



City of Temiskaming Shores Multi-Year Accessibility Plan

2024-2028



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Accessibility Plan and Policies for the City of Temiskaming Shores

The 2024-2028 Accessibility Plan outlines the policies and actions that the City of Temiskaming Shores will enact to improve opportunities for people with disabilities.

1.0 Introduction

The Ontarians with Disabilities Act (ODA) was passed by the Provincial Government in December, 2001. Subsequently the Accessibility for Ontarians with Disabilities Act (AODA) was passed in June, 2005. The AODA lays the framework for the development of province-wide mandatory standards for improving accessibility in certain areas of daily life.

The purpose of these acts is to improve the opportunities for persons with disabilities and to provide for their participation in the identification, removal, and prevention of barriers to allow for their full participation in the City of Temiskaming Shores.

Under the AODA, the Provincial Government has enacted regulations, including the Integrated Accessibility Standards Regulation (IASR), to require government agencies and the broader public sector to develop standards to address accessibility in the areas of: customer service; transportation; employment; information and communications; and design of public spaces. The municipal obligations include the following:

- a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- c) review and update the accessibility plan at least once every five years.

The purpose of preparing an Accessibility Plan is to:

- Report on the steps that have been taken to identify, remove and prevent barriers to persons with disabilities;
- Describe the measures in place to ensure that the municipality assesses its proposals for by-laws, policies, programs, practices, and services to determine their effect on accessibility for persons with disabilities;
- Identify the by-laws, policies, programs, practices, and services that the municipality will review during the 2024-2028 period to identify barriers to persons with disabilities; and

- Describe the steps that the municipality intends to take during the 2024-2028 period to identify, remove, and prevent barriers to persons with disabilities.

The Accessibility Plan was reviewed by the Temiskaming Shores Accessibility Advisory Committee (TSAAC) for their consultation and feedback.

1.1 Definitions and Acronyms

AAC- Accessibility Advisory Committee

AODA- Accessibility for Ontarians with Disabilities Act

City- City of Temiskaming Shores

IASR- Integrated Accessibility Standards Regulation

ODA- Ontarians with Disabilities Act

Service Provider- The service provider in all transportation requirements refers to the contractual obligation between the City and contracted transit service provider

TSAAC- Temiskaming Shores Accessibility Advisory Committee

1.2 Statement of Commitment

The City of Temiskaming Shores is committed to treating all people in a manner that allows them to maintain their dignity and independence. The City believes in integration and equal opportunity. The City is committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The City is committed to meeting the maintenance requirement for preventative and emergency maintenance of accessible elements in public spaces, and for implementing procedures for dealing with temporary disruptions when accessible elements in public spaces are not in working order (See Appendix 01).

1.3 Key Contacts

Applicable municipal staff are available by calling City Hall at 705-672-3363 or attending 325 Farr Drive, Haileybury:

- Plan Inquiries - Municipal Clerk
- Site Plan Agreements - City Planner
- Capital Facilities – Director of Recreation
- Capital Infrastructure (Roads, Sidewalks) – Manager of Transportation Services
- Committee Support - Director of Corporate Services
- Committee Secretary – Deputy Clerk

1.4 Organization

The City of Temiskaming Shores is located on the shores of beautiful Lake Timiskaming. The City is located approximately 500 km north of the City of Toronto, 150 km north of the City of North Bay, and 250 km south of the City of Timmins. Temiskaming Shores is just 20 km from the Ontario/Quebec border, which enhances the francophone culture in the community. Rich soils in the local area and in the region have created a proud agricultural heritage for the community. The City is now home to approximately 9,600 people and acts as the economic and service hub for many communities in the region.

1.5 Local Community Services

The following community services are a sample of those available to support individuals in the local community and surrounding areas:

- Timiskaming Home Support;
- Temiskaming Hospital;
- Timiskaming Health Unit;
- District of Timiskaming Social Services Administration Board;
- Canadian Mental Health Association;
- Community Living Temiskaming South;
- One Kids Place;

- One Light Diversity Centre Timiskaming;
- Cochrane Temiskaming Resource Center;
- Northern College;
- Le Centre de santé communautaire du Témiskaming;
- Timiskaming Diabetes Clinic;
- Community Cancer Care;
- Literacy Council of South Timiskaming;
- Great Northern Family Health Team;
- Haileybury Family Health Team;
- March of Dimes;
- Canadian National Institute for the Blind (CNIB); and
- Area Food Banks.

1.6 Services Provided by Other Levels of Government

The City of Temiskaming Shores is a single tier municipality within the District of Timiskaming. As a result, services are delivered to our residents on behalf of district wide provincial agencies such as the District of Timiskaming Social Services Administration Board which include, but are not limited to:

- Ontario Works;
- Social Housing;
- Children's Services;
- Land Ambulance; and
- Homes for the Aged.

As required under the Accessibility for Ontarians with Disabilities Act, the District of Timiskaming Social Services Board will prepare its own Accessibility Plan covering those services delivered by the district.

In addition, The Ministry of Community and Social Services is responsible for the delivery of the Ontario Disability Support Program (ODSP). The ODSP is intended to meet the needs of

people with disabilities and to help them become more independent. The ODSP has two parts:

1. Income Supports provides financial assistance to eligible people with disabilities; and
2. Employment Supports provide people with disabilities the support needed to acquire and retain employment.

2.0 Plan Statement

This plan addresses accessibility considerations for the City of Temiskaming Shores and its requirements under the Integrated Accessibility Standards Regulation (IASR). This plan builds on prior plans developed and goals achieved. The Plan will be reviewed every five years to address future requirements under the IASR and design of public spaces standard in in effect for all organization as of January 1, 2018.

As in previous plans, this plan will continue to focus on the IASR requirements, and it is the intent of this plan to focus on the following pillars as the City moves toward eliminating barriers in the Community:

- Education/Advocacy
- Facilities & Public Spaces
- Infrastructure
- Programming

2.1 Plan Consultation

This plan was prepared in consultation with the City of Temiskaming Shores senior management team, and members of the Temiskaming Shores Accessibility Advisory Committee (TSAAC).

3.0 Temiskaming Shores Accessibility Advisory Committee

Under the AODA, municipalities with populations of or exceeding 10,000 are required to establish an Accessibility Advisory Committees (AAC) and a majority of the Committee members must be persons with disabilities. According to the 2021 census, the City's population is below the 10,000 threshold, however, the City remains committed to the

elimination of barriers, accessibility in the community, and continues to have a functioning and active AAC.

The City of Temiskaming Shores formed its AAC in February 2004. The Temiskaming Shores Accessibility Advisory Committee (TSAAC) has been assigned the task of advising Council on all matters pertaining to accessibility considerations for persons with disabilities.

3.1 Terms of Reference for TSAAC

Please refer to By-law No. 2012-186, as amended for The Temiskaming Shores Accessibility Advisory Committee Terms of Reference.

3.2 Accessibility Accomplishments 2019-2023

- Audible pedestrian signals with tactile plating – Rorke Avenue
- Addition of accessible parking space -Armstong Street
- Sidewalk repairs
- Infrastructure intersection repairs at Whitewood Avenue and Paget Street
- Continual procurement of accessible fleet for the Temiskaming Transit
- Addition of accessible transit shelters – Meridian Avenue and Whitewood Avenue
- Addition of tactile plating
- Facility accessibility upgrades:
- Relocation of the New Lisheard Library
- Don Shepherdson Memorial Arena
- Continuation of STATO Trail
- 2022 Municipal Election – online and telephone voting options
- Audio Visual upgrades to Council Chambers to permit live-streaming and transcribing of Council meetings
- Refurbishment of municipal playgrounds to include accessible equipment and rubberized surface
- Installation of Rotary Splash Pad

- Multiple site plan control reviews and input on a variety of City and private developments

4.0 Planned Strategies and Actions for the Identification, Removal, and Prevention of Barriers Temiskaming Shores 2024-2028

Barrier identification is used to determine what barriers exist and where the barriers are found. Examples of a barrier identification process include review of documents and publications, conducting public meetings, surveys and/or audits, the use of customer feedback forms and other mechanisms.

It is the intent of the multi-year accessibility plan for the City of Temiskaming Shores to prevent, identify and remove barriers or obstacles that limit or prevent people with disabilities from engaging in day-to-day activities taken for granted by people without disabilities.

A barrier may be defined as anything that inhibits or prevents a person with a disability from full participation in all aspects of society due to his or her disability.

There are several types of barriers to be considered:

- **Environmental Barriers:** features, buildings or spaces that restrict or impede physical access.
- **Communication Barriers:** obstacles that restrict or impede the processing, transmission and interpretation of information.
- **Attitudinal Barriers:** prejudgments or assumptions that directly or indirectly discriminate against a person with a disability.
- **Technological Barriers:** when technology cannot be or is not modified to support various assistive devices and/or software.

Barriers exist as a result of various forms of disability. In developing this Plan, the City has considered the functional limitations associated with several different kinds of disability and the effects of these limitations on an individual's ability to perform everyday tasks:

- Physical Impairment
- Hearing Loss
- Speech Loss
- Vision Loss

- Deaf-blind
- Smell
- Taste Limitation
- Touch
- Intellectual
- Mental Health
- Learning
- Other – resulting from accidents, illnesses, and diseases

4.1 Education and Awareness

The City of Temiskaming Shores is committed to promoting a culture of accessibility awareness and understanding within the organization, as well as among its residents, businesses, and visitors. To achieve this goal, TSAAC emphasized the importance of staff training, and overall promotion of accessibility in the workforce. The City will continue to work with community partners to ensure that information regarding accessibility of municipal programs, services and facilities is communicated through available channels.

1. Inform the public, businesses, children, local contractors, City councillors, staff, and City contractors on:
 - a. the importance of accessibility;
 - b. design guidelines to make Temiskaming Shores an accessible community; and
 - c. the IASR.
2. Follow available accessible design guidelines that have been developed by industry professionals that will assist in guiding developers, designers, contractors, renovators, homeowners, and City staff in their support of accessible design. Accessible guidelines include:
 - a. Site Plan control guidelines;
 - b. Subdivision design guidelines;
 - c. Interior design of buildings;

- d. Design guidelines for the Design of Public Spaces requirements under the IASR.
3. Review and abide by the developed policies and procedures in accordance with the IASR. Policies include:
 - a. Procurement policies and procedures;
 - b. Templates for accessible documents;
 - c. Accessible website development; and
 - d. Human resources and hiring.
4. Continue to source all available accessibility specific funding opportunities that may be available through both provincial and federal levels of government and other sources.

4.2 Maintenance of Accessible Elements

Section 80.44 of the IASR states that in addition to the accessibility plan requirements, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:

1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.
2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6.

In response, the City of Temiskaming Shores provides preventative maintenance of accessible elements through routine maintenance and inspections. Inspections focus on accessible elements covered by the Design of Public Spaces Standard and the Ontario Building Code. The City of Temiskaming Shores also notifies members of the public of any temporary disruptions to accessible elements through the City website, social media and the local newspaper, if applicable. Temporary accommodation is provided where possible in the event of a temporary disruption, whether emergency or preventative, until the disruption has ended. Accommodation during a disruption will vary depending on the nature of the disruption.

4.3 Facilities

The City, together with TSAAC and community feedback have identified the following facilities as being in need of accessibility upgrades:

- New Liskeard Community Hall (Engineering completed 2018)
- Haileybury Medical Centre parking lot (Paving)
- Shelley Herbert Shea Memorial Arena (Engineering proposed to be completed in 2024)
- Accessible paths for water access at the beachfronts in both Haileybury and New Liskeard
- Outdoor washrooms (including Spurline, Harbourfront, Algonquin Regiment Park, Farr Park, Dymond Sport Park)
- Spurline pathways (Proposed to be completed 2024)
- Public washrooms within the Waterfront Pool and Fitness Centre

4.4 Infrastructure

Throughout the duration of the plan, the Public Works Department together with the Committee will develop a plan that will better determine where repairs to existing intersections and crosswalks need to be addressed such as:

Intersections:

- Whitewood/Armstrong
- Whitewood/Wellington
- Armstrong/Elm/Beavis (top of the bridge)
- Downtown Core Areas

The City will continue to allocate \$25,000 annually within the budget for accessibility-related costs such as curb cuts, sidewalk repairs, and accessible parking spaces. The Committee will meet with City representatives annually to identify areas of priority, needs, appropriate curb cuts and to improve overall access and eliminate barriers.

The City along with groups such as the Temiskaming Transit Committee, will continue to ensure the transit fleet and transit shelters remain in compliance with accessibility standards,

and the Recreation Department on any future refurbishment of facilities, playgrounds and community trails.

4.5 Programming

The City remains committed to supporting programming initiatives such as the Age Friendly Committee. When developing and scheduling public programming, City staff will prioritize the usage of accessible spaces such as Dymond Hall and Riverside Place.

Appendix 01: Accessible Maintenance of Public Spaces Procedure

Background

Section 80.44, Maintenance of Accessible Elements, under Ontario Regulation 191/11 for the Integrated Accessibility Standards, made under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), outlines that in addition to the accessibility plan requirements set out in Section 4 of the above-mentioned regulation, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:

1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.
2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.

Purpose

Accessible public spaces include specific features that make it easier for everyone – people with disabilities, seniors and families – to use public spaces. Maintenance procedures are important to ensure that people with disabilities can access public spaces, and are important to retain an accessible environment that is safe and useable by everyone.

Maintenance Procedures

Preventative and Emergency Maintenance

Accessible elements of public spaces and buildings will be inspected on a regular basis. Elements that are found to have defects or need maintenance will be identified, and a plan will be developed to correct the defect or maintenance issue.

If an accessible element requires emergency maintenance or repairs, it will be taken out of service. Necessary repairs will be assessed and addressed based on priority.

Service Disruptions

In the event of a service disruption to the accessible parts of its public spaces during business hours, the City will notify the public as soon as reasonably possible of the service disruption

and available alternatives. In the case of a planned disruption, the City will post signage on-site at least two (2) days prior to the disruption. It will also post a notice on the its website. The City will also provide notification by other means deemed appropriate to the disruption (print or radio ads, social media, press release, etc.). Persons who have appointments at any location operated by the City will be notified by telephone of a cancellation or alternatives available prior to the disruption and the estimated time of restoration.