

Town of Ingersoll

Accessibility Plan Report

2011-2012



Approved July 11, 2011

TOWN OF INGERSOLL ACCESSIBILITY PLAN 2011-2012

EXECUTIVE SUMMARY

People with disabilities represent a significant and growing part of our population. According to Statistics Canada, about 1.9 million Ontarians have disabilities – about 16% of the population. It is estimated that 20% of the population will have disabilities in two decades.

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 all municipalities to develop an annual accessibility plan, appoint an Accessibility Advisory Committee if the population of over 10, 000, and make the accessibility Plan Accessible to the public.

The Town of Ingersoll is committed to promoting a barrier-free municipality for employees, citizens and all who live, work, visit and invest in Ingersoll.

This report describes the measures that the Town of Ingersoll took to identify, remove and prevent barriers to people with disabilities and recognizes past commitments to accessibility planning.

AIM

The aim of this report is to describe measures that the Town of Ingersoll will undertake during 2011-2012 to identify, remove and prevent barriers to all Ontarians, including citizens, visitors and staff, who utilize the facilities, services and programs provided by the Town of Ingersoll.

OBJECTIVES

This report describes:

- The monitoring and actions that the Town of Ingersoll has taken to remove barriers to persons with disabilities;
- The process for identification, removal and prevention of barriers to persons with disabilities;
- List the facilities, policies, programs, practices and services that the Corporation of the Town of Ingersoll will review in the coming year to identify barriers to people with disabilities;
- Describe the ways that the Town of Ingersoll will make this accessibility plan available to the public.

Municipal Departments included under the scope of this plan are:

Clerks' Department

- Technology Services Division
- Paratransit System
- Parking
- General Administration

Treasury Department

- Property Taxes
- Animal Control

Engineering Service

- Design & Construction of Roads & Transportation
- Review of Subdivision Plans

Economic Development Department

- Museum

Public Works

- Maintenance of Roads
- Waste Management

Parks & Recreation Department

- Arena
- Parks
- Victoria Park Community Centre
- Thames Centre
- Cami Suzuki House

Building Service

- Building Permits
- Facilities Manager
- Property Standards

ACCESSIBILITY ADVISORY COMMITTEE (AAC)

Council approved the establishment of an Accessibility Advisory Committee on July 8, 2002 to review and monitor the Town's Accessibility Plan, and has this year through By-Law 11-4613 has appointed citizens of the Town of Ingersoll. The following are the members of the Accessibility Advisory Committee:

Voting Members of the Accessibility Advisory Committee

- Beverly Bean
- Janet Muller
- Deb Leppard
- Brenda Bean

Non Voting Member of the Accessibility Advisory Committee

- Ann Wright, Accessibility Coordinator and Recording Secretary

TOWN COUNCIL'S COMMITMENT TO ACCESSIBILITY PLANNING

Town of Ingersoll is committed to accessibility planning and has appointed the Town of Ingersoll Accessibility Advisory Committee to review and monitor the Town's accessibility plan. The Accessibility Committee together with Town Staff, and the citizens of Ingersoll, will in the remaining months of 2011 and into 2012, work to identify, remove and prevent barriers to people with disabilities who use the facilities and services within the Town.

The following previous barrier removal initiatives and achievements include:

1. Paratransit system for visually and physically impaired since 1992
2. Core downtown sidewalks have curb cuts & majority of sidewalks within Town.
3. Winter Control on the all sidewalks within the Town
4. Continuous investigation of parking standards
5. All municipally owned facilities are handicapped accessible
6. Recreational programs
7. Review of Fire Evacuation Plans
8. Review of Accessible parking
9. Official Plan and Comprehensive Zoning By-law updated
10. Lift installed at Arena
11. Removal of snow at all downtown core intersections
12. Commencement of Accessible Website
13. Review of Municipal Facilities
14. Reconstruction of sidewalks along Thames St. S. from Canterbury to Bell St.
– Removal of interlocking brick and concrete stampings. – Reconstruction of sidewalks with accessible markings at intersections

15. Relocation of Accessible Parking Space to provide greater access
16. VPCC – Wellington St. removal of rough sidewalk material
17. Museum & Washroom Facility – Sidewalks installed for easy access.
18. Fire Service Facility – Accessible work station
19. Police Service Facility – Power Assisted Door
20. New Phone system
21. Installation of Audible Traffic Signals in Core Area
22. Customer Service Policy & Training
23. Elections- Vote By Mail Method in 2010
24. Accessible Voting Stations

BARRIER IDENTIFICATION PROCESS

The Accessibility Advisory Committee holds regular monthly meetings to identify existing barriers to people with disabilities. The Committee undertook an audit of each municipal department inviting all Departments and staff to participate in the audit and make recommendations to the Accessibility Committee. The committee will review the audits and make recommendations to Council by identifying the barriers and the department responsible for implementing the amendments to the facilities or programs. In past, site audits, consultations with staff and consultation with community organization were utilized.

BARRIER REMOVAL INITIATIVES 2011-2012

BARRIER	STRATEGY FOR PREVENTION/REMOVAL	STATUS
130 Oxford St.	Elevator – Audio/Braille	2010-11
Parks	Assessment of Equipment & Accessibility	2010-11

BARRIER REMOVAL INITIATIVES FROM 2004-2010 STATUS REPORTS

BARRIER	STRATEGY FOR PREVENTION/REMOVAL	STATUS
Communication plan – to educate the general public and staff	Following interviews of Department Heads and facilities, prepare a plan	On Hold
Municipal policy to accommodate employees with disabilities, including recruitment, funding policy for technical aids	Initiate the development of a policy	CAO to develop
Museum – Harris St.	Wheelchair to be provided Audio tours Inadequate working space	Long Term Capital 2010 Long Term Capital
Town Centre – Oxford St.	Braille sign board Braille in elevator	Long term Capital Outstanding Issue
Arena – Mutual St.	Braille sign board Braille in elevator	Long term Capital Outstanding Issue
Audible Traffic Signals	Continuation of audible signals in core area	2010 Installed

Due to circumstances beyond the municipality's control, the inventory of the parks and recreation and hard services (things that can be counted, timed or observed through audits) as it pertains to accessibility was temporarily suspended. The Town intends to undertake an inventory of the parks and hard services as it pertains to accessibility in the spring of 2011.

CUSTOMER SERVICE TRAINING

To comply with the first accessibility standard under the authority of the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standards for Customer Service, Ontario Regulation 429/07, all staff for the Town of Ingersoll received online Customer Service training beginning in December of 2009; any new staff will receive training upon orientation. Training is provided to help people that provide goods or services to the public or other third parties on behalf of the provider, to understand their obligations under the customer service standard and to educate on how to provide customer service to people with disabilities.

ACCESSIBILITY PLAN REVIEW AND MONITORING PROCESS

The Town of Ingersoll Accessibility Advisory Committee meets on a regular basis to review and monitor the progress of the plan with an annual review being completed by June of each year.

COMMUNICATION OF THE PLAN

Copies of the Town of Ingersoll Accessibility Plan 2011-2012 will be available at the Town Centre, 2nd Floor, 130 Oxford St. Ingersoll, On as well as posted on the Town's website, at www.ingersoll.ca. The Plan will be available in alternate formats upon request.

CONCLUSION

The Town of Ingersoll is committed to continuously addressing past and current accessibility barriers to allow people with disabilities to fully participate in our communities and gratefully acknowledges the assistance and guidance provided by the Accessibility Committee members.