

Town of Petrolia

2021 - 2026 Multi-Year Accessibility Plan



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Message from the Mayor

“On behalf of Town Council, I am pleased to share with you the Town of Petrolia Multi-Year Accessibility Plan (2021-2026). It is becoming increasingly important for our Town to become more accessible due to the Town’s growth, rise in tourism and visitors, and our ageing population. Investing in accessibility will ensure our spaces and buildings are inclusive of everyone. The goals outlined in this plan provide direction to staff to keep modernizing in creating a Town that is barrier-free and welcoming.”

Mayor R. Brad Loosely

Message from the Chief Administrative Officer

“As the CAO of the Town of Petrolia, I want to recognize the progress the Town has made in identifying, removing and preventing accessibility barriers at our public spaces and programs. We have taken great strides in making our spaces better for everyone to enjoy. But we are not done yet. This document demonstrates the Town’s commitment to continuing the efforts in providing our residents and visitors with spaces and programs that are accessible and inclusive to every person while meeting our legislative requirements. We pride ourselves on our ability to continue to enhance our Town’s spaces to ensure they are fully inclusive and accessible to everyone.”

Rick Charlebois, Chief Administrative Officer

Consultation Activities

The Town of Petrolia underwent accessibility reviews of Town Hall, Victoria Playhouse, Greenwood Arena and the Petrolia Farmer’s Market to determine the accessibility levels of each space. In addition, a full review was completed of the Town’s requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standard Regulation (IASR) was completed. The results of the review are listed later in this document.

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

Bill C-81 Accessibility Canada Act

The Government of Canada consulted with Canadians to find out what an accessible Canada means to them. On June 20, 2018, the Government introduced Bill C-81, An Act to ensure a barrier-free Canada (the Accessible Canada Act) in Parliament. The Accessible Canada Act received Royal Assent on June 21, 2019, and came into force on July 11, 2019. It is important to note that Bill-C-81's purpose is to identify, remove and prevent accessibility barriers in areas that fall under **federal jurisdiction**. Members of the Sarnia Accessibility Advisory Committee and staff participated in providing the government information for the Act in 2017 in London, ON.

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 identifying, removing, and preventing of accessibility barriers.

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA was established in 2005 and was created to compliment the ODA and 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 level 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 a 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"/> Successful reports to the Province was submitted in 2017. |

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"/> The Customer Service Policy was revised to incorporate the changes made by the Province in 2017 in the areas of support persons and service animals. |
| 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 |
| Organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. | <input checked="" type="checkbox"/> The Town has incorporated language into the Procurement Policy and any agreements between the |

| What is required/planned | |
|---|---|
| | Town and third party contractors that goods and services acquired by the City must be accessible. |
| 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 to 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) Level AA (excluding captioning and pre-recording audio descriptions) to ensure the website is accessible to people with disabilities. | <input checked="" type="checkbox"/> The Town of Petrolia website is in compliance with WCAG 2.0 Level AA requirements and is reviewed by staff regularly. |

| What is required/planned | What was accomplished |
|--|--|
| 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 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 who comes forward with a disability, and develops a Workplace Emergency Plan for each employee who develops an EAP. |
| Retain current employees with disabilities | <input checked="" type="checkbox"/> All EAPs will be considered in the 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 | <p><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.</p> <p><input checked="" type="checkbox"/> All trail signage will information about the technical aspects of the trail at a high tonal contrast</p> |
| Outdoor Public Use Eating Areas | <p><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</p> |
| Outdoor Play Spaces | <p><input checked="" type="checkbox"/> All new and redeveloped outdoor play spaces will 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> |
| Exterior Paths of Travel | <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, the height of overhead obstacles, and tactile walking surface indicators.</p> |

| | |
|--------------------|---|
| | <ul style="list-style-type: none"> <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 <input checked="" type="checkbox"/> All technical and dimensions of accessible pedestrian signals will be outlined in the Design of Public Spaces Standard <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 |
| Accessible Parking | <ul style="list-style-type: none"> <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 <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 continuing to make it a priority to change 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 a more extensive 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"> • Planned for 2021 |
| 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"> • Complete |
| 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 the background | <ul style="list-style-type: none"> • Complete |
| The ramp leading to the 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 the accessible outdoor eating area | <ul style="list-style-type: none"> • Complete |
| Outdoor eating area | <ul style="list-style-type: none"> • Provide at least 20% accessible picnic tables for people in wheelchairs | <ul style="list-style-type: none"> • Complete |
| 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 Hall alumni office completed, 25% of all doors complete in 2020 |

| Location | Recommendations | Timelines |
|--|--|---|
| Victoria Playhouse and Petrolia Town Hall | | |
| Victoria Playhouse | <ul style="list-style-type: none"> • Repair power door system at the accessible entrance | <ul style="list-style-type: none"> • Complete |
| Victoria Playhouse | <ul style="list-style-type: none"> • Paint tripping hazard at the accessible entrance an easily identifiable colour | <ul style="list-style-type: none"> • Complete |
| 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"> • Complete |
| 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"> • complete |
| Town Hall Council Chambers | <ul style="list-style-type: none"> • Create an 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 the kitchenette | <ul style="list-style-type: none"> • As needed |
| Victoria Play House Theatre | <ul style="list-style-type: none"> • Provide access to the 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"> • Complete |
| Accessible Washroom | <ul style="list-style-type: none"> • Add back support to the toilet | <ul style="list-style-type: none"> • Complete |
| 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 |
| 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 |

| Location | Recommendations | Timelines |
|---|--|--|
| Victoria Playhouse and Petrolia Town Hall | | |
| 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"> Complete in 2020 |
| Victoria Playhouse and Town Hall | <ul style="list-style-type: none"> Add wayfinding devices to the 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"> Complete |
| Both Victoria Playhouse and Town of Petrolia website | <ul style="list-style-type: none"> Ensure all websites are compliant with WCAG 2.0 Level AA | <ul style="list-style-type: none"> Complete |

| 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 the accessible seating area | <ul style="list-style-type: none"> Complete |
| At all accessible seating areas | <ul style="list-style-type: none"> Ensure all accessible seating have clear sightlines to the ice surface | <ul style="list-style-type: none"> One to three years |

| Location | Recommendations | Timelines |
|--|---|---|
| Greenwood Arena | | |
| 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 |
| The Ramp leading to accessible entrance and near the 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"> • Ensure that all interior doors are at the ideal weight of a maximum of 22 newtons | <ul style="list-style-type: none"> • Complete |
| 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"> • Complete |
| Concession stands and ticket booths | <ul style="list-style-type: none"> • Install queuing lines where there 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"> • Annually |
| 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 |

| Location | Recommendations | Timelines |
|--|---|---|
| Greenwood Arena | | |
| 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 the 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"> • Complete |
| 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"> • Complete |

| 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"> • Complete |
| The 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"> • Complete |
| 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"> • Complete |

| Location | Recommendations | Timelines |
|---|--|--|
| Oil Heritage District Community Centre | | |
| The Outdoor eating area near the gymnasium | <ul style="list-style-type: none"> • Create a path of travel to the 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 the hallway near the 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.

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.

