



2012 Accessibility Plan City of St. Thomas

**This publication is available in alternate formats upon
request.**

OFFICE OF THE MAYOR



545 Talbot Street • P.O Box 520 • City Hall • St. Thomas • Ontario N5P 3V7
Tel: (519) 631-1680 or Fax: (519) 631-9019

In the City of St. Thomas we strive to make our City the best it can be.

St. Thomas is committed to providing an accessible community for people with disabilities and the maturing population.

Over the past several years the city has addressed several issues which were identified in the 2008 plan.

As we move forward the City will remain committed to removing barriers and improving accessibility for those who live, work, play and visit the City of St. Thomas.

Heather Jackson
Mayor

The Municipal Accessibility Advisory Committee has diligently advised the Council of the City of St. Thomas on the accessibility issues in our City.

We have worked with Council to improve many of the City's venues.

Our standing issues are being dealt with as the City is able to finance the work.

The Committee is committed to making St. Thomas a barrier free City by 2025.

Ed McLachlan, 2012 Chairperson
Municipal Accessibility Advisory Committee

2012 Accessibility Plan

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Section 1: Municipal Overview

1.1 Municipality

The City of St. Thomas is located in the heart of Southwestern Ontario, approximately halfway between Toronto and Detroit, and approximately 25 kilometers south of London and 13 kilometers north of the Lake Erie shoreline.

St. Thomas is a single tier municipality within Elgin County with a population of approximately 36,000. Surrounding St. Thomas are numerous picturesque towns, lakeside villages and historic hamlets, each with their own unique charm.

The Council of the City of St. Thomas is comprised of eight members – one Mayor and seven City Councillors. Under the guidance and leadership of the Mayor and City Council, the CAO/Clerk and City Departments provide administrative and operational services considered essential for living.

The following departments, boards and entities are under the jurisdiction of the City of St. Thomas:

City Clerk's Department
Environmental Services
Human Resources
St. Thomas-Elgin Ontario Works
Planning
St. Thomas Library
Valleyview Home

Economic Development Corp.
Fire Department
Mayor's Office
Parks and Recreation Services
Police Department
Treasury

1.2 Key Contacts

Melanie Knapp, Secretary, MATC
Clerk's Department, City of St. Thomas
545 Talbot Street, St. Thomas, ON N5P 3V7
Phone: (519) 631-1680 ext. 4122
Fax: (519) 633-9019
mknapp@city.st-thomas.on.ca

1.3 Executive Summary

The City of St. Thomas is pleased to present its annual Accessibility Plan as mandated by the *Ontarians with Disabilities Act, 2001* (ODA). More recently, the Province of Ontario passed the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), which calls for the development and enforcement of accessibility standards applicable to both the public and private sector. The AODA is intended to eliminate discrimination against people with disabilities and seeks to achieve a barrier free province by 2025. This legislation, in conjunction with the *Ontarians with Disabilities Act, 2001* (ODA), requires municipalities to develop an annual Accessibility Plan and an Accessibility Advisory Committee.

People with disabilities represent a growing part of the population. According to the Ontario Ministry of Community and Social Services, about 1.85 million Ontarians report that they have a disability. It is estimated that this number is on the rise and that within the next two decades 20% of the population will have a disability.

This Accessibility Plan was prepared in consultation with the St. Thomas Municipal Accessibility Advisory Committee (MAAC), the City of St. Thomas Accessibility Technical Committee, the Province of Ontario and other municipalities.

This Plan contains a review of accessibility initiatives undertaken in 2011; a summary of barrier prevention measures the City currently has in place; a description of strategic actions planned for 2012; and suggestions from MAAC with responses from staff.

Information about accessibility is also available on the City of St. Thomas' website at www.city.st-thomas.on.ca.

1.4 Accessibility Objectives

The objectives of the City of St. Thomas in regards to accessibility are:

- To promote public awareness and sensitivity to all persons with disabilities;
- To encourage co-operation between all service and interest groups;
- To identify and document relevant issues and concerns;
- To create a community that provides opportunities for barrier-free access to housing, transportation, education, recreation, health care and employment;
- To embrace the concept of universal design to include the needs of disabled citizens and an aging population;
- To ensure that policies and practices are maintained in relationship to the development and redevelopment of services and facilities that have regard to persons with disabilities and aging population statistics;
- To ensure that the City receives the maximum economic benefits from building an accessible City including an increased potential for tourism, retail business and accommodating conventions; and,
- To encourage public participation and civic engagement in community accessibility issues.

To achieve these objectives, the 2012 Accessibility Plan involves the following:

- Representation of City Departments on the Accessibility Technical Committee;
- Information sharing with the St. Thomas Municipal Accessibility Advisory Committee (MAAC), Province of Ontario, other Ontario municipalities and the general public;
- Ongoing review of selected City of St. Thomas by-laws, policies, programs, practices and services to determine their impact on accessibility;
- Monitoring the legislated AODA, 2005 accessibility standards, 2009 Customer Service Standard, and 2011 Integrated Accessibility Standards; and,
- Continued allocation of dedicated capital funds to remove barriers in municipal buildings.

1.5 Municipal Accessibility Advisory Committee

The mandate of the Municipal Accessibility Advisory Committee (MAAC) is to advise and assist the City of St. Thomas, including the City's agencies, boards and commissions, in developing and facilitating a barrier-free St. Thomas. As required by the Act, a majority of the members of the MAAC include persons with disabilities.

1.6 Accessibility Technical Committee

The Accessibility Technical Committee consists of six members from various departments in the City. The Committee works with the Municipal Accessibility Advisory Committee (MAAC) toward the improvement of accessibility issues in the City and reports directly to the CAO/Clerk. Committee members meet regularly to discuss issues, provide updated information on accessibility initiatives and suggestions to the CAO/Clerk. A representative attends Municipal Accessibility Advisory Committee meetings each month.

Section 2: Legislative Requirements (*Ontarians with Disabilities Act, 2001*)

This section of the Accessibility Plan captures the City's commitment to accessibility and contains:

- A report on measures taken to remove barriers in 2011;
- A summary of measures adopted to identify, remove and prevent barriers to access; and,
- A list of initiatives to be undertaken in 2012.

2.1 2011 Accessibility Report

Section 11 (3) (a) of the *Ontarians with Disabilities Act, 2001* (ODA) requires municipalities to report on the measures taken in the past year to identify, remove and prevent barriers to access for persons with disabilities. Measures achieved under the 2011 Accessibility Plan are highlighted in this section which is organized based on the City's departmental structure.

City Clerk's Office		
Accessibility Issue	2011 Action to take place	Status
Information Accessibility at 2010 Elections	Accessibility Election Report submitted and approved by Council.	Completed
Review Taxicab Accessibility	Ensure not charging a higher fare or an additional fee for persons with disabilities and no extra charge for storage of mobility aids or assistive devices on taxicabs Ensure owners and operators place vehicle registration and identification on rear bumper of taxicabs and make information available to passengers with disabilities	Completed
Communications/ Information 2012 Accessibility Plan	2012 Accessibility Plan produced in recommended font and available in accessible formats upon request	Completed

Environmental Services - Roads and Transportation		
Accessibility Issue	2011 Action to be taken	Status
Transit - Integrated Accessibility Legislation section 35	2011 Requirement - Non functioning accessibility equipment repair	Completed
Transit - Integrated Accessibility Legislation section 46	2011 Requirement - Fares	Completed
Transit - Integrated Accessibility Legislation section 47	2012 Requirement - May use closest available transit stops	Completed
Transit - Integrated Accessibility Legislation section 48	2011 Requirement - Storage of mobility aids, etc.	Completed
Transit - Integrated Accessibility Legislation section 51(1)	2011 Requirement - Pre-boarding announcements	Completed
Transit - Integrated Accessibility Legislation section 52	2011 Requirement - On board verbal announcements	Completed
Transit - Integrated Accessibility Legislation section 68	2011 Requirement - Origin to destination services	Completed
Transit - Integrated Accessibility Legislation (various sections)	Future requirement planning. Issuing a tender for the supply and installation of GPS/AVL systems for St. Thomas Transit vehicles that may include some of the future requirements as options	Tender being resubmitted in August 2011. Implementing this first phase in March of 2012.
Transportation - Potential future built environment legislation	Future requirement planning. Identification of future Accessible Pedestrian Signal locations to Council for 2012 Capital Budget approval	Item was submitted for 2012 funding consideration and not approved. (defer to 2012 initiative).
Roads - Intersection safety improvements	Design elements for accessibility	Some capital funding is in place to improve geometric design elements 2011/2012

Environmental Services - Roads and Transportation

Accessibility Issue	2011 Action to be taken	Status
Roads - Curb ramp installation and removal	Report and standard approved by Council	Working forward with plan to add ramps where required and remove ramps that are not safe 2011/2012
Transit - Integrated Accessibility Legislation section 34	2012 Requirement - Availability of information on accessibility equipment, etc.	Transit providers shall meet by January 1, 2012
Transit - Integrated Accessibility Legislation section 37	2012 Requirement - Emergency preparedness and response policies	Transit providers shall meet by January 1, 2012
Transit - Integrated Accessibility Legislation section 44	2012 Requirement - General Responsibilities	Transit providers shall meet by January 1, 2012
Transit - Integrated Accessibility Legislation section 49	2012 Requirement - Provide courtesy seating	Transit providers shall meet by January 1, 2012
Transit - Integrated Accessibility Legislation section 74	2012 Requirement - Companions and children	Transit providers shall meet by January 1, 2012

Environmental Services - Engineering

Accessibility Issue	2011 Action to be taken	Status
2011 Sidewalk Replacement	<ul style="list-style-type: none"> • Installed sidewalk ramps at intersections with guidance lines • Replaced sidewalks to allow improved pedestrian movements • Private sidewalk replacement with grades of less than 8% 	Completed
2011 Road Rehabilitation	<ul style="list-style-type: none"> • Improved the ride comfort rating with a new pavement surface to allow improved road crossing and traveling for both vehicular and pedestrians <ul style="list-style-type: none"> ○ Elm St between Mandeville Rd to 70m west of Elmina St ○ Airey Ave between Fairview Ave & Aldborough Ave ○ Fairview Ave between Southdale Line & 180m south of Bill Martyn Pkwy ○ Fifth Ave between Erie St and Elm St (excluding Hemlock St to Dunkirk Dr) ○ First Ave between Wellington St & north side of CASO Railway lands - spot milling repairs 	Completed
Traffic Signal Rebuilds/Installations	<p>Parkside Drive/Elm Street Intersection</p> <ul style="list-style-type: none"> • Installed sidewalk ramps at intersections with guidance lines • Installed 1.5 metre wide sidewalks • Private sidewalk replacement with grades of less than 8% 	Completed
City Sidewalk Standard	<p>The City's Standards were revised to reflect all City sidewalks shall be constructed to a minimum width of 1.5 metres</p>	Completed

Accessibility Issue	2011 Action to be taken	Status
Traffic Signal Rebuilds/Installations	Talbot and Ross Traffic Signal Rebuild, Talbot Street and Burwell Road Traffic Signal Rebuild, Wellington and Third Traffic Signal Installation <ul style="list-style-type: none"> • Incorporated directional lines in the sidewalk to facilitate the visually impaired • Installed light pressure push buttons for those who may have difficulty operating regular push buttons • These buttons also have an audible indicator to let the person know that the buttons have been activated • Installed LED technology pedestrian and vehicle signals which are significantly easier to distinguish than formerly used incandescent signals • Where new signal installation occurs, a safer pedestrian crossing is created 	Completed
Traffic Signal Rebuilds/Installations Wellington Street - Talbot Spur Railway Crossing to Moore Street Princess Ave - Gladstone Ave to Roseberry Place Woodworth Ave - Malakoff Street to Talbot Street	Wellington Street - Talbot Spur Railway Crossing to Moore Street <ul style="list-style-type: none"> • Installed sidewalk ramps at intersections with guidance lines • Installed 1.5 metre wide sidewalk • Private sidewalk replacement with grades of less than 8% • Improved the ride comfort rating with a new pavement surface to allow improved road crossing and traveling for both vehicular and pedestrians 	Completed

Fire Department

Accessibility Issue	2011 Action to be taken	Status
Communications/ Information Customer Service Counter	Redesign/Replacement of Customer Reception area and service counter	In progress
Physical Accessibility into administration area	Upgrades to accessibility including washroom facilities, exterior ramp and interior doorways	Application for grant in progress

Human Resources

Accessibility Issue	2011 Action to be taken	Status
Communication/ Information Technology Availability of HR documents in formats that support accessibility	HR will work to implement mechanisms and protocols to ensure the accessible provision of HR documents.	Ongoing

Parks and Recreation		
Accessibility Issue	2011 Action to be taken	Status
Physical Safety Strips on Playground Equipment	Install safety strips on playground equipment to help define steps for visual impairments	Completed
Communication/ Information Corporate Newsletter	Insert Accessibility portion in Corporate Newsletter.	Completed
Information Rates for Parks and Rec programs	Review rates for people with disabilities in parks and rec programs	Completed
Physical Poor lighted facility - DJ Tarry, Emslie Field, New York Central	Improved lighting - upgraded	Completed
Physical Poor toilet seats at DJ Tarry	All new raised toilet seats installed	Completed
Physical Poor condition at Waterworks Park	New Splashpad - waterplay is accessible to all	Completed
Physical Trail link to Lake Margaret	Attach paved link from Lake Margaret into Pinafore Park	Completed
Physical Waterworks Playground - Pea stone under swings not accessible	Pea stone replaced with wood carpet	Completed
Physical Pinafore Park - rest spots/seating along trail/walking routes	3 new benches installed	Completed

Parks and Recreation

Accessibility Issue	2011 Action to be taken	Status
Physical Memorial Arena doors	Automatic sliding doors installed on the North and South ends	Completed
Physical Washrooms at Memorial Arena not accessible	2 accessible washrooms created	Completed
Physical Memorial Arena - South Entrance not Barrier-Free	Installed new concrete ramp entrance	Completed
Physical Require additional disabled persons parking at Memorial Arena	2 additional disabled persons parking spaces created	Completed

Planning

Accessibility Issue	2011 Action to be taken	Status
<p>Communication/ Information</p> <p>Site Plan Control Procedures - Review of applications by MAAC</p>	<ul style="list-style-type: none"> • Established circulation and review protocols with the MAAC • Established Site Plan Standards for barrier-free parking and signage 	<p>Completed</p>
<p>Communication/ Information</p> <p>Standards and definitions in the Zoning By-Law 50-88 supporting barrier-free access (i.e. ramps, parking, signage)</p>	<p>Commenced review of the Zoning By-Law 50-88 and considering options for the implementation of barrier-free access provisions</p>	<p>Ongoing</p>

Police Services

Accessibility Issue	2011 Action to be taken	Status
Communication/ Information technology Website	Enhancements made to website including "External Paid Duty" applications, "Police Records Check" information and a Communication forum	Completed

St. Thomas Public Library

Accessibility Issue	2011 Action to be taken	Status
Communication/ Information Technology Audio Books	Audio book collection of over 1,000 items for the visually impaired	Ongoing
Communication/ Information Technology Large Print	Large Print collection of almost 10,000 items for the visually impaired	Ongoing, and collection growing through donated funds
Communication/ Information Technology Text Magnifier & Voice Reader	Text magnifier, and industry-standard text to voice reader for visually impaired	Ongoing
Physical Enhance access to library services	Home Library Service provides selection and delivery of materials to visually impaired and homebound persons by staff and volunteers	Ongoing
Communication Customer Service Training	All staff, Board and volunteers have completed Customer Service training	Ongoing for new staff and volunteers
Communication/ Information Technology Website	Website has been redesigned incorporating accessibility enhancements	Completed
Physical/ Communication/ Information technology Enhance access to library services	Established Library Accessibility Committee with cross departmental involvement to ensure that the library provides service that complies with the accessibility principles of independence, dignity, integration and equality of opportunity	Ongoing
Physical Enhance access to library services	Incorporated accessibility features in temporary location	Revitalization Project December 31, 2011

St. Thomas Public Library

Accessibility Issue	2011 Action to be taken	Status
Physical/ Communication/ Information technology Disabled Individuals	Working with disabled individuals in the community to meet individual needs	Ongoing
Physical Enhance access to library services	Redesigned floor plan to provide wider aisles between shelving units for ease of turn around, and lower shelves for easier access to materials	Revitalization Project December 31, 2011
Physical Fire Alarm	Investigating strobe light for fire alarm	Revitalization Project December 31, 2011
Physical Elevator	Accessibility enhancements for elevator go beyond minimum, and beyond "Enabling Accessibility" grant requirements	Revitalization Project December 31, 2011
Physical Washrooms	Universal Toilet Room - including space for adult change table - provided on each floor	Revitalization Project December 31, 2011
Communication/ Information Marketing Material	All posters and marketing material invite patrons with special needs to ask for assistance or alternate delivery method	Completed
Physical Door Handles	Change door knob to push or lever handles in public areas - Revitalization Project	Revitalization Project December 31, 2011

St. Thomas-Elgin Ontario Works

Accessibility Issue	2011 Action to be taken	Status
<p>Communication</p> <p>Postal Strike Contingency Plan</p>	<p>Developed seamless Postal Strike Contingency Plan which ensured that all OW clients received monthly financial entitlements. Communication modes included radio, newspaper ads/articles, outbound STEOW phone messaging and posters. Varied communication methods were used to ensure those with disabilities would be able to receive and comprehend the information.</p>	<p>Completed</p>
<p>Physical</p> <p>Elevator</p>	<p>Repair of sole elevator in building so the St. Thomas-Elgin Ontario Works (STEOW) services on the second floor continued to be accessible to the public.</p>	<p>Completed with ongoing monitoring</p>

Treasury

Accessibility Issue	2011 Action to be taken	Status
Communication Website	Review Tool Tips on web pages - make sure they are in place and working Green Headings on web pages changed to black for easier viewing	In progress

Valleyview

Accessibility Issue	2011 Action to be taken	Status
Communication/ Information Customer Service Training	Customer Service Training for Nursing Attendants	Completed
Communication/ Information Documents in Print	Documents provided in Font 16 to residents	Ongoing

2.2 Accessibility Measures

The City of St. Thomas has conducted a comprehensive review of its many by-laws, practices, policies, procedures and services to ensure that consideration for accessibility takes place where appropriate. This section of the report contains a summary of measures and practices in place that ensure consideration for accessibility routinely takes place.

Summary of Accessibility Measures in Place	
Accessibility Issue	General Municipal Practice/Procedure
Consideration for accessibility is an element of the corporate culture	<p>The Accessibility Technical Committee ensures interdepartmental cooperation for accessibility initiatives.</p> <p>Accessibility awareness information is delivered to staff throughout the Corporation.</p> <p>The Municipal Accessibility Advisory Committee (MAAC) provides feedback on municipal capital projects.</p> <p>Policies and procedures related to Accessibility, Notification of the Disruption of Service, Use of Service Animals and Support Persons and Feedback Process are in place in accordance to Ontario Regulation 429/07.</p> <p>The annual Accessibility Plan is regularly monitored by the Accessibility Advisory Committee, Staff, Accessibility Technical Committee, City Departments and Council.</p> <p>Documents are available in alternate format upon request.</p>
Consideration for accessibility is built into municipal decision making processes	Staff responds to accessibility concerns in reports.
Accessibility is given consideration during the procurement process [Ontarians with Disabilities Act, 2001 (ODA) Section 13]	<p>The consideration of accessibility during the procurement process is ensured through Purchasing Services' <i>Ontarians with Disabilities Act, 2001</i> clause:</p> <p>"Pursuant to the <i>Ontarians with Disabilities Act, 2001</i>, City Council at its meeting September 29, 2003 adopted the Corporate Accessibility Plan that focuses on accessibility issues and the development of strategic actions to remove (where possible) and prevent barriers to access for people with disabilities. The <i>Ontarians with Disabilities Act, 2001</i> and the Corporate Accessibility Plan require that when deciding to purchase goods or services, the City is to have</p>

Summary of Accessibility Measures in Place

Accessibility Issue	General Municipal Practice/Procedure
	<p>regard to the accessibility for persons with disabilities to the goods or services. As such, the City is committed to accessibility principles and is taking steps to improve accessibility within the City in accordance with the Act.”</p> <p>In addition, there has been a provision added to ensure that contracted employees, third party employees, agents and others that provide customer service on behalf of the City of St. Thomas must meet the requirements of Ontario Regulation 429/07 with regards to training.</p>
<p>Mechanism to seek advice from persons with disabilities to a building, structure or premises that Council</p> <ul style="list-style-type: none"> ▪ purchases, constructs or significantly renovates ▪ enters into a new lease ▪ that a person provides as a municipal capital facility as per ODA regulations (Section 12(4)) 	<p>The Municipal Accessibility Advisory Committee (MAAC) feedback is sought – i.e. building audits and consultation meetings.</p>
<p>Site Plan Examination Process</p>	<p>Site plan applications are reviewed with the Municipal Accessibility Advisory Committee (MAAC).</p>
<p>Municipal Policy and Planning</p>	<p>A member from the Accessibility Technical Committee attends the Municipal Accessibility Advisory Committee (MAAC) meetings to address accessibility policies and concerns.</p>
<p>Community Relations</p>	<p>In 2012, the City of St. Thomas will acquire a new telephone system that is TTY equipped.</p>
<p>Roads and Sidewalks</p>	<p>The Municipal Accessibility Advisory Committee (MAAC) and Environmental Services Department work together to ensure that appropriate consideration of accessibility issues is given to engineering, construction and maintenance matters.</p>
<p>Recreational programs</p>	<p>Individuals with a disability may bring their own volunteer support to the recreation programs. These supports will not be charged.</p>

2.3 2012 Strategic Actions

The following tables outline the City's 2012 accessibility initiatives based on the Department/Branch with the responsibility for "delivering the initiative".

City Clerk's Department			
Accessibility Issue	2012 Action to be taken	Timing	Role of MAAC
Review On-demand accessible taxicabs	City consults with MAAC and the public to determine on-demand accessible taxicabs required	2012	Feedback
Communication / Information 2012-2013 Accessibility Plan	Progress made toward meeting the need for accessible taxicabs in its accessibility plan	2012-2013	Feedback

Environmental Services - Roads and Transportation

Accessibility Issue	2012 Action to be taken	Timing	Role of MAAC
Transit - Integrated Accessibility Legislation section 41	January 1, 2013 Requirement - Accessibility plans, conventional transportation services. Establish Annual Public Meeting on Transit and Accessibility plan review in 2012 to comply January 1, 2013	By January 1, 2013	Invitation to attend
Transit - Integrated Accessibility Legislation section 42	January 1, 2013 Requirement - Accessibility plans, specialized transportation services. The 2012 Accessibility Plan shall include the required information.	By January 1, 2013	Provide to MAAC for approval
Transit - Integrated Accessibility Legislation section 43	January 1, 2013 Requirement - Accessibility plans, conventional and specialized transportation services. The 2012 Accessibility Plan shall include the required information.	By January 1, 2013	Provide to MAAC for approval
Transit - Integrated Accessibility Legislation section 45	January 1, 2013 Requirement - Alternative accessible method of transportation. The City already complies with this section of the legislation as we have a specialized transit service	Currently comply with legislation	N/A
Transit - Integrated Accessibility Legislation section 50	July 1, 2013 Requirement - Service disruptions. In case of known conventional service disruptions, make alternative arrangements as prescribed	By January 1, 2013 in advance of July 1, 2013 requirement	Provide to MAAC for approval
Transit - Integrated Accessibility Legislation section 53-62	January 1, 2013 Requirement - Various related to bus ordering	Currently comply with legislation	N/A
Transit - Integrated Accessibility Legislation section 66	January 1, 2013 Requirement - Fare Parity	Currently comply with legislation	N/A

Environmental Services - Roads and Transportation

Accessibility Issue	2012 Action to be taken	Timing	Role of MAAC
Transit - Integrated Accessibility Legislation section 67	January 1, 2013 Requirement - Visitors	Currently comply with legislation	N/A
Transit - Integrated Accessibility Legislation section 69	January 1, 2013 Requirement - Coordinated service. The adjacent communities do not have specialized transportation services	Currently comply with legislation	N/A
Transit - Integrated Accessibility Legislation section 70	January 1, 2013 Requirement - Hours of Service	Currently comply with legislation	N/A
Transit - Integrated Accessibility Legislation section 73	January 1, 2013 Requirement - Service Delays	Currently comply with legislation	N/A
City - Integrated Accessibility Legislation section 78 (1&2)	January 1, 2013 Requirement - Duties of municipalities, general Require a consultant to review all bus stops and shelters recommending steps for accessibility in consultation with the MAAC.	2012/2013 Capital funding	Provide to MAAC for approval

Environmental Services - Engineering

Accessibility Issue	2012 Action to be taken	Timing	Role of MAAC
<p>Road/Sidewalk/ Intersection Improvements</p> <p>Inkerman Street - Edward Street to Hwy 3</p> <p>Fairview Avenue - Elm Street to Southdale Line</p>	<ul style="list-style-type: none"> • Scheduled to install sidewalk ramps at intersections with guidance lines • Scheduled to install 1.5 metre wide sidewalks (where needed) • Scheduled to install private sidewalk replacement with grades of less than 8% • Scheduled to improve the ride comfort rating with a new pavement surface to allow improved road crossing and traveling for both vehicular and pedestrians 		
<p>2012 Annual Sidewalk Replacement</p>	<ul style="list-style-type: none"> • Install sidewalk ramps at intersections with guidance lines • Replace sidewalks to allow improved pedestrian movements • Private sidewalk replacement with grades of less than 8% 		
<p>2012 Annual Road Rehabilitation</p>	<ul style="list-style-type: none"> • Improve the ride comfort rating with a new pavement surface to allow improved road crossing and traveling for both vehicular and pedestrians 		

Environmental Services - Engineering

Accessibility Issue	2012 Action to be taken	Timing	Role of MAAC
2012 Traffic Signal Rebuilds/Installations	<ul style="list-style-type: none"> • Incorporate directional lines in the sidewalk to facilitate the visually impaired • Install light pressure push buttons for those who may have difficulty operating regular push buttons • Buttons to have an audible indicator to let the person know that the buttons have been activated • Install LED technology pedestrian and vehicle signals which are significantly easier to distinguish than formerly used incandescent signals 		

Fire Department			
Accessibility Issue	2012 Action to be taken	Timing	Role of MAAC
Physical Customer Access	Installation of ramp into Main Fire Station	Dependent on success of grant application	For feedback
Communications Voice amplifier	Installation of voice amplifier to communicate with dispatcher	Summer 2012	

Parks and Recreation			
Accessibility Issue	2012 Action to be taken	Timing	Role of MAAC
Physical Pinafore and Emslie washrooms	Replace/Rebuild washrooms at Pinafore and Emslie	Pending grant approval	Feedback required
Physical Roadway to Bandshell in need of repair	Rebuilt roadway including accessible parking, trail links, & walking paths with rest spots	Pending grant approval	Feedback required
Physical Benches required at Pinafore	Install rest stops every 500'	Pending grant approval	Feedback required
Physical NYC & Gordon-Rupp Washrooms	Make both washrooms accessible	Pending grant approval	Feedback required
Physical Timken Service Window	Improve access to staff for the public	2012	Feedback required
Physical Men's Washroom at Memorial Arena	Barrier-free renovations	Pending grant approval	Feedback required
Physical Ramp at North end of Memorial Arena	Install new concrete ramp at north end of Memorial Arena	Pending grant approval	Feedback required
Physical 2 Accessible Training Kitchens	Install 2 accessible training kitchens in the DJ Tarry Room at the Timken Centre	Pending grant approval	Feedback required
Physical Directional Signage at Timken Centre	Braille signage throughout the Timken Centre	Pending grant approval	Feedback required

Planning

Accessibility Issue	2012 Action to be taken	Timing	Role of MAAC
<p>Communication/ Information</p> <p>Policy Constraints/ Land Use Regulations in the new Official Plan</p>	<ul style="list-style-type: none"> • Enhance accessibility policies in the new Official Plan that promote a barrier-free municipality • Include residential land use objectives/ policies supporting the development of housing to meet accessibility requirements • Urban design policies promoting accessibility in the design of new buildings 	<p>2012</p>	
<p>Communication/ Information</p> <p>Standards and definitions in the Zoning By-Law 50-88 supporting barrier-free access (i.e. ramps, parking, signage)</p>	<p>Review Zoning By-Law 50-88 and recommend the implementation of barrier-free access provisions</p>	<p>2012</p>	
<p>Communication/ Information</p> <p>Availability of planning documents, notices and applications in accessible formats</p>	<ul style="list-style-type: none"> • Review publication standards for major planning documents, notices and applications to support accessibility • Explore opportunities to post more online 	<p>2012</p>	

St. Thomas Public Library

Accessibility Issue	2012 Action to be taken	Timing	Role of MAAC
Physical Emergency Procedures	Emergency procedures and emergency signage to be reviewed and adapted for compliance with regulations	Immediate	Advice and feedback
Physical/ Communication/ Information technology Work plan	Library Accessibility Committee to develop work plan for compliance with new legislation	Ongoing	Advice and feedback
Communication/ Information technology Personal Assistive Devices	Review of personal assistive devices such as text magnifier, and industry-standard text to voice reader for visually impaired in view of funds donated by Lions Club	Ongoing	Advice and feedback
Communication New Signage	Development of new signage using plain language and easy readability	December 2012	
Communication Written Materials	Review of pamphlets, reports and other written materials for plain language, and inclusive technology	December 2012	Advice and feedback
Communication/ Information technology Website	Review of Website for additional enhancements	December 2012, if IT staff available	

St. Thomas-Elgin Ontario Works

Accessibility Issue	2012 Action to be taken	Timing	Role of MAAC
Physical Paint colours in public common areas and hallways	Changing the paint colours in public common areas and hallways so that there are clear visual distinctions between walls, doors and door frames. Currently the walls, carpet, doors, and door frames are all the same color	Summer 2012	
Physical Mirrors	Mirrors on first and second floors in public common areas create accessibility and safety concerns for individuals with visual impairments.	Summer 2012	
Physical Second Floor Accessibility	Increase accessibility to OW Second floor reception and cubicle areas where desk side interview occur with children's services staff. Currently large strollers and wheelchairs have difficulty navigating the narrow common space from the elevator & non-motorized door. Changes would require enlarging the reception area, creating a wheelchair accessible counter and a motorized handicapped button for the door.	Fall 2012	
Physical First Floor Reception Area	Reconfigure the OW first floor reception area to increase accessibility and maneuverability of wheelchairs in this area. Currently larger wheelchairs and motorized scooters are unable to turn around without assistance.	Fall 2012	
Physical Creating parking spots	Creating designated handicapped parking spots specific to the building location. Ideally having one designated handicapped parking spot on Talbot Street directly across from the main entrance to the building.	Summer 2012	

St. Thomas-Elgin Ontario Works

Accessibility Issue	2012 Action to be taken	Timing	Role of MAAC
Communication Forms	Forms – Updating of public/client form styles, font sizes and available electronically.	Fall 2012 and ongoing	
Communication Website	Website – Begin creating a STEOW website that will provide the basic information required to assist individuals and agencies in determining available resources, benefits and communicating of information.	Fall 2012 and ongoing	
Communication First floor reception counter	Redesign of the OW first floor reception counter. The plexiglass bubble creates difficulty for individuals with hearing impairments to be able to communicate with reception staff.	Fall 2012	

Treasury Department

Accessibility Issue	2012 Action to be taken	Timing	Role of MAAC
Communication Accessible Phone System	New telephone system will be TTY equipped for the hearing impaired	2012	

Suggestions from MAAC

Pinafore Park Office

- Remove chair at entrance

Response: done last year

Pinafore Park and Emslie Field

- Doors are always locked

Response: Seasonal facility and operations dictated by user and only opened when booked and scheduled with staff or supervision for baseball games/practices. Pinafore front office locked when 2 front office staff away from site.

- Move chairs from entrance

Response: done last year

Council is aware through the Capital Budget Process of the accessibility issues, deficiencies and requests. (next 7 points)

- Disabled stall door swings in
- Inner wall of men's washroom (Emslie Field) reduced by at least ½ cement block
- Impossible to get in and door won't lock, no grab rails near urinals
- Drain pipes under sink in the way
- Path to concession stand needs to be graded smooth
- Fence by bleachers should be higher or plexiglass added to top
- Washroom doors near dance pavilion should be automatic

- Stairs at bandshell should have florescent line on top

Response: was done last summer

- Hall not wide enough at washrooms at bandshell

Response: New facility 2009, met the building code at the time (Paul Harris Architect).

- Fire extinguisher moved down the hall at bandshell

Response: Fire extinguisher inspected by the Fire Department and is in this location at their recommendation and requirement.

- Should be markings on stairways near east pavilion

Response: can do this summer

Fire Department #2 - Redman Station

- Move red garbage can more towards green hydro box

Response: garbage can will be moved in 2012

- Disability parking spot needs pole sign to identify space

Response: sign post will be installed to indicate the parking spot in 2012

Fire Department #1

- Crack in sidewalk leading to front door

Response: will be addressed in 2012 if accessibility grant application is successful - if not, will be repaired as much as the 2012 budget will allow

- Step at door - should be a ramp

Response: will be addressed in 2012 if accessibility grant application is successful - if not, will be repaired as much as the 2012 budget will allow

- Paint around drains in floor

Response: yellow lines will be painted around floor drains in 2012

- No exit signs in building

Response: exit lights will be installed in 2012

City Hall

- Only one designated wheelchair space

Response: The parking lot was originally designed for only one space. Currently there are no set standards in the City of St. Thomas for the design of parking lots to include a minimum number of accessible parking spaces. A study of neighbouring municipalities and a subsequent report to Planning and Council will be forwarded for consideration to adopt a minimum standard.

- Ramp plate not wide enough or "down low"

Response: This ramp plate was damaged by a large vehicle running over it. The plate is a temporary fix to allow access to the building. To correct the situation, the ramp will require redesign and reconstruction. Costs associated to do the work will be approximately \$20,000.

- Planning Department door not accessible

Response: To install an automatic door opener, costs associated to do the work will be approximately \$10,000.

- Entrance to Council Chambers at back of room is not accessible

Response: To install an automatic door opener, costs associated to do the work will be approximately \$10,000.

- Stair rail is low

Response: This is the original handrail for the stairway installed when the building was constructed. As the building is designated a heritage building, the railing cannot be changed without permission from the Heritage Committee and City Council. Should permission be given to alter the railing it would involve the services of an architect or engineer to design the railing to current building code standards. To install an automatic door opener, costs associated to do the work will be approximately \$20,000.

- No automatic door for public washroom access

Response: To install an automatic door opener for both doors, costs associated to do the work will be approximately \$20,000.

- Portions of front counters should be lower

Response: The front counters were addressed a number of years ago by installing a drop down leaf so that employees could accommodate individuals in front of the counters. To reconstruct every counter in City Hall, costs associated to do the work will be approximately \$100,000.

***Please note that the provincial accessibility standards for the "built environment" are yet to be finalized and be adopted by each municipality and owners of public**

buildings. We are uncertain at this time whether the "built environment standards" are applicable to existing buildings. Existing building issues cannot be addressed without in-depth analysis, and any retrofitting would be subject to Capital budget approval by the City of St. Thomas to implement the changes suggested.

Valleyview

- Ramps should have different coloured concrete to show change in elevation

Response: no ramps at Valleyview

Jaycee Pool – on hold until Pool Committee review is completed

- No accessibility, access to building or designated parking

- Outside bench for visitors was uneven and very old

- Shower area poor and very little privacy

- Emergency exits not observed

- No access into shallow end

Memorial Arena

- One disability parking spot has puddling on the west side

Response: settling of earth after parking lot renovation. No fix at this time.

- Ramps are not marked with colour

Response: will complete in the summer

- Metal lip in entranceway needs to be marked

Response: will complete in the summer

- P.J. Lynch washrooms not accessible

Response: accessible washrooms installed in the main hallway

- Change room 1 has step to shower

Response: no fix at this time

St. Thomas Transit Services

- Cobblestone sidewalk makes walking difficult, stones aren't level

Response: will add this to our work plan in 2012

- Carpets in winter may be tripping hazards

Response: will consult with Voyageur Transit regarding this issue. Carpets are there to avoid slip hazards.

- Public washrooms need 2 grab bars on either side of urinals

Response: on the advice of MAAC (meet on site) we will install what is required in 2012.

- Sidewalk on west side of building, leading to parking lot, is tripping hazard

Response: this is not City property.

- Back ramp where buses exit needs yellow markings on east incline

Response: will meet on site and provide a solution in 2012.

Ontario Works

- Metal drop box (Ministry Office) in way of wheelchairs and walkers

Response: responsibility of ODSP office, no other suitable location

- Public washrooms need two grab bars on either side of urinal

Response: responsibility of ODSP office, will be completed in 2012

- Disability parking space be supplied on the west side of the building on Mary Street

Response: disability parking space requested but denied

- Difference in wall positions, into meeting rooms on the first floor, should be clearly marked

Response: working on this issue

Timken Centre

- Railings at right side are loose at landing

Response: ongoing, we are currently investigating options on how to repair

- Paint steps going down to seats and ice, top and side of stairs

Response: in progress, hope to be completed by the summer

- Need different colour on stairway at northwest rail

Response: investigating options

- Walls need to change colour at entrance to washrooms

Response: in progress, this may also include new signage

- Need signs at elevator

Response: investigating cost

- Need grab bars above urinals in public washrooms

Response: need to consult with the Building Department and the MAAC Committee to get approved location for the installation of grab bars. Once locations are determined then staff will investigate cost and determine whether or not the funds are available to purchase. If the funds are available, then we will develop an installation timetable.

- Need flashing lights for deaf

Response: currently not feasible due to budget constraints.

Conclusion

The City of St. Thomas' long term vision is to ensure that St. Thomas will be a caring and responsive community known for its accessibility. With the commitment of City Council, staff, the Municipal Accessibility Advisory Committee (MAAC) and community partners, barrier removal continues to be a priority in St. Thomas.

Appendix 1 – Glossary of Terms

What is a disability?

The *Accessibility for Ontarians Disability Act (AODA), 2005* adopts the broad definition for disability that is set out in the Ontario Human Rights Code. “Disability” is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or,
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Barriers

A “barrier” is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

An example of each of the different kinds of barriers is shown below:

Barrier type	Example
Physical	A door knob that cannot be operated by a person with limited upper-body mobility and strength
Architectural	A hallway or door that is too narrow for a wheelchair or scooter
Informational	Typefaces that are too small to be read by a person with low-vision
Communicational	A professor who talks loudly when addressing a deaf student
Attitudinal	A receptionist who ignores a customer in a wheelchair
Technological	A paper tray on a laser printer that requires two strong hands to open
Policy/Practice	A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly