



LOYALIST TOWNSHIP

ACCESSIBILITY PLAN

2010

ONTARIANS WITH DISABILITIES ACT, 2001

The Ontarians with Disabilities Act, 2001 was passed into legislation by the Government of Ontario on December 31, 2001. The Act ensures that persons with disabilities have improved opportunities and provides for their involvement in the identification, removal and prevention of barriers to their full participation in life. In September 2002 the Lieutenant Governor proclaimed that all municipalities must have a municipal accessibility plan adopted and published by no later than September 30, 2003.

Definition of Persons with Disabilities

The Ontarians with Disabilities Act, 2001 defines persons with disabilities in the following manner, which is the same definition used in the Ontario *Human Rights Code*.

A “disability” is:

- a) Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness and includes, but is not limited to:
 - diabetes mellitus;
 - epilepsy;
 - a brain injury;
 - any degree of paralysis;
 - amputation;
 - lack of physical co-ordination;
 - blindness or visual impediment;
 - deafness or hearing impediment;
 - muteness or speech impediment; or
 - physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Definition of Barriers to Persons with Disabilities

The Ontarians with Disabilities Act, 2001 defines a “barrier” as anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include:

- physical barriers, e.g. a step at the entrance to a store;
- architectural barriers, e.g. no elevators in a building of more than one floor;
- information or communications barriers, e.g. a publication that is not available in large print;
- attitudinal barriers, e.g. assuming people with a disability can’t perform a certain task when in fact they can;
- technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and
- barriers created by policies or practices, for instance not offering different ways to complete a test as part of job hiring.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

The Accessibility for Ontarians With Disabilities Act, 2005 (AODA) provides for the development of standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

There will be a transition period during which government and parts of

the broader public sector will continue to have planning and other obligations under the Ontarians with Disabilities Act, 2001 until they are repealed. The planning requirements of the ODA, 2001 will not be repealed until they have been replaced by standards under the new act.

The Minister responsible for the AODA is required to establish a process to develop and implement all accessibility standards necessary to achieving the purposes of this Act. Within this process, standards development committees are established by the Minister to develop proposed accessibility standards.

Persons or organizations may be required to meet more than one accessibility standard under the AODA.

JOINT ACCESSIBILITY ADVISORY COMMITTEE

In April 2002, the Council of the County of Lennox and Addington supported the creation of a single joint accessibility advisory committee to address the requirements of the Ontarians with Disabilities Act, 2001. Through consultation with the County's local municipalities, it was determined that a joint committee would be appointed for the County of Lennox and Addington, the Town of Greater Napanee and the Townships of Stone Mills and Addington Highlands. In January 2003, the municipalities supported the inclusion of the Lennox and Addington County General Hospital within the committee's mandate.

The Hospital and the Municipalities agreed to Terms of Reference for the joint accessibility advisory committee, the appointment of the Committee's membership and the designation of the administration contacts for the five public service agencies.

In 2005, the Joint Accessibility Advisory Committee recommended to County Council that the Committee's Terms of Reference be amended to:

- expand the membership of the Joint Accessibility Advisory Committee to include a representative of the business community and an additional representative of the community with a disability, for a total membership of seven.
- create an auxiliary panel as affiliates to the Joint Accessibility Advisory Committee to provide support and advise, to be comprised of a maximum of eight participants including one staff representative from each of the five partner organizations of the Joint Accessibility Advisory Committee, and three representatives from the community who are directly involved with services to improve accessibility and opportunities for citizens with disabilities.

County Council adopted these recommendations with the passing of By-law No. 3012/05 on September 28, 2005 and obtained the confirmation of the Committee's joint partners for these changes.

In May 2006, Loyalist Township Council requested that the mandate of the Committee be broadened to include the Township's participation. County Council approved and the Terms of Reference for the Joint Accessibility Advisory Committee were revised in June 2005 to reflect this. The vacancies in the Committee's membership were also filled at that time. The Committee's joint partners confirmed the changes.

REVISED JUNE 2006

Terms of Reference

ACCESSIBILITY ADVISORY COMMITTEE

**Jointly Serving:
County of Lennox and Addington
Township of Addington Highlands
Town of Greater Napanee
Loyalist Township
Township of Stone Mills
Lennox and Addington County General Hospital**

A. Mandate

The mandate of the Accessibility Advisory Committee is to advise the Councils of the County of Lennox and Addington, the Township of Addington Highlands, the Town of Greater Napanee, Loyalist Township and the Township of Stone Mills and the Board of Governors of Lennox and Addington County General Hospital on the preparation and implementation of annual accessibility plans in order to remove barriers for people with disabilities and ensure that no new barriers are created.

The role of the Accessibility Advisory Committee will include reviewing and advising the Councils and the Hospital Board on the following areas:

- site plans of new and existing municipal buildings.
- major capital purchases.
- significant renovations to municipal facilities.
- leased facilities or any other facility used as a municipal building.
- goods and services provided by the municipality or agents providing services under contract with the municipality.

B. Membership

I. Appointment

The Accessibility Advisory Committee will be comprised of the following members appointed by County Council:

- two (2) members of County Council
- four (4) members from the County community with disabilities
- one (1) member from the community with involvement in business

The members will be confirmed by the Councils of the Township of Addington Highlands, the Town of Greater Napanee, Loyalist Township and the Township of Stone Mills, as well as the Board of Governors of Lennox and Addington County General Hospital.

II. Criteria

The following criteria will be used in the appointment of the Accessibility Advisory Committee members from the County community. Individuals to be considered shall:

- exhibit a strong commitment to the community in order to improve its accessibility.
- sensitive to the accessibility barriers experienced by individuals with disabilities
- demonstrate understanding of the municipality's roles and service responsibilities
- demonstrate understanding of the County community's business, social and cultural interests and diversities.
- volunteer the necessary time to ensure full participation and interest.

III. Attendance

The Chairperson of the Accessibility Advisory Committee will require the resignation of any member who fails to attend two consecutive meetings without notice or reason.

IV. Term

A member of the Accessibility Advisory Committee from the County community will be appointed for a term of two (2) years, which may be repeated.

C. Auxiliary Panel

An auxiliary panel will provide support and advice to the Joint Accessibility Advisory Committee and will be comprised of the following nine (9) members:

- one (1) staff representative from each of the six (6) partner organizations of the Joint Accessibility Advisory Committee
- three (3) representatives from the County community who are directly involved with services to improve accessibility and opportunities for citizens with disabilities.

Note: The three (3) representatives from the County community will be appointed by the Joint Accessibility Advisory Committee for a term of two (2) years which may be repeated.

D. General

I. Chairperson and Vice-Chairperson

The Chairperson and Vice-Chairperson will be selected by the accessibility Advisory Committee from within its membership at the commencement of each calendar year.

II. Meetings

Meetings will be held 3-4 times per year, as required, or at the call of the Chairperson. An agenda for the meeting will be circulated in advance and a record of the proceedings will be maintained.

III. Report to Councils and Hospital Board

A report outlining the recommendations of the Accessibility Advisory Committee to the municipal councils and Hospital Board will be filed on a regular basis. No action shall be taken on a recommendation until such time as it has been adopted by the respective councils.

IV. Quorum

A quorum for Accessibility Advisory Committee meetings will consist of four (4) members. A majority vote of members present will be used to reach a decision on the matter.

JOINT ACCESSIBILITY ADVISORY COMMITTEE – 2010

Committee Members	Address	Contact #
<u>County Councillors</u> Bill Lowry Debbie Thompson	blowry@loyalist.ca dmthompson70@hotmail.com	Address and phone numbers for community and committee members have been removed in accordance with MFIPPA requirements
<u>Community Members</u> Ken Ackerman Ed Peters Brian Shenton Peter Veltheer Shirley Wartman	ackerman-napanee@hotmail.com edward.peters@bell.net mshenton@sympatico.ca sew@cogeco.ca	

Auxiliary Panel Members	Address	Contact #
Patti Scott L & A County General Hospital	8 Richmond Park Drive, Napanee, ON K7R 2Z4 pscott@lacgh.napanee.on.ca	613-354-3301 Fax 354-7157
Tracey McKenzie County of Lennox and Addington	97 Thomas St. E, Napanee, ON K7R 4B9 tmckenzie@lennox-addington.on.ca	613-354-4883 Fax 354-3112
Patricia Gray Township of Addington Highlands	P.O. Box 89, Flinton, ON K0H 1P0 ahinfo@mazinaw.on.ca	613-336-2286 Fax 336-2847
Ray Callery Michelle King Town of Greater Napanee	P.O. Box 97, Napanee, ON K7R 3L4 rcallery@greaternapanee.com mking@greaternapanee.com	613-354-3351 Fax 354-6545
Brenda Hamilton Loyalist Township	P.O. Box 70, Odessa, ON K0H 2H0 bhamilton@loyalist.ca	613-386-7351 Fax 386-3833
Darlene Plumley Township of Stone Mills	General Delivery, Centreville, ON K0K 1N0 caoclerk@stonemills.com	613-378-2475 Fax 378-0033
Kathy Pringle Occupational Therapist	R.R. # 7, Napanee, ON K7R 3L2 kathy@kathypringle.com	613-378-0930 Fax 378-1495
Trudi Wright Occupational Therapist	P.O. Box 397, Odessa, ON K0H 2H0 trudi@twrehab.com	613-386-3148 Fax 386-1442

Joint Accessibility Advisory Committee Activities 2009 – 2010

- Reviewed and approved Accessibility Plans for the County of Lennox and Addington, the Lennox and Addington County General Hospital and the four local municipalities.
- Reviewed and approved the Accessible Customer Service Policies for the County of Lennox and Addington and the four local municipalities.
- Reviewed and commented on proposed Standards under the AODA.
- Reviewed and provided feedback regarding renovations to municipal buildings and service locations including:
 - Market Square, Napanee
 - Lennox & Addington Resources for Children, Loyalist Township
 - Amherstview Social Services site
 - Napanee Ambulance Base
 - Flinton Public Library
 - Advance Avenue Social Services site, Napanee
- Prepared correspondence to Provincial Court officials regarding enforcement of fines to deter illegal parking in Accessible Parking Spaces.
- Supported applications by the County of Lennox and Addington to the Enabling Accessibility Fund to remove barriers to full accessibility at the County Museum and Archives and the Amherstview Social Services site.

- Prepared correspondence to the County of Lennox and Addington Emergency Services Advisory Committee regarding the possible creation of a Registry of Persons with Disabilities for emergency purposes.
- Took part in the Centreville Fair in order to help raise awareness of accessibility within the community.
- Conducted a joint meeting with the Hastings County Accessibility Advisory Committee.

LOYALIST TOWNSHIP

GENERAL OVERVIEW

Loyalist Township is a growing community of 15,000+ people situated on the north shore of Lake Ontario between the Town of Greater Napanee and the City of Kingston. The Township is a blend of rural and urban areas with a number of smaller hamlets throughout, including its very own island community, accessible by ferry.

The Township offers a wide range of amenities for visitors of all interests and ages. Loyalist Parkway (King's Highway 33) runs along the lakefront, a defining feature of the Township, between Amherstview and the western boundary of the Township.

Loyalist is readily accessible from the 401 Highway, which cuts across the Township. By car, the Township is 2-3 hours from Ottawa and Toronto and less than 4 hours from Montreal. The Township is also accessible at a more leisurely pace via County Road 2 (formerly King's Highway 2).

MUNICIPAL STRUCTURE

The Corporation of Loyalist Township is governed by an elected council consisting of a Reeve, Deputy Reeve and five councillors from three wards within the township, currently serving a four year term. The Reeve and Deputy Reeve are elected at large and one councillor is elected from each of the Wards 1 (Amherst Island) and 2 (Bath) and three councillors are elected from Ward 3 (Ernestown).

Effective for the Inaugural Council meeting on December 6, 2010, the titles Reeve and Deputy Reeve will be changed to Mayor and Deputy Mayor.

The actual governing of the township follows the rules and regulations set out by the Provincial Government in the Municipal Act.

Township Council makes decisions affecting the community and the services provided by Loyalist Township.

Loyalist Township offers a wide range of municipal services including fire protection, water and sewer services, recreational facilities and programs and construction and maintenance of the municipal infrastructure.

The Township employs over 190 full and part-time staff.

The corporate structure of Loyalist Township includes seven individual department heads, namely Chief Administrative Officer, Director of Administrative Services, Director of Finance, Director of Engineering Services, Recreation Director, Director of Planning and Development and Fire Chief.

Chief Administrative Officer (C.A.O.):

The Chief Administrative Officer (CAO) is the Senior Administrator within Loyalist Township. All Department Heads report directly to the CAO.

The key responsibilities of the CAO include:

- Providing administrative leadership to and for the municipality.
- Coordinating all departments to ensure the efficient implementation of Council policies and directives.
- Investigating, researching and preparing, either directly or through delegation, information for the development of Council policies and directives.

- Ensuring the development and administration of personnel policies including the implementation of statutory rules and regulations regarding pay equity.
- Providing advice and recommendations to Council on issues affecting the municipality.
- Preparing and implementing Loyalist Township's Strategic Plan.
- Recruiting high quality staff in accordance with Township policies.
- Ensuring effective and efficient training of Township staff.

Director of Administrative Services

The Director of Administrative Services is also the Municipal Clerk and functions by statutory requirement.

The Director of Administrative Services' key responsibilities are:

- Execution of various statutory duties in accordance with provincial legislation
- Council/Committee Secretariat functions
- By-law preparation and review
- Corporate records and information management
- Conducting municipal elections
- Vital Statistics
- MFIPPA Administration
- Line Fences Act, Licensing (Lottery, Transient Trader, Patio)
- Corporate Insurance
- Commissioner of Oaths
- By-law Enforcement
- Animal Control
- Crossing Guards
- Disposal of surplus property
- Accessibility Plan and Training

Director of Finance/Treasurer

The Director of Finance is the chief financial officer of the municipality and responsible for the Township's financial management and the administration of the Finance Department. The appointment of the Director of Finance to the statutory positions of Treasurer and Tax Collector under the Municipal Act is done by By-law of Township Council.

The key responsibilities of the Director of Finance are:

- collecting money payable to the municipality and issuing receipts for those payments
- depositing all money received on behalf of the municipality in a financial institution designated by the municipality
- paying all debts of the municipality and other expenditures authorized by the municipality
- maintaining accurate records and accounts of the financial affairs of the municipality
- providing the council with such information with respect to the financial affairs of the municipality as it requires or requests
- ensuring investments of the municipality are made in compliance with regulations

Director of Engineering Services

The Director of Engineering Services is responsible for the management and administration of Township services delivered by the following divisions within the Engineering Department:

- Roads, bridges, fleet management, sidewalks and streetlighting
- Solid waste management including administration of landfill sites, garbage collection and recycling
- Water and wastewater (sewer) utilities
- Public transit which includes bus service and Ferry operations

The Director is responsible for the preparation of long-term strategy proposals to strengthen the Township's physical development in conformity with the Township's planning commitments.

The Director also fulfills the role of Drainage and Fill Inspector.

Recreation Director

The Recreation Director administers operations for:

- recreation programs
- parks and sports fields
- recreation facilities including community halls, pool, arena, library buildings, municipal buildings
- museums including Babcock Mills, Fairfield House, Neilson Store, Loyalist Bath Museum and Township owned/or operated cemeteries.

Director of Planning and Development

The Director of Planning and Development is responsible for the management and administration of the Planning and Building Departments.

The Director and his department are responsible for:

1. Co-ordination of all development review matters respecting zoning by-law amendments, consents (severances), minor variances, official plan amendments, subdivision approvals, site plan approvals, heritage designations and all matters relating to the land-use planning and heritage processes.
2. Responsible for long term land use planning and policy development for such matters as including, but not limited to, the official plan and related background studies, growth, and special planning studies and initiatives

3. Responsible for Ontario Building Code compliance and enforcement of all building construction within Loyalist Township
4. Enforcement of some municipal by-laws including zoning, sign, fencing and property standards by-law
5. Collaborate with the County of Lennox and Addington in regards to economic development.

The Planner/CBO is also Secretary-Treasurer of the Committee of Adjustment and members of the department serve on both the Loyalist Township Heritage Committee and the Bath Community Revitalization Committee.

Fire Chief – Emergency Services

The Chief of Emergency Services is responsible for:

- Prepare the departmental budget and exercise control of the budget
- Arrange for the Provision of new fire stations and training facilities
- Provide liaison with the local fire fighters association
- Carry out the general administration duties of the Department
- Provide liaison with the County Fire Coordinator
- Assist the County Fire Coordinator in the preparation of a County Emergency Fire Service Plan
- Maintain training records
- Overseeing the provisions of fire training and prevention
- Prepare Municipal Emergency Plan
- Liaison with public for prevention and public education

Loyalist Township's Commitment to Accessibility Planning

The Council for The Corporation of Loyalist Township is committed to:

- The continued improvement of access to all municipally owned facilities, premises and services for all persons with disabilities.
- The concept of universal design, which makes the environment more user friendly for everyone.
- The provision of quality services to members of the County community with disabilities.
- The continued participation on the Joint Accessibility Advisory Committee and support of its work to develop, recommend and monitor solutions to overcome barriers.
- Prevent and plan to remove all obstacles in order to promote equal opportunity and participation by residents and visitors with disabilities. These barriers may include:
 - a) Physical barriers, such as stairs, uneven pavements or narrow pathways;
 - b) Architectural barriers;
 - c) Information or communication barriers, such as publications that are not available in large print;
 - d) Attitudinal barriers, such as assuming that a person with a disability cannot perform a certain task;
 - e) Technological barriers, such as traffic signals that change too quickly or meeting rooms without assistive listening systems for persons with hearing disabilities; and
 - f) Barriers created by policy or practices, such as not offering different ways to complete a test as part of a job interview.

2009 Initiatives to Remove/Prevent Barriers

Loyalist Township identified barriers to persons with disabilities and committed to and undertook the following measures in 2009:

- Provided accessible customer service training for all members of Council, staff, volunteers and contractors
Effective in 2010, as new staff members are hired, training will be provided as part of orientation
- The Township reviewed its Emergency Plan, to ensure that it includes accessibility for persons with disabilities during emergency situations
- W. J. Henderson Recreation Centre - installed viewing monitors that provide more effective viewing of community of programs available to the public when visiting the Recreation Centre
- Continued to work with the Cataraqui Region Conservation Authority (CRCA) in the development of the Parrott's Bay Master Plan to ensure that the plan provides access to Parrott's Bay to persons with disabilities
- All new playgrounds will be reviewed with regard to accessibility for all children
- All new road projects will include accessibility requirements.
- Currently interviews for specific jobs may include the requirement for testing which is to be completed within a certain time limit. With the view to making the hiring process more accessible, time limits for testing will be more flexible.
- The Loyalist Township Official Plan, adopted June 8, 2009 includes accessibility policies

The following items were included in the 2009 plan as budgeted activities, however the Recreation Department felt it was prudent to delay the improvements until the Built Environment legislation is finalized.

- An automatic door opener pad was installed at the Amherstview Public Library
- An automatic door opener pad was installed at the W.J. Henderson Recreation Centre pool entrance
- W.J. Henderson Recreation Centre - installed accessibility ramp and automatic door opener pad to lower level area of the arena
- W.J. Henderson Recreation Centre - widened door to arena dressing room area, public washrooms and installed accessible ramps into washrooms

Loyalist Township recognizes that the Accessibility for Ontarians with Disabilities Act 2005 (AODA) encompasses five (5) standards and will work to achieve compliance with the following standards:

Customer Service

In 2009, Loyalist Township Council adopted:

- a) Customer Service Policy;
- b) Customer Service Policy – Best Practices and Procedures;
- c) Policies regarding the use of Service Animals and Support Persons;
- d) A policy regarding Notices of Service Disruption;
- e) Feedback methods were established
- f) Policies relating to the use of service animals and support persons were adopted.

Review of the following draft standards will be ongoing and actions to ensure ease of access will be more defined once the standards have been adopted by the Minister of Community and Social Services.

Built Environment

Municipal departments and staff work together to identify what resources and assistance are available and ensure constant dialogue between departments. Appropriate departments will work with proponents throughout the approvals process to ensure accessibility issues are recognized and appropriate design features are incorporated into public spaces, transportation facilities and services, as well as public and private infrastructure.

Barrier-free features will be included in the design and planning stages of new construction and redevelopment projects.

An accessible play structure will be installed at Briscoe Park in 2010.

Transportation

The following features will be addressed when considering local transportation initiatives:

- a) Parking lots/permits/by-laws;
- b) Curb cuts and entrance ramps;
- c) Traffic Signals/ Pedestrian crossings
- d) Audible traffic signals
- e) Sidewalks, walkways and paths – as sidewalks are replaced, mountable curbs will be part of the reconstruction. This will be an ongoing process.
- f) Street Furniture (benches, lampposts, signboards, bus stops, telephone booths, planters and drinking fountains, rest areas);
- g) Signage and symbols – directional and information signs, street names and numbering (consideration will be given to placement and design of all signs)

Information and Communication

The following items will be addressed when considering improvements in providing information for all residents:

- a) Notices and information will be distributed in multiple forms, if requested. Standard wording indicating this availability has been incorporated into all notices, job advertisements and on the website;
- b) Public meetings will be accessible and equipped to improve communication and participation;
- c) Meeting spaces will be wheelchair accessible;
- d) Staff will investigate the acquisition of assistive listening devices for hearing impaired and providing information audibly to assist vision impaired individuals.
- e) The Loyalist Township website has been reviewed and tested by persons with disabilities to ensure it meets requirements of individuals with various disabilities. A staff person has been trained in how to make websites accessible and will continue to monitor the Loyalist site. Staff have been advised by persons with disabilities that the website is easy to manoeuvre and accessible with screen reading software for people with visual impairments (i.e. JAWS);
- f) The website has an accessibility function which allows an individual to easily increase the font size;
- g) Training will be provided to all applicable staff who provide, receive information and communicate information on behalf of the municipality; and
- h) Clipboards and magnifiers are available at front counters of the municipal offices for use by persons with disabilities, if required;
- i) A resource list of staff members who speak various languages has been prepared and there are currently two staff members with knowledge of and ability to use sign language;
- j) In 2010 – all reports will use a standardized font and font size, as recommended by the CNIB;

Employment

Loyalist Township is committed to providing equal opportunities for employment for persons with disabilities and will ensure that:

- a) Employment opportunities will be advertised and promoted where people with disabilities can be aware of the vacancy;
- b) Provide accessible interviews;
- c) Training (as required by the AODA) is provided to to all staff who interview and handle performance reviews.

Communication of the Accessibility Plan

The 2010 Loyalist Township Accessibility Plan will be posted on the Township's website and will be available at the Municipal Office in Odessa, the W.J. Henderson Recreation Centre and the Amherst Island Ferry Office.

The Plan will also be provided to the libraries located in Odessa, Amherstview, Bath and Amherst Island for access by residents.

The Plan will be provided in different formats, if requested.