

Town of Petrolia

2017-2020 Multi-Year Accessibility Plan



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Message from the Mayor

“The Town of Petrolia recognizes the importance of accessibility and inclusion of all programs, facilities and places. We understand that every person who lives or visits Petrolia has the right to access the same areas and buildings as anyone else. This plan has reasonable and clear goals that will help us take the necessary steps toward making the Town of Petrolia accessible to all over the next three years.” John McCharles, Mayor

Message from the Chief Administrative Officer

“The Town of Petrolia has made great progress in promoting a barrier-free town for residents, employees, and visitors. Through this plan, the Town will continue the on-going process of creating a caring and inclusive community. The Town remains committed to enhancing the ability of residents and visitors to participate fully in everything Petrolia has to offer.” Manny Baron, Chief Administrative Officer

Consultation Activities

In 2016, the accessibility-working group had Town Hall, Victoria Playhouse, Greenwood Arena and the Petrolia Farmer’s Market undergo accessibility reviews to determine the accessibility level of the facilities. The results are listed later in this document.

A review of the Integrated Accessibility Standard Regulation and the updated Customer Service Standard was completed for this report to determine The Town of Petrolia’s responsibilities under the AODA.

Acknowledgement of Town Staff

A special thank you is extended to the staff members at the Town of Petrolia for all their hard work, time, and commitment to identifying and removing barriers and developing barrier free programs, services and facilities.

Legislation

Ontario with Disabilities Act (ODA)

The ODA was established and became law in 2001. The purpose of the act is to achieve a barrier free Ontario for people with disabilities. The act called for all municipalities to assist in the identification, removal and prevention of accessibility barriers.

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA was established in 2005 and was created to compliment the ODA and to address discrimination against persons with disabilities in Ontario. The purpose of the act is to “develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities in respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises on or before January 1, 2025.” (Service Ontario, 2006)

Integrated Accessibility Standard Regulation (IASR)

The IASR standards were created as part of the AODA. These standards are rules that businesses and organizations in Ontario have to follow to identify, remove and prevent barriers so that people with disabilities have more opportunity to participate in everyday life.

The IASR is broken down into five standards:

- General Requirements
- Information and Communication
- Employment
- Transit
- Design of Public Spaces

Accessibility Plan

This section is organized under these five standards and includes requirements identified in the IASR for municipalities and strategies outside of the standards meant to create a more accessible community.

This document is designed to complement and to be an extension of past accessibility plans and updates. It will be implemented within the provisions mandated by the IASR specifically under the Customer Service, Information and Communication, Employment, and Design of Public Spaces Standards. The document also includes strategies that are not directed by the standards but will make the Town of Petrolia more accessible to all its citizens and visitors.

Furthermore, the strategies within this document will ensure that accessibility is at a high standard for all programs, services, buildings, and outdoor spaces.

This plan will be reviewed once every three years and will be made public on the Town of Petrolia website.

General

What is required/planned	What was accomplished
The IASR requires municipalities to :	
Develop policy on how the Town of Petrolia will achieve accessibility and a statement of the Town's commitment	<input checked="" type="checkbox"/> Complete
Develop Multi-Year Accessibility Plan and post annual reports on the Town's website	<input checked="" type="checkbox"/> Ongoing
Train staff on the IASR and the Ontario Human Rights Code as it pertains to people with disabilities	<input checked="" type="checkbox"/> All current employees have completed the training and all new employees are required to take the training as part of their employment
Report compliance to the Accessibility Directorate of Ontario	<input checked="" type="checkbox"/> As required

Customer Service Standard Accomplishments

What is required/planned	
Revised Accessible Customer Service Training Policy to reflect the changes made in July, 2016	<input checked="" type="checkbox"/> Completed in 2016
Provide customer service training to all staff, volunteers and representatives that make decisions on behalf of the Town	<input checked="" type="checkbox"/> All current staff, volunteers and decision makers have received training. Training is ongoing for new representatives of the Town of Petrolia as part of the orientation process
Incorporate accessibility and the needs of people with disabilities when procuring or acquiring goods, services and facilities	<input checked="" type="checkbox"/> Ongoing. A statement has been added to the Town of Petrolia procurement policy. An update to the policy will occur in 2017 that will include third party contractors are familiar with the Town of Petrolia's Accessibility Policy
Provide feedback process in an accessible format and accommodate individuals needs upon request	<input checked="" type="checkbox"/> Ongoing
Provide emergency information in formats that are accessible and take into account the disabilities of members of the public requesting information	<input checked="" type="checkbox"/> Ongoing
Give notice of temporary disruptions that include the reason and duration to the public provide information in alternative formats	<input checked="" type="checkbox"/> Ongoing
Permit all service animals in Town of Petrolia premises unless the animal is excluded by law	<input checked="" type="checkbox"/> Ongoing

Information and Communication

What is required/planned	What was accomplished
Provide information that is produced and controlled by the Town of Petrolia in alternate formats and take into account the disabilities of members of the public requesting information	<input checked="" type="checkbox"/> Ongoing
Achieve compliance with the Web Content Accessibility Guidelines (WCAG 2.0) to ensure the website is accessible to people with disabilities	<input checked="" type="checkbox"/> Website is in compliance with WCAG 2.0 Level A requirements and is checked by outside agency three times a year to determine compliance
Content Management for Website	<input checked="" type="checkbox"/> Staff have been trained on developing content for the Town of Petrolia webpage
Accessible Documents/Accessible Website	<input checked="" type="checkbox"/> Trained staff on how to make accessible documents and websites
Emergency plans and related procedures are available in alternative formats and take in account visitors with disabilities	<input checked="" type="checkbox"/> All emergency plans are available in alternate formats upon request

Employment

What is required/planned	What was accomplished
Ensure that the recruitment, selection, notification processes are as inclusive and accommodating as possible to build a diverse and effective workforce	<input checked="" type="checkbox"/> Developed Employment Standards and Policies, added job advertisement information to inform the public that accommodations are available upon request, all applicants invited to interviews are asked if they require

What is required/planned	What was accomplished
	accommodation
Continue to accommodate current employees who have or acquire a disability	<input checked="" type="checkbox"/> Develop an individualized Employment Accommodation Plan (EAP) for each employee that comes forward with a disability, develop a Workplace Emergency Plan for each employee develops an EAP.
Retain current employees with disabilities	<input checked="" type="checkbox"/> All EAPs will be considered in performance management process, when the employee advances, is redeployed or changes positions

Design of Public Spaces

What is required/planned	What was accomplished
Recreational Trails and Beach Access Routes	<input checked="" type="checkbox"/> The Town of Petrolia will follow all the technical aspects of the requirements to trails and beach access routes as outlined in the Design of Public Spaces Requirements. This includes boardwalks and ramps. <input checked="" type="checkbox"/> All trail signage will information about the technical aspects of the trail at a high tonal contrast
Outdoor Public Use Eating Areas	<input checked="" type="checkbox"/> A minimum of 20% of outdoor tables will be accessible to those using mobility aids by having knee and toe clearance underneath the table, the surface leading to and under the tables is firm and has enough clear space for mobility devices
Outdoor Play Spaces	<input checked="" type="checkbox"/> All new and redeveloped outdoor play spaces will

	<p>consist of an area that includes play equipment that enhances the play opportunities and experiences of children and caregivers with various disabilities and consult with people with disabilities on the amenities of the park to include sensory components and active play, the surface of the park will be firm, stable and help prevent injuries and be accessible</p>
<p>Exterior Paths of Travel</p>	<p><input checked="" type="checkbox"/> The Town of Petrolia will follow the technical aspect of paths of travel as outlined in the Design of Public Spaces Standard including width, surface, slope, height of overhead obstacles, and tactile walking surface indicators.</p> <p><input checked="" type="checkbox"/> The technical requirements of ramps, stairs, curb ramps and depressed curbs as outlined in the Design of Public Spaces Standard will be followed by the Town of Petrolia when building new or doing a major renovation</p> <p><input checked="" type="checkbox"/> All technical and dimensions of accessible pedestrian signals will be outlined in the Design of Public Spaces Standard</p> <p><input checked="" type="checkbox"/> The Town of Petrolia will consult with people with disabilities in regards to the location of rest areas on paths of travel</p>
<p>Accessible Parking</p>	<p><input checked="" type="checkbox"/> The Town of Petrolia will implement Type A and B accessible spaces for off-street parking that includes access aisles and is on an accessible path of travel</p>

	<input checked="" type="checkbox"/> The Town of Petrolia will implement the requirement of having 4% of parking lot spaces be accessible and the ratio outlined in the Design of Public Spaces Standard <input checked="" type="checkbox"/> All accessible parking spaces will have signage displayed at each parking space in accordance with the <i>Highway Traffic Act</i> <input checked="" type="checkbox"/> The Town of Petrolia will consult regarding the need, location, and design of accessible on-street parking spaces with persons with disabilities,
Obtaining Services	<input checked="" type="checkbox"/> The Town of Petrolia will comply with the requirements outlined in the Design of Public Spaces Standards when building or redeveloping service counters, fixed queuing guides, and waiting areas.
Maintenance Planning	<input checked="" type="checkbox"/> The Town of Petrolia will undertake activities to keep existing public spaces and elements in good working order and within their original condition

Action Items Outside of the AODA Requirements

Access to parks, playgrounds, facilities and all outdoor spaces is an integral part of the quality of life of the citizens of Petrolia. These elements keep people active, healthy and social. That is why the Town of Petrolia is making it a priority to make changes to these areas to ensure that all residents have access, are included and can participate equally.

The following action items are part of the recommendations stemming from accessibility reviews of the Victoria Play House, Town Hall, Farmer’s Market, Oil Heritage District Community Centre, and Greenwood Arena.

*all recommendations listed below are based on funding and Petrolia Town Council approval. Major renovations are recognized as an accessibility issue based on the recommendations but are based on significant preparation and are usually part of larger renovations and may not occur until those renovations are planned.

Location	Recommendations	Timelines
Victoria Playhouse and Petrolia Town Hall		
Sidewalk and crossing to Victoria Hall and Town Hall from accessible parking	<ul style="list-style-type: none"> • Install TWSI on street curb 	<ul style="list-style-type: none"> • Three to five years
All outdoor stairs entering the building	<ul style="list-style-type: none"> • Add nosing to all stairs at a 70% contrast from the background 	<ul style="list-style-type: none"> • One to three years
All outdoor stairs exiting the building	<ul style="list-style-type: none"> • Add TWSI to all stairs 	<ul style="list-style-type: none"> • Three to five years
Internal stairs leading to Victoria Playhouse seating	<ul style="list-style-type: none"> • Add stairs with risers (no openings) 	<ul style="list-style-type: none"> • Major renovation
Ramp leading to accessible entrance	<ul style="list-style-type: none"> • Paint nozzles on ramp colour in an easily identifiable colour 	<ul style="list-style-type: none"> • Immediately
Victoria Playhouse and Town Hall	<ul style="list-style-type: none"> • Paint railings on all stairs and ramps in an easily identifiable colour that is at a 70% contrast from background 	<ul style="list-style-type: none"> • Immediately
Ramp leading to accessible entrance	<ul style="list-style-type: none"> • Add TWSI to all changes in elevation on ramps 	<ul style="list-style-type: none"> • Three to five years
Victoria Playhouse leading from the sidewalk	<ul style="list-style-type: none"> • Create a path to accessible outdoor eating area 	<ul style="list-style-type: none"> • Three to five years
Outdoor eating area	<ul style="list-style-type: none"> • Provide at least 20% accessible 	<ul style="list-style-type: none"> • One to three years

Location	Recommendations	Timelines
Victoria Playhouse and Petrolia Town Hall		
	picnic tables for people in wheel chairs	
Victoria Playhouse and Town Hall	<ul style="list-style-type: none"> Increase width of all doors to at least 850 mm 	<ul style="list-style-type: none"> Major Renovation
Victoria Playhouse and Town Hall	<ul style="list-style-type: none"> Install powered door systems on all outer doors and accessible washroom 	<ul style="list-style-type: none"> Five to ten years
Victoria Playhouse	<ul style="list-style-type: none"> Repair power door system at accessible entrance 	<ul style="list-style-type: none"> Immediately
Victoria Playhouse	<ul style="list-style-type: none"> Paint tripping hazard at accessible entrance an easily identifiable colour 	<ul style="list-style-type: none"> Immediately
Victoria Playhouse and Petrolia Town Hall parking area	<ul style="list-style-type: none"> Add type "A" and type "B" accessible parking spaces with access aisles 	<ul style="list-style-type: none"> Immediately
Victoria Playhouse	<ul style="list-style-type: none"> Create an accessible path of travel of at least 1100 mm through the café 	<ul style="list-style-type: none"> Immediately
Town Hall Council Chambers	<ul style="list-style-type: none"> Create accessible path of travel in Council Chambers 	<ul style="list-style-type: none"> Major Renovation
Near meeting rooms at Town Hall	<ul style="list-style-type: none"> Clear clutter in kitchenette 	<ul style="list-style-type: none"> As needed
Victoria Play House Theatre	<ul style="list-style-type: none"> Provide access to balcony for people with mobility devices 	<ul style="list-style-type: none"> Major renovation
Accessible Washroom	<ul style="list-style-type: none"> Add "L" shape grab bar to the accessible washroom 	<ul style="list-style-type: none"> One to three years
Accessible Washroom	<ul style="list-style-type: none"> Add back support to the toilet 	<ul style="list-style-type: none"> Immediately
Accessible Washroom	<ul style="list-style-type: none"> Remove storage area from the front of the toilet 	<ul style="list-style-type: none"> Immediately
Accessible Washroom	<ul style="list-style-type: none"> Add accessible doors and emergency call system 	<ul style="list-style-type: none"> Five to ten years
Male Washroom	<ul style="list-style-type: none"> Add urinal that is mounted 430 mm above the floor and possesses grab bars 	<ul style="list-style-type: none"> Three to five years

Location	Recommendations	Timelines
Victoria Playhouse and Petrolia Town Hall		
Victoria Playhouse and Town Hall	<ul style="list-style-type: none"> • Add an accessible washroom on every floor 	<ul style="list-style-type: none"> • Major renovation
Café at Victoria Playhouse	<ul style="list-style-type: none"> • Create an accessible portion of the bar for wheelchairs that is 760 mm to 865 mm 	<ul style="list-style-type: none"> • Five to ten years
Town Hall Service Counter	<ul style="list-style-type: none"> • Lower portions of the service counters to 760 mm and 865 mm and provide knee clearance 	<ul style="list-style-type: none"> • Three to five years
Victoria Playhouse and Town Hall	<ul style="list-style-type: none"> • Add way finding devices to accessible entrance, parking and other amenities 	<ul style="list-style-type: none"> • Immediately
At Town Hall and in the Theatre at Victoria Playhouse	<ul style="list-style-type: none"> • Add accessible seating and chairs with no armrest or armrest that flip up and down 	<ul style="list-style-type: none"> • One to three years
All Town Hall and Victoria Playhouse staff	<ul style="list-style-type: none"> • Ensure all staff are trained in Customer Service, IASR, and Human Rights 	<ul style="list-style-type: none"> • Immediately
Both Victoria Playhouse and Town of Petrolia website	<ul style="list-style-type: none"> • Ensure all websites are compliant to WCAG 2.0 Level A 	<ul style="list-style-type: none"> • Immediately

Location	Recommendations	Timelines
Greenwood Arena		
Throughout the Arena	<ul style="list-style-type: none"> • Incorporate accessible seating within the bleacher and viewing areas. 	<ul style="list-style-type: none"> • Three to five years
At all accessible seating throughout the arena	<ul style="list-style-type: none"> • Provide chairs to people for companion seating at accessible seating area 	<ul style="list-style-type: none"> • Immediately

Location	Recommendations	Timelines
Greenwood Arena		
At all accessible seating areas	<ul style="list-style-type: none"> • Ensure all accessible seating have clear sight lines to the ice surface 	<ul style="list-style-type: none"> • One to three years
At all accessible seating throughout the arena	<ul style="list-style-type: none"> • Provide clear spacing at accessible seating area of 915 mm and 1370 mm 	<ul style="list-style-type: none"> • One to three years
Where new accessible seating is installed	<ul style="list-style-type: none"> • Provide seating with arms that go up and down 	<ul style="list-style-type: none"> • Three to five years
Ramp leading to accessible entrance and near front entrance of the arena	<ul style="list-style-type: none"> • Add TWSI to the curb cuts leading to accessible parking 	<ul style="list-style-type: none"> • Three to five years
All doors within the arena	<ul style="list-style-type: none"> • Insure that all interior doors are at the ideal weight of a maximum of 22 newtons 	<ul style="list-style-type: none"> • Immediately
At the ticket booth and concession stand	<ul style="list-style-type: none"> • Ensure all service counters and concession stands consist of accessible features and measurements 	<ul style="list-style-type: none"> • Five to ten years
Greenwood arena staff	<ul style="list-style-type: none"> • Train all employees on Customer Service for People with Disabilities 	<ul style="list-style-type: none"> • Immediately
Concession stands and ticket booths	<ul style="list-style-type: none"> • Install queuing lines where the is the potential for customer line-ups 	<ul style="list-style-type: none"> • Immediately
Stairs throughout the arena	<ul style="list-style-type: none"> • Repaint all interior stairs to include accessible features and at a high contrasting colour 	<ul style="list-style-type: none"> • Immediately

Location	Recommendations	Timelines
Greenwood Arena		
At the top of all stairs at the arena	<ul style="list-style-type: none"> • Install TWSI at all stairs 	<ul style="list-style-type: none"> • Five to ten years
All accessible parking near the arena and park	<ul style="list-style-type: none"> • Include type "A" and type "B" accessible parking to comply with the DOPS 	<ul style="list-style-type: none"> • Immediately
Both male and female multiple occupancy washroom	<ul style="list-style-type: none"> • Install "L" shape grab bars in both accessible stalls 	<ul style="list-style-type: none"> • Immediately
Male multiple occupancy washroom	<ul style="list-style-type: none"> • Install accessible urinal with grab bars 	<ul style="list-style-type: none"> • Three to five years
In bar/interior viewing area	<ul style="list-style-type: none"> • Add accessible washroom to second floor 	<ul style="list-style-type: none"> • Five to ten years
Two change rooms at Greenwood Arena	<ul style="list-style-type: none"> • Install accessible shower area with accessible features such as transfer benches to at least two change rooms 	<ul style="list-style-type: none"> • Major construction
Two washrooms in the change rooms	<ul style="list-style-type: none"> • Create accessible washrooms in at least two of the change rooms 	<ul style="list-style-type: none"> • Major Construction
Add to all change rooms	<ul style="list-style-type: none"> • Install lower coat hooks in change rooms 	<ul style="list-style-type: none"> • Immediately
Add access for coaches to player benches for coaches with disabilities	<ul style="list-style-type: none"> • Add easier access to player benches 	<ul style="list-style-type: none"> • Three to five years
Greenwood Arena	<ul style="list-style-type: none"> • Install assistive listening devices to the arena 	<ul style="list-style-type: none"> • One to three years

Location	Recommendations	Timelines
Petrolia Farmers Market		
At café/shop at market	<ul style="list-style-type: none"> • Ensure there is 1100 mm of space between tables and other amenities in the café/shop 	<ul style="list-style-type: none"> • Immediately

Location	Recommendations	Timelines
Petrolia Farmers Market		
At café/shop at market	<ul style="list-style-type: none"> Ensure the counter has the proper accessible dimensions to service people who use mobility devices 	<ul style="list-style-type: none"> Three to five years
All employees/volunteers that provide service to the public	<ul style="list-style-type: none"> Train all staff on Customer Service for People with Disabilities 	<ul style="list-style-type: none"> Immediately
Parking lot at the Farmer's Market	<ul style="list-style-type: none"> Create accessible parking spots "A" and "B" to comply with the Design of Public Spaces Standard 	<ul style="list-style-type: none"> Immediately
Accessible washrooms at the Farmer's Market	<ul style="list-style-type: none"> Ensure washroom is equipped with a sink and soap dispenser with the proper measurements for people who use mobility devices 	<ul style="list-style-type: none"> Three to five years

Location	Recommendations	Timelines
Oil Heritage District Community Centre		
Outdoor eating area near gymnasium	<ul style="list-style-type: none"> Create a path of travel to outdoor eating area 	<ul style="list-style-type: none"> Five to ten years
In the fitness centre and exercise machines	<ul style="list-style-type: none"> Move equipment to ensure a barrier free path of travel of 1100 mm 	<ul style="list-style-type: none"> Immediately
In hall way near change rooms	<ul style="list-style-type: none"> Add a bench with armrest and back support 	<ul style="list-style-type: none"> One to three years
At Oil Heritage District Community Centre	<ul style="list-style-type: none"> Add power to the doors to washroom facilities 	<ul style="list-style-type: none"> Immediately
All doors within the centre	<ul style="list-style-type: none"> Ensure all other doors open within the recommended weight of five pounds 	<ul style="list-style-type: none"> One to three years

Maintenance

The Town Of Petrolia will reasonably maintain public spaces as per the "*Minimum Maintenance Standards for Municipal Highways*" (2001). In addition, all trails, playgrounds, paths and beach access will be maintained from May to October unless otherwise stated or posted. Elements such as playgrounds and walkways/sidewalks will be continuously maintained within reason by the Town of Petrolia to ensure the safety of the citizens of Petrolia and to prevent barriers to people with disabilities.

If a public space is temporarily disrupted or not functioning, the public will be notified in a variety of formats to educate about the scope of the disruption.

If members of the public are encouraged to notify the Town of Petrolia if a function or maintenance issue occurs in a public space.

Review Process

The Town of Petrolia is committed to reviewing the Multi-Year Accessibility Plan on an annual basis to determine the progress and to make changes based on new information and changes to the AODA.

Responsibilities

Town Council, employees, volunteers and those providing a good, service, program or facility on the Town's behalf are responsible for adhering to the parameters of this accessibility plan and for ensuring that the needs of people with disabilities are addressed when accessing the town's goods, services, programs, and facilities