

APPENDIX “A” TO BY-LAW 2011-63

**ACCESSIBILITY PLAN
2011-2012**

FOR THE

CORPORATION OF THE TOWN OF MIDLAND

INCLUDING MIDLAND TRANSIT



**575 Dominion Avenue
Midland, Ontario L4R 1R2**

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A. EXECUTIVE SUMMARY

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) 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. The ODA mandates that each Municipality prepare an annual accessibility plan.

The accessibility plan is intended to address existing barriers to people with disabilities and to prevent new barriers from being established. All municipalities, regardless of their size, are required to prepare annual accessibility plans as part of their regular planning process.

The plan, as prepared in conjunction with the Accessibility Advisory Committee, describes the measures the Town has taken in the past and will take during the current year to identify, remove, and prevent barriers to people with disabilities who use the facilities and services of the Town, including employees and members of the community at large.

The establishment of an annual accessibility plan will have positive outcomes on the community as a whole. The primary beneficiaries of barrier removal and barrier prevention exercises are people with disabilities. However, a positive result of accessibility planning is that all people benefit.

The Accessibility Plan for 2011-2012 not only provides a review of the barriers identified in last year's plan, but also provides the progress to date in removing and preventing these barriers. The yearly review of the Accessibility Plan provides an opportunity for the Municipality to acknowledge successes, re-evaluate timelines and costs, research options, and identify new barriers.

We are pleased to report that several of the identified barriers have been successfully addressed as a result of this process.

B. AIM

The aim of this plan is to describe the measures the Town of Midland has taken in previous years and will take during the coming year to identify, remove and prevent barriers to people with disabilities who use municipal facilities and services.

C. OBJECTIVES

The objectives of this plan are to:

1. Report on the measures the Town has taken to identify, remove and prevent barriers to people with disabilities.

2. Describe the measures in place to ensure that the Town assesses its acts, by-laws, regulations, policies, programs, practices and services to determine their effect on accessibility for people with disabilities.
3. List the facilities, policies, programs, practices and services that the Town will review in the coming year to identify barriers to people with disabilities.
4. Describe the measures the Town intends to take in the coming year to identify, remove and prevent barriers to people with disabilities.
5. Describe how the Town will make this accessibility plan available to the public.

D. DESCRIPTION OF THE TOWN OF MIDLAND

The Town of Midland is situated at the gateway to Georgian Bay's picturesque 30,000 Islands. Our culturally rich town has become the nerve center of North Simcoe for economic prosperity, envious lifestyle in idyllic surroundings and an abundance of recreational pursuits.

A very safe, clean and hospitable community, Midland has a population of over 17,300. It is the central location of the Southern Georgian Bay area and has a population of approximately 47,900 in a 15-mile radius. In summer months, the area population grows to over 100,000 due to over 8,000 cottages, resort hotels, provincial and national parks.

The Town of Midland consists of the following facilities:

- Administrative Building – 575 Dominion Avenue
Houses the Clerk’s Department (By-law Enforcement), Tax and Treasury Departments, Public Works Department (Building and Engineering), and Planning Department.
- Police Services – 250 Second Street (adjacent to the Administrative Office)
- Fire Department – 550 Bayshore Drive
- Public Works Depot – 731 Ontario Street
- Parks Depot – 67 Fourth Street
- Harbour Office – Midland Town Dock (end of King Street)
- Midland Public Library – 320 King Street
- Water/Wastewater Treatment Centre - 200 Bay Street
- North Simcoe Sports and Recreation Centre – 527 Len Self Boulevard
Houses the Community Services Department, two ice surfaces, as well as various community groups.

E. OUR COMMITMENT TO ACCESSIBILITY PLANNING

The Corporation of the Town of Midland supports the right of persons of all ages with disabilities to enjoy equal opportunity and to participate fully in the life of the Town and, as such, confirms its commitment to:

- The continual improvement of access to all municipally owned facilities, premises and services for all those with disabilities, including employees and the community at large.
- The participation of people with disabilities in the development and review of its annual accessibility plan (Accessibility Advisory Committee with more than half of the Committee comprised of individuals with disabilities).
- The provision of quality services to all members of the community with disabilities.

Council Resolution 2003-101 – May 26, 2003

F. ACCESSIBILITY WORKING GROUP

Accessibility Advisory Committee
Town of Midland

Department Heads
Town of Midland

G. HISTORICAL ACCOUNT OF ACCESSIBILITY ACHIEVEMENTS

Over the years, the Municipality has endeavoured to increase accessibility to the physically disabled through the following initiatives:

BARRIER	STRATEGY FOR REMOVAL AND PREVENTION
PARKS AND RECREATION	
Trails – portions are unpaved and difficult to manoeuvre	Most trails are now paved or concrete – improvements began in 1994 and are ongoing
Lack of disabled parking at recreational facilities	Disabled parking created at the Harbour, Centennial Arena and Parks Depot – 1990
Communication	Sensitivity training ongoing
Bayview Park - 87 Sixth Street	
Entrance into park not accessible	Installed entrance to ease access into park
Harbourside Park	
Accessible Playground	Installed – 2011
Pete Pettersen Park - 159 Marina Park Avenue	
Step not accessible	Installed ramp to eliminate step - 2005
Boat Launch not accessible	Installed ramp – 2005
Little Lake Park	
Washrooms	Washrooms renovated to accessibility specifications – 1995
Washrooms	Accessible washrooms constructed – 2003
Pavilion	Walkway was paved to permit access - 2011
Guardrail opening along path not wide enough to accommodate scooters	Guardrail opening widened - 2011
Parks Depot - 67 Fourth Street	
Office entrance too cluttered for access	Clutter cleared – 2004

BARRIER	STRATEGY FOR REMOVAL AND PREVENTION
Parks Depot (con't)	
Front door not accessible	Automated doors installed – 2005 Installed ramp - 2006
First Aid Room – towel dispenser and eye wash containers too high.	Lowered to accessible height – 2004
Washrooms not accessible	Washrooms renovated to accessibility specifications - 2008
No bathroom hardware	2 washrooms – 2008 2 washrooms - 2009
Harbour Facility - 169 King Street	
No ramp into office and door is not automated	Installed automated door opener and ramp at front door of Harbour Office – 2008
Main entrance has gap of 6 inches	Ramp installed – Fall 2009
Washroom doors need to be automated	Installed automated doors in Harbour Office washroom - 2008
Washrooms – void of appropriate hardware	Installed necessary hardware - 2009
Shower Rooms – step	Ramp and appropriate hardware installed - 2011
North Simcoe Sports and Recreation Centre - 527 Len Self Boulevard	
Entrances to building in the area of the Youth Centre and Askennonia Seniors Centre	Installed automated door openers – August 2006
Phone System	Purchased a TTY phone - 2008
Accessible activities	Encourage local groups to organize inclusive activities – ongoing
Viewing area at arena not accessible	Accessible viewing is available within the arena
FIRE DEPARTMENT - 550 Bayshore Drive	
Construction of new Fire Hall	Accessibility for the physically disabled was a consideration in the construction of the fire station – all offices and a board room located on main floor, along with a wheelchair accessible washroom – 1995
Fire Safety House (“Partners in Prevention” initiative)	Single level unit with entrance ramp – 2001
Entrance waiting area	Furniture rearranged to provide ample room for improved accessibility – 2003
Reception window height	Research conducted has determined that this is not a barrier – 2003/2004
Guest book stand	Relocated to accessible location – staff to provide assistance when required – 2003/2004
Closet rack height	Reviewed and no occurrences of concern have been identified – staff to provide assistance when required – 2004
Second floor access	Barrier reviewed for need of lift device. Staff available for assistance when required – 2004
No designated disabled parking space	Designated and marked appropriate disabled parking space – 2004

BARRIER	STRATEGY FOR REMOVAL AND PREVENTION
Fire Department (cont'd)	
Incident scene operations with deaf/mute individuals as the primary communicator	Tools available on vehicles to address barriers – 2005
Public education materials print size	Larger print made available upon request –adjustment to Fire Hall tour request form to address special needs – 2005 and ongoing
Audio visual equipment, fire safety house, Bay Floor	Adjustments to be made upon request – 2005 and ongoing
Communication	Sensitivity Training – ongoing
LIBRARY - 320 King Street	
Half flight of stairs to front door	Installed ramp – 1993
Facility consists of four floors	Installed elevator – 1993
Aisles between shelves too narrow	Shelving rearranged to enhance access - 2002
Heavy front doors – hard to open	Installation of automated doors – 2002
User satisfaction	A user satisfaction questionnaire was developed, including questions specific to accessibility for the physically disabled – 2003
Men's ground floor washroom not wheelchair manoeuvrable	Removed urinal - 2003
Need for grab bars in public washrooms	Addition of grab bars in both public washrooms - 2004
Communication	Sensitivity training ongoing
On-line public access computer not wheelchair accessible	Stand-up desk replaced with appropriate sit-down desk – 2005
Book Shelving	Installed in 2010
Signage for stairs, reference and children's section	Installed in 2011
POLICE DEPARTMENT - 250 Second Street	
Front entrance	Installed automated door opener - 2007
TOWN OFFICE - 575 Dominion Avenue	
Communication	Sensitivity training ongoing
Flight of stairs – front entrance	Chair lift installed – 1992
Washroom facilities – lower floor not wheelchair accessible	Washrooms renovated to accessibility specifications – 1992
Front doors – not accessible	Automated door installed – 1992
Disabled parking spaces	Increased fine to \$300 for parking in a disabled parking space – 2003
Doors to Council Chambers	Installation of automated doors – 2004
Office doors at top of stairs	Installation of automated doors – 2004
Printed materials for public access – print size too small	Provide documentation in larger print size – 2004 and ongoing
Practice	Procurement By-law addresses accessibility – 2004
Agendas for the public	Agendas made available in large font – 2005

BARRIER	STRATEGY FOR REMOVAL AND PREVENTION
Town Office (cont'd)	
Licensing By-law – take into account accessibility standards in making business-licensing decisions	By-law passed containing provision for accessibility standards with respect to licensing – 2005
Municipal Elections – unassisted voting for visually impaired	Use of two audio-vote systems to assist visually impaired cast ballots in – 2006
Council Chambers – audio issue for hearing impaired	Purchase of one audio system with five earpieces for hearing impaired – 2007
Outside staircases not marked	Line painting - 2007
Phone System	Purchase of a TTY phone - 2008
Flight of stairs – front entrance	Elevator installed 2011
Employee washrooms	Renovated to meet accessibility specifications - 2011
Doorframe – Planning Department – not wheelchair accessible	Barrier eliminated as a result of Municipal Office renovations - 2011
Steps leading to Council seating in Council Chambers	Ramp installed 2011
Reception counter and Tax counter – too high	Counters lowered to accessible height - 2011
Security gate system – reception	New security system installed in 2011 that meets accessibility requirements
Storage shelves in vault – too high	Reviewed and no occurrences of concern have been identified – staff to provide assistance when required - 2011
Security system number pads – back entrances	Button pads installed at entrances – 2011
Kitchen sink/cabinetry in coffee room	Renovated to accessible standards - 2011
Staircases – lack of step markings	Markings established on all exterior staircases - 2011
Mail bins	Wall bins removed - 2011
Building Department - 575 Dominion Avenue	
The need for Development Standards for Accessibility	Council passed Standards for Barrier-Free Design for all Municipal Facilities - 2009
Planning Department - 575 Dominion Avenue	
Public Hearing presentations	Use of microphone/supplement PowerPoint presentations with handouts to assist hearing impaired – 2003
Visibility of public notice signage	Posting requirements revised so that signage is located closer to the road – 2003
Architectural/site plans/subdivision Plans	Representative from Planning Department provides representation at Accessibility Advisory Committee meetings – 2003 and ongoing
Communication	Sensitivity training ongoing

BARRIER	STRATEGY FOR REMOVAL AND PREVENTION
Tax Department - 575 Dominion Avenue	
Assessment Rolls – difficulty in interpreting information	As assessment rolls are provided from an outside source, the Municipality has no control over the design – staff provide ongoing hands-on assistance – 2003 and ongoing
Roll maps – difficulty in interpreting information	As roll maps are provided from an outside source, the Municipality has no control over the design – staff provide ongoing hands-on assistance – 2003 and ongoing
Size of print on tax bills too small	Enlarged copies provided on as-needed basis – 2003 and ongoing
Communication	Sensitivity training ongoing
Municipal Law Enforcement	
Accessibility Spaces in municipally owned parking lots	All space sizes and number of spaces available in municipal lots were increased pursuant to the Towns Standards for Barrier- Free Design - 2009
Size of disabled parking spaces	Standardize the size of reserved disabled parking spaces – to apply to all future developments – 2003 and ongoing
PUBLIC WORKS DEPOT - 730 Ontario Street	
Depot office inaccessible	Install intercom at front door for assistance – 2005 – project to build new Public Works Depot being reviewed
TRANSIT	
Snow accumulation at bus stops	Removal of snow in timely fashion – ongoing
Communication	Sensitivity training ongoing
Steps onto bus challenging for people with disabilities and elderly	Driver provides hands-on assistance as required – ongoing
Wheelchair accessible transit unavailable	Implementation of wheelchair accessible van service – December 2005
Accessible bus shelters	Two bus shelters purchased in 2005
No accessible transit services in neighbouring municipalities	Service expanded beyond Municipal boundary - 2007
Bus Route Schedules – small print	Schedule is now available in a large format (11” x 17”) at the Municipal Office reception desk.
Signage and instructions – address visual and hearing impairments	Bus drivers instructed to announce stops - 2011
Buses not accessible	New accessible bus purchased – 2011 (non-accessible bus removed from fleet)

H. OPERATIONAL REVIEW

Barrier Identification Methodology:

- Input received from Department Heads with respect to the accessible targets to prepare a draft plan for annual review by the Accessibility Advisory Committee. The existing plan was reviewed for any required changes such as the removal of barriers, changes in target dates and the identification of any new barriers in the past year.
- Accessibility Plan presented to the Accessibility Advisory Committee Meeting – May 2, 2011.
- Accessibility Plan forwarded to Midland Council for adoption – September 26, 2011.

I. BARRIERS IDENTIFIED

The following barriers were identified. The Municipality will decide which barriers to address each year, keeping in mind budget restraints and feasibility. Facility and services that are frequently used by the public, or that significantly affect people with disabilities will be given priority.

BARRIER/LOCATION	BARRIER TYPE	STRATEGIES FOR REMOVAL OR PREVENTION
COMMUNITY SERVICES		
Bayview Park		
Play structure	Physical	Current structure cannot be modified would require replacing
McAllen Park		
Play structure	Physical	Current structure cannot be modified would require replacing
Harbour Facility		
Main entrance and handicap washroom entrance door width is 840 mm	Architectural	Door width should be 850 mm
Stairs leading to Dock area	Physical	Not suitable for change due to the physical nature of the area
<u>NSSRC</u> (North Simcoe Sports & Recreation Centre)		
Change Rooms – not accessible	Physical	Install automated door openers to rooms and to washrooms within change rooms (13 different rooms)
Washroom access	Physical	Where accessibility signage is displayed, install automated door openers

BARRIER/LOCATION	BARRIER TYPE	STRATEGIES FOR REMOVAL OR PREVENTION
Parks Depot		
Security System number pads	Physical	Research system for visually impaired and lower number pad
Kitchen sink in front office	Physical	Install special sink
Breezeway entrances	Physical	Install ramps/automated doors (not public entrance)
FIRE DEPARTMENT		
Accessibility of the front door	Physical	Refer to Section J, Special considerations
LIBRARY		
Voice recognition technology.	Technological	Research requirements and alternatives
PUBLIC WORKS		
Curbs	Physical	Continue with curb cutting and sidewalk accessibility program
Intersections	Physical	The installation of audible signals to be further reviewed (An extensive review was carried out in 2002)
Delineation Markings	Physical	Continue providing delineation markings on ramps to assist visually impaired.

J. SPECIAL CONSIDERATIONS

Midland Transit System

The Municipality is pleased to report the implementation of a wheelchair accessible van service as of December 2005. The van has the capacity for up to three wheelchairs or one scooter and offers door to door service. The service is operated by Community Link North Simcoe via a dedicated line for accessible transit at (705) 526-4321. Council continues to support accessibility issues related to the Midland transit. Council granted permission to extend the accessible transit beyond the Municipality's boundaries, and this service came into use in early June of 2007. Council purchased a second wheelchair accessible van in 2009. This van holds two wheelchairs or one scooter. In addition to the Municipal wheelchair accessible vans, the following are transit service providers:

- Red Cross – operates a door-to-door service, based out of the Georgian Bay General Hospital.
- Huronia Senior Volunteer Care – owns and operates a bus for disabled persons. The bus is available for community use and is operated by volunteers.
- RNR Patient Transfer Services Inc. transports both wheelchair and stretcher from the Midland area to any destination. These services are available on a call-in basis.

Leased Buildings

The Municipality presently leases various facilities to community groups and commercial enterprises. These facilities are flagged for continual review. Some community groups are also housed at the North Simcoe Sports and Recreation Centre. Accessibility issues for the North Simcoe Sports and Recreation Centre are included in this plan.

Fire Department Building Main Entry

The entrance door is the main public entry to the building. The door is on a magnetic lock system for security purposes. The public must activate the building intercom system at the main entrance and may communicate with staff in the building. If required, the individual is permitted to enter the building, once identified. The magnetic lock is released from any phone within the building, or staff attends the door. If the door is a barrier, staff will provide assistance as has been the past practice. Due to the entrance set-up and the need for a magnetic lock system, an automated door would not be feasible.

Municipal Elections

The Municipality has always considered wheelchair accessibility when selecting voting places to ensure that voters can vote independently and that is one of the reasons that the one voting location was selected at the North Simcoe Sports and Recreation Centre. The Municipality utilized multiple accessible tabulators in the 2010 municipal election including the tabulator used at the mobile poll which visited the various qualified institutions. Additional options to improve accessibility such as vote by mail will be considered for the 2014 municipal election.

Web Site

The Towns web site provides the option of increasing the font size. It also provides the phone number and extension to access the TTY (text telephone) phone line under contacts. There are options to incorporate video and audio and those options will be reviewed in the future.

Budget

With the recent changes to the budget schedule, it is anticipated that the 2012 budget will be passed during the November 2011 Council Meeting. Early completion of the budget should assist staff when determining which accessibility items will be addressed throughout the year.

K. MONITORING PROCESS

The Municipality is committed to following through with this plan and has established a proactive monitoring process.

The Accessibility Advisory Committee shall meet on a regular basis to monitor this plan to ensure that targets are achieved and to re-evaluate the plan in order to adapt to changing circumstances. The Municipality will continue its endeavour to accommodate people with disabilities wherever possible. The Municipality is required to prepare an Accessibility Plan each year.

The Accessibility for Ontarians with Disabilities Act, 2005, and resulting standards, will require greater attention to accessibility issues, identifying and removing barriers, as well as monitoring the progress of the Municipality's Accessibility Plans and efforts.

L. CONTACT INFORMATION

The Town of Midland is located at 575 Dominion Avenue in Midland. The mailing address is:

575 Dominion Avenue
Midland ON
L4R 1R2

If you have any questions regarding the Accessibility Plan, please feel free to contact Karen Desroches at (705)526-4275 ext. 2208 or by email at kdesroches@midland.ca.

M. COMMUNICATION OF PLAN

The Accessibility Plan for the Town of Midland will be available on our web site. Copies of the Plan will also be available at Town Hall and all of our municipal facilities.

The Town of Midland will make every attempt to make this plan available to those with disabilities for their perusal and review.

SCHEDULE 'A' – ONGOING BARRIERS TO BE ADDRESSED

Barrier/Location	Removal/Prevention Strategy	Timing	Cost Estimate	Responsibility	Targeted Completion Date
PUBLIC WORKS					
1. Concrete curbs at sidewalk/road intersections.	Construct sidewalk ramps at all locations where there is an existing barrier, in order of usage volume of sidewalk. Include ramps in all new sidewalk works.	Ongoing	\$5,000 per year \$70,000 total	Public Works Department, subcontracted to concrete contractors.	2020+
2. Traffic Signals: Audible Signals at high pedestrian use areas	Monitor need for pedestrian actuated audible signals.	Ongoing	\$19,000 per intersection.	Public Works Department, sub-contracted to traffic signal electricians.	2015+
3. Traffic Signals: L.E.D. (Light Emitting Diode) Signal Light	Install L.E.D. pedestrian signal heads in preference to incandescent bulbs for better visibility.	Ongoing	Retrofit cost.	Public Works Department, sub-contracted to traffic signal electricians.	2015+
4. Concrete ramps: Sidewalk Delineation/Orientation Marks	Construct all new sidewalk ramps with delineation marks in the concrete to assist visually impaired.	Ongoing	Included in concrete ramp construction.	Public Works Department, sub-contracted to concrete contractors.	2015+