

TOWN OF PETROLIA

ACCESSIBILITY PLAN
2013 2014 2015

SUBMITTED TO

MAYOR JOHN McCHARLES AND MEMBERS OF COUNCIL
MUNICIPALITY OF THE TOWN OF PETROLIA

SUBMITTED BY

DAVE MENZIES
DIRECTOR OF FACILITIES & COMMUNITY SERVICES

UPDATED DEC 31, 2015

***THIS REPORT IS AVAILABLE IN ALTERNATIVE FORMATS WHEN
REQUESTED***

TABLE OF CONTENTS

**TOWN OF PETROLIA
ANNUAL ACCESSIBILITY PLAN – 2013 2014 2015**

INTRODUCTION.....I
COMMITMENT, CORPORATE AND IMPLEMENTATION.....II
ACCESSIBILTIY WORKING GROUPIII
CONSULTATION ACTIVITIESIII
PLAN COORDINATION AND OUTCOME AND APPROACH.....IV
REVIEW OF PAST INITIATIVES.....VII
CURRENT INITIATIVES XII
IDENTIFICATION OF BARRIERSXIII
2014 / 2015 SUMMARY OF ACTIONS AND PRIORITIESXV
MONITORING PROCESS.....XV
ANNUAL REVIEWXV
COMMUNICATION OF PLANXV
APPENDIX A..... XVI

TOWN OF PETROLIA MUNICIPAL ACCESSIBILITY PLAN

INTRODUCTION

Municipality:

Town of Petrolia
411 Greenfield Street
Petrolia, Ontario
N0N 1R0

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

The purpose of the *Ontarians with Disabilities Act, 2001 (ODA)* is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The ODA mandates that all municipalities prepare annual accessibility plans.

The Accessibility for Ontarians with Disabilities Act (AODA) was adopted in 2005 with a goal of making Ontario completely accessible for individuals with disabilities by 2025. The Integrated Accessibility Standards Regulation (“IASR”) has been developed to streamline, align and phase-in accessibility requirements and allow for progress on accessibility. To reach this goal, businesses and organizations that provide goods and services to people in Ontario, are required to meet certain accessibility standards in areas of:

The Customer Service Standard (Ontario Regulation 429/07) was the first standard to become law. The next three areas – Employment, Transportation, and Information and Communication were blended together into the Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11) and enacted into law July 1, 2011. One of the requirements of the IASR is to implement and maintain a Multi-Year Accessibility plan. The Accessibility plan describes the measures that the Town of Petrolia will take over the next year (s) to identify, remove and prevent barriers to people with disabilities who utilize the facilities and services of the Town of Petrolia.

Customer Service: All staff have been trained using the County of Lambton Customer Service Brochure to ensure people with disabilities have access to good and services the town offers.

Employment: During job posting, interviewing and possible hiring the town will accommodate the needs of persons with disabilities.

Transportation: Ensure that all Taxi Cabs do not charge extra for storage and or any other reason for people with a disability.

Information and Communication: The town's website was updated in late 2013

Built Environment: All new and redeveloped spaces will 100% accessible.

Commitment Statement

The Town of Petrolia is committed to enriching the quality of life for persons with disabilities. The Town recognizes that it is a long-term process, and knows that community collaboration and input is vital for moving towards full accessibility for persons with a disability. The Town strives to remove existing barriers that limit inclusion while sustaining a community where residents are proud to be a member.

Corporate Statement

The Town of Petrolia is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Town services, programs, goods and facilities in a manner that respects their dignity and independence. This commitment extends to residents, visitors and employees with visible or non-visible disabilities.

Implementation Strategy

The Town of Petrolia supports the spirit and goals of the AODA to make the Province of Ontario accessible by 2025. The Municipality is striving to become more accessible and inclusive to people with disabilities by ensuring accessibility is a reality throughout all facilities and business operations. Ensuring accessibility is integrated into all Municipal initiatives, business practices, boards, committees departments and divisions. The Town of Petrolia is committed to fulfilling the requirements.

To this end, the accessibility working group of the Town of Petrolia has prepared this report. Its aim is to describe measures that we took in 2013 / 2014 / 2015 and will take in 2016 to identify, remove and prevent barriers to people with disabilities.

Key Contacts:

Name	Position	Telephone	Fax	Email
Dave Menzies	Director of Community Services	(519) 882-2350	519-882-3373	dmenzies@petrolia.ca
Mandi Pearson	Deputy Clerk	(519) 882-2350	519-882-3373	mpearson@petrolia.ca
Manny Baron	CAO	(519) 882-2350	519-882-3373	mbaron@petrolia.ca

Municipal Highlights

The Town of Petrolia was incorporated in 1874 and is located in the County of Lambton. The Town of Petrolia is situated approximately 30km east of the City of Sarnia. The Town has a population of 5,528 people. Petrolia is a small urban community with a vibrant retail sector and strong residential development with services usually found in much larger centers.

The Town Staff consists of a Public Works Department, Water and Waste Water Department, Facilities and Community Services, Culture and Victoria Playhouse Petrolia (VPP), Clerk, C.A.O. and Administrative Staff.

Municipal Council consists of the Mayor and six Councillors. Council meetings are held the second and fourth Monday of every month and are open to the public.

ACCESSIBILITY WORKING GROUP

The accessibility working group consists of the Director of Facilities and Community Services, Deputy Clerk, Director of Corporate Services/Treasurer, Director of Cultural Services, Director of Operations and the C.A.O. As the town's population is under 10,000 a formal working committee is not needed as long as persons with disabilities are engaged.

All buildings and structures in the municipality will be reviewed annually by the department heads to identify accessibility barriers as well as their operations, policies and procedures.

CONSULTATION ACTIVITIES

The target group is the general public.

The following was undertaken to prepare the accessibility plan:

- Review of legislative and regulatory amendments and any other relevant documentation and local requirements.

PLAN COORDINATION

The towns Accessibility Coordinator and Administrator are responsible for the consolidated plan in consultation with the participating staff members and the public.

This plan has been drafted in accordance with the regulation and addresses how the Town of Petrolia achieves accessibility through meeting the regulation's requirements. It provides the overall strategic direction that will be followed to provide accessibility supports to Ontarians with disabilities. Please note that while accessibility principles and efforts apply to and will be followed by all Town of Petrolia employees as per the regulation. The requirements of the regulation include the following items:

- Establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the regulation;
- Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities;
- Training;
- Other specific requirements under the Information and Communications, Employment
- Transportation Standards and Design of Public Spaces.

OUTCOMES AND APPROACH

- People with disabilities will have access to accessible services
- People with disabilities will have access to alternate formats and communications
- A barrier-free recruitment process
- Greater access to municipally owned facilities
- Staff will be able to identify barriers, seek solutions, prevent and remove barriers
- Staff will develop policies and procedures
- Incorporate accessibility into all planning processes
- Train staff
- Engage the public

Information and Communication

The Town of Petrolia is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. If the Town of Petrolia determines that it is not technically feasible to convert the information or communications or that the technology to convert the information or communications is not readily available, we will be obligated to provide the person that requires the information, with an explanation as to why the information or communications are unconvertible; and a summary of the unconvertible information or communications.

Accessible Formats and Communication Supports

The Town of Petrolia will provide or arrange for accessible formats and communication supports for people with disabilities upon request. Where a request for an accessible format or for communication supports is received, we will:

- Consult with the person making the request and determine their accessibility needs and what would be a suitable format or support;
- Provide the requested information in a timely manner;
- Provide the information at regular cost (if applicable).

Employment

The Town of Petrolia is committed to fair and accessible employment practices. The Employment Standard Act builds upon the existing requirements under the Ontario Human Rights Code in relation to accessibility throughout all stages of the employment cycle works.

Recruitment

We will take the following steps to notify the public and employees that, when requested, The Town of Petrolia will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Review and where necessary modify existing recruitment policies, procedures and processes;
- Specifying that accommodation is available for applicants with disabilities on job postings;
- If a selected applicant requests an accommodation Town of Petrolia shall consult with the applicant and arrange for the provision of suitable accommodation(s) that takes into account the applicant's disability;
- Notify successful applicants of the policies for accommodating employees with disabilities.

Training

The Town of Petrolia will, as soon as possible, train or assist staff, volunteers, contractors and any other people who interact with the public or other third parties on our behalf on IASR as outlined in the customer service standard. All training will be documented. If and when any changes to the policies take place, staff will be trained as soon as possible.

Individual Accommodation Plans and Return to Work

The Town of Petrolia will take the following steps to develop and put in place a process for developing documentation for Individual Accommodation Plan (“IAP”) and return-to-work processes for employees that have been absent due to a disability.

- Develop an IAP that includes the following:
- The employee requesting accommodation can participate in the development of the IAP;
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provisions of accommodations;
- The Town of Petrolia may request an evaluation by outside medical or other experts, at our expense, to assist with determining and achieving accommodation;
- Steps taken to protect the privacy of the employees personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- If IAP is denied, the reasons for denial are to be provided to the employee;
- A format that takes into account the employee’s disability needs;
- If requested, provide any information regarding accessible formats and communication supports;
- Identification of any other accommodation that is to be provided.

Performance Management, Career Development and Redeployment

The Town of Petrolia will take into account the accessibility needs of employees with disabilities, as well as IAP when:

- Using our performance management processes in respect of employees with disabilities;
- Providing career development and advancement information to our employees with disabilities;
- Redeploying employees with disabilities.

In order to meet this obligation, we will review, access and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR.

Workplace Emergency Response Information

The Town of Petrolia shall provide individualized workplace emergency response information to employees with disabilities:

- If the disability is such that individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability;
- If the employee who receives an individual workplace emergency response information requires assistance and with the employees consent, the Town of Petrolia's shall provide the workplace emergency information to the person designated by the Town of Petrolia to provide assistance to the employee;
- As soon as practical after becoming aware of the need for accommodation due to the employee's disability;
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when the employer reviews its general emergency response policies.

Transportation

When the Town of Petrolia licenses taxicabs it shall ensure that owners and operators of taxicabs are prohibited,

- From charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and
- From charging a fee for the storage of mobility aids or mobility assistive devices.
- And will ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab; and
- Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

Design of Public Spaces

The Town of Petrolia will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

REVIEW OF PAST ACCESSIBILITY INITIATIVES

The Town of Petrolia revised this Accessibility Plan in December 2006 / 2008 / 2010 / 2012 / 2013 to 2015 through consultation with staff members.

NOTE: Bolded items are part of the Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11)

Barrier and Type	Location	Strategy Used
Completed 2014 / 2015		
Physical	Arena	Upgraded Automatic Door Openers
Physical	Downtown	Shaved Sidewalks
Physical	Downtown	Installed Truncated Dome Tactile Plates in Sidewalks at Intersections
Physical	Downtown	Installed Free Wi-Fi Access
Physical	Downtown	Installed New Concrete Sidewalks
Policy	Municipality	Updated Website and Content
Physical	Admin Building	Replaced Carpet
Policy	Municipality	Produced Return to Work Forms
Policy	Municipality	Train Staff in Customer Service
Physical	Municipality	Installed “xxxx” Child at Play Signs in all Neighborhoods Requiring Signage
Physical	Municipality	Provided Movable Information Cart
Physical	Library	Install New Door Leavers and easy open Hinges
Policy	Municipality	Process for Receiving and Responding to Feedback, taking in the Needs of People with Disabilities
Physical	Municipality	Ensure the Emergency Plan is Available Upon Request
Policy	Municipality	All Employment requirements
Physical	Downtown	Audible Walk / Don't Walk Beeping at Crosswalk

Physical	Parks	Increased Wheelchair Accessible Picnic Tables
Physical	Theatre	Reno's of Public Washrooms with Accessible Sinks / Taps and Dispensers
Physical	Theatre	Reno's of Handicapped Public Washroom with New Accessible Sinks / Taps and Dispensers
Barrier and Type	Location	Strategy Used
Completed 2012/2013		
Physical	Parks	Constructed new sidewalk around cenotaph – 2012/2013
Physical	Parks	Constructed new wheelchair sidewalk leading up to cenotaph – 2012/2013
Physical	Theatre	Installed hearing assist in Victoria Playhouse – 2012/2013
Physical	Community Centre	Installed new grab bars and handrails – 2012/2013
Physical	Parks	Built wheelchair accessible picnic tables – 2012/2013
Physical	Theater	Installed new signage for washrooms – 2012/2013
Physical	Community Centre	Upgrades to accessible chair lift for Aquatics - 2012/2013
Physical	Downtown	Shaved sidewalks – 2012/2013
Physical	Theatre	Upgrades to exterior hand rails – 2012/2013
Physical	Roads	New sidewalks on Princess Street 2012/2013
Physical	Parks	All community events equipped with accessible Port-a-Johns 2012/2013
Policy/Practice	Theatre	Attendants stationed in elevator and at all

		entrances/exits - 2012/2013
Barrier and Type	Location	Strategy Used
COMPLETED 2009/2010/2011		
Physical	Municipality	Constructed fully accessibility Farmer's Market, area public washroom downtown - 2010/2011
Physical	Roads	Installed Crosswalk sounding alarm installed - 2011
Policy	Municipality	Notified Licensed Taxi Companies in Petrolia of requirement for No Charge to Stow Chairs - 2011
Physical	Arena	Completed in 2011 Various upgrades to facility including handicapped access to upper level (Elevator) washroom upgrades, drinking fountain accessibility, etc.
Physical	Theatre	Installed Theatre Manager On-Line Ticket Booking - 2011
Policy/Practice – Accessibility of Town Information	Municipality	Ongoing: through Website – Completed form – size to website
Physical	Community Centre	Install Accessible Lifting System and Change Table in Change Room - 2011
Physical	Community Centre	Installed Hand/Arm Ergometer for work out equipment for non-ambulatory persons - 2011
Physical	Community Centre & Arena	Installed Wireless Internet Services - 2011

Policy /Practice – Accessibility for Ontarians with Disabilities Act Staff Training	Municipality	Completed: all employees received required training in accordance with the Act
Barrier and Type	Location	Strategy Used
COMPLETED 2007/2008		
Physical	Administration Building	Replaced worn carpeting in staff areas; replaced carpet with slate tile in public areas
Policy/Practice	Municipality	Ongoing - Accessibility of Information on Town Website
Physical	Municipality	Leveled earth at dugouts in Greenwood Park and packed at edge
Physical	Municipality	Install amplification equipment in Victoria Hall Council Chambers
Policy/Practice	Community Centre	Train Staff Member in Sign Language
Physical	Municipality	Installation Pedestrian Cross Walk Downtown (Library / Farmer Market / Victoria Hall
Physical	Library	Completed: 2008 Install Lever Handles
Physical	Arena	Completed: 2008 Install Lever Handles
Barrier and Type	Location	Strategy Used
COMPLETED 2006/2007		
Policy/Practice	Administration	Completed written policy on recruitment practices giving persons with disabilities equal opportunity
Physical	Municipality	Constructed fully accessible community centre
Physical	Municipality	Demolished outdated outdoor pool
Physical	Municipality	Improved signage at entrance to Town on Oil Heritage Road

Physical	Municipality	Installed wireless internet services in Victoria Hall
COMPLETED 2005/2006		
Physical	Administration	Installed heated access ramp at Victoria Hall (Municipal Office and Theatre)
Physical	Administration	Installed automatic door opener on upper level entrance
Physical	Parks	Purchased and installed hand rail in washroom at Bridgeview Park
Physical	Administration Building	Ongoing – Replacement of worn road and parking signs

CURRENT INITIATIVES – 2016 & 2017

Barrier and Type	Location	Status
Policy	Public	Have Council Pass New Accessible Public Space Policy 1 st ¼, 2016
Physical	Downtown	Complete Next Phase Of Paver Stone Replacement Ongoing in 2016 / 2017
Physical	Theatre	Paint Theatre Ramp Handrail in Different Colour Then Surroundings Summer of 2016
Physical	Parks	Upgrade Kerr Park Washrooms Consideration in Budget
Physical	Downtown	Installation of More Truncated Dome Tactile Plates at Intersections 2016
Physical	Community Centre	Start Program to place Automatic Door Openers on all Change room and Washroom Doors 2016 / 2017
Physical	Parks	Installation of Accessibly Play Ground Unit – Kerr Park Summer 2016

Physical	Arena	New Wheelchair Viewing Area in Lobby
Physical	Admin Office	Complete Next Phase Of Paver Stone Replacement In Spring of 2016

IDENTIFICATION OF BARRIERS

The Municipality will identifying barriers and work towards removal of all barriers. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical. There are several other to consider such as;

- **Attitudinal** barriers are those that discriminate against people with disabilities.
- **Information** or communications barriers happen when a person can't easily understand information.
- **Technology** barriers occur when a technology can't be modified to support various assistive devices.
- **Organizational** barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.
- **Architectural** and physical barriers are features of buildings or spaces that cause problems for people with disabilities.

It is noted that the public works building and the fire hall have only been inspected in regards to staffing accessibility if needed as part of this report, only the administrative areas and the public buildings where the public would require entrance have been reviewed at this time. Public access means an area where members of the public would meet with administrative staff such as the CAO and Directors or Fire Chief. It is encouraged that the public would meet with staff at the Municipal Office located at 411 Greenfield Street, Petrolia.

Buildings used by administrative staff and the public for meetings have been site-inspected and the barriers identified and or corrected over the years.

All future construction/renovations on municipal facilities will comply with the Ontario Building Code requirements.

The review and development of policies and procedures have been initiated and will be an ongoing procedure to provide a barrier free environment for persons with disabilities.

Municipal Office – Victoria Hall 2016 / 2017

BARRIER	BARRIER TYPE	STRATEGIES FOR REMOVAL OR PREVENTION
Signage	Physical	A review of directional signage and Wheelchair entrance will be undertaken and new signage installed if needed.

Library (as inspected by County Joint Accessory Advisory Committee) 2016 / 2017

BARRIER	BARRIER TYPE	STRATEGIES FOR REMOVAL OR PREVENTION
Automatic Door Openers	Physical	Obtain Quotes and budget for 2016 or 2017

Theatre – Victoria Hall 2016 / 2017

BARRIER	BARRIER TYPE	STRATEGIES FOR REMOVAL OR PREVENTION
Information in alternate formats	Policy/Practice	Develop procedures for information available in alternate formats. E.g. programs in larger print or in electronic format, if requested.
Social Media	Policy/Practice	Update best practices as needed

Policies and Procedures 2016 / 2017

BARRIER	BARRIER TYPE	STRATEGIES FOR REMOVAL OR PREVENTION
Information in alternate formats	Policy/Practice	Develop procedures for information available in alternate formats. E.g. minutes printed in a 16 point or in electronic format, if requested. Ongoing
Zoning provisions need to be reviewed to ensure consistency with Accessibility Standards	Policy/Practice	Continue to Update Zoning By-law to be consistent with Accessibility Standards
Public Spaces	Policy	Pass policy set out in Ont. Reg. 191/11

2014 / 2015 SUMMARY OF ACTIONS AND PRIORITIES

Council will determine which barrier will be addressed in that current year depending on budget constraints, available resources and feasibility.

ACTION	TARGET	ESTIMATED COST
Open Spaces Policy	2016	N/A
Dome Tactile Plates	2015 / 2016	Covered under Petrolia Line Reconstruction Budget
Accessible Play Unit	2016	\$20,000
Arena Wheelchair Viewing	2016 / 2017	Obtaining Quotes

MONITORING PROCESS

Targets were established based on what is achievable within a 12 to 24 -month period. Since a Municipality Accessibility Plan is required on an annual basis, reviews will occur mid year to review progress. Attempts to consult with individuals with disabilities will proceed in the annual re-evaluation of this accessibility plan.

The timing of submission of this report shall coincide and/or precede annual budget discussions if funding is required.

ANNUAL REVIEW

A written report shall be supplied annually to Council. This report shall include a review of past year's activities and proposals for the upcoming year. The annual report shall be considered with the annual budget discussions.

COMMUNICATION OF PLAN

The Town of Petrolia Accessibility Plan will be a web-enabled document in pdf format that is accessible for all on the Town's website. The Accessibility Plan will also be made available in hard copy format posted at the Petrolia Municipal Office.

APPENDIX A



The Town of Petrolia is in the process of updating their Accessibility Plan in accordance with the Ontarians with Disabilities Act 2001 and is required to attempt to consult with people with disabilities on an annual basis in regarding accessibility issues in the Town.

To discuss accessibility issues at any time, please contact Dave Menzies, Director of Facilities and Community Services or Mandi Pearson, Deputy Clerk by telephone at 519-882-2350, or by e-mail at dmenzies@petrolia.ca or mpearson@petrolia.ca or by visiting the Petrolia Municipal Office at 411 Greenfield Street, Petrolia.

Dave Menzies
Director of Facilities and Community Services

Mandi Pearson
Deputy Clerk