

# The Accessibility Plan and Status Report 2015



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# The Accessibility Plan and Status Report

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## Introduction

The Corporation of the City of Cornwall (hereinafter referred to as the “City of Cornwall”) supports the right of all persons to enjoy equal opportunity and to participate fully in the life of the municipality including persons with disabilities.

The number of persons with disabilities is expected to increase as the population ages, since the incidence of disability increases with age.

The right of persons with disabilities to equal treatment, without discrimination in accordance with the *Human Rights Code*, is addressed in a number of Ontario statutes and regulations.

The Council of the City of Cornwall is committed to working towards a city in which no new barriers are created and existing ones are removed.

The City of Cornwall is desirable of demonstrating continued leadership in improving opportunities for persons with disabilities.

## **Ontarians with Disabilities Act, 2001 (ODA)**

In December 2001, the *Ontarians with Disabilities Act, 2001* (ODA) was passed into law. Its purpose is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.

One of the requirements under the ODA is that Ontario government ministries, municipalities, hospitals, school boards, colleges, universities and public transportation organizations develop annual accessibility plans to make policies, practices, programs, services and buildings more accessible to people with disabilities. The plans must be made available to the public.

## **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

In June 2005, the Ontario government took a strong stand on accessibility when it passed the *Accessibility for Ontarians with Disabilities Act (AODA)* into law.

The AODA lays out a comprehensive road map to make Ontario accessible to all people through the development, implementation and enforcement of new, mandatory accessibility standards for some of the most important aspects of people's lives.

### **Municipal Accessibility Plan**

Each year, the Council of the City of Cornwall receives an Accessibility Plan (hereinafter referred to as the “Plan”) prepared by the Municipal Accessibility Advisory Committee.

The Plan addresses the identification, removal and prevention of barriers to persons with disabilities in the municipality's By-laws and in its policies, programs, practices, services and facilities.

The Plan includes:

- (a) a report on the measures the municipality has taken to identify, remove and prevent barriers to persons with disabilities
- (b) the measures in place to ensure that the municipality assesses its proposals for By-laws, policies, programs, practices, services and facilities to determine their effect on accessibility for persons with disabilities
- (c) a list of the By-laws, policies, programs, practices, services and facilities that the municipality will review in the coming year in order to identify barriers to persons with disabilities
- (d) the measures that the municipality intends to take in the coming year(s) to identify, remove and prevent barriers to persons with disabilities

## **Informal Site Audit**

In April 2003 staff and Council conducted informal site audits by way of responding to a survey with respect to municipal departments and municipally owned buildings (owned and leased) and, in particular, to assess any barriers that may exist and to provide any solutions to removing those barriers in order to comply with the *Ontarians with Disabilities Act 2001*. Informal site audits continue to be conducted in order to improve and update the Plan.

## **Accessibility Achievements**

The City of Cornwall is working to achieve an accessible and barrier-free community by 2025. The City is committed to assess its policies, programs, practices, services and facilities, to identify, remove or prevent barriers to persons with disabilities. This Plan not only shows the barriers which need to be addressed but the accomplishments achieved to date.

- ✓ Any item showing a check mark is an item that has been addressed and/or implemented.
- Any item showing a box is an item that needs to be addressed and/or implemented.
- X Any item showing an “X” is an item that cannot or will not be addressed and/or implemented.

# Part 1

## Accessibility Standards for Customer Service Regulation

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### Accessible Customer Service

Implemented Prior to January 1, 2010

- ✓ Establish policies, practices and procedures that are consistent in order to provide goods or services in a manner that respects the dignity and independence of persons with disabilities

### Training

Implemented Prior to January 1, 2010

- ✓ Providing Accessible Customer Service training for full-time and part-time staff, volunteers, committee members, contractors, etc.

In June, 2005, in partnership with the United Counties of Stormont, Dundas and Glengarry, the City of Cornwall offered a Sensitivity Training Workshop to more than twenty front-line staff and Human Resources includes the Accessibility Plan with Orientation Packages for new employees

Staff at Cornwall Transit have been trained in “Skillform”, sensitizing employees to persons with disabilities

Disability Awareness Training was delivered in the fall of 2006 to front-line staff, Managers and Supervisors. This training provided a comprehensive overview as how to provide appropriate and effective service delivery to persons with disabilities. Managers and Supervisors were trained to train their staff with respect to providing appropriate customer service to people with disabilities

In 2009, approximately 750 employees and 800 volunteers, contractors, agents and committee members received Accessible Customer Service training in a variety of formats

In 2013-2014, training was given with respect to the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as it relates to accessibility.

### **Use of Service Animal**

Implemented Prior to January 1, 2010

- ✓ Allow the use of service animals

The City is committed to welcoming visiting persons with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties

If a visiting person with a disability is accompanied by a guide dog or other service animal, the City ensures that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded, by law, from the premises

If a service animal is excluded, by law, from the premises or it is deemed unsafe for a visiting person with a disability to be accompanied by a guide dog or other service animal, the City ensures that other measures are available to enable the person with a disability to obtain, use or benefit from the City's goods or services by bringing goods or services to the person in a part of the premises where the animal is not restricted or by offering a safe location where the service animal can wait, if the person is able to be separated from the animal while obtaining the service, and offering assistance to the person with a disability while they are separated from the service animal

## Use of Support Persons

Implemented Prior to January 1, 2010

- ✓ Allow the use of support persons

The City is committed to welcoming visiting persons with disabilities who are accompanied by a support person

If a visiting person with a disability is accompanied by a support person, the City ensures that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises

## Notice of Temporary Disruptions

Implemented Prior to January 1, 2010

- ✓ Created and implemented a system to provide notice of temporary disruptions

The City is committed to establishing, implementing and maintaining a process to provide notice of service disruptions

If, in order to obtain, use or benefit from the City's goods or services, persons with disabilities usually use particular facilities or services of the City and if there is a temporary disruption in those facilities or services in whole or in part, the City shall give notice of the disruption to the public.

Notice of the disruption must include the following information:

- the reason for the disruption
- the anticipated duration
- a description of what alternative facilities or services are available, if any

Notice shall be given by posting the information at a conspicuous place at the location of the disruption which may include any or all entrances and by posting it on the City's website or by such other method as is reasonable in the circumstances

## Feedback Process

Implemented Prior to January 1, 2010

- ✓ Created and implemented a feedback process

Since early 2008, Accessibility Feedback Forms have been available at all City of Cornwall locations and/or departments and can be provided in person, by telephone, in writing, or by delivering an electronic text by e-mail or on diskette or otherwise to the Office of the Deputy Clerk or to any other City Departments to be forwarded to the Office of the Deputy Clerk. Copies of all Feedback Forms are provided to the Municipal Accessibility Advisory Committee through its "Information Pack" for review

The City is committed to establishing, implementing and maintaining a process for receiving and responding to feedback about how to provide goods or services to persons with disabilities

The City has established a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public

The feedback includes the following:

- The opportunity for the public to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise
- The opportunity to provide as much information as possible when providing feedback so that the event can be readily identified by the Supervisor and/or Manager responsible for where the event took place. This information may include dates, times, names, contact information, a description of the event, etc.

Feedback may be received by any person who deals with members of the public or other third parties on behalf of the City, whether the person does so as an employee, agent, volunteer or otherwise and any person who

participates in developing the City's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. A copy of the feedback shall be forwarded to the responsible Supervisor and to the Manager for review and to the Clerk's office for reporting purposes

An answer to the feedback is not mandatory, however, depending on the situation, the Supervisor and/or Manager responsible for where the event took place may deem it appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer may expect the said answer within 15 business days

The feedback process shall permit persons to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise

### **Availability of Documents**

Implemented Prior to January 1, 2010

- ✓ Provide notice of availability of documents

The City is committed to raising awareness towards accessibility and to breaking down barriers for persons with disabilities in order for them to have the same kind of opportunities as everyone else

This Policy regarding Accessible Customer Service is displayed at City Hall and on the City Website and shall be made available to anyone upon request

Questions or concerns regarding this policy and its implications should be addressed to the City Clerk's Department



### **Alternate Formats**

Implemented Prior to January 1, 2010

- ✓ Provide documents in alternate formats upon request

The City is committed to providing individual accommodation to its customers where appropriate by creating its own alternate formats of printed materials. Upon request, alternate formats shall be provided in a manner in which is to be agreed upon by the requester and the City

### **Scent Sensitivity and Reduction Program**

Implemented in 2011

- ✓ Created and implemented a Scent Sensitivity and Reduction Program and launched an educational program in order to provide a healthy, comfortable and safe work environment for all employees, clients and visitors alike

The Scent Sensitivity and Reduction Program was approved by Council in the fall of 2011

### **Admission Fees**

Implemented in 2008

- ✓ Providing same fees to persons with disabilities

Council approved a User Fee Report on August 11, 2008, in which the same rate of admission will be charged to the Cornwall Aquatic Centre and the Outdoor Pools for persons with a disability or living on a disability pension as those for seniors/students

### **Tax Incentives**

Implemented in 2006

- ✓ Created a tax deferral for low income persons with disabilities
- ✓ Created and implemented an assessment exemption for renovations to accommodate a person with a disability

## Animal Control

Implemented in 2008

- ✓ Communicate the need to leash dogs on private property
- X On February 25, 2008, MAAC decided to no longer press for implementing of additional regulations in having all dogs leashed on private property, if not restrained by fencing on owner's property
- ✓ Furthermore, MAAC supported the recommendations made by Administration in that the Clerk's Department and By-law Enforcement office work together in developing an advertising strategy targeting both the dog owners and the people at risk. Approximately 3,500 pamphlets were distributed to dog owners during the early part of January, 2009. Articles continue to appear in City publications.

# Part 2

## Integrated Accessible Standards Regulation

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### General Requirements

#### Establishment of Accessibility Policies

Implemented prior to January 1, 2013

- ✓ Created accessibility policies for information and communications
- ✓ Making such policies publicly available
- ✓ Providing alternate format upon request

#### Accessibility Plans

Implemented prior to January 1, 2013

- ✓ Developed multi-year Accessibility Plan
- ✓ Posting Accessibility Plan on website
- ✓ Providing alternate format upon request
- ✓ Reviewing and updating Accessibility Plan at least every five years
- ✓ Consulting with Accessibility Advisory Committee
- ✓ Posting Annual Status Report

#### Procuring or Acquiring Goods, Services or Facilities

Implemented prior to January 1, 2013

- ✓ Incorporating accessibility criteria and features
- ✓ Providing explanation, upon request, if not practicable to do the above

#### Tender and RFP Documents

The following clause is included in our Tender and RFP documents:

“When procuring goods, services and facilities, the City of Cornwall complies with the requirements of the *Ontarians with Disabilities Act, 2001*, the *Accessibility for Ontarians with Disabilities Act, 2005*, and its

associated standards enacted through regulation, as well as related City policies. Accessibility features to all goods, services and facilities will be evaluated in respect of those standards.

The bidder may, if applicable, provide information on how the goods, services and facilities are more usable and accessible to everyone by providing the level of support and supporting features along with remarks and explanations.

Criteria for goods, services and facilities, considered to be accessible will be assessed during the evaluation stage of the submission when the tender/proposal documents either directly call for accessible goods, services and facilities or where accessible goods, services and facilities may be priced as an option.”

### **Corporate Policy**

Corporate Policy Flpu07-01, Procurement of Goods and Services, will be reviewed and a request to include the following clause has been made:

"When procuring goods, services and facilities, the City of Cornwall will comply with the requirements of the *Ontarians with Disabilities Act, 2001*, the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated standards enacted through regulation, as well as related City policies. Where applicable, procurement documents will specify the desired accessibility standards to be met and provide guidelines for the evaluation of proposals in respect of those standards. Where it is impractical for the City to incorporate accessibility criteria and features for procuring or acquiring specific goods, services or facilities, the Purchasing Division, will provide a written explanation, on request."

## Self-Service Kiosks

Implemented prior to January 1, 2014

- ✓ Consider accessibility when designing, procuring or acquiring self-service kiosks

At this time, the only self-service kiosks that would be applicable would be parking meters/pay and display machines. Upon new purchases, accessibility will be considered. Furthermore, the above noted clause in the purchasing documents would be relied upon. Also, parking at all on-street metered zones, and off-street paid parking at all municipal public parking lots is free of charge for persons with disabilities.

## Training

Implemented prior to January 1, 2014

- ✓ Ensuring training is conducted on requirements of the Integrated Accessibility Standards and the Human Rights Code
- ✓ Keeping training records

## Feedback

Implemented prior to January 1, 2014

- ✓ Created accessible feedback process including accessible formats and communication supports upon request
- ✓ Notifying the public of the availability of accessible formats and communication supports

## Accessible Formats and Communication Supports

Implemented prior to January 1, 2015

- ✓ Providing accessible formats and communication supports
- ✓ Providing accessible formats and communications supports in a timely manner and at a cost no greater than the cost to others
- ✓ Consulting with the person in determining the suitability of an alternative format or communication support

- ✓ Notifying the public of the availability of accessible formats and communication supports
  - ✓ Training was given in the fall of 2013 to eGenda users
  - Training will be given with respect to Word, Excel, Power Point and touch on PDF
  - Training will also be given with respect to posting documents on the City website
- ✓ Statements are posted on the City's website:

Alternate formats of our documents are available upon request. Please contact Manon L. Levesque, Deputy City Clerk and Accessibility Advisor, at [mlevesque@cornwall.ca](mailto:mlevesque@cornwall.ca) or 613-930-2787 ext 2316 to make a request.”
- ✓ On the Careers' Page:

“In accordance with the *Accessibility for Ontarians with Disabilities Act*, the City of Cornwall is pleased to accommodate individual needs of applicants with disabilities within the recruitment and selection process. Please call Dawn Harvey, Administrative Assistant in Human Resources, at [dharvey@cornwall.ca](mailto:dharvey@cornwall.ca) or 613-930-2787 ext 2306 if you require an accommodation.”

### **Incoming and Outgoing Communications**

Implemented prior to January 1, 2013

- ✓ Created and implemented corporate guidelines for font size and style for all incoming and outgoing communications
- ✓ Training was given in the fall of 2013 to eGenda users
- Training will be given with respect to Word, Excel, Power Point and touch on PDF
- Training will also be given with respect to posting documents on the City website

## **Emergency Procedure, Plan or Public Safety**

Implemented prior to January 1, 2012

- ✓ Emergency information that is made available to the public, is available in alternative formats or with communications supports upon request

## **Accessible Websites and Web Content WCAG 2.0 Level AA**

Implemented prior to January 1, 2014

- All website and web content to conform with WCAG 2.0AA (Exceptions exist)
- Training will also be given with respect to posting documents on the City websites
- ✓ In 2014, the City of Cornwall secured \$21,050 through the Business Development Initiative of the Eastern Ontario Development Program to undertake a series of website and technology enhancements. The objective of the Eastern Ontario Development Program is to enhance and diversify the local economy, which leads to the growth of new and existing businesses within rural Eastern Ontario communities. With the assistance of the EODP grant, the City of Cornwall was able to complete a number of projects which have a positive impact on accessibility.

### **City of Cornwall Website**

The City of Cornwall website content management system was upgraded to make it more functional and more accessible to persons with disabilities. The new content management system contains an 'accessibility checker' that staff can use whenever they are adding new content to the website. This tool checks to ensure content contains the appropriate tags and identifiers so that the content can be accessed properly by residents who may be using computer reading equipment.

## **Mobile Website**

A mobile version of the City of Cornwall website was created. This allows the website to be viewed in a proper format on smart phones and other smart devices. The website contains all of the same content as the traditional desktop version however it is now available in a more convenient fashion. This makes it easier for residents to access information from the City on mobile devices, which represents a growing segment of overall website traffic for the City.

## **Creation of a Mobile App**

A new mobile app called Pingstreet was created for the City of Cornwall. This gives residents access to real-time information such as garbage and recycling collection periods, transit routes and times, news and events, career opportunities and much more. Like the mobile website, the smart phone app is intended to make it easier for residents to access important information from the City of Cornwall in a convenient manner.

## **Public Libraries**

Implemented prior to January 1, 2013

- ✓ Providing accessible materials, where they exist
- ✓ Informing the public of the availability of the materials
- ✓ Making the information about the availability of materials in alternate formats or with communications supports upon request

## **Communication of Accessibility Features - Ongoing**

- ✓ Create and implement a communication plan to inform citizens and visitors of various accessibility features in facilities and services including but not limited to:
  - ✓ customized assistance for all transit services
  - ✓ community bus service
  - ✓ Handi-Transit service
  - ✓ conventional service



- ✓ accessible vehicles
- ✓ notice of disruption
- ✓ all barriers that have been removed and/or are being monitored
- ✓ Accessibility features have been advertised in the City Hall Bulletin and on the City website

Plans to communicate the availability of accessible features continue

## **Employment Standards**

### **Recruitment**

Implemented prior to January 1, 2014

- ✓ Notify public and employees about availability of accommodation during recruitment
- ✓ A statement is included on job postings

### **Recruitment, Assessment or Selection Process**

Implemented prior to January 1, 2014

- ✓ During recruitment, notifying applicant at assessment stage that accommodation is available on request
- ✓ Consulting applicant regarding provision of accommodation

### **Notice to Successful Applicants**

Implemented prior to January 1, 2014

- ✓ Notifying successful candidates of accommodation policies

### **Informing Employees of Supports**

Implemented prior to January 1, 2014

- ✓ Informing employees of policies that support employees with disabilities, including job accommodations

## **Accessible Formats and Communication Supports for Employees**

Implemented prior to January 1, 2014

- ✓ Providing accessible formats and communication supports for:
  - ✓ Information that is needed to perform the job
  - ✓ Information that is generally available to all employees in the workplace
- ✓ Consulting with employee in determining the suitability of the accessible format or communication support

## **Workplace Emergency Response Information**

Implemented prior to January 1, 2012

- ✓ Providing individual workplace emergency response information to employees, as necessary
- ✓ If assistance is necessary in the event of an emergency it is arranged
- ✓ Emergency response information is reviewed
- Communicating process with all Managers and Supervisors

## **Documented Individual Accommodation Plans**

Implemented prior to January 1, 2014

- ✓ Created and implemented written process for developing individual accommodation plans noting the following:
  - ✓ The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan
  - ✓ The means by which the employee is assessed on an individual basis
  - ✓ The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved

- ✓ The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan
- ✓ The steps taken to protect the privacy of the employee's personal information
- ✓ The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done
- ✓ If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee:
  - ✓ The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability
- ✓ Include in individual accommodation plans, as required:
  - ✓ Information on accessible format
  - ✓ Workplace emergency response information
  - ✓ Other accommodation

### **Return to Work**

Implemented prior to January 1, 2014

- ✓ Developed and have in place a documented return to work process for employees with disabilities

### **Performance Management**

Implemented prior to January 1, 2014

- ✓ Taking into consideration the accessibility needs of the employee, and individual accommodation plans when using the performance management process

## **Career Development and Advancement**

Implemented prior to January 1, 2014

- ✓ Taking into consideration the accessibility needs of the employee, and individual accommodation plans when using the career development process

## **Redeployment**

Implemented prior to January 1, 2014

- ✓ Taking into consideration the accessibility needs of the employee, and individual accommodation plans when using the redeployment process

## **Transportation Standards**

### **Establishment of Accessibility Policies**

Implemented prior to January 1, 2013

- ✓ Created transportation policies
- ✓ Making such policies publicly available
- ✓ Provide alternate format upon request

### **Availability of Information on Accessibility Equipment**

Implemented prior to January 1, 2012

- ✓ Providing current information on accessibility equipment, vehicle features, routes and services
- ✓ Providing information in an accessible format, upon request

### **Non-Functioning Accessibility Equipment**

Implemented prior to January 1, 2011

- ✓ Where accessibility equipment is not functioning and equivalent service cannot be provided, taking reasonable steps to accommodate

## **Accessibility Training**

Implemented prior to January 1, 2014

- ✓ Providing additional training to employees and volunteers on:
  - ✓ Safe use of accessibility equipment and features
  - ✓ Acceptable modifications to procedures where necessary
  - ✓ Emergency preparedness and response procedures
  - ✓ Record of training to be kept

## **Emergency Preparedness and Response Policies**

Implemented prior to January 1, 2012

- ✓ Documenting emergency preparedness and response policies and making them available to the public

Emergency Preparedness and Response Policies are posted on the City's website and are given out to card holders

## **Fares, Support Person**

Implemented prior to January 1, 2014

- ✓ Removed fees for support person
- ✓ Requesting persons with disabilities to demonstrate their need for a support person

## **Transition, Existing Contracts**

2014

- ✓ Honouring contractual obligations to purchase vehicles prior to June 30 2011

## **Transition, Existing Vehicles**

2014

- ✓ If a vehicle is modified and accessibility is affected, complying with Sections 53 to 62 of the Integrated Accessibility Standards (Not required to retrofit existing vehicles (in fleet prior to July 2011))

## **Conventional and Specialized Transportation Service Providers, Accessibility Plans**

### **Accessibility Plans, Conventional Transportation Services**

Implemented prior to January 1, 2013

- ✓ In addition to the requirements of Accessibility Plans in Section 4 of the Integrated Accessibility Standards:
  - ✓ Created and implemented a process for customer feedback
  - ✓ Held public meeting or consultation on the creation of the plan

### **Accessibility Plans, Specialized Transportation Services**

Implemented prior to January 1, 2013

- ✓ In addition to the requirements of Accessibility Plans in Section 4 of the Integrated Accessibility Standards:
  - ✓ Created and implemented a process for estimating demand for services
  - ✓ Developed steps to reduce wait times

### **Accessibility Plans, Conventional and Specialized**

Implemented prior to January 1, 2013

- ✓ Describing procedures for dealing with accessibility equipment failures

## **Conventional and Specialized Transportation Service Providers, General**

### **General Responsibilities**

Implemented prior to January 1, 2012

- ✓ Deploying lifting devices etc. upon request of the person with disabilities
- ✓ Ensuring adequate time is provided for boarding and de-boarding, and that assistance is provided upon request
- ✓ Assisting with safe storage of mobility aids

- ✓ Allowing a person to travel with a medical aid
- ✓ For the conventional services, providing information with respect to these responsibilities in an accessible format

### **Alternative Accessible Method of Transportation**

Implemented prior to January 1, 2013

- ✓ Except where not practicable to do so, providing people with disabilities with alternatives where they cannot use convention transportation and specialized services are not provided

Approximately 3,000 taxi rides are provided annually

### **Fares**

Implemented prior to January 1, 2013

- ✓ Created and implemented fares for people with disabilities that are no greater than fares for people without disabilities
- ✓ Provide alternate fare payment option

### **Transit Stops**

Implemented prior to January 1, 2012

- ✓ Where necessary, stopping at accessible and safe locations
- ✓ Considering preferences of the person with a disability
- ✓ Reporting stops that are temporarily inaccessible

### **Storage of Mobility Aids**

Implemented prior to January 1, 2012

- ✓ Store mobility aids within reach of the passenger (where that is not possible, the mobility aids are stored in the baggage compartment)
- ✓ Returning mobility devices in a safe manner that does not cause damage to the item
- ✓ Providing free storage for mobility aids

## **Courtesy Seating**

Implemented prior to January 1, 2012

- ✓ Clearly marked courtesy seating
- ✓ Positioned courtesy seating close to entrances
- ✓ Posted notice that passengers, other than those with disabilities, must vacate the seats if needed
- ✓ Created and implemented a communication strategy to inform the public about the purpose of courtesy seating

## **Service Disruption**

Implemented prior to January 1, 2013

- ✓ Making accessible alternate arrangements as needed
- ✓ Communicating arrangements in a manner that takes into account the person's disability

## **Pre-Boarding Announcements**

Implemented prior to January 1, 2011

- ✓ Providing verbal announcement for route, direction, destination or next major stop upon request
- ✓ Meeting requirements of Section 58 of the Integrated Accessibility Standards for electronic announcements on vehicles

## **On-Board Announcements**

Implemented prior to January 1, 2011

- ✓ Providing audible verbal announcements of all destination points
- ✓ Providing announcements of all destination points visually through electronic means



## **Conventional and Specialized Transportation Service Providers, Technical Requirements**

### **Requirements for Grab Bars Etc.**

Implemented prior to January 1, 2011

- ✓ Ensured that vehicle manufactured on or after January 1, 2013, are fitted with grab bars

### **Floors and Carpeted Surfaces**

Implemented prior to January 1, 2011

- ✓ Ensuring that floors have minimal glare and are slip resistant
- ✓ Ensuring that carpet is low pile, firm surface

### **Allocated Mobility Aid Spaces**

Implemented prior to January 1, 2011

- ✓ Providing appropriate, secure mobility aid space on vehicles

### **Stop-Requests and Emergency Response Controls**

Implemented prior to January 1, 2011

- ✓ Providing accessible stop-requests and ensuring emergency response controls

### **Lighting Features**

Implemented prior to January 1, 2011

- ✓ Providing appropriate lighting on vehicles

### **Signage**

Implemented prior to January 1, 2011

- ✓ Providing appropriate signage on route, direction, destination

### **Lifting Devices**

Implemented prior to January 1, 2011

- ✓ Lifting devices equipped (standards provided)

## Steps

Implemented prior to January 1, 2011

- ✓ Accessible steps (standards provided)

## Indicators and Alarms

Implemented prior to January 1, 2011

- ✓ Indicators and alarms for lifting devices (standards provided)

## Specialized Transportation Service Providers

### Categories of Eligibility

To be implemented prior to January 1, 2017

- Create categories of eligibility for specialized services as follows:
  - unconditional
  - temporary
  - conditional

### Eligibility of Application Process

Implemented prior to January 1, 2014

- ✓ Providing timelines to respond to application
- ✓ Providing application process free of charge
- ✓ Reassessing applications at reasonable intervals
- ✓ Providing eligibility and application information in alternate formats, upon request
- ✓ Established appeal process
- ✓ Providing timelines for appeal process

## **Emergency or Compassionate Grounds**

Implemented prior to January 1, 2014

- ✓ Developed procedures on the provision of temporary specialized services where required on emergency or compassionate grounds or where other services will not meet the persons needs for specialized services

## **Fare Parity**

Implemented prior to January 1, 2013

- ✓ Created and implemented fare parity between related conventional and specialized services in the same jurisdiction
  - ✓ Cash Fare
  - ✓ 10 Ticket Rides (Adult, Senior, Student and Community Bus)
  - Monthly Passes (to be implemented in 2015)

## **Visitors**

Implemented prior to January 1, 2013

- ✓ Making services available to visitors
- ✓ Developed criteria to determine category

## **Origin to Destination Services**

Implemented prior to January 1, 2011

- ✓ Providing origin to destination services within service area

## **Co-Ordinated Service**

Implemented prior to January 1, 2013

- ✓ Facilitating connections between services

## **Hours of Service**

Implemented prior to January 1, 2011

- ✓ Where there are related conventional and specialized services in the same jurisdiction ensuring the hours and days of service are the same

## **Booking**

Implemented prior to January 1, 2014

- ✓ Providing same day service to the extent that it is available
- ✓ Where same day service is not possible, accepting booking requests up to three hours before the end of the day

## **Trip Restrictions**

Implemented prior to January 1, 2014

- ✓ Providing unrestricted number of trip requests (Cannot implement policies that unreasonably limits availability of services)

## **Service Delays**

Implemented prior to January 1, 2013

- ✓ Where reservations are required, providing information on service delays

## **Companions and Children**

Implemented prior to January 1, 2012

- ✓ Allowing companions to travel where space is available
- ✓ Allowing dependants to travel with the person with a disability

## **Duties of Municipalities, General**

Implemented prior to January 1, 2013

- ✓ Consulted with the MAAC on accessible design criteria for bus stops and shelters
- ✓ Incorporating accessible bus stop and shelter design planning into the accessibility plan
- ✓ If there are arrangements with construction people on bus stops and shelters- they too will participate in the consultation and planning

### **Duties of Municipalities for Accessible Taxicabs**

- Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs are prohibited:
  - from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip
  - from charging a fee for the storage of mobility aids or mobility assistive devices.
- Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab
- Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers

### **Accessible Taxicabs**

On Monday, December 16, 2014, the Municipal Accessibility Advisory Committee met with S. Sgt. Pierre Pilon and Larry Silmser regarding the possibility of licencing accessible taxis in the City of Cornwall. The following motion was unanimously approved:

"That the Cornwall Police Service Board be encouraged to licence two fully accessible taxi cabs, one for Tip Top Taxi and one for Choice Taxis of Cornwall, to service Cornwall population of 46,000 residents."

# Part 3

## Design of Public Spaces Standards (Accessibility Standards for The Built Environment)

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### Trails

To be implemented prior to January 1, 2016

- This Part applies to newly constructed and redeveloped recreational trails that an obligated organization intends to maintain, but does not apply to the following types of recreational trails:
  - Trails solely intended for cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles.
  - Wilderness trails, backcountry trails and portage routes.

### Beach Access Routes

To be implemented prior to January 1, 2016

- This Part applies to newly constructed and redeveloped beach access routes that an obligated organization intends to maintain, including permanent and temporary routes and temporary routes that are established through the use of manufactured goods, which can be removed for the winter months.

### Consultation, Recreational Trails

To be implemented prior to January 1, 2016

- Obligated organizations shall consult on the following before they construct new or redevelop existing recreational trails:
  - The slope of the trail
  - The need for, and location of, ramps on the trail

- The need for, location and design of:
  - rest areas
  - passing areas
  - viewing areas
  - amenities on the trail, and
  - any other pertinent feature
- Obligated organizations shall consult on the matters referred to in subsection (1) in the following manner:
  - Obligated organizations must consult with the public and persons with disabilities.
  - Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act

### **Technical Requirements for Recreational Trails**

Technical requirements for trails, general

To be implemented prior to January 1, 2016

- Obligated organizations shall ensure that any recreational trails that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:
  - A recreational trail must have a minimum clear width of 1,000 mm
  - A recreational trail must have a clear height that provides a minimum head room clearance of 2,100 mm above the trail
  - The surface of a recreational trail must be firm and stable

- Where a recreational trail has openings in its surface
  - the openings must not allow passage of an object that has a diameter of more than 20 mm
  - any elongated openings must be orientated approximately perpendicular to the direction of travel
- Where a recreational trail is constructed adjacent to water or a drop-off, the trail must have edge protection that meets the following requirements:
  - The edge protection must constitute an elevated barrier that runs along the edge of the recreational trail in order to prevent users of the trail from slipping over the edge
  - The top of the edge protection must be at least 50 mm above the trail surface
  - The edge protection must be designed so as not to impede the drainage of the trail surface
- Despite paragraph 5, where there is a protective barrier that runs along the edge of a recreational trail that is adjacent to water or a drop-off, edge protection does not have to be provided
- The entrance to a recreational trail must provide a clear opening of between 850 mm and 1,000 mm, whether the entrance includes a gate, bollard or other entrance design.



- A recreational trail must have at each trail head signage that provides the following information:
  - The length of the trail
  - The type of surface of which the trail is constructed
  - The average and the minimum trail width
  - The average and maximum running slope and cross slope
  - The location of amenities, where provided
- The signage referred to in paragraph 8 of subsection (1) must have text that:
  - has high tonal contrast with its background in order to assist with visual recognition
  - includes characters that use a sans serif font
- Where other media, such as park websites or brochures, are used by the obligated organization to provide information about the recreational trail, beyond advertising, notice or promotion, the media must provide the same information as listed in paragraph 8 of subsection (1).

### **Technical Requirements for Beach Access Routes**

#### Technical Requirements for Beach Access Routes, General

To be implemented prior to January 1, 2016

- Obligated organizations shall ensure that beach access routes that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:
  - A beach access route must have a minimum clear width of 1,000 mm

- A beach access route must have a clear height that provides a minimum head room clearance of 2,100 mm above the beach access route
- The surface of a beach access route must be firm and stable
- Where the surface area of a beach access route is constructed, that is where the surface area is not natural, the surface area must meet the following requirements:
  - The maximum cross slope of the beach access route must be no more than 1:50
  - The surface area must have a 1:2 bevel at changes in level between 6 mm and 13 mm
  - The surface area must have a maximum running slope of 1:10 at changes in level between 14 mm and 200 mm
  - The surface area must have a ramp that meets the requirements of section 80.13 where there are changes in level greater than 200 mm
  - Any openings in the surface of the beach access route must not allow passage of an object with a diameter of more than 20 mm
  - Any elongated openings in the beach access route must be oriented approximately perpendicular to the direction of travel
  - The maximum cross slope of a beach access route where the surface is not constructed must be the minimum slope required for drainage
  - The maximum running slope of a beach access route is 1:10
  - The entrance to a beach access route must have a minimum clear opening of 1,000 mm, whether the entrance includes a gate, bollard or other entrance design

## Technical Requirements Common to Recreational Trails and Beach Access Routes

### Common Technical Requirements, General

To be implemented prior to January 1, 2016

- Obligated organizations shall ensure that where they construct or redevelop recreational trails and beach access routes that they intend to maintain, the recreational trails and beach access routes meet the technical requirements set out in this Part in respect of boardwalks and ramps

### Boardwalks

To be implemented prior to January 1, 2016

- Where a recreational trail or beach access route is equipped with a boardwalk, the boardwalk must meet the following requirements:
  - The boardwalk must have a minimum clear width of 1,000 mm
  - The boardwalk must have a clear height that provides a minimum headroom clearance of 2,100 mm above the boardwalk
  - The surface of the boardwalk must be firm and stable
  - The boardwalk must not have any openings in the surface that allow the passage of an object that has a diameter of more than 20 mm
  - The boardwalk must have edge protection that is at least 50 mm in height
  - If a boardwalk has running slopes that are steeper than 1:20, the running slopes must meet the requirements for ramps set out in section

## Ramps

To be implemented prior to January 1, 2016

- Where a recreational trail or beach access route is equipped with a ramp, the ramp must meet the following requirements:
  - The ramp must have a minimum clear width of 900 mm
  - The ramp must have a clear height that provides a minimum headroom clearance of 2,100 mm above the ramp
  - The surface of the ramp must be firm and stable
  - The ramp must have a maximum running slope of no more than 1:10.
  - The ramp must be provided with landings that meet the following requirements:
    - Landings must be provided
      - at the top and bottom of the ramp
      - where there is an abrupt change in the direction of the ramp
      - at horizontal intervals not greater than nine metres apart.
    - Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp
    - Landings must be a minimum of 1,670 mm in length and at least the same width of the ramp for an in-line ramp
    - Landings must have a cross slope that is not steeper than 1:50
  - The ramp must not have any openings in the surface that allow the passage of an object that has a diameter of more than 20 mm

- The ramp must be equipped with handrails on both sides of the ramp and the handrails must:
  - be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more than 155 mm and whose largest cross-sectional dimension is not more than 57 mm
  - be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that handrails not meeting these requirements are permitted if they are installed in addition to the required handrail
  - terminate in a manner that will not obstruct pedestrian travel or create a hazard
  - extend horizontally not less than 300 mm beyond the top and bottom of the ramp
  - be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached
- Where a ramp is more than 2,200 mm in width:
  - one or more intermediate handrails which are continuous between landings must be provided and located so that there is no more than 1,650 mm between handrails
  - the handrails must meet the requirements set out in paragraph 7
- The ramp must have a wall or guard on both sides and where a guard is provided, it must:
  - be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and

- be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing.
- The ramp must have edge protection that is provided:
  - with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided
  - with railings or other barriers that extend to within 50 mm of the finished ramp surface

### **Exceptions to the Requirements for Recreational Trails and Beach Access Routes**

#### Exceptions, Limitations

- Where an exception is permitted to a requirement that applies to a recreational trail or a beach access route, the exception applies solely,
  - to the particular requirement for which the exception is allowed and not to any other requirement that applies to the recreational trail or beach access route
  - to the portion of the recreational trail or beach access route for which it is claimed and not to the recreational trail or beach access route in its entirety

#### Exceptions, General

- Exceptions to the requirements that apply to recreational trails and beach access routes are permitted where obligated organizations can demonstrate one or more of the following:
  - The requirements, or some of them, would likely affect the cultural heritage value or interest of a property identified, designated or otherwise protected under the *Ontario Heritage Act* as being of cultural heritage value or interest.

- The requirements, or some of them, would affect the preservation of places set apart as National Historic Sites of Canada by the Minister of the Environment for Canada under the *Canada National Parks Act* (Canada).
- The requirements, or some of them, would affect the national historic interest or significance of historic places marked or commemorated under *the Historic Sites and Monuments Act* (Canada).
- The requirements, or some of them, might damage, directly or indirectly, the cultural heritage or natural heritage on a property included in the United Nations Educational, Scientific and Cultural Organisation's World Heritage List of sites under the Convention Concerning the Protection of the World Cultural and Natural Heritage.
- There is a significant risk that the requirements, or some of them, would adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values, whether the adverse effects are direct or indirect.
- It is not practicable to comply with the requirements, or some of them, because existing physical or site constraints prohibit modification or addition of elements, spaces or features, such as where surrounding rocks bordering the recreational trail or beach access route impede achieving the required clear width.

### Outdoor Public Use Eating Areas

Outdoor Public Use Eating Areas, Application

To be implemented prior to January 1, 2016

- The requirements in section 80.17 apply to newly constructed and redeveloped outdoor public use eating areas that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2)

- The outdoor public use eating areas to which subsection (1) applies consist of tables that are found in public areas, such as in public parks, on hospital grounds and on university campuses and are specifically intended for use by the public as a place to consume food

### Outdoor Public Use Eating Areas, General Requirements

To be implemented prior to January 1, 2016

- Obligated organizations, other than small organizations, shall ensure that where they construct or redevelop outdoor public use eating areas that they intend to maintain, the outdoor public use eating areas meet the following requirements:
  - A minimum of 20 per cent of the tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath the table and in no case shall there be fewer than one table in an outdoor public use eating area that meets this requirement
  - The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable
  - Tables that are accessible to persons using mobility aids must have clear ground space around them that allows for a forward approach to the tables

### Outdoor Play Spaces

#### Outdoor Play Spaces, Application

To be implemented prior to January 1, 2016

This Part applies to newly constructed and redeveloped outdoor play spaces that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2)

The outdoor play spaces to which subsection (1) applies consist of an area that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play



## Outdoor Play Spaces, Consultation Requirements

To be implemented prior to January 1, 2016

- When constructing new or redeveloping existing outdoor play spaces, obligated organizations, other than small organizations, shall consult on the needs of children and caregivers with various disabilities and shall do so in the following manner:
  - The Government of Ontario, the Legislative Assembly, designated public sector organizations and large organizations must consult with the public and persons with disabilities
  - Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act

## Outdoor Play Spaces, Accessibility in Design

To be implemented prior to January 1, 2016

- When constructing new or redeveloping existing play spaces that they intend to maintain, obligated organizations, other than small organizations, shall:
  - incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design of outdoor play spaces
  - ensure that outdoor play spaces have a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space

## Parks

Make all facets of municipal parks accessible, including but not limited to pools, splash pads, equipment, pathways and washrooms facilities.

Accessible equipment in being installed in all city parks as equipment replacements are required

- ✓ Riverdale Park
- ✓ Reg Campbell Park
- ✓ Mattice Park
- ✓ Kinsmen Park
- ✓ St. Joe's Park and Kinsmen Park have special needs swings
- ✓ Laframboise Park
- ✓ Lamoureux Park
- ✓ Menard Park
- ✓ St-Joseph Park
- ✓ Adams Park
- ✓ Daprat Park has had an accessible playground installed and a paved pathway
- ✓ King George Park has a new swing set installed with a special needs swing
- ✓ St-Denis Field (former Bob Turner site) has an accessible washroom

## Outdoor Pools

Ongoing

- ✓ Provide access to outdoor pools by making pools, entrances to pool areas, washrooms and curbs accessible (deleted from the Plan)

These items were considered during the completion of the Ten-Year Recreation Master Plan. The issue of outdoor pools and whether they will be kept or replaced with splash pads has been studied. Extensive communication with user groups, especially MAAC, has occurred with the Consultant hired to conduct the completion of the Ten-Year Recreation Master Plan

## Splash Pads

- ✓ Accessible splash pads in Lamoureux Park and St. Theresa's Park with washrooms

## Priority Seating

- ✓ Providing a priority seating area at all community events including seats that may be of the folding type in order to facilitate wheelchair access and stowage and separate spaces to accommodate wheelchairs and to provide signage to indicate the area and request to vacate seats for use by passengers with disability / mobility needs

## Exterior Paths of Travel

Exterior Paths of Travel, Application

To be implemented prior to January 1, 2016

This Part applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience

This Part does not apply to paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the *Building Code Act, 1992*

## Exterior Paths of Travel, General Obligation To be implemented prior to January 1, 2016

- Obligated organizations, other than small organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in this Part.

## Exterior Paths of Travel, Technical Requirements To be implemented prior to January 1, 2016

- When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall ensure that new and redeveloped exterior paths of travel meet the following requirements:
  - The exterior path must have a minimum clear width of 1,500 mm, but this clear width can be reduced to 1,200 mm to serve as a turning space where the exterior path connects with a curb ramp.
  - Where the head room clearance is less than 2,100 mm over a portion of the exterior path, a rail or other barrier with a leading edge that is cane detectable must be provided around the object that is obstructing the head room clearance.
  - The surface must be firm and stable
  - The surface must be slip resistant
  - Where an exterior path has openings in its surface:
    - the openings must not allow passage of an object that has a diameter of more than 20 mm
    - any elongated openings must be oriented approximately perpendicular to the direction of travel
  - The maximum running slope of the exterior path must be no more than 1:20, but where the exterior path is a sidewalk, it can have a slope of greater than 1:20, but it cannot be steeper than the slope of the adjacent roadway

- The maximum cross slope of the exterior path must be no more than 1:20, where the surface is asphalt, concrete or some other hard surface, or no more than 1:10 in all other cases.
- The exterior path must meet the following requirements:
  - It must have a 1:2 bevel at changes in level between 6 mm and 13 mm
  - It must have a maximum running slope of 1:8 or a curb ramp that meets the requirement of section 80.26 at changes in level of greater than 13 mm and less than 75 mm
  - It must have a maximum running slope of 1:10 or a curb ramp that meets the requirement of section 80.26 at changes in level of 75 mm or greater and 200 mm or less
  - It must have a ramp that meets the requirements of section 80.24 at changes in level of greater than 200 mm
- The entrance to the exterior path of travel must provide a minimum clear opening of 850 mm, whether the entrance includes a gate, bollard or other entrance design

#### Exterior Paths of Travel, Ramps

To be implemented prior to January 1, 2016

- Where an exterior path of travel is equipped with a ramp, the ramp must meet the following requirements:
  - The ramp must have a minimum clear width of 900 mm
  - The surface of the ramp must be firm and stable
  - The surface of the ramp must be slip resistant
  - The ramp must have a maximum running slope of no more than 1:15

- The ramp must be provided with landings that meet the following requirements:
  - Landings must be provided:
    - at the top and bottom of the ramp
    - where there is an abrupt change in direction of the ramp
    - at horizontal intervals not greater than nine metres apart
  - Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp:
    - Landings must be a minimum of 1,670 mm in length and at least the same width of the ramp for an in-line ramp
    - Landings must have a cross slope that is not steeper than 1:50
- Where a ramp has openings in its surface:
  - the openings must not allow passage of an object that has a diameter of more than 20 mm
  - any elongated openings must be oriented approximately perpendicular to the direction of travel
- A ramp must be equipped with handrails on both sides of the ramp and the handrails must:
  - be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more than 155 mm and whose largest cross-sectional dimension is not more than 57 mm
  - be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that handrails not meeting these requirements are permitted provided they are installed in addition to the required handrail

- terminate in a manner that will not obstruct pedestrian travel or create a hazard
- extend horizontally not less than 300 mm beyond the top and bottom of the ramp
- be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached
- be designed and constructed such that handrails and their supports will withstand the loading values obtained from the non-concurrent application of a concentrated load not less than 0.9 kN applied at any point and in any direction for all handrails and a uniform load not less than 0.7 kN/metre applied in any direction to the handrail
- Where the ramp is more than 2,200 mm in width:
  - one or more intermediate handrails which are continuous between landings shall be provided and located so that there is no more than 1,650 mm between handrails
  - the handrails must meet the requirements set out in paragraph 7
- The ramp must have a wall or guard on both sides and where a guard is provided, it must:
  - be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface
  - be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing

- The ramp must have edge protection that is provided:
  - with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided
  - with railings or other barriers that extend to within 50 mm of the finished ramp surface

In this section, “kN” means kilonewtons

### Exterior Paths of Travel, Stairs

To be implemented prior to January 1, 2016

- Where stairs connect to exterior paths of travel, the stairs must meet the following requirements:
  - The surface of the treads must have a finish that is slip resistant
  - Stairs must have uniform risers and runs in any one flight
  - The rise between successive treads must be between 125 mm and 180 mm
  - The run between successive steps must be between 280 mm and 355 mm
  - Stairs must have closed risers.
  - The maximum nosing projection on a tread must be no more than 38 mm, with no abrupt undersides
  - Stairs must have high tonal contrast markings that extend the full tread width of the leading edge of each step
  - Stairs must be equipped with tactile walking surface indicators that are built in or applied to the walking surface, and the tactile walking surface indicators must:
    - have raised tactile profiles
    - have a high tonal contrast with the adjacent surface



- be located at the top of all flights of stairs
- extend the full tread width to a minimum depth of 610 mm commencing one tread depth from the edge of the stair
- Handrails must be included on both sides of stairs and must satisfy the requirements set out in paragraph 7 of subsection 80.24 (1)
- A guard must be provided that is not less than 920 mm, measured vertically to the top of the guard from a line drawn through the outside edges of the stair nosings and 1,070 mm around the landings and is required on each side of a stairway where the difference in elevation between ground level and the top of the stair is more than 600 mm but, where there is a wall, a guard is not required on that side
- Where stairs are more than 2,200 mm in width
  - one or more intermediate handrails that are continuous between landings must be provided and located so there is no more than 1,650 mm between handrails
  - the handrails must satisfy the requirements set out in paragraph 7 of subsection 80.24 (1)

#### Exterior Paths of Travel, Curb Ramps

To be implemented prior to January 1, 2016

- Where a curb ramp is provided on an exterior path of travel, the curb ramp must align with the direction of travel and meet the following requirements:
  - The curb ramp must have a minimum clear width of 1,200 mm, exclusive of any flared sides
  - The running slope of the curb ramp must:
    - be a maximum of 1:8, where elevation is less than 75 mm
    - be a maximum of 1:10, where elevation is 75 mm or greater and 200 mm or less

- The maximum cross slope of the curb ramp must be no more than 1:50
- The maximum slope on the flared side of the curb ramp must be no more than 1:10
- Where the curb ramp is provided at a pedestrian crossing, it must have tactile walking surface indicators that:
  - have raised tactile profiles
  - have a high tonal contrast with the adjacent surface
  - are located at the bottom of the curb ramp
  - are set back between 150 mm and 200 mm from the curb edge
  - extend the full width of the curb ramp
  - are a minimum of 610 mm in depth

In this section, “curb ramp” means a ramp that is cut through a curb or that is built up to a curb

#### Exterior Paths of Travel, Depressed Curbs

To be implemented prior to January 1, 2016

- Where a depressed curb is provided on an exterior path of travel, the depressed curb must meet the following requirements:
  - The depressed curb must have a maximum running slope of 1:20
  - The depressed curb must be aligned with the direction of travel
  - Where the depressed curb is provided at a pedestrian crossing, it must have tactile walking surface indicators that
    - have raised tactile profiles
    - have high tonal contrast with the adjacent surface
    - are located at the bottom portion of the depressed curb that is flush with the roadway

- are set back between 150 mm and 200 mm from the curb edge
- are a minimum of 610 mm in depth

In this section, “depressed curb” means a seamless gradual slope at transitions between sidewalks and walkways and highways, and is usually found at intersections

#### Exterior Paths of Travel, Accessible Pedestrian Signals

To be implemented prior to January 1, 2016

- Where new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover, they must be accessible pedestrian signals
- Accessible pedestrian signals must meet the following requirements:
  - They must have a locator tone that is distinct from a walk indicator tone
  - They must be installed within 1,500 mm of the edge of the curb
  - They must be mounted at a maximum of 1,100 mm above ground level
  - They must have tactile arrows that align with the direction of crossing
  - They must include both manual and automatic activation features
  - They must include both audible and vibro-tactile walk indicators
- Where two accessible pedestrian signal assemblies are installed on the same corner, they must be a minimum of 3,000 mm apart
- Where the requirements in subsection (3) cannot be met because of site constraints or existing infrastructure, two accessible pedestrian signal assemblies can be installed on a single post, and when this occurs, a verbal announcement must clearly state which crossing is active

In this section, “pedestrian crossover” means a pedestrian crossover as defined in subsection 1 (1) of the Highway Traffic Act

## Exterior Paths of Travel, Rest Areas

To be implemented prior to January 1, 2016

- When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall consult on the design and placement of rest areas along the exterior path of travel and shall do so in the following manner:
  - The Government of Ontario, the Legislative Assembly, designated public sector organizations and large organizations must consult with the public and persons with disabilities
  - Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act

### Exceptions, Limitations

- Where an exception is permitted to a requirement for an exterior path of travel, the exception applies solely:
  - to the particular requirement for which the exception is allowed and not to any other requirement that applies to the exterior path
  - to the portion of the exterior path for which it is claimed and not to the exterior path in its entirety

### Exceptions, General

- Exceptions to the requirements that apply to exterior paths of travel are permitted where obligated organizations, other than small organizations, can demonstrate one or more of the following:
  - The requirements, or some of them, would likely affect the cultural heritage value or interest of a property identified, designated or otherwise protected under the *Ontario Heritage Act* as being of cultural heritage value or interest

- The requirements, or some of them, would affect the preservation of places set apart as National Historic Sites of Canada by the Minister of the Environment for Canada under the *Canada National Parks Act* (Canada)
- The requirements, or some of them, would affect the national historic interest or significance of historic places marked or commemorated under the *Historic Sites and Monuments Act* (Canada)
- The requirements, or some of them, might damage, directly or indirectly, the cultural heritage or natural heritage on a property included in the United Nations Educational, Scientific and Cultural Organisation's World Heritage List of sites under the Convention Concerning the Protection of the World Cultural and Natural Heritage
- There is a significant risk that the requirements, or some of them, would adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values, whether the adverse effects are direct or indirect
- It is not practicable to comply with the requirements, or some of them, because existing physical or site constraints prohibit modification or addition of elements, spaces or features, such as where increasing the width of the exterior path would narrow the width of the adjacent highway or locating an accessible pedestrian signal pole within 1,500 mm of the curb edge is not feasible because of existing underground utilities

## Sidewalk Construction

### Ongoing

- ✓ All sidewalks are obtaining accessible features during repairs and new construction

## Accessible Parking

### Application, Off-Street Parking

To be implemented prior to January 1, 2016

- Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part.

### Exceptions

- The requirements in respect of off-street parking facilities do not apply to off-street parking facilities that are used exclusively for one of the following:
  - Parking for buses
  - Parking for delivery vehicles
  - Parking for law enforcement vehicles
  - Parking for medical transportation vehicles, such as ambulances
  - Parking used as a parking lot for impounded vehicles
- The requirements in respect of off-street parking facilities do not apply to off-street parking facilities if:
  - the off-street parking facilities are not located on a barrier-free path of travel, regulated under Ontario Regulation 350/06 (Building Code) made under the *Building Code Act, 1992*
  - the obligated organization has multiple off-street parking facilities on a single site that serve a building or facility

## Types of Accessible Parking Spaces

To be implemented prior to January 1, 2016

- Off-street parking facilities must provide the following two types of parking spaces for the use of persons with disabilities:
  - Type A, a wider parking space which has a minimum width of 3,400 mm and signage that identifies the space as “van accessible”.
  - Type B, a standard parking space which has a minimum width of 2,400 mm.

## Access Aisles

To be implemented prior to January 1, 2016

- Access aisles, that is the space between parking spaces that allows persons with disabilities to get in and out of their vehicles, must be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities
- Access aisles may be shared by two parking spaces for the use of persons with disabilities in an off-street parking facility and must meet the following requirements:
  - They must have a minimum width of 1,500 mm
  - They must extend the full length of the parking space
  - They must be marked with high tonal contrast diagonal lines, which discourages parking in them, where the surface is asphalt, concrete or some other hard surface

## Minimum Number and Type of Accessible Parking Spaces To be implemented prior to January 1, 2016

- Off-street parking facilities must have a minimum number of parking spaces for the use of persons with disabilities, in accordance with the following requirements:
  - One parking space for the use of persons with disabilities, which meets the requirements of a Type A parking space, where there are 12 parking spaces or fewer
  - Four per cent of the total number of parking spaces for the use of persons with disabilities, where there are between 13 and 100 parking spaces in accordance with the following ratio, rounding up to the nearest whole number:
    - Where an even number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, an equal number of parking spaces that meet the requirements of a Type A parking space and a Type B parking space must be provided
    - Where an odd number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space
  - One parking space for the use of persons with disabilities and an additional three per cent of parking spaces for the use of persons with disabilities, where there are between 101 and 200 parking spaces must be parking spaces for the use of persons with disabilities, calculated in accordance with ratios set out in subparagraphs 2 i and ii, rounding up to the nearest whole number



- Two parking spaces for the use of persons with disabilities and an additional two per cent of parking spaces for the use of persons with disabilities, where there are between 201 and 1,000 parking spaces must be parking spaces for the use of persons with disabilities in accordance with the ratio in subparagraphs 2 i and ii, rounding up to the nearest whole number
- Eleven parking spaces for the use of persons with disabilities and an additional one per cent of parking spaces for the use of persons with disabilities, where more than 1,000 parking spaces are provided must be parking spaces for the use of persons with disabilities in accordance with the ratio in subparagraphs 2 i and ii, rounding up to the nearest whole number
- If an obligated organization provides more than one off-street parking facility at a site, the obligated organization shall calculate the number and type of parking spaces for the use of persons with disabilities according to the number and type of parking spaces required for each off-street parking facility
- In determining the location of parking spaces for the use of persons with disabilities that must be provided where there is more than one off-street parking facility at a site, an obligated organization may distribute them among the off-street parking facilities in a manner that provides substantially equivalent or greater accessibility in terms of distance from an accessible entrance or user convenience
- For the purposes of subsection (3), the following factors may be considered in determining user convenience:
  - Protection from the weather
  - Security
  - Lighting
  - Comparative maintenance

## Signage

To be implemented prior to January 1, 2016

- Obligated organizations shall ensure that parking spaces for the use of persons with disabilities as required under section 80.36 are distinctly indicated by erecting an accessible permit parking sign in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990 (Accessible Parking for Persons with Disabilities) made under *the Highway Traffic Act*

## Exception

- An exception to the required minimum number of parking spaces for the use of persons with disabilities is permitted where an obligated organization can demonstrate that it is not practicable to comply with the requirement because existing physical or site constraints prevent it from meeting the required ratio, such as where the minimum width for parking spaces for persons with disabilities or access aisles cannot be met because of existing pay and display parking meters, surrounding curb edges, walkways, landscaping or the need to maintain a minimum drive aisle width
- Where an obligated organization claims an exception to the minimum number of parking spaces for the use of persons with disabilities, it shall provide as close to as many parking spaces for the use of persons with disabilities that meet the requirements of this Part, as would otherwise be required under subsection 80.36 (1) or (2), as the case may be, that can be accommodated by the existing site and:
  - where that number is an even number, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space; and

- where that number is an odd number, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space.

### On-Street Parking Spaces

To be implemented prior to January 1, 2016

- When constructing or redeveloping existing on-street parking spaces, designated public sector organizations shall consult on the need, location and design of accessible on-street parking spaces and shall do so in the following manner:
  - Designated public sector organizations must consult with the public and persons with disabilities.
  - Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act.

In this section and despite section 2, “designated public sector organization” means every municipality and every person or organization described in Schedule 1 to this Regulation, but not persons or organizations listed in Column 1 of Table 1 to Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies — Definitions) made under the *Public Service of Ontario Act, 2006*

### Parking for People with Disabilities Program

- ✓ Providing parking at all on-street metered zones, and off-street paid parking at all municipal public parking lots free of charge for persons with disabilities
- ✓ Extended parking at any time-limited on-street and off-street parking zone to three (3) hours maximum for persons with disabilities regardless of the time limit displayed by official signs or other means

## By-law for Safe Operation of Wheelchairs

- ✓ By-law 037-2004 sets out rules in order to improve the safe operation of motorized wheelchairs, as well as motorist and pedestrian's safety on City streets and sidewalks. The set of rules also serves as a toll for the disability community to advise its members with respect to how to drive in a more consistent and safer manner.

## Obtaining Services

### Application

- Obligated organizations shall meet the requirements set out in this Part in respect of the following:
  - All newly constructed service counters and fixed queuing guides
  - All newly constructed or redeveloped waiting areas

For the purposes of this Part, requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors.

### Service Counters

To be implemented prior to January 1, 2016

- When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:
  - There must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters
  - Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters
  - The service counter that accommodates mobility aids must meet the following requirements:

- The countertop height must be such that it is usable by a person seated in a mobility aid
- There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required
- The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid

### Fixed Queuing Guides

To be implemented prior to January 1, 2016

- When constructing new fixed queuing guides, the following requirements must be met:
  - The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices.
  - The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction.
  - The fixed queuing guides must be cane detectable.

### Waiting Areas

To be implemented prior to January 1, 2016

- When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space.

For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait.

## Maintenance

### Maintenance of Accessible Elements

To be implemented prior to January 1, 2016

- In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:
  - Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part
  - Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order

## Benson Centre

- ✓ Cornwall's newest accessible recreation facility, offering 3 NHL sized ice rinks, an indoor field house and indoor tennis court

## Aquatic Centre

- ✓ The Cornwall Aquatic Centre is a beautiful and accessible new facility that houses the Kinsmen Pool, a six-lane 25 meter tank, along with a two-storey waterslide, toddler leisure pool and spacious whirlpool

## Cornwall Civic Complex

- Replace the existing ramp at the rear of the Cornwall Civic Complex with a newly accessible ramp
- Redesign and replace the existing steps and ramps at the front of the Cornwall Civic Complex to incorporate a newly accessible entrance
- Until the front entrance is has been redesigned and replaced install railings inside the main entrance of the Cornwall Civic Complex, between the two sets of doors, to separate wide ramp and create separation for two way traffic
- Install accessible ramp to the patio/restaurant on the west side of the Cornwall Civic Complex

## Accessible Signage

- ✓ In July of 2012, the City of Cornwall hired an Engineering Firm to evaluate the suitability of any existing accessibility signage as well as identify locations where additional accessible signage was required. The results were compiled in a report identifying accessibility signage requirements in the city facilities in order to comply with the appropriate legislation as well as to reflect the relevant technical guidelines associated with accessibility and barrier-free design.
- ✓ Following this report, accessible signage was designed and purchased for both floors of the Department of Social and Housing Services.
- ✓ In 2014, the City of Cornwall received funding under the Enabling Accessibility Fund - Small Project Component for the production and installation of accessible signage throughout the rest of its facilities. The signage was designed and purchased for Municipal Works, Lamoureux Park Bandshell and Splashpad, Cornwall Transit, Purchasing, Police Station (three floors), City Hall, Aquatic Centre, Cornwall Public Library and Civic Complex (Arena, Rink, Salons and three floors).

## VisitAbility Project

- Municipal Accessibility Advisory Committee is requesting the VisitAbility Project in Cornwall.

The Canadian Centre on Disability Studies has launched the Collaborative Knowledge Building and Action for VISIBLE Housing in Canadian Cities Project.

The VisitAbility Project intends to promote visible housing for all Canadians, including persons with disabilities and seniors.

The Visitability Project is a national initiative that will run until March 2016.

This project was funded by the Government of Canada's Social Development Partnerships Program — Disability Component.

## Concept

VisitAbility Housing is the concept of designing and building homes with basic accessibility features that provide easy access on the main level for everyone

## VisitAbility Features

VisitAbility homes have three accessibility features on the main floor:

- No-step entrance (at the front, back or side of the house)
- Wider doorways and hallways (minimum 36") on the main floor
- Wheelchair accessible bathroom (minimum 5' turning radius)
- VisitAbility does not mean fully accessible or universal design, it does not apply to the upper floors or basement

## Advantages

- Easy access to the house and convenience in the house
- Aging in place
- Reduced risks of fall or injuries at home
- Convenience for everyone: people with mobility issues, those with young children in strollers, those carrying large or heavy items, furniture or equipment
- Reduced costs for home renovations at time of mobility changes
- Reduced need for costly personal care services
- Aesthetic Appeal



## Ramp Project

- Municipal Accessibility Advisory Committee is requesting for a Ramp Project in Cornwall

The point of the ramp project is to build and provide temporary, weatherproof, slip-resistant ramps

The Ramp Project is a simple but effective plan for local businesses to make use of temporary, weatherproof, slip-resistant ramps

Because the ramps are viewed as "temporary," they do not have to fall within the strictures of the Ontario Building Code

## Ontario Renovates

Ontario Renovates is a Ministry of Municipal Affairs and Housing (MMAH) program for low and modest income households that provides funding for the following:

- a. Major repairs and rehabilitation required to make a house safe
- b. Housing modifications to increase accessibility

The City of Cornwall as Service Manager delivers the Ontario Renovates funding to eligible property owners within the City of Cornwall and United Counties of Stormont, Dundas & Glengarry.

- ✓ Since 2012, six homes were remodeled to include accessible washrooms (shower and grab bars), three homes were equipped with stair lifts, two homes saw the addition of a bath lift and one home had a ramp installed.

## Colour / Tonal Contrast – Ongoing

- ✓ Develop guidelines for textural and colour systems to be used on, but not limited to, ground and floor surfaces, walls, doors, stairs and handrails including the use of colour contrast strips across all glass doors, mounted at eye level, as well as colour-contrasting doorframes and door hardware

## Emergency Warning Systems

- Develop a plan for the installation of emergency warning systems in all municipal buildings that will also serve the visually and hearing impaired

This item is considered when any renovations are to be done

Some older buildings may require new wiring systems to accommodate

The Cornwall Civic Complex and Aquatic Centre have been retrofitted with the latest emergency warning system

## Informal Audits - Ongoing

- ✓ Incorporate monthly Health and Safety Committee inspections include the removal of physical barriers

The Health and Safety Committee ensures that all employees have safe access

Workers with a disability are provided with workplace assessments, accessible parking, appropriate workstation, etc.

All workers with a disability who return to a modified or light duty position are assessed independently to identify how the City can best fit the workplace to them. These identified needs are implemented in order to allow the workers to return to gainful employment

## Snow Clearing - Ongoing

- ✓ Monitor snow clearing guidelines, with input from MAAC, and the process to be used for streets, sidewalks and cross signals

The current course of action is to provide a hard surface for sidewalks. This could be either hard packed snow or cleaned down to the concrete or asphalt

Cross signals are cleared as part of the normal sidewalk clearing operation, however, they are sometimes refilled by the roadway plows as they complete their operations. In these cases, crosswalks and signal buttons are redone following completion of normal snow clearing operations

Communicating regularly MAAC

Although this barrier will most likely never be completely removed, efforts to continue to provide the best service possible will be monitored

### **Accessible Dog Park**

- X The Dog Park project was not approved and has been removed from The Plan.

### **Downtown Accessibility - Ongoing**

- ✓ Incorporate accessibility improvements and ramps in Heart of the City Community Improvement Plan

Under the Heart of the City (HOTC) Community Improvement Plan (CIP), accessibility improvements and ramps are eligible for funding under Program 4 Facade or Program 2 Building Restoration. When a building is being retrofitted, the Ontario Building Code is the means for determining the requirements for accessibility. Most property owners try to incorporate this issue even when it is not a code requirement, as it is a benefit to their clientele. Feasibility may be a determining factor, however previous applications do not indicate this.

On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12. The effective date of the amendment is January 1, 2015. The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated. They maintain Ontario's leadership role in requirements for barrier-free design.

Amended requirements cover a range of areas, including:

- a) Requirements for visual fire alarms to be installed in all public corridors of multi-unit residential buildings and in all multi-unit residential suites
- b) Requirements for all smoke alarms in all buildings, including houses, to include a visual component

- c) Requirements for an elevator or other barrier-free access to be provided between storeys in most buildings, with some exemptions for small residential and business occupancy buildings
- d) Requirements for power door operators to be provided at entrances to a wider range of buildings, and at entrances to barrier-free washrooms and common rooms in multi-unit residential buildings
- e) Updated requirements for barrier-free washrooms and universal washrooms
- f) Requirements for barrier-free access to public pools and spas
- g) Updated requirements for accessible and adaptable seating spaces in public assembly buildings such as theatres, lecture halls and places of worship

### **Audible Signals - Ongoing**

Equip all traffic lights with audible signals

Audible signals have been installed and are in use at the following intersections:

- ✓ Water Street and Pitt Street
- ✓ Ninth Street and Sydney Street
- ✓ Ninth Street and Pitt Street
- ✓ Second Street and Sydney Street
- ✓ Second Street and Pitt Street
- ✓ Second Street and Glengarry Boulevard
- ✓ Montreal Road and McDonnell Avenue
- ✓ Ninth Street and Cumberland Street

## Lighting

- ✓ As design changes are carried out in various buildings, lighting systems are upgraded both to address building code requirements and energy efficiency

## Washroom Facilities

- ✓ Most bathroom facilities have been made accessible, however, as design changes are carried out in various buildings accessible washroom facilities are being installed

## Floor Layout

- ✓ As City buildings and/or offices are renovated and upgraded, the Ontario Building Code (OBC) is applied in the design of the new spaces. Floor layouts will be monitored

## Drinking Fountains

- ✓ As design changes are carried out in various buildings consideration is being given to the replacement of drinking fountains to allow access to persons with disabilities. The retrofitting of the water fountains at the Cornwall Civic Complex represents a high capital cost as they are combined with fire hose and stand pipe cabinets. Drinking fountains will be monitored as new construction and repairs occur

## Doors, Door Hardware, Counters, Entrances, Glass Doors, Walls, Railing and Ramps

- Considerable work has already been done regarding improved accessibility to our buildings. The City will continue to make changes wherever and whenever practical.
- ✓ During 2008, extensive renovations have occurred at the Cornwall Civic Complex and at the City Hall Complex.
- ✓ Again as offices are redesigned, barrier free accessibility will be incorporated into the design as mandated by the Ontario Building Code (OBC)

## Elevators

- Make all Elevators accessible
- ✓ The South Unit elevator at the Cornwall Civic Complex has been completed and the work to retrofit it began in mid July, 2008

## Commitment

The City of Cornwall is committed to making accessibility throughout the organization a reality: Our progress so far would have not been possible without the vision of the members of the Municipal Accessibility Advisory Committee and Administration and their accessibility planning and the commitment of many individuals with and without disabilities. We thank them for the invaluable feedback, input and dedication to this work.

There is much more to accomplish. Many of our initiatives are in full swing and more are on the drawing board. We will continue to identify and remove barriers at every level of the organization in order to create accessible spaces and services that everyone can use.

We'd like to hear from you!

Do you have any thoughts or feedback on what has been accomplished so far? Do you have ideas on how plans or projects could be improved? Do you need any other information to move forward with your own plans?

Please contact us with your questions and ideas. We would be pleased to hear from you.

Phone: 613-930-2787 ext 2316

Mail: The Corporation of the City of Cornwall  
360 Pitt Street  
Cornwall, Ontario  
K6J 3P9  
Manon L. Levesque, Deputy City Clerk and Accessibility Advisor

E-mail: [mlevesque@cornwall.ca](mailto:mlevesque@cornwall.ca)