

The Corporation of the Town of Mississippi Mills

**ACCESSIBILITY ADVISORY COMMITTEE
AGENDA**

Tuesday, February 19, 2013

3:30 p.m.

Ramsay Committee Room, Municipal Office

A. APPROVAL OF AGENDA

B. DISCLOSURE OF PECUNIARY INTEREST

C. DELEGATIONS

1. Lennox Smith, Chief Building Official
Building Code Consultation Paper – Accessible Built Environment Pages 1-15

D. APPROVAL OF MINUTES – dated January 15, 2013 Pages 16-18

E. BUSINESS ARISING OUT OF MINUTES

F. REPORTS

1. Integrated Accessibility Standard (O. Reg. 191/11) – Update Pages 19-21
2. Statement of Organizational Commitment to Accessibility Pages 22-23
3. Transportation Requirements of Members Page 24
4. Accessible Customer Service Training Manual Review Pages 25-58

G. INFORMATION/CORRESPONDENCE

1. Town Weekly Ads (Accessibility Did You Know?) Page 59

H. OTHER/NEW BUSINESS

I. MEETING ANNOUNCEMENTS

AAC meeting: Tuesday, March 12, 2013

J. ADJOURNMENT

Building Code Consultation Paper

Accessible Built Environment

December 2012 – March 2013

Key Areas of the Consultation

1. Renovation

Final Proposed Standard Recommendation

The Final Proposed Standard recommended that barrier-free requirements apply to a broader range of renovations with limited exemptions (such as for certain areas not normally occupied on a daily basis, or where renovation is technically infeasible, structurally impractical, or would create “hardship”). The Final Proposed Standard also recommended an exemption where barrier-free requirements adversely affect the natural, cultural, or heritage value of a protected facility or environment.

The Final Proposed Standard also recommended that parts of buildings that provide access to renovated suites should be made accessible (via a barrier-free path of travel) or by developing a plan for accessibility.

Current Building Code Requirements

Barrier-free design requirements apply to existing buildings only when “extensive renovations” are undertaken based on a number of criteria. Moreover, requirements apply only to the area (i.e. “suite”) undergoing renovation, not to the entire building. Barrier-free design requirements do not apply to “basic renovations” (e.g., removing a non-load-bearing wall).

Extensive renovations must meet barrier-free design requirements if:

1. The interior walls or floors within the suite are substantially removed;
2. New interior walls or floors are installed;
3. The suite is larger than 300 m²; and
4. The suite is located on a floor area where the existing difference in elevation between the adjacent ground level and the floor level is not more than 200 mm or, on a floor accessible by an elevator.

The approach in Ontario’s Building Code is consistent with requirements in other jurisdictions (Canadian model National Building Code, United States, Australia, and United Kingdom).

Potential Changes to the Building Code

- Extensive renovations in suites larger than 300 m² and located on an accessible floor level would continue to be subject to full barrier-free design requirements set out in the Building Code.
- For all extensive renovations in smaller suites or that are not located on a fully accessible floor level (for example, located on the ground floor but with several steps at the entrance way, or located on a higher storey in a building without barrier-free access to all storeys), a number of barrier-free upgrades to the building would be required, such as:
 - Wider clear door widths (minimum 860 mm clear space);
 - Lever door handles;
 - Visual cues for glass doors; and
 - Provision of an "ambulatory accessible stall" to be provided in cases where a barrier-free stall or washroom is not provided. These stalls can accommodate certain kinds of assistive devices used by people with disabilities (e.g. individuals with limited balance or who walk with a cane or walker). These stalls are slightly larger than standard washroom stalls and are equipped with parallel grab bars, a barrier-free water closet, widened clear door widths, and door latches. However, they do not include turning space required for individuals using wheelchairs.

Rationale and Considerations

- Barriers in existing buildings are a significant and ongoing concern for Ontarians with disabilities. Where feasible, using renovation work undertaken by the building owner as an opportunity to eliminate these barriers would be a significant improvement to accessibility across Ontario.
- The potential changes meet the intent of the Standard Development Committee, in proposing that all extensive renovations include certain accessibility upgrades.
- The potential changes would enhance accessibility requirements for all extensive renovations, taking a staged approach to increasing accessibility in existing building stock. The maintenance and renovation of existing building stock supports protection of the environment, conservation of resources, the preservation of architectural heritage, and municipal planning and density requirements.
- Many small businesses are located in older or infill buildings along mainstreets with a small number of entrance steps. Where providing a ramp for full barrier-free access into the building is not technically feasible (due to potentially significant structural work), enhanced barrier-free features within the building could still be provided, affording greater opportunities for all Ontarians to access small retail and employment spaces.

2. Barrier-Free Path of Travel (Common Access and Circulation)

Final Proposed Standard Recommendation

The Final Proposed Standard included a number of recommendations intended to enhance barrier-free access and circulation. A number of these recommendations are already included in or exceeded by the current Building Code, or addressed in the proposed regulation on exterior public spaces. Other recommendations proposed enhanced measures to facilitate barrier-free access and circulation throughout buildings. These addressed building entrances, ramps, stairs, doors and doorways, and floor surfaces, among others.

Current Building Code Requirements

The Building Code requires a barrier-free path of travel throughout most occupancies and building types. In addition, the Building Code sets a number of requirements related to common access and circulation, including minimum provisions to accommodate a person using a typical manual wheelchair or other manual mobility assistance devices (such as walkers or canes). These include requirements related to building entrances, minimum doorway and corridor widths, ramp dimensions, passing and rest spaces, and turning spaces.

Exterior walks connected to a building are addressed by the Code. The Code sets minimum requirements for exterior barrier-free paths of travel as well as setting requirements for curb ramps.

Requirements in Ontario are consistent with or exceed standards in other jurisdictions, including requirements set out in the Americans with Disabilities Act.

Potential Changes to the Building Code

- Update and enhance Building Code requirements, such as:
 - Requiring a minimum clear width of 860 mm for doorways;
 - Reducing ramp slopes to a maximum slope of 1 in 15; and
 - Requiring power door operator rough-ins for all doors throughout the barrier-free path of travel.
- Allow T-shaped turning spaces as an additional design option.
- Update curb ramp requirements (where the curb ramp is directly related to a building) and set prescriptive requirements for Tactile Walking Surface Indicators, based on new guidelines and best practices in use by other jurisdictions. (Proposed Building Code requirements would not apply to requirements addressed by the proposed Design of Public Spaces regulation developed by the Accessibility Directorate of Ontario.)
- Require a barrier-free path of travel to roof spaces where public amenities are provided (such as a rooftop garden or pool area).

Rationale and Considerations

- The potential changes are consistent with the intent of the Standard Development Committee, by enhancing requirements for barrier-free circulation within buildings, and broadening their application.
- US Access Board research conducted in 2010 recommended minimum dimensions necessary to accommodate 95 per cent of manual wheelchair users. Based on this research, updated dimensions are proposed in this consultation. The potential changes would accommodate a higher proportion of power wheelchair users as well.
- Roof areas are increasingly being used to provide amenities such as rooftop gardens, bars, and barbeques. Making these roof areas accessible would allow persons with disabilities to enjoy these amenities.
- Providing rough-ins for power door operators would reduce the potential costs of installation if they are needed at a later date, and would support the needs of Ontario's aging population.

3. Vertical Access (Elevators)

Final Proposed Standard Recommendation

The Final Proposed Standard recommended an accessible route to all floors, and indicated that elevators are a preferred means of travel. The Final Proposed Standard recommended that escalators not be included as an acceptable option for accessible routes. The recommendations also included design requirements for elevators, other platform lifts, moving walks, ramps and elevator lobbies.

Current Building Code Requirements

The Building Code requires at least one firefighter elevator in buildings that are 18 metres (approximately six storeys) or higher. Elevators are also required in certain care and treatment occupancies with sleeping rooms for residents and patients (e.g., nursing homes and hospitals).

A barrier-free path of travel is required throughout the entrance storey of a building and within all normally occupied floor areas where that floor is served by an elevating device or ramp with the exception of certain service areas (e.g., elevator machine rooms). Elevators that are part of a barrier-free path of travel must meet the requirements of the Canadian Standards Association Standard B44 Appendix E, "Safety Code for Elevators and Escalators".

Elevator design is regulated by the Technical Standards and Safety Authority, administered by the Ministry of Consumer Services. Specific requirements for elevator design are not addressed in the Building Code.

Potential Changes to the Building Code

Require a barrier-free path of travel between storeys in a broader range of buildings and occupancies:

- Group A, Division 1 (assembly – performing arts) – all buildings
- Group A, Division 2 (miscellaneous assembly) – all buildings, with specified exemptions for restaurants, bowling alleys, licensed beverage establishments, and childcare facilities
- Group A, Division 3 (assembly – arena) – all buildings
- Group A, Division 4 (assembly – open air) – not required
- Group B, all divisions (detention, care and treatment, care) – all buildings
- Group C (residential) – buildings 3 storeys and above or 600 meters squared and above
- Group D (business, personal services) - buildings 3 storeys and above or 600 meters squared and above
- Group E (mercantile) – all buildings
- Group F, all divisions (industrial) – not required

In addition, escalators are proposed to be removed from the list of barrier-free design options for access between storeys.

Rationale and Considerations

- The potential change is consistent with the intent of the Standard Development Committee to require elevators in a greater number of buildings.
- The potential approach will ensure that Ontario is consistent with or leads requirements in other jurisdictions (the United States and Australia, for example, require an accessible route through buildings 3 storeys or more).
- The potential approach enhances accessibility in buildings, while mitigating the cost, space impact, and design complexity of installing elevators in small buildings.
- Exemptions would generally address occupancies where equivalent amenities are provided on both storeys. Requirements for childcare facilities are set by the Day Nurseries Act.

4. Visitable Suites in Multi-Unit Residential Buildings

Final Proposed Standard Recommendation

The Final Proposed Standard recommended that, for Group C (residential) major occupancy apartment buildings, 100 per cent of suites shall be visitable (i.e., designed to limit barriers to visitors with disabilities), and higher standards set for visitability.

Current Building Code Requirements

The Building Code requires that no fewer than 10 per cent of residential apartment building suites (for both rental and condo ownership buildings) have a barrier-free path of travel through the suite entrance door to the doorway of at least one bathroom. Although minimum room areas are specified, the Building Code does not require rooms to be barrier-free, i.e., it does not specify turning space requirements within apartments.

The Building Code requires a barrier-free entrance and path of travel throughout common areas of an apartment building. It does not require power-door operators at the main entrance of an apartment building.

Requirements in Ontario are consistent with, and in some cases exceed, requirements in other jurisdictions. For example, the Americans with Disabilities Act requires five per cent of units, and not less than one, to be accessible.

Potential Changes to the Building Code

Increase the current Building Code requirement for suites with barrier-free features in residential apartment buildings to 15 per cent of suites, as well as enhancing the barrier-free features within those suites and increasing the choice of those suites within a building.

Potential changes to barrier-free requirements include:

- Not less than 15 per cent of residential suites must include the following barrier-free features:
 - A barrier-free path of travel from the suite entrance door through: (a) a barrier-free doorway through at least one bedroom at the same level, and (b) a barrier-free doorway through at least one bathroom, having a clear floor space with 1.5 m² turning diameter or a T-shaped turning space.
 - Clear door opening and minimum width of 860 mm through to kitchen.
 - Suite must be level throughout the main floor.
 - A shower or bathtub must be provided in the bathroom on the barrier-free path of travel.
- Suites with barrier-free features must be dispersed throughout the building to provide choice.
- Suites with barrier-free features must proportionately reflect the variety of suite sizes and types provided in the building (e.g., one-bedroom, two-bedroom, and three-bedroom units).
- Suite entrance doors in all residential apartment buildings must include rough-ins for power door operators, to facilitate installation if needed at a later date.
- Building entrance and entry vestibule doors must be equipped with power-door operators in all Group C (residential) occupancies (such as apartment buildings, hotels, and dormitories).

Rationale and Considerations

- The potential change is consistent with the intent of the Standard Development Committee to enhance the accessibility of Ontario's apartments for a broad range of disabilities.
 - According to 2006 Statistics Canada data, 2.93 million of Canadian adults (11.5 per cent) reported some limitations due to a mobility disability. This includes all reported mobility disabilities, classified as mild, moderate, severe, or very severe.
 - In addition, 2006 data indicated that, 277,550 (or roughly 9.5 per cent of those reporting disabilities) Canadians used manual or electric wheelchairs or scooters as a mobility aid.
 - A requirement for 15 per cent of suites to be visitable reflects statistical information on Canadian population characteristics.
- The Final Proposed Standard recommendation refers to the accessibility of apartment suites for visitors with disabilities. Enhancing the barrier-free features within these suites would allow persons with disabilities to use the major amenities of the suite without undertaking substantial renovation.
- Requiring a higher number of accessible suites would likely increase the overall cost of buildings (see anticipated cost impacts on page 8) and reduce the number of suites permitted on a property.
- Providing rough-ins for power door operators would reduce the potential costs of installation if they are needed at a later date, and supports the needs of Ontario's aging population.

5. Adaptable Design and Construction

Final Proposed Standard Recommendation

The Final Proposed Standard recommended that, for Group C (residential) major occupancy apartment buildings, 50 per cent of suites shall be adaptable (i.e., designed in a way to facilitate future barrier-free renovations as needed).

Current Building Code Requirements

The Code does not currently address general requirements for adaptable construction. In all dwelling units, main bathrooms are required to be reinforced so as to allow for the future installation of grab bars adjacent to the water closet and shower or bathtub.

Potential Changes to the Building Code

- Promote adaptable construction in Ontario homes, by requiring that kitchen walls have sufficient loading capacity to support cupboards and counters at a range of heights, including in single-family houses.
- Current industry practices support broader adaptability through open-concept design.

- Design guidelines and educational materials addressing adaptable construction may be appropriate to include in educational and resource material addressing barrier-free housing design.

Rationale and Considerations

- Ensuring that dwellings include more easily adaptable kitchens and bathrooms would support "aging-in-place" and the needs of an aging population. The Ontario Seniors' Secretariat has indicated that the number of seniors aged 65 and over is projected to more than double from 1.9 million in 2011 to 4.2 million in 2036 (23.6 per cent of the population).

6. Visual Fire Alarms

Final Proposed Standard Recommendation

The Final Proposed Standard recommended that all emergency alarms should have an auditory and visual mode in multi-unit residential buildings including student residences. It also recommended visual fire alarms in all universal toilet rooms as well as in all public spaces and guest rooms of hotels and motels.

Current Building Code Requirements

The Building Code requires that visual fire alarms must be installed (in addition to audible fire alarms) in:

- A building or portions of buildings intended for use primarily by persons with hearing impairment;
- Public corridors serving buildings with assembly, care, business and personal services, and commercial occupancies (including arenas, theatres, churches, hospitals, nursing homes, office buildings and retail establishments);
- Assembly occupancies such as arenas, theatres, and churches must also have visual fire alarms in their auditorium area and anywhere else the public might congregate; and,
- At least 10 per cent of hotel and motel suites.

Visual fire alarms are not required in private homes, classrooms or small care occupancies (i.e., 10 or fewer people or six or fewer people requiring assistance).

Potential Changes to the Building Code

- Require that all hardwired smoke alarms include a visual component, including in single-family houses. This would include at least one hardwired smoke alarm on every level, as well as one hardwired smoke alarm in every sleeping room.

- Require that all residential apartment building suites include rough-ins for visual fire alarms.

Rationale and Considerations

- Health Canada states that approximately 10 per cent of Canadians have a significant hearing problem. This potential change would enhance the safety and security of individuals with auditory impairments.
- While smoke alarms with a visual component are relatively low in cost (an approximate additional \$10), the cost of equipping a building or dwelling unit with visual fire alarms is more expensive (approximately \$500 to \$1,000).
- This potential change would support "aging-in-place," as buildings outfitted with visual fire safety devices help to address the needs of an aging population, in which the prevalence of hearing impairments is increasing. The Ontario Seniors' Secretariat has indicated that the number of seniors aged 65 and over is projected to more than double from 1.9 million in 2011 to 4.2 million in 2036 (23.6 per cent of the population).
- The potential change would bring Ontario standards higher than those in other jurisdictions. Currently, requirements in Ontario are generally consistent with those set out in the Americans with Disabilities Act.

7. Washrooms

Final Proposed Standard Recommendation

The Final Proposed Standard included a number of recommendations intended to enhance the accessibility of barrier-free washrooms, showers, and bathtubs in publicly accessible buildings. These addressed the recommended number of barrier-free washrooms per building, as well as proposed changes to clear floor space within washrooms, stall sizes and door widths, grab bars, washroom accessories, and emergency call switches. The Final Proposed Standard also recommended increasing the minimum required number of universal toilet rooms per building and requiring an adult change table in each universal toilet room.

Current Building Code Requirements

The Building Code requires barrier-free washrooms to be provided in public areas of buildings where barrier-free requirements apply (i.e., exempting houses, high hazard industrial buildings, and buildings not intended for daily or full-time occupancy such as pumphouses and substations). These washrooms must be situated on a barrier-free path of travel and are subject to a number of requirements addressing turning space, doorway widths, grab bars, counter heights, and signage, among others. The Building Code also sets requirements related to showers and bathtubs. One universal toilet room per building is required, with a clear turning space with a minimum diameter.

Requirements in Ontario's Code are consistent with those in other jurisdictions.

Potential Changes to the Building Code

- Update and enhance current Building Code requirements, such as:
 - Amending mounting height and location requirements for washroom accessories such as towel dispensers and hand dryers;
 - Adding fold-down grab bar design options to allow for transfer space on both sides of the water closet;
 - Removing the option to provide a diagonal rather than L-shaped grab bar;
 - Specifications for accessible urinals; and,
 - Requiring a minimum clear floor area of 1.5 m² within washroom stalls for turning space.
- Require power door operators to be installed at entrances to all barrier-free washrooms, including washrooms where a barrier-free stall is provided.
- Allow T-shaped turning spaces as an additional design option for washroom clear turning space dimensions.
- Require at least one universal toilet room in all buildings, and, for multi-storey buildings, at least one for every three floors.
- Require space to be provided for an adult change table in all universal toilet rooms.

Rationale and Considerations

- The potential approach is consistent with the intent of the Standard Development Committee, while mitigating space and cost concerns in washroom design.
- Adult change tables facilitate privacy for persons with disabilities requiring assisted care. Providing space for adult change tables to be provided in universal toilet rooms would ensure that property owners and managers have the flexibility to provide needed facilities while balancing security, maintenance, and cost concerns.

8. Use of Guidelines and Resource Materials

Final Proposed Standard Recommendation

The Final Proposed Standard made recommendations for non-building design elements such as tonal contrast (e.g., tonal contrast of at least 70 per cent between doors and the surrounding environment), colour (e.g., colour and texture to distinguish hallways and pathways), glare (e.g., shower floors to have a non-glare surface), noise (e.g., common-use work areas to be free of unnecessary background noise) and furniture placement (e.g., transient lodging guest rooms to have sufficient space around furniture).

Current Building Code Requirements

Non-building design elements are not part of the Building Code. Certain types of buildings that have additional conditions beyond the Building Code tend to be addressed by requirements outlined by the jurisdiction of interest (e.g., Ministry of the Attorney General guidelines for courtrooms and Ministry of Health and Long Term Care standards for hospitals).

Ontario's Building Code Compendium includes explanatory Appendix Notes intended to provide examples and information on technical requirements. These include Appendix Notes on requirements for barrier-free design, which provide information on where requirements may apply and provide illustrated diagrams of design items such as doorway clearances, access aisles in parking areas, and shower and washroom clearances.

Potential Changes to the Building Code

Alternative mechanisms such as design guidelines should be considered for certain Final Proposed Standard recommendations that fall outside the scope of the Building Code and are not otherwise addressed by existing guidelines. These guidelines would include best practices, be non-regulatory and support industry.

New and updated non-regulatory Appendix Notes on barrier-free design requirements are also proposed. For example, the current Appendix Note that provides information on the general accessibility requirements in the Code is proposed to be amended to provide a broadened understanding of accessibility, beyond accommodations intended for the use of wheeled mobility devices. In addition, illustrated diagrams of new design concepts such as T-shaped turning spaces and ambulatory washroom stalls are proposed.

Rationale and Considerations

- The Building Code comprises the minimum standards for the construction, renovation, and change of use of buildings. Its scope covers basic, day-to-day barrier-free construction requirements (e.g., barrier-free entry into buildings, barrier-free access throughout buildings and barrier-free access into publicly accessible washrooms).
- Non-building elements fall outside the scope of the Building Code. They can also be more difficult to enforce since their installation or alteration does not require a building permit.
- Appendix Notes and other explanatory material are valuable to building officials and the design industry and are frequently consulted through the building permit process.

9. Other Technical and Administrative Changes

A number of recommendations included in the Final Proposed Standard are also under consideration as part of this public consultation, but do not fit within the categories described above. These recommendations tend to address specific spaces such as pools, theatres, and parking garages.

Potential Changes to Barrier-Free Access for Pools, Spas, and Locker Rooms

- Requiring barrier-free access into and out of public pools and spas, through a ramp or pool lift. Options for transfer walls and pool stairs, in addition to a ramp or lift, would be provided.
- Requiring tactile surface indicators around the pool edge.
- Requiring a barrier-free path of travel from the entrance to the pool area and change facilities.
- Requiring barrier-free washrooms to be provided in the change area.

Potential Changes to Access Aisles and Clearances Within Parking Garages

- Currently, the Code requires that entrance for vehicles to and from parking garages, and specifically to accessible parking spaces, have a minimum of 2100 mm vertical clearance. The potential change described here would also require that a minimum of 2500 mm vertical clearance is provided to and from accessible van parking spaces in parking garages.
- For passenger loading zones, an access aisle with minimum dimensions of two metres wide and seven metres long would be required.

Potential Changes to Amended Requirements for Accessibility Seating Spaces

- Expanded dimensions for seating spaces, so that they are a minimum of 900 mm wide, and 2200 mm long when accessed from a side approach or 1370 mm long when accessed from the front or rear.
- Requiring accessible spaces to be dispersed throughout the seating area, to provide a choice of viewing location and a clear view of the event taking place.
- Requiring the theatre to be provided with storage for mobility devices.
- Requiring seats to be provided with at least one adjacent companion seat.

Technical and Administrative Clarifications

Other Code changes for consultation reflect a review of current requirements and feedback from Building Code users. A number of technical clarifications and new definitions are proposed to provide greater clarity to designers and building officials. Examples include clarifying requirements for guards at landings, clarifying where a sloped floor must be designed as a ramp, and clarifying requirements for barrier-free showers where a group of showers is provided.

Comment Submission

We look forward to your feedback regarding the potential changes included in this consultation. Your active involvement helps ensure that potential Code changes are fully informed, are technically and economically feasible, and enforceable. Comments are also appreciated on the timing of the potential changes. As was the case with the 2006 Building Code, it is possible to phase in Code changes over the lifespan of the next Code cycle.

Steps to submission

Review this consultation paper, or the technical descriptions posted online.

- You can provide feedback by completing the [downloadable PDF comment form](#).
- If you are commenting on specific areas of potential change, please complete an additional form for each potential change for which you want to provide input. General comments on the potential changes described here may also be submitted through the comment form and will be shared with the Technical Advisory Committee.
- Submit by fax, mail, or [email](#).

You are encouraged to submit additional material in a manner that best allows you to express your views on the potential Building Code amendments.

The Ministry of Municipal Affairs and Housing must receive your response to this consultation by **March 1, 2013**.

If you do not support a potential change, or would support the change with modifications, please include an explanation of the rationale for your concerns to help the Ministry and the Technical Advisory Committee understand your views.

Please remember to include the following on each form:

- your name
- your mailing address
- whether you are responding on behalf of yourself or an organization

Completed Comment Forms and supporting documents may be submitted to the Ministry of Municipal Affairs and Housing using the online comment form. You may also email, fax or mail completed forms to:

Email: elisheva.bouskila-fox@ontario.ca

Tel: 416-585-6515

TTY: 416-585-6991 or 1-866-220-2290

Fax: 416-585-7455

Subject Line: Accessible Built Environment Consultation

Mail:

Accessible Built Environment Consultation
c/o Building and Development Branch
Ministry of Municipal Affairs and Housing
777 Bay Street – 2nd Floor
Toronto, ON
M5G 2E5

Please use the above contact information if you have any questions on the consultation process.

Personal information provided in responses to Building Code consultations is collected under the authority of section 4 of the Ministry of Municipal Affairs and Housing Act and subsection 38(2) of the Freedom of Information and Protection of Privacy Act for consultative purposes and for contacting you should we need to clarify your response. Responses to consultations (minus addresses, where provided) may be shared with provincial and national building and fire code development committees. Questions about the collection of personal information may be addressed to James Ross, Policy Coordinator, at the address noted above.

Online information sessions

Ministry staff will be holding online information sessions to explain the potential changes and to answer questions. Information on these sessions will be posted at ontario.ca/buildingcode.

A meeting of the **Mississippi Mills Accessibility Advisory Committee** was held on **Tuesday, January 15, 2013 at 3:00 p.m.** in the Ramsay Committee Room at the Municipal Office.

PRESENT:

Committee: Shawn Humphrey, Chairperson
Councillor Duncan Abbott
Joyce Blyth
Shawn Humphrey
Jim Lowry

Staff/Others: Rob Tremblay, Acting Town Clerk
Mary Lou Souter, Library Board Chair (left at 3:50 p.m.)
Peter Nelson, Chief Librarian (left at 3:50 p.m.)

ABSENT: Myrna Blair (with regrets)
Jim Hugessen (with regrets)

The Acting Town Clerk called the meeting to order at 3:01 p.m.

A. ELECTION OF CHAIR & INTRODUCTION OF NEW MEMBERS

Moved by Councillor Abbott

Seconded by Joyce Blyth

THAT Shawn Humphrey be elected as Chair of the Mississippi Mills Advisory Committee for a term expiring on December 31, 2013.

CARRIED

B. APPROVAL OF AGENDA

Moved by Jim Lowry

Seconded by Joyce Blyth

THAT the agenda be accepted as presented.

CARRIED

C. DISCLOSURE OF PECUNIARY INTEREST

None were declared.

D. DELEGATIONS

1. **Almonte Library Renovations Update**

Ms. Souter presented revised drawings, noting the project includes the replacement of the existing cement slab at the entrance, demolition/replacement of existing walkways, provision for two accessible parking spaces, and accessibility improvements to the washroom. Discussion occurred on the placement of the automatic door opener, door locking mechanism, faucet, and signage for an adjacent ordinary parking space. Other capital projects were discussed including the Pakenham branch and potential for dealing with the rear emergency exit at the Almonte branch.

ACTION: The delegation agreed to return at a subsequent meeting to discuss how they are meeting the requirements of the Integrated Accessibility Standard Regulation.

E. APPROVAL OF MINUTES

Moved by Councillor Watters

Seconded by Councillor Abbott

THAT the minutes dated November 6, 2012 be approved as presented.

CARRIED

F. BUSINESS ARISING OUT OF MINUTES

A response to the accessibility grant to improve the Council Chambers sound system has not yet been received. A consultation document on potential improvements to the Building Code on accessibility measures will be placed on the next agenda.

G. REPORTS

1. Lanark County – Draft Accessible Pedestrian Signal Policy

Member Blythe suggested that a traffic signal be added at the Ottawa/Mill intersection.

ACTION: The Acting Clerk will re-circulate the document electronically and receive comments by Friday, January 25 for submission to the County. He will also seek confirmation from the Director of Roads & Public Works on the Town's traffic signals and specifically the timing of the light at Ottawa/Industrial.

2. Agricultural Hall NLAS Fairgrounds Site Visit Report

Moved by Jim Lowry

Seconded by Joyce Blythe

THAT the site visit report be accepted as presented.

CARRIED

ACTION: Councillor Abbott offered to provide an update in April on some of the items that will be addressed in 2013.

3. Terms of Reference Review

Reference to the Accessibility for Ontarians with Disabilities Act will be added to Section 1. The Committee Membership in Section 4 will be altered to reflect the current composition. The Term of Office will be updated based on Council direction in Section 8.

Moved by Councillor Watters

Seconded by Councillor Abbott

THAT the Accessibility Advisory Committee recommend that the Terms of Reference be amended based on suggestions for Council approval.

CARRIED

ACTION: The Acting Clerk will confirm transportation needs and prepare a report for Committee approval pursuant to Section 9 of the Terms of Reference.

H. INFORMATION/CORRESPONDENCE

1. Barrier Identification – Town of St. Marys

ACTION: The Acting Clerk will invite the Community & Economic Development Coordinator to an upcoming meeting to discuss the Accessibility page on the Town website, which could include a barrier identification feedback form, as well as festivals and a potential requirement that accessible portable washrooms be provided. Chairperson Humphrey will provide similar feedback form from Carleton University for review.

2. Town Weekly Ads (Accessibility Did You Know?)

Chairperson Humphrey suggested that an upcoming advertisement touch on snow clearing for accessible entrances and ramps.

I. OTHER/NEW BUSINESS

1. 2013 Meeting Schedule

It was agreed that meetings would continue on the second Tuesday of the month. Monthly meetings will be required to deal with Integrated Accessibility Standard Regulation matters in Q1 and Q2 2013. As much as possible, site visits will be combined with meetings.

ACTION: A site visit of St. Andrews United Church in Pakenham will be organized for a future meeting, along with the possibility of Union Hall and Almonte Old Town Hall. Holy Name Catholic Church may be visited to view its recent addition, which includes accessibility measures.

ACTION: The accessible customer service training booklet will be reviewed at an upcoming meeting. Action items will be incorporated in the multi-year plan where appropriate.

ACTION: The Acting Clerk will follow up with the CAO with regards to the new front steps at the Township Office (requirement for centre railing and yellow strips for stairs).

J. MEETING ANNOUNCEMENTS

Next meeting: Tuesday, February 12, 2013

K. ADJOURNMENT

**Moved by Councillor Watters
Seconded by Joyce Blyth
THAT the meeting be adjourned.**

CARRIED

The meeting adjourned at 4:33 p.m.

THE CORPORATION OF THE TOWN OF MISSISSIPPI MILLS

STAFF REPORT

DATE: February 5, 2013
TO: Accessibility Advisory Committee
FROM: Rob Tremblay, Acting Town Clerk
SUBJECT: Update: Integrated Accessibility Standard, Ontario Regulation 191/11

RECOMMENDATION:

That the Accessibility Advisory Committee receive this report as information.

BACKGROUND:

The Acting Clerk presented an information report at the November meeting providing an outline of legislative requirements for 2012-2013.

The Integrated Standard came into effect on July 1, 2011 and includes standards for Information & Communications, Employment and Transportation. Although the requirements are to be phased in, some deadlines have passed or are fast approaching. There are three general requirements: develop policies to support each standard; establish a multi-year plan; and train employees on the legislation and Human Rights Code.

DISCUSSION:

Below you will find a summary of requirements for 2012-2013 with a status update on progress toward meeting the requirements.

Implementation Deadline: January 1, 2012

- Make available the emergency plan, procedures and public safety information in an accessible format as soon as practicable upon request.

Target: November 2012

Action: Add a statement in the plan and on the website.

Status: Completed - December 2012.

- Prepare individualized workplace emergency response information once notified of the need for accommodation.

Target: December 2012

Action: Amend employment by-law; distribute form with paystubs; record on file; inform department heads and Community Emergency Management Coordinator.

Status: A form was included with the pay stubs on January 24, 2013.

Responses are coming in and individualized plans will be developed where required. The employment by-law will be amended in Q2 2013 to include other required policies.

Implementation Deadline: January 1, 2013

- Establish policies for achieving accessibility.
- Develop a statement of organizational commitment for inclusion in policies to meet the accessibility needs of persons with disabilities in a timely manner.

Target: Q1 2013

Action: Work collaboratively with other Clerks in Lanark County; consult advisory committee; bring forward policies and amendments to Council.

Status: The statement of organizational commitment will be reviewed by the Accessibility Advisory Committee in February 2013. The Accessible Customer Service Policy will be broadened and reviewed with a first draft at the March meeting of the advisory committee.

- Establish and document a multi-year accessibility plan with the advisory committee outlining a strategy to prevent and remove barriers and meet statutory requirements. Make plan available in accessible formats and post on website.

Target: Q1 2013

Action: Adapt existing plan with advisory committee.

Status: Initial review to occur at the March meeting.

- Amend procurement policy to address accessibility criteria and features when procuring or acquiring goods and services, except where it is not practical to do so. Amend procurement policy to address accessibility features for self-service kiosks.

Target: December 2012

Action: Amend current policy.

Status: Completed with by-law approved by Council in December 2012.

- Public Library: Arrange for the provision of accessible materials and notify the public of availability.

Target: By end of 2013

Action: Invite Chief Librarian to upcoming meeting for discussion.

Status: On-going – Chief Librarian and Board Chair to report back at May meeting.

- Consult with advisory committee on proportion of on-demand accessible taxicabs required and discuss implementation in the multi-year accessibility plan; ensure taxi operators place vehicle registration on rear bumper; and ensure operators make available vehicle registration in an accessible format; ensure owners and operators do not charge a higher fee for transporting persons with disabilities or charge a fee for storage of mobility aids or assistive devices.

Target: November/December 2012

Action: Amend taxi licensing by-law; provide required public notice; consult advisory committee; undertake enforcement in Q1 2013.

Status: Completed – By-law passed by Council in December 2012 with enforcement to follow.

FINANCIAL IMPLICATIONS:

These new legislative requirements can be met internally using existing resources.

SUMMARY:

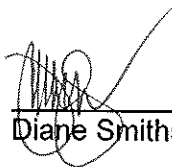
Additional requirements are set forth for 2015, 2016, 2018 and 2021. These should be addressed in the multi-year plan. Focus will be placed on outstanding items to ensure full compliance. The requirements for January 1, 2014 will be discussed in a separate report at the March meeting with a schedule for completion.

Respectfully submitted,

Reviewed by,



Rob Tremblay, Acting Town Clerk



Diane Smithson, CAO

THE CORPORATION OF THE TOWN OF MISSISSIPPI MILLS

STAFF REPORT

DATE: February 5, 2013
TO: Accessibility Advisory Committee
FROM: Rob Tremblay, Acting Town Clerk
SUBJECT: Statement of Organizational Commitment

RECOMMENDATION:

That the Accessibility Advisory Committee recommend Committee of the Whole and Council approve the Statement of Organizational Commitment for inclusion in the Comprehensive Accessibility Policy for the Town of Mississippi Mills under review and development.

BACKGROUND:

The Integrated Standard came into effect on July 1, 2011 and includes standards for Information & Communications, Employment and Transportation. Although the requirements are to be phased in, some deadlines have passed or are fast approaching. There are three general requirements: develop policies to support each standard; establish a multi-year plan; and train employees on the legislation and Human Rights Code.

The Town is required to adopt a statement of organizational commitment in its policies, stating that the Town will meet the accessibility needs of persons with disabilities in a timely manner.

The statement once approved will be included in future and revised policies, as well as outlined in the Comprehensive Accessibility Policy under review and development.

DISCUSSION:

The following was previously included in the Customer Service training booklet and adapted to meet the requirements of the Regulation:

STATEMENT OF ORGANIZATIONAL COMMITMENT

The Town of Mississippi Mills is committed to meeting the accessibility needs of persons with disabilities in a timely manner, while respecting the core values of Dignity, Independence, Integration and Equal Opportunity.

1. **Dignity** means the person is valued and deserving of effective and full service. People with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience.
2. **Independence** means freedom from control or influence of others – freedom to make one's own choices. In other situations, it may mean the freedom to do things in your own way.

3. **Integration** means customers with disabilities fully benefit from the same services, in the same place and in the same or similar way as other customers. Integration means that policies, practices and procedures are designed to be accessible to everyone including people with disabilities.
4. **Equal opportunity** means having the same chances, options, benefits and results as others. People with disabilities should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

We also are required to communicate with a person with a disability in a manner that takes into account his or her ability.

FINANCIAL IMPLICATIONS:

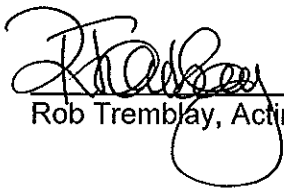
There are no financial implications associated with this report.

SUMMARY:

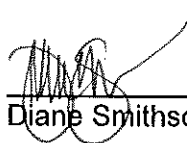
The statement of organizational commitment will be incorporated in all new and revised policies.

Respectfully submitted,

Reviewed by,



Rob Tremblay, Acting Town Clerk



Diane Smithson, CAO

THE CORPORATION OF THE TOWN OF MISSISSIPPI MILLS

STAFF REPORT

DATE: February 5, 2013
TO: Accessibility Advisory Committee
FROM: Rob Tremblay, Acting Town Clerk
SUBJECT: Transportation Needs of Members

RECOMMENDATION:

That the Accessibility Advisory Committee approve the disbursement of travel costs (taxi or Lanark Transportation Association) for members with disabilities requiring transportation to and from meetings.

BACKGROUND:

The Terms of Reference provides the following with regard to transportation costs for members to attend meetings:

“Committee members with disabilities may be compensated for extraordinary expenses incurred by attending meetings as approved by the Committee on a case-by-case basis.”

DISCUSSION:

It is recommended when carpooling is not possible that transportation be provided through the Lanark Transportation Association or commercial taxi service. These services can be pre-arranged by the Acting Clerk prior to meetings.

FINANCIAL IMPLICATIONS:

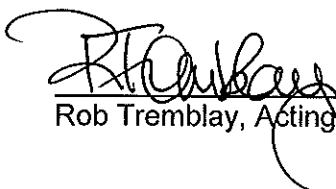
The 2013 budget includes \$200 for travel expenses.

SUMMARY:

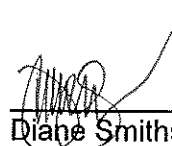
The Town can cover travel expenses for those requiring it to ensure attendance and participation at meetings.

Respectfully submitted,

Reviewed by,



Rob Tremblay, Acting Town Clerk



Diane Smithson, CAO



ACCESSIBILITY TRAINING MANUAL

Town of
Mississippi Mills

February 2013



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BACKGROUND

Disabilities affect people of all ages and background. Some people are born with one or more disabilities while many others develop disabilities through illness, injury or aging. People with disabilities represent a significant and growing part of our population.

Statistics Canada report that approximately 1.8 million Ontarians have disabilities - about 15% of the population and 42% of all seniors. Because disability tends to increase with age, it is estimated that 20% of the population will have disabilities by the year 2020. Enhancing the ability of people with disabilities to live independently and contribute to the community will have positive effects on future prosperity in Ontario.



Municipal governments play an important role in the planning and development of communities: streets, parks, libraries, social housing, ambulance services, programs, services, public buildings and elections.

The Province of Ontario recognized that accessibility is a shared responsibility and passed the *Ontarians with Disabilities Act, 2001* (ODA) on December 14, 2001. This *Act* requires broad public sector organizations to review their policies, programs and services through the development of annual accessibility plans. In addition, municipalities with populations of 10,000 or more had to establish an Accessibility Advisory Committee.

In June 2005, the Province of Ontario furthered its commitment to accessibility by expanding on previous legislation to include the private sector. The goal of this new act, *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) is to achieve accessibility for Ontarians with disabilities by 2025 with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by developing, implementing and enforcing accessibility standards. The Act also provides for the involvement of people with disabilities, representatives of various sectors of the economy and the Government of Ontario in the development of accessibility standards.

Currently, people with disabilities do not have the same kind of opportunities as everyone else. They should be able to do the things that most of us take for granted: going to work or school, shopping, taking in a movie or eating out. That's the goal of Accessibility for Ontarians with Disabilities Act.

As a result, businesses and organizations that provide goods and services to people in Ontario will have to meet certain accessibility standards in five important areas within specified time limits:

- customer service
- transportation
- information and communications
- built environment
- employment

STATEMENT OF ORGANIZATIONAL COMMITMENT

The Town of Mississippi Mills is committed to meeting the accessibility needs of persons with disabilities in a timely manner, while respecting the following core values:

1. **Dignity** means the person is valued and deserving of effective and full service. People with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience.
2. **Independence** means freedom from control or influence of others – freedom to make one’s own choices. In other situations, it may mean the freedom to do things in your own way.
3. **Integration** means customers with disabilities fully benefit from the same services, in the same place and in the same or similar way as other customers. Integration means that policies, practices and procedures are designed to be accessible to everyone including people with disabilities.
4. **Equal opportunity** means having the same chances, options, benefits and results as others. People with disabilities should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

We also are required to communicate with a person with a disability in a manner that takes into account his or her ability.

REQUIREMENTS OF THE INTEGRATED ACCESSIBILITY STANDARD (O. REG. 191/ 11)

The Town of Mississippi Mills must by January 1, 2010:

- 1) Establish policies, practices and procedures on providing goods or services to people with disabilities.
- 2) Use reasonable efforts to ensure that our policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
- 3) Set a policy on allowing people to use their own personal assistive devices to access our goods and use our services and about any other measures our organization offers (assistive device, services, or methods) to enable them to access our goods and use our services.
- 4) Communicate with a person with a disability in a manner that takes into account his or her ability.
- 5) Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises we own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
- 6) Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.

- 7) Provide notice when facilities or services that people with disabilities rely on to access or use our goods or services are temporarily disrupted.
- 8) Train staff, volunteers, contractors and any other people who interact with the public or third parties on our behalf on a number of topics as outlined in the customer service standard.
- 9) Establish a process for people to provide feedback on how we provide goods or services to people with disabilities and how we will respond to any feedback and take action on any complaints. Make the information about our feedback process readily available to the public.

Additionally, the Town must:

- Document in writing all our policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.
- Notify customers that documents required under the customer service standard are available upon request.
- When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.
- Use reasonable efforts to ensure that our policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.

The Town of Mississippi Mills must by January 1, 2012:

- 10) Provide emergency procedures, plans and public safety information in an accessible format, or with communication supports, as soon as practicable, upon request.
- 11) Provide and review individualized workplace emergency response information for those employees that require it.

The Town of Mississippi Mills must by January 1, 2013:

- 12) Develop policies for governing how the Town is achieving or will achieve accessibility through meeting the requirements of the Regulation.
- 13) Adopt a statement of organizational commitment in policies, stating that accessibility needs will be met in a timely manner.
- 14) Establish a multi-year accessibility plan, in consultation with the Accessibility Advisory Committee, outlining strategies to prevent and remove barriers and meet the requirements of the Regulation.
- 15) Post the accessibility plan on the Town website and make it available in an accessible format upon request.
- 16) Incorporate accessibility criteria when procuring or acquiring facilities, goods and services, including self-service kiosks.

The Town of Mississippi Mills must by January 1, 2014:

- 17) Report on the accessibility plan with annual reports, posted on the Town website.

- 18) Keep a record of training provided to all employees and volunteers on accessibility standards and the Human Rights Code.
- 19) Review feedback policies to ensure they provide for accessible formats and communication supports upon request.
- 20) Ensure new websites and web content will conform to WCAG 2.0 Level A requirements.
- 21) Ensure the Employment Policy addresses accommodation during the recruitment process and when commencing employment.
- 22) Provide accessible formats and communication supports for employees that request them, as well as individual accommodation plans.
- 23) Document a return to work policy.
- 24) Take into account accessibility needs in the performance management, career development and redeployment processes.

The Town of Mississippi Mills must by January 1, 2015:

- 25) Provide accessible formats and communication supports upon request, in a timely manner, and in consultation with the person making the request.
- 26) Ensure the cost for accessible formats and communication supports will be no more than the regular cost charged to other people.
- 27) Notify the public about the availability of accessible formats and communication supports.

The Town of Mississippi Mills must by January 1, 2016:

- 28) Ensure compliance with the Built Environment standards to remove barriers in the design of public spaces and buildings.

The Town of Mississippi Mills must by January 1, 2018:

- 29) Reviewed and updated the accessibility plan written in 2013.

The Town of Mississippi Mills must by January 1, 2021:

- 30) Ensure new websites and web content will conform to WCAG 2.0 Level AA requirements.

THE ONTARIO HUMAN RIGHTS CODE

The Ontario *Human Rights Code* (the *Code*) provides for equal rights and opportunities, and freedom from discrimination. The *Code* recognizes the dignity and worth of every person in Ontario. It applies to the areas of employment, housing, facilities and services, contracts, and membership in unions, trade or professional associations.

At work, employees with disabilities are entitled to the same opportunities and benefits as people without disabilities. In some cases, they may need special arrangements or “accommodations” so they can do their job duties.

Customers, clients and tenants with disabilities also have the right to equal treatment and equal access to facilities and services. Examples of facilities and services are restaurants, shops, hotels and movie theatres, as well as apartment buildings, transit and other public places.

Public and private education providers must also make sure their facilities and services are accessible, and that students with disabilities are accommodated.

Even when facilities and services are designed as inclusively as possible, you may still need to accommodate the individual needs of some people with disabilities. Under the *Code*, unions, landlords and service providers have a legal “duty to accommodate” persons with disabilities. The goal of accommodation is to allow people with disabilities to equally benefit from and take part in services, housing or the workplace.

Accommodation is a shared responsibility. Everyone involved, including the person asking for accommodation, should work together, exchange relevant information, and look for accommodation solutions together. There is no set formula for accommodating people with disabilities. Even though some accommodations can benefit many people, you still need to consider individual needs each time a person asks to be accommodated. A solution for one person may not work for someone else.

ACCESSIBLE CUSTOMER SERVICE

Accessible customer service can mean many things. Mostly, it is the understanding that each individual may need a slightly different type of accommodation.

For example, a person who is blind may need to have information read aloud to them; an individual with a learning disability may need to have instructions written down; and someone who uses a wheelchair may need help in finding a route they can use.

Some small steps we can take immediately to improve accessibility include:

- ◆ Treating all customers with dignity and respect
- ◆ Asking ‘How may I help you?’

Accessible customer service is **GOOD** customer service: courteous, helpful and prompt.

WHAT CAN YOU DO?

Always start with people first. That means saying “person with a disability” rather than “a disabled person.” In any interaction, it means addressing the person’s service needs, rather than focusing on the disability.

WHAT IS A DISABILITY?

Let’s take some time to understand the definition of different disabilities and some tips to assist you in providing accessible customer service.

A “**Disability**” as defined by the AODA includes:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness;
- 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*.
- 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 degrees of paralysis, amputation, lack of physical coordination, 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 wheel chair or other remedial appliance or device.

BEST PRACTICES AND PROCEDURES

Physical disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors, and paralysis. Physical disabilities can be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. A physical disability may affect an individual's ability to:

- ◆ Perform manual tasks such as holding a pen, turning a key or grip a door knob
- ◆ Move around independently
- ◆ Control the speed or coordination of movements
- ◆ Reach, pull or manipulate objects
- ◆ Have strength or endurance.

There are many types and degrees of physical disabilities, and not all require a wheelchair. It may be difficult to identify a person with a physical disability.

Here are some **tips** on serving customers who have physical disabilities:

- ◆ Speak normally and directly to your customer. Don't speak to someone who is with them.
- ◆ People with physical disabilities often have their own way of doing things. Ask before you help.

- ◆ Wheelchairs and other mobility devices are part of a person's personal space, don't touch, move or lean on them.
- ◆ Don't touch assistive devices, including wheelchairs, unnecessarily unless it's an emergency.
- ◆ Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.).
- ◆ Keep ramps and corridors free of clutter. Remove obstacles and rearrange furniture to ensure clear passage.
- ◆ Provide seating for those that cannot stand in line.
- ◆ Be patient. Customers will identify their needs to you.

Hearing loss can cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf, deafened, or hard-of-hearing may be unable to:

- ◆ Use a public telephone.
- ◆ Understand speech in noisy environments.
- ◆ Pronounce words clearly enough to be understood by strangers.

They may be able to hear out of one ear better than the other.

Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

Here are some **tips** on serving customers who are deaf or hard of hearing:



- ◆ Always ask how you can help. Don't shout.
- ◆ Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- ◆ Make sure you are in a well-lighted area where your customer can see your face.
- ◆ Look at and speak directly to your customer. Keep your hands and other objects away from your face and mouth.
- ◆ If necessary, ask if another method of communicating would be easier, for example a pen and paper.
- ◆ Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
- ◆ Don't touch or address service animals – they are working and have to pay attention at all times.
- ◆ Be patient. Communication for people who are deaf may be different because their first language may not be English. It may be American Sign Language (ASL).
- ◆ If the person uses a hearing aid, try to speak in an area with few competing sounds.
- ◆ Talk on the side where they can hear the best.

- ◆ Deaf people may use a sign language interpreter to communicate - always direct your attention to the Deaf person - not the interpreter. Any personal (e.g. financial) matters should be discussed in a private room to avoid other people overhearing.

Deaf-Blindness is a combination of hearing and vision loss. A person who is deaf-blind has significant difficulty accessing information and performing daily activities. Deaf-blindness interferes with communication, learning, orientation and mobility. People who are deaf-blind communicate using various sign language systems, Braille, telephone devices, communication boards and any combination thereof. Most people who are deaf-blind will be accompanied by an Intervener, a professional who helps with communicating. Interveners are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

Here are some **tips** on serving customers who are deaf-blind:

- ◆ Do not assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- ◆ A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- ◆ Do not touch or address service animals - they are working and have to pay attention at all times.
- ◆ Never touch a person who is deaf-blind suddenly or without permission unless it is an emergency.

- ◆ Understand that communication can take some time- be patient.
- ◆ Direct your attention to your customer, not the Intervener.

Vision disabilities reduce one's ability to see clearly. Very few people are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light. Vision loss can result in:

- ◆ Difficulty reading or seeing faces
- ◆ Difficulty manoeuvring in unfamiliar places
- ◆ Inability to differentiate colours or distances
- ◆ A narrow field of vision
- ◆ The need for bright light, or contrast
- ◆ Night blindness.

Vision disabilities can restrict your customers' abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability. Others may use a guide dog or white cane.

Here are some **tips** on serving customers who have vision disabilities:

- ◆ Identify yourself when you approach your customer and speak directly to them.
- ◆ Speak normally and clearly.

- ◆ Never touch your customer without asking permission, unless it's an emergency.
- ◆ If you offer assistance, wait until you receive permission.
- ◆ Offer your arm (the elbow) to guide the person and walk slowly.
- ◆ Don't touch or address service animals – they are working and have to pay attention at all times.
- ◆ If you're giving directions or verbal information, be precise and clear. For example, if you're approaching a door or an obstacle, say so.
- ◆ Don't just assume the individual can't see you.
- ◆ Don't leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location.
- ◆ Identify landmarks or other details to orient your customer to the environment around them.
- ◆ Don't walk away without saying good-bye.
- ◆ Be patient, things may take a little longer.

Speech disabilities involve the partial or total loss of the ability to speak. Individuals with speech disabilities may have problems with:

- ◆ Pronunciation
- ◆ Pitch and loudness

- ◆ Hoarseness or breathiness
- ◆ Stuttering or slurring.

Some people have problems communicating. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express themselves or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

Here are some **tips** on serving customers with speech or language impairments:

- ◆ Just because a person has one disability doesn't mean they have another. For example, if a customer has difficulty speaking; don't assume they have an intellectual or developmental disability as well.
- ◆ If you don't understand, ask your customer to repeat the information.
- ◆ If you are able, ask questions that can be answered 'yes' or 'no'.
- ◆ Be patient and polite, and give your customer whatever time he/she needs to get his/her point across.
- ◆ Give the person your full attention. Don't interrupt or finish your customer's sentences. Patience, respect and a willingness to find a way to communicate are your best tools.
- ◆ If possible communicate in a quiet environment.
- ◆ Verify your understanding.

Intellectual disabilities affect a person's ability to think and reason. It may be caused by genetic factors such as Down's Syndrome, exposure to environmental toxins such as Fetal Alcohol Syndrome, brain trauma or psychiatric disorders. A person with an intellectual disorder may have difficulty with:

- ◆ Understanding spoken and written information
- ◆ Conceptual information
- ◆ Perception of sensory information
- ◆ Memory.

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has this disability unless you're told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think and they will appreciate you treating them with respect.

Here are some **tips** on serving customers who have an intellectual or developmental disability:

- ◆ Don't assume what a person can or cannot do.
- ◆ Use clear, simple language.
- ◆ Be prepared to explain and provide examples regarding information.

- ◆ Remember that the person is an adult and unless you are informed otherwise, can make their own decisions.
- ◆ Be patient and verify your understanding.
- ◆ If you can't understand what is being said, don't pretend. Just ask again.
- ◆ Provide one piece of information at a time.
- ◆ Speak directly to your customer, not to their companion or attendant.

Learning disabilities include a range of disorders that effect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability have average or above average intelligence, but take in and process information and express knowledge in different ways.

Learning disabilities can result in:

- ◆ Difficulties in reading
- ◆ Problem solving
- ◆ Time management
- ◆ Way finding
- ◆ Processing information.

Here are some **tips** on serving customers who have learning disabilities:

- ◆ Patience and a willingness to find a way to communicate are your best tools.
- ◆ When you know that someone with a learning disability needs help, ask how you can best help them.
- ◆ Speak normally and clearly, and directly to your customer.
- ◆ Take some time — people with some kinds of learning disabilities may take a little longer to understand and respond.
- ◆ Try to find ways to provide information in a way that works best for them. For example, have a paper and pen handy.
- ◆ If you're dealing with a child, be patient, encouraging and supportive.

Mental Health disabilities include a range of disorders however there are three main types of mental health disability:

- ◆ Anxiety
- ◆ Mood
- ◆ Behavioural

People with mental health disabilities may seem edgy or irritated; act aggressively; be perceived as pushy or abrupt; be unable to make a decision; start laughing or get angry for no apparent reason.

Here are some **tips** on serving customers who have mental health disabilities:

- ◆ Treat a person with a mental health disability with the same respect and consideration you have for everyone else.
- ◆ Be confident and reassuring. Listen carefully and work with your customer to meet their needs.
- ◆ If someone appears to be in a crisis, ask them to tell you the best way to help.
- ◆ Stay calm and courteous, even if your customer exhibits unusual behaviour, focus on the service they need and how you can help.

Smell disabilities can involve the inability to sense smells or a hypersensitivity to odours and smells. A person with a smelling disability may have allergies to certain odours, scents, or chemicals or may be unable to identify dangerous gases, smoke, fumes, and spoiled food.

Touch disabilities can affect a person's ability to sense texture, temperature, vibration or pressure. Touch sensations may be reduced or heightened resulting in a hypersensitivity to touch, temperature, or the opposite: numbness and the inability to feel touch sensations.

Taste disabilities can limit the experience of the four primary taste sensations: sweet, bitter, salty and sour. A person with a taste disability may be unable to identify spoiled food or noxious substances.

Other disabilities result from a range of other conditions, accidents, illnesses and diseases including ALS, asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.

Disabilities are not always visible or easy to distinguish



Dealing with customers on the phone:

Dealing with a person with disabilities over the phone may require additional skill and patience.

Here are some **tips** on serving customers with disabilities on the phone:

- ◆ Speak normally, clearly and directly.
- ◆ Don't worry about how their voice sounds, concentrate on what's being said.
- ◆ Be patient, don't interrupt and don't finish your customer's sentences. Give your customer time to explain him/her.
- ◆ Don't try to guess what your customer is saying. If you don't understand, don't pretend. Just ask again.
- ◆ If you're not certain what was said, just repeat or rephrase what you've heard.
- ◆ If a telephone customer is using an interpreter or a TTY line, just speak normally to the customer, not to the interpreter.

- ◆ If your customer is having difficulty communicating, make arrangements to call back when it's convenient to speak with someone else.

CUSTOMERS WITH SUPPORT PERSONS

Means any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Town may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Where fees for goods and services are advertised or promoted by the Town, it will provide advance notice of the amount payable, if any, in respect of the support person.

Confidentiality and privacy laws must be considered with respect to information available to persons providing support.

Appropriate behaviour is expected of a support person as it is of the customer with the disability and all other customers.

Customers with **Support Persons:**

- Both persons are permitted to enter the premises together.
- The person with a disability is not prevented from having access to the support person while on the premises.
- Consent is required if confidential information is going to be shared when a Support Person is present.
- The Support Person is admitted free of charge.
- Speak directly to your customer, not the support person.

CUSTOMERS WITH SERVICE ANIMALS

Means any animal individually trained to do work or perform tasks for the benefit of a person with a disability. A service animal is not a pet. To be considered a service animal under the standard, it must either be readily apparent that the animal is being used because of a person's disability or the person with the disability must be prepared to show a letter from a doctor or nurse confirming that it is required for reasons relating to his or her disability.

If a person with a disability is accompanied by a guide dog or other service animal, the Town will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises. In those instances, the Town will look to other available measures to enable the person with a disability to obtain, use or benefit from the Town's goods and services.

Customers with ***Service Animals:***

- Allowed anywhere customers normally have access.
- Customer is responsible for the care and supervision of the service animal.
- Avoid talking to, touching or making eye contact with the service animal
- Customer is permitted to keep the animal with him or her unless the animal is otherwise excluded by law from the premises (e.g. areas where food is prepared).

CUSTOMERS WITH ASSISTIVE DEVICES

Customers using ***Assistive Equipment:***

- Inappropriate to lean on or reach over them.
- Ensure that the person is permitted to enter the premises with the device and to utilize the device unless excluded by law.
- Potential barriers to the use of assistive devices must be removed where possible.
- Ensure persons with disabilities are aware of assistive devices available on the providers' premises or otherwise supplied by the provider.

- Assistive devices must be offered in a manner that respects the persons' dignity and independence.

DISRUPTIONS IN SERVICE

It is possible that from time to time there will be disruptions in service, such as an elevator under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruption in service is planned, and expected, it is important to provide reasonable notice.

People with disabilities may often go to a lot of trouble to access services, such as booking transit or arranging a ride. By providing notice, you can save that person an unnecessary trip. Notice can be provided on the Town's website, by telephone, or in writing.

In the event of an unexpected disruption in service, provide notice in a variety of ways and as quickly as possible. Please refer to the unexpected disruption of service template at the back of this guide. Consider offering alternative methods of service while informing those that may be impacted personally.

FEEDBACK PROCESS

Feedback from the public gives the Town staff and members of Council opportunities to learn and improve. The Town recognizes the right of the public to make a complaint, compliment, or make suggestions on ways to improve our services.

To assist us in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, the public is invited to provide their feedback in writing, in person, e-mail or telephone, addressed to:

Town Clerk
Town of Mississippi Mills
PO Box 400
3131 Old Perth Road,
Almonte, ON K0A 1A0

Phone: 613-256-2064 ext 226

Fax: 613-256-4887

E-mail: sstone@mississippimills.ca

The Town Clerk will respond either in writing, in person, e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. A response will be provided within twenty-one (21) days.

Information about the feedback process will be posted at each facility and on the Town's website.

STILL HAVING DIFFICULTY?

What happens if for some reason you can't serve a person with a disability?

1. Treat all customers with respect.
2. Give them your full attention
3. Ask how you can help or serve them better
4. Offer to communicate using a variety of methods
5. Accept any feedback they may provide

It is important to recognize that there are available internal & external resources for you to use to assist you in delivering service to persons with disabilities:

External Resources

- Province of Ontario Accessibility Website:
www.AccessON.ca.
- Ministry of Community and Social Services:
<http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/>

Internal Resources

- Corporate Customer Service Policy
- Customer Service Procedures
- Accessibility Advisory Committee

ENFORCEMENT & NON-COMPLIANCE

The Town is required to report annually that it is compliant with the Integrated Accessibility Standard Regulation.

The Standard provides for the appointment of provincial inspectors to verify compliance.

Penalties for non-compliance include fines:

- Individual can be fined up to \$50,000 per day
- Organization can be fined up to \$100,000 per day.

NOTICE OF TEMPORARY DISRUPTION FORM

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT
NOTICE OF TEMPORARY DISRUPTION**

Date: _____

Dear Customers:

Please be advised of the following disruption:

Anticipated Duration: _____

Description of Alternative facilities or Services (if any)

Questions concerning this disruption in service may be directed to:

We apologize for inconveniences that this disruption has caused.

FEEDBACK FORM

CUSTOMER FEEDBACK FORM

Feedback from our customers gives the *Town of Mississippi Mills* staff and Council opportunities to learn and improve.

Please tell us the date and time of your visit:

Date _____ Time: _____

Facility _____

Name of staff involved if applicable _____

Did we respond to your customer services needs today?

YES NO

Was our customer service provided to you in an accessible manner?

YES SOMEWHAT (please explain below)
 NO (please explain below)

Did you have any problems accessing our goods and services?

NO SOMEWHAT (please explain below)
 YES (please explain below)

Please add any other comments you may have:

Contact information: *(optional)*



BUILDING AN INCLUSIVE COMMUNITY



UPCOMING MEETINGS:

- Jan 29 @ 6:00 pm Special Committee (Water & Sewer Rate Study Update)
- Jan 31 @ 5:00 pm Special Committee (Training, Recreation Master Plan)
- Feb 5 @ 6:00 pm Council
- Feb 5 @ 6:00 pm Committee of the Whole

All meetings held in the Council Chambers (3131 Old Perth Road) unless otherwise indicated.

YOU'RE INVITED TO TOUR THE NEW MISSISSIPPI MILLS WASTEWATER TREATMENT PLANT - SATURDAY, JANUARY 26/13

The Town of Mississippi Mills, in partnership with the Ontario Clean Water Agency, is offering public tours of the new Wastewater Treatment Facility located at 212 Wolf Grove Road, Almonte.

Residents and business owners are invited to attend guided tours to learn more about the facility operations on Saturday, January 26, 2013.

Tours will commence at 10:30 am and finish at 3:00 pm (last tour will depart at 2:45pm).

EMERGENCY NUMBERS

Police • Fire • Ambulance

911

Emergency Only

Municipal Office:

3131 Old Perth Road, RR #2

Almonte, ON K0A 1A0

Phone **613-256-2064**

Fax **613-256-4887**

www.mississippimills.ca

ACCESSIBILITY - DID YOU KNOW?

Persons with a disability can only access your business if the accessible entrance and ramp are cleared of snow. Be sure to keep accessible parking spots available as well. Accessible entrances and washrooms are more convenient for all customers.

AEROBICS CLASSES STARTING JANUARY 28TH

It's a new year. Treat yourself to a healthier you. The Town of Mississippi Mills is hosting new Aerobics classes in Almonte and Pakenham. The 9 week session starts the week of January 28th. The cost is \$72 for the session or \$8 a class. Classes will be senior friendly so we encourage everyone to come out.

Contact Calvin Murphy at 613-256-1077 for more information and to register.

THE TOWN OF MISSISSIPPI MILLS NEEDS YOUR INPUT

How would you rate the quality of recreation programs, parks and facilities in your community?

What kind of activities would you like to participate in?

What new or improved recreation facilities do you think are required in the coming years?

For what age groups do you think additional recreation programs should be provided?

We work hard to make sure you and your family has access to quality parks, recreation programs and services.

And we want to ensure that we're meeting your needs for years to come.

That's why we're reviewing the parks, recreation programs and facilities in your community. And you can help us by completing a short survey...

Add your voice today! Take 5 - 10 minutes to fill out the survey now available on our new website www.mississippimills.ca.

We will be accepting feedback until February 8, 2013.

Your input is an essential part of this review and will help the Town assess our delivery of current and future parks and recreation facilities, programs and services in Mississippi Mills.

Hard copies can be found at: The Almonte Community Centre (182 Bridge Street), The Stewart Community Centre in Pakenham (112 MacFarlane Street), The Almonte Old Town Hall (14 Bridge Street), The Municipal Office (3131 Old Perth Road), The Almonte library (155 High Street) and The Pakenham library (128 MacFarlane Street)

Have any questions? For more information, or to receive a hard copy of the survey, please contact Calvin Murphy, Recreation Coordinator at cmurphy@mississippimills.ca or 613-256-1077 Ext. 24.

QUOTE FOR THE SUPPLY OF BUILDING MAINTENANCE SERVICES

Quotes on the prescribed Form and sealed in an envelope clearly marked "Building Maintenance Services" will be received by Rob Tremblay, Acting Town Clerk at the

Town of Mississippi Mills Municipal Office
3131 Old Perth Road,
Almonte, ON K0A 1A0

**until 12:00 noon local time,
Friday, February 1, 2013**

Quote documents may be obtained from the Municipal Office, at the above address, or downloaded at www.mississippimills.ca.

Quotes will be publicly opened at 12:15 p.m. local time, Friday, February 1, 2013, in the Committee Room, Municipal Office, 3131 Old Perth Road, RR 2, Almonte. The lowest or any quotes will not necessarily be accepted.

For further information, please contact Rob Tremblay, Acting Town Clerk at 613-256-2064 ext. 226.

*** EMPLOYMENT OPPORTUNITY ***

BUILDING INSPECTOR
\$54,470.13 - \$64,693.43

For a detailed job description, check out our web site at mississippimills.ca or call Diane Smithson, CAO at 613-256-2064 ext 225.

Interested candidates are invited to submit in confidence, a resume outlining their qualifications to the undersigned no later than **12 o'clock noon on Monday, February 11, 2013**. We would like to thank all who apply, but only those applicants selected for an interview will be acknowledged.

If you require this document or any additional documents in an alternative format, please contact our office at 613-256-2064. Should you require any special accommodations in order to apply or interview for a position with the Town of Mississippi Mills we will endeavour to make such accommodations.

Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection.

REQUEST FOR PROPOSALS PROFESSIONAL (ARCHITECTURAL / ENGINEERING) SERVICES FOR RENOVATIONS AT THE STEWART COMMUNITY CENTRE, PAKENHAM

Deadline for submissions is noon on Wednesday, February 6, 2013. Copies of the RFP providing additional information can be located on the Town's website www.mississippimills.ca. Any firms interested in submitting a proposal are requested to notify Diane Smithson, Chief Administrative Officer by email at dsmithson@mississippimills.ca in case any addendums to the RFP are issued.

HALL RENTALS AVAILABLE IN ALMONTE AND PAKENHAM.

TO BOOK YOUR RESERVATION NOW, CALL CALVIN MURPHY, RECREATION DEPARTMENT 613-256-1077