking

There are a number of accessible spaces available with an entire parking lot being designated as accessible parking, close to the ball diamonds and canteen. There is a need for additional signage to ensure this is adhered to.

#### 3.2 Accessible Path of Travel

In addition, to the parking area, there should be an accessible path of travel leading to the playground that has a consistent firm surface. A path with a clear width of 1800 mm and a slope that prevents water accumulation, should be added to allow the passage of multiple people at the same time.

#### 3.3 Internal Path of Travel

The interior of the building has several issues that could pose as barriers for people with disabilities. The internal doors to the bathrooms require the addition of push power door systems as they are quite large and heavy. The entrances to the bathrooms also pose issues for people who use wheelchairs and have a need for a

minimum turning radius to navigate the area. Understandably, the current design of the entrance to these areas takes into account sight for privacy. However, this also creates issues with turning radius and the non-power doors.

### 3.4 Playgrounds

Inclusive play spaces and structures ensure all children with different abilities have equal opportunity for peer interaction, play, and social stimulation as other children. In addition, these play spaces also provide opportunities for parents and guardians with disabilities to interact with the children. The main play structure at the Recreation Grounds consists of a large play structure with several play features that can be used by multiple participants at the same time. This structure is not accessible by wheelchair, as it has no ramps.

Another issue at this playground is the lack of accessible pathways leading to equipment and sitting areas. These pathways would allow a firm and stable surface that would assist people with mobility and low sight issues. Currently the surface of the playgrounds are sand or pebbles. These surface types are difficult for individual who uses mobility devices to navigate such as walkers. Surfaces of playgrounds need to be firm, stable and help reduce impact if a child falls. Sand does not meet the accessibility requirements as 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](#)

#### Tyendinaga Township Recreation Grounds 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 area to the entrance of the playground	One to three years
3.3 Add play equipment that takes into consideration other sense that can be used by children with sensory disabilities	One to three years

3.4 Add benches throughout the park with arm rests for people to sit	One to three years
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#### **4.0 Baseball Diamonds (Recreation Grounds)**

The Township of Tyendinaga is known for its baseball diamonds and hosts a number of tournaments and high-level games every year, therefore it is important to include elements in this area that assists spectators with disabilities. This is especially important as our population ages and more and more fans require accessibility features in the park. Current features already implemented by the Township include accessible parking near key areas and close to amenities, accessible paths of travel to such areas as washrooms, canteen, bleachers, and fan areas. An accessible washroom is another feature already available at this location.

##### **4.1 Outdoor Eating Areas**

The pavilions and other public eating areas should include accessible picnic tables as outlined in the DOPS requirements. 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.

#### **Recommendations for Recreation Grounds**

<b>Recommendations</b>	<b>Timelines</b>
4.1 Include designated seating specific for people with disabilities	One to three 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 the Recreation Grounds and make gradual changes depending on need	One to three years

#### **5. Recreation Hall**

The Recreation Hall is used for groups, committees, and events. This building contains a hall, a kitchen area, a bar and washrooms. The building has accessible parking spaces, power push door opener on the front door and opens into a large entry way leading to the hall. The hall can seat up to 175 people and hosts many events including weddings and dances.

## **5.1 Entrance**

The main entrance has a power door system, as well as floor mats that are a 70% contrast from the floor (background) assisting a person who has a sight impairment and also prevents a person from slipping.

## **5.2 Accessible Parking**

The hall has multiple accessible parking spaces with an accessible path of travel to the front doors. The addition of a type "A" spot, that incorporates an access aisle for vans would be an asset to the parking area. According to DOPS, at least one space should be accessible. This will ensure that a car will not park next to the spot and prevent the van from lowering a lift.

## **5.3 Kitchen and Service Counters**

The bar and kitchen areas may be considered to have accessibility issue areas. 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 accessing their drink while in a seated position. However, at this location this is for a higher level of accessibility and should be incorporated if there is a demand for it based on the people using the space.

As the population ages, it is more and more important to include accessibility features into places such as kitchens, as found in the Tyendinaga Township Recreation Hall. Many times, our volunteers that prepare the food are elderly and require accessible elements that make their job easier. That is why it is important to have high-low countertops in kitchens to 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 for food preparations 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.

## **5.4 Washrooms**

The Recreation Hall has a male and female multi-use washroom, that are equipped with an accessible stall in each. Currently, the sinks in both washrooms have faucets that require grasping to turn on. These faucets are difficult for people who have arthritis. Ideally, these faucets should be the type that can be activated by using a clenched fist.

Moreover, proper knee clearance of 655mm above the floor allows a person who uses a wheelchair to access the sink. Alterations are required to ensure these areas are accessible, and individuals can reach the sink properly.

Furthermore, amenities such as hand dryers and soap dispensers need to be at levels reachable by people in a seated position.

### 5.5 Path of Travel

This location is quite open in nature, but it is important to ensure that all areas, halls, and spaces between items such as tables are at least 1100mm. 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 Tyendinaga Township Recreation Hall

Recommendations	Timelines
5.1 Add power door systems to the bathroom and hall doors	One to three years
5.2 Install faucets on sink that can be used with a clenched fist	One to three years
5.3 Ensure there is room for 1100mm between items for clear passage of a mobility device	Immediately
5.4 Add type "A" accessible parking space to this location	One to three years
5.5. Ensure the sinks in both male and female washrooms have knee clearance for a person in a wheelchair	One to three years
5.6 Install low areas in kitchens that are reachable for a person in a wheelchair	Three to five years

### 6.0 Tyendinaga Township Public Library

One of the main concerns at the Tyendinaga Township Public Library is the lack of accessible parking. Many accessible upgrades have been completed but it is lacking one of the most important accessibility features, for people with disabilities and a requirement of DOPS. Accessible marked parking spaces are required.

#### 6.1 Front Entrance

The front entrance consists of a door that is 35 inches wide and has a power door system. This currently meets accessibility standards.

## 6.2 Interior Path of Travel

Once inside, mats are laid down to provide slip resistant paths of travel. It must be noted that paths of travel must always be kept clear and open, with a minimum width of 1100mm, which is currently being adhered to.

## 6.3 Accessible Washroom

The library does house an accessible washroom. The washroom provides enough room for a wheelchair to maneuver and turn. There is enough room for a transfer from a mobility device to 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.

## 6.4 Accessing High Shelves

Libraries are a unique space due to the need to accommodate book stacks 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.

## 6.5 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. Providing flexible seating options ensures there are study and computer areas that are fully accessible for clientele with disabilities.

### Recommendations for the Tyendinaga Township Public Library

Recommendations	Timelines
6.1 Ensure there is accessible parking	Immediately
6.2 Remove all clutter to ensure paths of travel	Immediately
6.3 Install power door system to washroom doors	One to three years
6.4 Ensure staff are always available to assist members of the public that are unable to reach high shelves and materials when requested	Immediately

## 7.0 Tyendinaga Township Roads Garage

The roads garage does not facilitate public events but is a largely accessible building. There is a large washroom equipped with grab bars and knee clearance below the sink for someone using a mobility device or wheelchair. The bay doors allow for ample access, and the paved exterior and interior make for accessible paths of travel.

### Recommendations for the Tyendinaga Township Roads Garage

Recommendations	Timelines
7.1 Remove all clutter to ensure safe paths of travel	Immediately
7.2 Install faucets that can be used with a clenched fist to all sinks	One to three years
7.3 Ensure doors do not possess knobs that require grasping and turning	One to three years

## The Corporation of the Township of Tyendinaga

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Tel: (613) 396-1944 Fax: (613) 396-2080  
Website: [www.tyendinagatownship.com](http://www.tyendinagatownship.com)



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# ACCESSIBLE EMPLOYMENT POLICY

The Township of Tyendinaga is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

The Township of Tyendinaga is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Township of Tyendinaga understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Township of Tyendinaga is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable usually after they begin their employment. We provide updated information

to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) Information that is needed to perform the employee's job; and
- b) Information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is aiding that employee during an emergency.

We will provide the information as soon as possible after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) When the employee moves to a different location in the organization.
- b) When the employee's overall accommodations need, or plans are reviewed; and
- c) When the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

Our performance management, career development and redeployment processes consider the accessibility needs of all employees.

The Township of Tyendinaga has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or a medical need that you have not yet informed us about, please contact Yvonne Murphy, Acting CAO at 613-396-1944 or by e-mail at [ymurphy@tyendinagatownship.com](mailto:ymurphy@tyendinagatownship.com) so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment.

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# ACCESSIBLE CUSTOMER SERVICE POLICY

## Providing Goods and Services to People with Disabilities

### **Our Commitment**

The Township of Tyendinaga always strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

### **Providing Goods and Services to People with Disabilities**

The Township of Tyendinaga is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **Communication**

The Township of Tyendinaga will communicate with people with disabilities in ways that consider their disability. Staff who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities. The Township of Tyendinaga is committed to providing fully accessible telephone service to our customers. Staff will be trained to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual. The Township of Tyendinaga will offer to communicate with customers by other means, including relay service or email, if telephone communication is not suitable to their communication needs and is not available.

#### **Assistive Devices**

The Township of Tyendinaga is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Staff will be trained and become familiar with various assistive devices that may be used by customers with disabilities, while accessing our services. The Township of Tyendinaga will also ensure that staff are aware of and where appropriate, know how to use the assistive devices available on our premises for customers.

### **Correspondence, Invoices and Other Documentation**

The Township of Tyendinaga is committed to providing accessible information to all our customers. For this reason, correspondence, invoices, and other documentation will be provided in large print or by email, upon request. The Township of Tyendinaga may provide a document, or information contained in a document, in a format that considers the person's disability. The Township of Tyendinaga and the person with a disability may agree upon the format to be used for the document or information. Any questions customers may have about the content of a document will be answered in person, by telephone or email.

### **Use of Service Animals and Support Persons**

The Township of Tyendinaga is committed to welcoming people with disabilities who are accompanied by a service animal, in the areas of our premises that are open to the public and other third parties. All staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities, who are accompanied by a service animal.

An animal is a service animal for a person with a disability:

- 1) If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- 2) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

The Township of Tyendinaga is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Township of Tyendinaga buildings with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. A "support person" means, in relation to a person with a disability, another person who accompanies him or her to help with communication, mobility, personal care or medical needs or with access to goods or services.

**No admission will be charged to the support person for admission to the Township of Tyendinaga operated events. The Township of Tyendinaga will recommend to groups renting Township owned facilities to adopt a similar policy and not charge a support person who is accompanying a person with a disability.**

Customers will be informed of this policy by a notice that will be posted in each building and on the Township of Tyendinaga website.

### **Notice of Temporary Disruption**

The Township of Tyendinaga will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people

with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be posted at all public entrances and service counters on our premises, on the Township of Tyendinaga website or by such other method as is reasonable in the circumstances.

### **Training**

The Township of Tyendinaga will make training available to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices, and procedures. The accessible customer service training will be provided during orientation, in a timely manner after staff commences their duties.

Agents working on various projects for the Municipality and who have been approved by successful tender shall have the opportunity to receive training from the Township of Tyendinaga to meet the requirements of Ontario Regulation 429/07. Information will be provided as part of the tender package. All contracts will be required to certify they will conform to all Township accessibility policies prior to beginning work for the Township.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- The types of and training on appropriate devices based on the nature of their duties
- What to do if a person with a disability is having difficulty in accessing the Township of Tyendinaga goods and services
- The Township of Tyendinaga policies, practices, and procedures relating to the customer service standard

Staff will be trained on policies, practices, and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

### **Accessibility Regulations for Contracted Services**

In accordance with Ontario Regulation 429/07, Accessibility Standards for Customer Service Sect. 6, every provider of goods and services shall ensure that every person who deals with members of the public or participates in the developing of the service

provider's policies, practices, and procedures governing the provision of goods and services to members of the public, shall be trained on the following:

- 1.) How to interact and communicate with persons with various types of disability
- 2.) How to interact with persons with disabilities who use assistive devices or require the assistance of a guide animal, or a support person
- 3.) How to use equipment that is available on the premises that may help in the provision of goods or services
- 4.) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services
- 5.) Information on the policies, practices, and procedures governing the provision of goods and services to people with disabilities

In the Township of Tyendinaga, all tenders and Request for Proposals shall require the contractor to certify that they have met these conditions. Should a contractor not have received the appropriate training, training can be requested from the Township of Tyendinaga at a time and in a format the Township of Tyendinaga deems reasonable.

### **Feedback Process**

The goal of the Township of Tyendinaga is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well expectations are being met, are welcome and appreciated. Feedback regarding the way the Township of Tyendinaga provides goods and services to people with disabilities can be made by using a feedback form, by mail, email, or verbally. All feedback will be directed to the Office of the CAO. Customers can expect a response within thirty (30) days.

### **Modifications to All Policies**

The Township of Tyendinaga is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of the Township of Tyendinaga that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### **Questions about this Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the CAO of the Township of Tyendinaga.

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**ACCESSIBLE CUSTOMER SERVICE FEEDBACK FORM**

Providing Goods and Services to People with Disabilities

Thank you for visiting The Township of Tyendinaga. We value all our customers and strive to meet everyone’s needs. This feedback form may be submitted by mail, fax, email or dropped off at the Township of Tyendinaga Municipal Office. Please tell us the date, time, and location of your visit:

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Did we respond to your customer service needs today?  Yes  No

Was our customer service provided to you in an accessible manner?

Yes  Somewhat  No (Please explain below)

Did you have any problems accessing our goods and services?

Yes  Somewhat  No (Please explain below)

Please add any other comments you may have:

I provide my comments as information only and do not wish to receive a response  
 I wish to receive a response to my comments

Contact Information:

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Comments:

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