

The Corporation of the Town of Lakeshore



Municipal Accessibility Plan 2016 - 2018



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Introduction

The Town of Lakeshore is a vibrant municipality of over 34,546 residents located in South Western Ontario. Lakeshore is one of seven lower tier municipalities in the County of Essex, which also includes the single tier City of Windsor.

Lakeshore is comprised of 52,850 hectares of land having approximately 500 kilometers of roads and streets within its boundaries servicing both urban and rural residents.

The Council of the Corporation of the Town of Lakeshore is committed to:

- The continual improvement of access to all municipally owned facilities, premises and services for all those with disabilities.
- The provision of quality services to all members of the community with disabilities.

About Lakeshore's Multi-Year Accessibility Plan

This Multi-Year Plan outlines The Town of Lakeshore's strategy to prevent and remove barriers and meet the requirements under the AODA, Accessible Customer Service Standard (Ontario Regulation 429/07) and Integrated Accessibility Standards (Ontario Regulation 191/11, as amended.) The Corporation of the Town of Lakeshore continues to identify new accessibility initiatives which have been incorporated in this Multi-Year Accessibility Plan which coincides with the term of Council.

Statement of Commitment to Accessibility Planning

Town of Lakeshore Council recognizes that improving accessibility is important to all residents. Approximately 15.5% or 1.85 million people in Ontario have a disability – that's one in seven. That number is expected to grow significantly in the next 20 years as the population ages.

The Corporation of the Town of Lakeshore is committed to meeting the accessibility needs of persons with disabilities in a respectful, equitable and timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

- The Town of Lakeshore will meet Accessibility Standards for the design of public spaces when building or making major modifications to public spaces according to legislation. Public spaces include:
 - Recreational trails/beach access routes
 - Outdoor public eating areas like picnic areas
 - Outdoor play spaces, like playgrounds
 - Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.

- Accessible off street parking
- Service related elements like service counters, fixed queuing lines and waiting areas

Legislation

Ontario currently has two active accessibility acts – the **Ontarians with Disabilities Act, 2001** (ODA) and the **Accessibility for Ontarians with Disabilities Act, 2005** (AODA).

In 2008 the Customer Service Standard was the first accessibility standard under the AODA to become law. Designated public sector organizations were required to comply by January 1, 2010.

The Integrated Accessibility Standard (Ontario Regulation 191/11), which regulates Information and Communications, Employment, Transportation, Public Spaces came into effect on July 1, 2011 and is now law. Requirements under this standard were phased in over time (2011-2021).

The purpose of the ODA is to improve opportunities for people with disabilities in Ontario by identifying, preventing and removing physical and other barriers that may limit opportunities for people with disabilities to fully participate in society.

Under the AODA, private, public and non-profit organizations are required to identify, remove and prevent barriers in order to make the Province accessible for all people with disabilities by 2025. Through the AODA, the provincial government has identified key areas for the development of “common” accessibility standards intended to set requirements across all organizations and sectors. Each standard is highlighted below.

Accessible Customer Service – January 1, 2010

- Provide goods and services in an accessible manner – influencing attitudes and behaviour. Accessible customer service addresses any barriers in the delivery of accessible goods and services to customers. Accessible Customer Service training delivered to all employees and volunteers which includes the Accessible Customer Service Policy, process and guidelines.
- Ensuring accessible goods, services and facilities are purchased when available.

Information and Communication – January 1, 2012

- Outlines how organizations are required to create, provide and receive information and communications in ways that are accessible for people with disabilities.

- Barriers addressed to providing information and communication in accessible formats to customers. Train employees on the Information and Communication policy including requirements of the Information and Communication standard including the use of accessible formats or communication supports.
- Modified the Municipal Website to conform with the World Wide Consortium Web Content Accessibility Guidelines WCAG 2.0 at Level A.
- Ensure Emergency procedures or public safety information is accessible to people with disabilities, upon request.

Transportation – January 1, 2013

- Intended to prevent and remove barriers in transportation, making it easier for everyone to travel in Ontario including people with disabilities, older Ontarians and families traveling with children in strollers. Includes conventional and specialized transportation, license of taxicabs.
- Provide accessible transportation services such as bus stops and shelters and accessible taxi cabs.

Employment – January 1, 2014

- Practices and procedures to notify internal and external job applicants that accommodations for disabilities will be provided upon request. Practices and procedures for notifying successful applicants of the policy for accommodating employees with disabilities when offering employment.
- Existing return to work policies reviewed to determine if additional practices and procedures are required regarding documentation of supporting employees who return to work after being absent for reasons related to their disability.
- Accessibility needs of employees with disabilities are taken into consideration if they are redeployed to another position. Performance management processes review to ensure that accessibility needs of employees with disabilities are taken into account.
- Career development and advancement practices and procedures reviewed to ensure that such opportunities, when available, take into account the accessibility needs of employees with disabilities.
- Provide individualized emergency response information when necessary.

Design of Public Spaces – January 1, 2016

- Intended to address access to and within buildings and outdoor spaces. The standards for public spaces will **only** apply to new construction and planned redevelopment.
- Enhancements to accessibility in buildings will happen at a later date through Ontario's Building Code, which governs new construction and renovations in buildings.

Duty of Committees

Specific Accessibility Advisory Committee duties, as per the legislation is included in the Accessibility Advisory Committees Terms of Reference attached at the end of this document.

Duty of Council

The Council will obtain advice from the Committee on the accessibility of buildings, structures or premises that:

- The Council purchases, builds or significantly renovates;
- The Council leases; or
- A person makes available as a municipal building (for example, an arena).

Duties of Municipalities

Municipal Accessibility Plans

Council of every municipality will prepare and review an accessibility plan; and obtain advice from its Accessibility Advisory Committee.

Content

The accessibility plan will consider barriers to people with disabilities and ways to remove and prevent them.

The accessibility plan must include:

- a. A report on the steps the municipality has taken to identify, remove and prevent barriers to people with disabilities;
- b. How the municipality intends to identify, remove and prevent barriers in the coming year;
 - a. Provide multi-year accessible recommendations; and
 - b. All other information required by the regulations.

Municipalities will make the accessibility plan available to the public.

Supplying Site Plans – Municipal

Administration will supply site plans to the Accessibility Advisory Committee for review without delay prior to Council voting.

Municipal Goods and Services

The Council of every municipality will take into account how accessible any equipment, supplies or services to be bought by the municipality, for use by itself, its employees or the public, is to people with disabilities.

Communication of Plan

The Accessibility Plan will be available to the public via:

- Municipal Web Site.
- Copies available through Administration.
- Report made public through Council meeting.

Consultation Activities

In the preparation of this accessibility plan the municipality has consulted with people with disabilities who reside in the municipality. Their comments and ideas are incorporated into this report.

2015-2018 Community Members of Committee

Linda Lee Cassidy
Mary Lou Hamelin
Rolf Keller

Lydia Williams
Janel Gagnier (also with BIA)

Staff Member of Committee (Non-voting)

Rita Chappell-Arsenault – Manager of Communications and Strategic Initiatives

Members of Council

Mayor - Tom Bain
Councillor – Tracey Bailey
Councillor – Linda McKinlay
Councillor – Len Janisse

Disability: The AODA Definition

The AODA draws on the broad definition for disability that appears in the Ontario Human Rights Code. “Disability” is:

- a. 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.
- b. A condition of mental impairment or a developmental disability.
- c. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- d. A mental disorder.
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Disability Barriers

People with disabilities face barriers almost everywhere: at home, at work, at school, in parks, in recreational facilities, in the streets, in theatres, in stores and in restaurants – and even in municipalities.

A “barrier” means 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. Barriers can prevent people with disabilities from going to school and to work.

Types of Barriers

Barrier Type	Example
Physical	A door knob that cannot be operated by a person with limited upper-body mobility and strength. A medical condition that requires access to services within a limited time frame.

Architectural	A hallway or door that is too narrow for a wheelchair or scooter.
Informational	Typefaces that is too small to be read by a person with low vision.
Communicational	A professor who talks loudly when addressing a deaf student.
Attitudinal	A recreation swimming program which discourages people with developmental disabilities from participating.
Technological	Information on a municipal Web site, which cannot be accessed by a person who is blind who has reading software for a computer.
Policy/Practice	A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly.

[The Planning Act and Accessibility](#)

Accessibility is a provincial interest.

1. Section 2(h.1) of the Planning Act, requires decision makers under the Act to have a regard to accessibility for persons with disabilities to all facilities, services and matters to which the Act applies.
2. Paragraph 1 of subsection 41(4), subparagraph 2(f) of subsection 41(4) and paragraph 4.1 of clause 41(7) (a) of the Planning Act makes provisions for accessibility for persons with disabilities as part of the site plan process.
3. Sub clause 41(8) (a) (v) of the Planning Act provides for a possible requirement under site plan approval of facilities that are designed to have regard for accessibility for persons with disabilities where the land abuts a highway under the jurisdiction of the upper-tier municipality.
4. Subsection 51(24) of the Planning Act requires that, in considering a draft plan of subdivision, regard shall be had to accessibility for persons with disabilities.
5. Subsection 53(12) of the Planning Act requires that in reviewing applications for consent to sever property, regard shall be had to accessibility for persons with disabilities.

The Provincial Policy Statement, 2005 (PPS, 2005) and Accessibility Section 1.0 Building Strong Communities sets out the policies relating to efficient land use and development patterns. The statement provides policies regarding:

Improving accessibility for persons with disabilities and the elderly by removing and/or preventing land use barriers which restrict their full participation in society (1.1.1(f)); and Permitting and facilitating all forms of housing to meet the social, health and well – being requirements of current and future residents, including those with special needs (1.4.2(b)) example – entrance barriers and ramps.

The definition of “Special Needs” in the PPS, 2005 provides examples of “special needs” including, but not limited to, housing for persons with disabilities such as physical, sensory or mental health disabilities, and housing for the elderly.

Website

The Municipal website will conform to the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) initially at level A and increasing to level AA according to the following schedule:

January 1, 2014 – New Internet sites and their web content must conform with Level A.
January 1, 2021 - All Internet sites and web content must confirm with level AA, not live captions and pre-recorded audio description.

Multi-Year Barrier Removal Initiatives

This chart represents Committee priority initiatives completed and for the Town to undertake between 2014 and 2018. It is recognized that due to budget constraints, some initiatives may not be completed within the timeframe. The Town of Lakeshore strives to continue to move toward a fully accessible Municipality.

Barrier Removal Initiatives		
ITEM	ADDRESS	DESCRIPTION
1	Accessible Signs	Graffiti Proof Signs with fines and time limit. Completed 2014
2	Lakeview Beach	Accessible washrooms; unlocked & opened Completed 2014
3	Stoney Point Park	Automatic Door Opener on washroom doors Completed 2014
4	Comber	Play area-safer and more accessible Completed 2014
5	Comber	Outdoor accessible washroom Completed 2015
6	Park Washrooms	Grab bars for urinals Completed 2014
7	Belle River	More sidewalks added/repaired Ongoing
8	Lakeshore Parks	Accessible updating Ongoing
9	Canada Day & Sunsplash	Accessible celebrations Completed
10	Accessible Port-A-Potties	Accessible Port-a-Potties added to Lakeshore Parks Completed 2014
11	Lakeshore Washrooms – Parks	Updating Lakeshore washrooms to be more accessible Completed 2014
12	Accessible swings	More accessible swings in Lakeshore parks Ongoing
13	Workshops	LAAC Member to attend workshops to learn & Share accessibility – Diabetes Workshop 2014
14	General Training & Conferences	LAAC Members only 2014 Completed 2014
15	Advise Consultant on Parks Master Plan	To be completed 2016
16	Review plans for accessibility	As needed/received.

Zoning By-law

- The Municipality's Zoning By-law has been drafted and passed.
- The LAAC thoroughly studied and advised on accessible matters within the Zoning By-law.

Recommendations to Council

It is the recommendation of the Lakeshore Accessibility Advisory Committee that:

1. Council adopt the 2016-2018 Accessibility Plan and make it available to the public.
2. Continue improvements to municipal facilities, parks and washrooms throughout Lakeshore enhancing the accessibility.
3. Continue to increase the quantity of accessible picnic tables provided in all parks throughout Lakeshore.
4. Ensure surfacing under playground equipment is accessible.
5. Council consider providing access to the water on the West Beach

Accessibility Plan Budget

The annual budget shall be used to advance the committees knowledge of the AODA Integrated Standards. This knowledge shall assist the committee with their advice to Council.

Accessibility Recommendations

Recommendations provided with consideration to the AODA Accessible legislation, where conflicts arise the applicable legislation shall prevail.

1. All parking lots have the minimum number of well-marked handicapped parking spaces
2. Accessible picnic tables and/or benches in all parks and parkettes
3. Ground under playground equipment clean and accessible
4. Enhanced signage directing where washrooms are located.
5. Push buttons to open washrooms and facility doors. **Completed 2014**
6. Strive to have washrooms in parks open longer than from May 1st through October 24.
7. Portable toilets must be accessible style or at least one in each park that does not have an accessible washroom facility. **Completed 2013**
8. Safety bars installed in all accessible washrooms beside and behind the toilets and a minimum of one urinal per male washroom **Completed in Parks 2014.**
9. All doorways must be 36 inches wide and level door lip.
10. Accessible washroom stall door to open outwards not inwards.

11. Buildings in parks to have an accessible hydro plug to recharge accessible equipment.
12. Washroom soap, hand towels and mirrors – lowered to accessible height

Public Works Projects Completed

1. Notre Dame Street redesign, including wider sidewalks, textured ramps and accessible parking. Phase 1 **Completed** 2013. Phase 2 – **Completed** 2014.
2. Sidewalks within school boundary areas.- **Completed 2014**
3. Accessible path in Stoney Point. Phase 1 **Completed** 2013. Phase 2 – **Completed** 2014, phase 3 – **Completed** 2015.
4. Installation of new sidewalks, repairs to broken sidewalks – ongoing annually.

Multi-Year Recommendations for Municipal Parks

The following list identifies parks within Lakeshore and committee recommended accessible revisions. The list also identifies accomplishments from prior years.

Lakeview Park, West Beach area & Marina

1. Make Marina washrooms accessible
2. Make Restaurant accessible
3. Reduce the size of Marina speed bumps. They are too high – painful at low speed
4. Amphitheatre – install a path to go up the hill to join both pathways allowing people walking & wheelchairs to get to a place to hear and see entertainment
5. Add a large family accessible pavilion.
6. Auto buttons on washroom doors for accessibility. **Auto Door Openers Installed 2013 & 2014.**
7. Make beach accessible. Recommend a portable roll up or a permanent boardwalk.
8. Enlarge handicap parking spots in small east parking lot.

Lakeview Drive Parkette

1. Needs signage
2. Suggest one picnic table

Terra Lou Park

1. Entrance needs leveling and larger opening

Duck Creek Park

1. Needs accessible Porta-potty
2. Needs two picnic tables.

Helena Park

1. Recommend one table and one bench – **Bench 2014**
2. Accessible swing recommended

Ladouceur Lions Park

1. Level entrances.
2. Wider entrances for accessibility – **Completed 2014**
3. Two picnic tables are needed in play area
4. Accessible swing recommended

Johnson Riverview Park

1. Walkway recommended
2. One picnic table – **Completed**

Optimist Park

1. Accessible washrooms recommended
2. Better lighting around pathway recommended
3. More accessible picnic tables + benches around walkway
4. Accessible Porta Potty at both ends of the park recommended
5. Recommend benches at the skate park
6. One bench recommended at the dog park and path if possible to centre –
Has picnic table.

Maidstone Park (Behind Arena)

1. Accessible swing recommended

Girard – Grandview Subdivision Park

1. Pathway recommended – **Granular path Completed 2013.**
2. One table and one bench – **Installed 2013.**

Legion Park

1. Recommend a bench.

Atlas Tube Centre

1. Benches – **Installed 2015**
2. Pathways – **Built 2015**
3. Multi-use Recreation facility built to accessible standards opened
September 2014

River Ridge Park

1. Accessible parking space needed in parking lot - **Completed**
2. Accessible play equipment – **Installed 2013**

Oakwood Park

1. Accessible swing recommended
2. Pathway recommended

Centennial Park

1. Lower handles on washroom doors – **Auto door openers installed.**
2. Accessible bar for men's urinal – **Completed 2014**

Russell Woods Parkette

1. Accessible pathway recommended

Leffler Peace Park

1. Recommend picnic tables under pavilion
2. Recommend enhanced drainage between parking lot and washrooms
3. Recommend auto door openers on washrooms. **Auto door openers installed.**
4. Recommend washroom entrance lips be lowered
5. Men's urinal safety bar recommended – **Completed 2014**

St. Clair Shores Park

1. Enhanced Signage recommended
2. Recommend more tables
3. Recommend an accessible swing – **No swings in park.**
4. Pathway around play equipment – **Trail installed.**

Pleasant Park

1. Washroom signs recommended
2. Recommend signs at Fire Hall
3. Recommend installation of safety bar for men's urinal – **Completed 2014**
4. Recommend lowering washroom entrance lips
5. Recommend repairing sidewalk to washrooms

Woodslee Memorial Park

1. Recommend poles removed from entrances to washrooms
2. Recommend sidewalk to play area and washroom
3. Recommend tables under pavilion
4. Recommend garbage container

Libro Community Centre

1. Install accessible parking signs – **Completed 2014**
2. Recommend accessible Porta Potty at play area & Baseball diamonds – **Completed.**
3. Recommend sidewalk from Belle River Rd/County Rd 27 to Millen Centre
4. Recommend cement under pavilion at Concession stand – **New building 2014**
5. Trail through park – **Completed 2014**

Staples Community Park

1. Recommend path
2. Recommend accessible Porta Potty

3. Recommend a table

Comber Fairgrounds Park

1. Recommend sidewalk – **Trail installed 2013.**
2. Recommend accessible parking spaces
3. Recommend accessible park washrooms **Completed 2015.**
4. Recommend signs at entrance

Tilbury North Park

1. Recommend accessible Porta Potty
2. Recommend removal of railway ties at entrance to play equipment & Accessible swing- **Removed**
3. Recommend safety bar on men's urinal – **Completed 2014**
4. Recommend revision of men's bathroom door (opens in and blocks the toilet)
5. Recommend extending sidewalks to parking lot
6. Recommend automatic door openers on washroom doors – **Completed 2014**

Lighthouse Cove Lions Park

1. Recommend upgrade to ramps at boat docks – **Not under Town control.**

Geralyn Tellier - Perdu Memorial Park

1. Recommend lowering of washroom door lip
2. Recommend auto door openers for washrooms. **Installed**
3. More benches needed – **Completed 2013.**
4. One accessible swing recommended - **Installed**
5. Recommend rubberized matting under play equipment.
6. Recommend installation of safety bar in men's urinal – **Installed 2014**

Parkettes – New 2013

Ten waterfront parkettes were rehabilitated in 2013. Some required extensive revisions while others required only minor enhancements. All have paths, benches, garbage containers, signage and parking. The following list identifies the locations of each of the parkettes.

- **Wallace Line**
- **Puce Road**
- **Renaud Line**
- **Rourke Line**
- **Stuart**
- **Ross Beach**
- **Golfview**
- **St. Clair**
- **Stoney Point**
- **Gracey**

Facilities Owned by the Town of Lakeshore

Some municipal facilities are not accessible to the public. All public properties are listed for information purposes.

- Town Hall
- Lakeshore Arena –**Closed**
- Comber Community Centre
- Libro Community Centre – new building 2014
- Atlas Tube Centre – new building 2014
- Public Works Yard – Puce - Not accessible to the public.
- Public Works Yard – Rochester - Not accessible to the public.
- Fire Stations (only accessible to public during open houses)
 - Station 1
 - Station 2
 - Station 3
 - Station 4
 - Station 5
- Lakeshore Dog Pound (Leased)

Municipal Initiatives

The Town of Lakeshore notifies job applicants about accommodation in the recruitment process, assessment and selection. The Town develops a written process for individual accommodation plans as well as return to work plans.

The Town strives to incorporate accessibility criteria into procuring goods, services and facilities.

Meetings run by the municipality will proceed in an accessible format.

All new employees and volunteers will be trained on the Integrated Accessibility Standard and the Ontario Human Rights Code.

The Town will endeavor to make all public areas accessible through renovation and redesign as budget constraints allow.

Review and Monitoring the Plan

The Multi-Year Accessibility Plan will be updated at least once every five years or coinciding with the term of Council. The Accessibility Committee will review the progress of the initiatives on an on-going basis. Progress on the initiatives will be reported to the Town of Lakeshore Council via Committee minutes.

Feedback

The Town of Lakeshore welcomes public feedback on accessibility initiatives within the Town. Feedback helps identify areas where changes need to be considered and ways the Town can improve facilities, goods and services. Should a member of the public wish to provide general feedback, comments or suggestions on how to improve accessibility on our facilities, goods or services, there are a number of methods. You may contact the municipality through our Customer Services Feedback/Comment process, via our Website or via telephone to the Manager of Communications and Strategic Initiatives.