

THE CORPORATION OF THE TOWN OF GORE BAY



MULTI-YEAR ACCESSIBILITY PLAN As of 2018

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Statement of Commitment

The Corporation of the Town of Gore Bay is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are 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. We are committed to including people with disabilities in the development of our accessibility plan and will make a status report publicly available each year to highlight our accessibility achievements.

This accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities. This plan describes the measures the Municipality has taken in the past, and the measures the Municipality will take during the coming years, to identify, remove and prevent barriers to people with disabilities. This plan is reviewed annually, made public and available in alternate format upon request. Further public consultation will be conducted on an as needed basis. The purpose of any consultation would be to receive further input from stakeholder groups within the community to better identify specific barriers that affect people with disabilities. Public feedback is encouraged to help us identify these barriers to assist us in eliminating them from our public facilities.

1 Aims and Objectives

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 of life in this province. The ODA mandates that each municipality prepare a multi-year accessibility plan.

Barriers are obstacles. Barriers to accessibility are obstacles that make it difficult, sometimes impossible, for people with disabilities to do the things most of us take for granted. Things like going shopping, working, or taking public transit.

When we think of barriers to accessibility, most of us think of physical barriers ie. like a person who uses a wheelchair not being able to enter a public building because there is no ramp. The fact is there are many kinds of barriers. Some are visible. Many are invisible.

Barriers to Accessibility

Type of Barriers	Examples
<p>Attitudinal barriers are those that discriminate against people with disabilities.</p>	<ul style="list-style-type: none"> • thinking that people with disabilities are inferior • assuming that a person who has a speech impairment can't understand you
<p>Information or communications barriers happen when a person can't easily understand information.</p>	<ul style="list-style-type: none"> • print is too small to read • websites that can't be accessed by people who are not able to use a mouse • signs that are not clear or easily understood.
<p>Technology barriers occur when a technology can't be modified to support various assistive devices.</p>	<ul style="list-style-type: none"> • a website that doesn't support screen reading software • a hiring process that is not open to people with disabilities
<p>Architectural and physical barriers are features of buildings or spaces that cause problems for people with disabilities.</p>	<ul style="list-style-type: none"> • hallways and doorways that are too narrow for a person using a wheelchair, electric scooter or walker • counters that are too high for a person of short stature • poor lighting for people with low vision • doorknobs that are difficult for people with arthritis to grasp • parking spaces that are too narrow for a driver who uses a wheelchair • telephones that are not equipped with telecommunications devices for people who are deaf, deafened or hard of hearing
<p>Organizational barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.</p>	<ul style="list-style-type: none"> • a hiring process that is not open to people with disabilities

1.1 Accessible Emergency Information

The Corporation of the Town of Gore Bay is committed to providing people with disabilities with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

1.2 Training

The Corporation of the Town of Gore Bay will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The Municipality will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard,
 - How to interact and communicate with people with various types of disabilities,
 - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person,
 - How to use the equipment or devices on our premise or otherwise that may help with the provision of goods or services to people with disabilities. These include: chairlifts.
 - What to do if a person with a disability is having difficulty in accessing Gore Bay's goods and services.
- The Town of Gore Bay's policies, practices and procedures relating to the customer service standard.
 - Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained when changes are made to our accessible customer service plan or when a new accessible policy is introduced.

1.3 Procurement

The Corporation of the Town of Gore Bay will take the following steps to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities:

- Assess the Municipality's purchasing practices and build accessibility into the purchasing policy and practices to help prevent barriers.
- Set accessibility criteria considering general principles of accessibility, such as: equitable, adaptable flexible, size and space for approach and use and user-friendly barriers to products.
 - The Municipality will endeavor to include accessibility in tenders and in the evaluation process.

If it is not possible and practical to do so, the Municipality will provide an explanation on request.

1.4 Information and Communications

The Corporation of the Town of Gore Bay is committed to meeting the communication needs of people with disabilities. We have consulted with people with disabilities to determine their information and communication needs. The Municipality will continue to update its website and ensure any new website and content conform to WCAG 2.0, Level A. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way the Town of Gore Bay provides goods and services to people with disabilities can be made by e-mail, verbally, written or by using the feedback form available on our website and at the Municipal Office service counter. All feedback will be directed to the Municipal Coordinator. Customers can expect to hear back in 30 days. Complaints will be addressed according to complaint categories already established in our company's complaint management procedures. Alternate forms of the Feedback process documents are available on request. Municipal staff will work to make sure all publicly available information is made accessible upon request by January 1, 2016. This process has begun with the discussion of process of saving and converting documents to an accessible format.

1.5 Employment Recruitment, Assessment and Selection

The Corporation of the Town of Gore Bay shall notify employees and the public about the availability of accommodations for job applicants with disabilities:

- During the recruitment process when job applicants are individually selected to participate in an assessment or selection process,
 - If a selected applicant requests an accommodation, the Municipality shall consult with the applicant and provide and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability;
 - Notify successful applicants of the policies for accommodating employees with disabilities.

Informing Employees of Supports

The municipality shall inform employees of its policies used to support its' employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

- Provide the information required to new employees as soon as practicable after they begin their employment.
- Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

In addition and where an employee with a disability requests it, the Municipality will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job
- Information that is generally available to employees in the workplace, and
- Consult with the employee making the request in determining the suitability of an accessible format or communication support.

Workplace Emergency Response Information

The Corporation of the Town of Gore Bay shall provide individualized workplace emergency response information to employees who have a disability:

- If the disability is such that the individualized information is necessary and the Municipality 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 employee's consent we shall provide the workplace emergency information to the person designated by the Municipality to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- Review the information when the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed and when the Municipality reviews its general emergency response policies.

Documented Individual Accommodation Plans

The Municipality will develop a documented individual accommodation plan for each employee with a disability on an as required basis. The process may include:

- The participation of the employee in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- Identification of the accommodation to be provided
- Timelines for the provision of accommodations
- The ways an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done;
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.
- The steps taken to protect the privacy of the employee's personal information;
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.

Return to Work Process

The Corporation of the Town of Gore Bay shall develop and have return to work processes in place for employees who are absent from work due to a disability and require disability- related accommodations, in order to return to work. The Corporation of the Town of Gore Bay will document these processes. The return to work process shall include an outline of the steps the Municipality will take to facilitate the employee's return to work and use documented individual accommodation plans (as described in Section 28 of the Regulation).

Performance Management, Career Development, Redeployment and Advancement

The Corporation of the Town of Gore Bay will take into account the accessibility needs of employees with disabilities and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement information;
- Using redeployment procedures

1.6 Design of Public Spaces

The Municipality will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces may include:

- Recreational trails/beach access routes.
- Outdoor public eating areas like rest stops or picnic areas.
- Outdoor play spaces, like playgrounds in provincial parks and local communities.
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signal.
- Accessible on and off street parking.
- Service-related elements like service counters, fixed queuing lines and waiting areas

2 Municipal Jurisdiction

2.1 Municipality

The Corporation of the Town of Gore Bay is situated in Northern Ontario on Manitoulin Island. We are bordered by the Municipality of Gordon and Barrie Island. The Corporation of the Town of Gore Bay has a permanent population of approximately 900.

2.2 Address

The address of the Municipal office is:

The Corporation of the Town of Gore Bay
Box 590, 15 Water Street
Gore Bay, Ontario
POP 1H0

2.3 Municipal History and Highlights

The Corporation of the Town of Gore Bay was created on April 7, 1890. The municipality manages 1 community centre, 1 arena and Marina. Appendix A includes a complete listing all Municipal Buildings and also indicates which of these buildings are open for use by the public.

3 Other Organizations/Agencies Participating

The Corporation of the Town of Gore Bay has completed this report. The information contained within deals solely with the Town of Gore Bay, its properties, practices and procedures.

4 Consultation Activities

For the initial Plan, consultation with the Manitoulin-Sudbury District Social Services Board (DSSAB), Manitoulin Lodge Nursing Home, and the Canadian National Institute for the Blind (CNIB) and local Seniors Clubs occurred.

There have been no formal consultations since the initial consultation process. There have been no general issues brought forward from local citizens. In 2015 staff will continue to work with consultants to improve the accessibility of our website and continue to address any issues or concerns identified by local citizens. Staff will continue to move forward to address some of the targets identified as barriers to accessibility at our public facilities and in the workplace.

5 Plan Development Working Group

This plan was originally compiled by: Annette Clarke, CAO/Clerk-Treasurer E-mail: acclarke@gorebay.ca Phone: (705) 282-2420 ext 1 Fax: (705) 282-3076 The plan was developed in conjunction with a working committee consisting of members of what was known as the Finance Committee and now known as the General Government Committee.

6 History of Initiatives

The Municipality completed a review during the first year of the Accessibility Plan, of past construction and renovations and the following is a list from that initial review. The list is reviewed and updated annually.

BARRIER	BARRIER TYPE	DESCRIPTION OF WORK COMPLETED
1.0 Gore Bay Marina		
1.1 No ramp access from boardwalk to ground	Physical	Construct access ramps from boardwalk to ground COMPLETED 2011
1.2 No ramp access to Dock Office	Physical	Construct access ramp to dock office COMPLETED 2011
1.3 Space limitations with in dock office to allow easy accessibility for wheelchairs	Architectural	Increase size of dock office and provide easier access to services COMPLETED 2011
1.4 Space limitation in washroom and showers. No handrails	Architectural	New barrier free construction. Increased size of washrooms and showers and installed handrails in new facilities. COMPLETED 2011
1.5 Entrance doors are very heavy and have no lower access buttons.	Physical	Install lower access buttons for automatic door opening and closing. ENTRANCE DOORS WERE CHANGED TO ALLOW EASIER ACCESS. Done in 2011

<p>2.0 Gore Bay Medical Centre</p> <p>2.1 No lower access buttons on entrance doors</p> <p>2.2 No handrails in the washroom in Drop in Centre</p>	<p>Physical</p> <p>Physical</p>	<p>Install lower access buttons COMPLETED in 2012</p> <p>Install handrails COMPLETED in 2012</p>
<p>3.0 Gore Bay Community Hall</p> <p>3.1 Current exterior ramp is dangerously steep</p> <p>3.2 No lower access buttons at the entrances</p> <p>3.3 No access to washroom facilities. Facilities are very tiny and do not allow for maneuverability</p>	<p>Physical</p> <p>Physical</p> <p>Architectural</p>	<p>Existing ramp removed, new barrier free addition that included an elevator to provide complete accessibility to the entire building COMPLETED in 2013</p> <p>New entrances have been installed. COMPLETED in 2013</p> <p>Install lower access buttons on the entrance doors and elevator New barrier free washrooms installed COMPLETED in 2013</p>

4.0 The Municipal Building		
4.1 No lower access buttons at entrances	Physical	Install lower access buttons COMPLETED in 2013
4.2 Only stair access to the basement	Architectural	No use by public – change committee meetings to alternate accessible location. COMPLETED
4.3 No designated disabled parking area	Policy	Designate a disabled parking space COMPLETED A DESIGNATED DISABLED PARKING SPACE AND MARKED IN 2013
4.4 Web page is not reading software applicable	Technological	Consortium Guidelines are met. Completed in 2017

BARRIER	BARRIER TYPE	DESCRIPTION OF WORK COMPLETED
<p>5.0 The Harbour Centre</p> <p>5.1 No ramp access to the building 2nd floor</p> <p>5.2 The doors at the entrances are narrow and there are no lower access buttons</p> <p>5.3 Main floor Access</p> <ul style="list-style-type: none"> - entrance walkway not level with ground - designated disabled parking 	<p>Physical</p> <p>Architectural/ Physical</p> <p>Physical</p>	<p>Construct access ramp to the building COMPLETED in 2013</p> <p>DISABLED PARKING SPACE DESIGNATED NEAR ACCESS RAMP COMPLETED IN 2013</p> <p>Replace doors and install lower access buttons COMPLETED in 2013</p> <p>Level area to allow for smooth safe access to main level entry.</p> <p>Designated, marked parking assigned Completed in 2014</p>

BARRIER	BARRIER TYPE	DESCRIPTION OF WORK COMPLETED
<p>6.0 Gore Bay Memorial Arena</p> <p>6.1 Very limited space in the washroom and no hand railings in the stalls</p> <p>6.2 Installed barrier free change rooms and washrooms</p>	<p>Architectural</p> <p>Physical</p>	<p>New accessible washrooms installed in 2014.</p> <p>COMPLETED IN 2011</p>
<p>7.0 The Pavilion</p> <p>7.1 Washrooms are only on the first floor and do not have hand railings.</p>	<p>Architectural</p>	<p>Install hand railings in the washrooms</p> <p>COMPLETED</p>

BARRIER	BARRIER TYPE	DESCRIPTION OF WORK COMPLETED
<p data-bbox="204 285 407 317">8.0 The Streets</p> <p data-bbox="302 359 570 516">8.1 Very few designated disabled parking spaces</p> <p data-bbox="302 558 545 632">8.2 Spaces are not clearly marked</p>	<p data-bbox="594 359 675 390">Policy</p> <p data-bbox="594 558 781 590">Informational</p>	<p data-bbox="984 359 1317 474">Designate more disabled parking spaces COMPLETED in 2013</p> <p data-bbox="984 558 1308 779">Clearly mark available spaces ALL SPACES ARE CLEARLY MARKED Part of annual ongoing maintenance and capital upgrade.</p>

7 Operational Review

7.1 Review

In August 2003 the Municipal staff was asked to complete a survey of the municipally owned buildings with regard to accessibility issues. The barriers identified are listed below:

7.2 List of Barriers Identified

BARRIER	BARRIER TYPE	STRATEGY FOR REMOVAL OR PREVENTION
1.0 The Harbour Centre 1.1 Only stair access to third floor	Physical	Install chair lift. Application for funding denied in 2013. Will continue to reapply for funds .
2.0 The Lapidary Building 2.1 Ramps at both entrances are very steep 2.2 No hand railings in the washrooms 2.3 There is no designated disabled parking	Architectural Architectural Policy	THIS BUILDING IS CURRENTLY LEASED OUT Construct new ramps at the entrances Install hand railings in the washrooms Designate disabled parking

<p>3.0 Gore Bay Memorial Arena</p> <p>3.1 No ramp access at the entrances</p> <p>3.2 Only stair access to the upper and lower floor</p> <p>3.3 No lower access buttons at the doors</p>	<p>Physical</p> <p>Architectural</p> <p>Physical</p>	<p>Construct a ramp at the entrances. Being completed in 2018.</p> <p>Install a chair lift between floors Downstairs is no longer used.</p> <p>Ramp scheduled for construction in Spring of 2018.</p> <p>Install lower access buttons at the entrance. Completed in 2016</p>
<p>4.0 The Pavilion</p> <p>4.1 No ramp access to the restaurant area</p>	<p>Physical</p>	<p>This Building is currently leased out.</p> <p>Construct a ramp to the restaurant floor or possible elevator access</p>

<p>5.0 The Old Municipal Building</p> <p>5.1 No ramp access to the building</p> <p>5.2 Narrow doors to the offices and have no lower access buttons</p> <p>5.3 Heavy exterior doors to the public washrooms</p> <p>5.4 Washrooms are limited in space and do not have hand railings</p> <p>5.5 Only stair access to the upper floor</p>	<p>Physical</p> <p>Architectural. / Physical</p> <p>Physical</p> <p>Architectural</p> <p>Architectural</p>	<p>This building is rented out for commercial and residential space. Building is currently for sale.</p> <p>Construct access ramps at the entrance</p> <p>Install wider doors with lower access buttons</p> <p>Install new doors with lower access buttons</p> <p>Construct new washrooms and add hand railings to the new facilities</p> <p>Install a chair lift to the upper floor</p>
<p>6.0 The Town Garage</p> <p>10.1 Washroom is not fully accessible</p>	<p>Architectural/ Physical</p>	<p>Employees Only</p> <p>Renovate washroom facilities to building code standards</p>
<p>7.0 The Streets</p> <p>7.1 Sidewalks are not wedged for easy access</p>	<p>Physical</p>	<p>Cut sidewalks at the ramps and at elevated locations Part of annual ongoing maintenance and capital upgrade.</p>

8 Decision-Making Review

8.1 Review Standing

A review of all existing by-laws with respect to accessibility planning has been completed.

8.2 Barriers Identified

The by-law review concluded that no revision was needed for any existing bylaws.

9 Targets and Actions / Status Report

The Municipality’s strategy to prevent and remove barriers and meet IASR requirements is being tackled through the identification of specific targets and by the actions and timelines developed to remove the barrier as seen in the table below. The current status of these strategies is also identified.

TARGET	ACTION	STATUS REPORT
1.0 The Harbour Centre 1.1 Only stair access to third floor	Physical	Install chair lift. Financing is an issue to achieve this goal. Will continue to apply for funding.
2.0 The Lapidary Building 2.1 Ramps at both entrances are very steep 2.2 No hand railings in the washrooms 2.3 There is no designated disabled parking	Architectural Architectural Policy	THIS BUILDING IS CURRENTLY LEASED OUT Construct new ramps at the entrances Install hand railings in the washrooms Designate disabled parking
TARGET	ACTION	STATUS REPORT

<p>3.0 Gore Bay Memorial Arena</p> <p>3.1 No ramp access at the entrances</p> <p>3.2 Only stair access to the upper and lower floor</p> <p>3.3 No lower access buttons at the doors</p>	<p>Physical</p> <p>Architectural</p> <p>Physical</p>	<p>Ramp being constructed in 2018.</p> <p>Research and costing will be done in 2018 to examine viability of installing a chair lift between floors. Attempt to ascertain private or public funds to complete in 2018/19. Downstairs is no longer used.</p> <p>New exterior accessible doors were installed in early 2016.</p>
<p>4.0 The Pavilion</p> <p>4.1 No ramp access to the restaurant area</p>	<p>Physical</p>	<p>This Building is currently leased out.</p> <p>Construct a ramp to the restaurant floor or possible elevator access. Due to the physical/architectural design of this building this could be difficult. Design of building makes this project cost prohibited.</p> <p>2018 New Owner is offering accessible service on main level, no stairs and accessible washrooms are available.</p>

TARGET	ACTION	STATUS REPORT
5.0 The Old Municipal Building		This building is rented out for commercial and residential space.
5.1 No ramp access to the building	Physical	Construct access ramps at the entrance Install wider doors with lower access buttons
5.2 Narrow doors to the offices and have no lower access buttons	Architectural. / Physical	Install new doors with lower access buttons
5.3 Heavy exterior doors to the public washrooms	Physical	Construct new washrooms and add hand railings to the new facilities
5.4 Washrooms are limited in space and do not have hand railings	Architectural	Install a chair lift to the upper floor
5.5 Only stair access to the upper floor	Architectural	Building for sale. NO upgrades planned in 2018.
6.0 The Town Garage		Employees Only
6.1 Washroom is not fully accessible	Architectural/ Physical	Renovate washroom facilities to building code standards.

TARGET	ACTION	STATUS REPORT
<p>7.0 The Streets</p> <p>7.1 Sidewalks are not wedged for easy access</p>	Physical	<p>Cut sidewalks at the ramps and at elevated locations</p> <p>Long term goal to replace all sidewalks, electrical, curbs as part of Downtown Revitalization Plan. This is subject to funding approvals and will be a multiyear project.</p> <p>Lack of funding caused delays. Funding available in 2018, plan to evaluate and prioritize areas requiring upgrades.</p> <p>Planning to commence in 2016. Overall project estimated completion 2021.</p>

10 Accessible Self-Serve Kiosks

The Government of Ontario and all public sector organizations must build accessibility features into their kiosks. They need to consider the needs of all their customers and clients to make their kiosks accessible to the widest range of users. Gore Bay does not currently use self-serve kiosks within the municipality. The Municipality recognizes that Future kiosk requirements should consider the following accessibility features to best meet the needs of their customers:

- Technical - colour contrast on the display screen, extra time for people to complete tasks, and voice-activated equipment.
- Structural - height and stability of the kiosk, headset jacks with volume control, and specialized keypads or keyboards.
- The path to the kiosk - consider whether people with mobility aids, such as walkers or wheelchairs, can easily access the kiosk.

APPENDIX 'A'
LIST OF TOWN OWNED BUILDINGS

Building	Usage
Municipal Building/Library	Public use
Garage	Municipal use only
Arena	Public use
Fire Hall	Joint – municipal use only
Pavilion	Partial public use
Community Hall	Public use
Marina	Public use
Lapidary Building	Leased out – commercial space
Harbour Centre	Leased out – commercial space
Museum	Public use
Medical Centre	Public Use and partially leased out
8 Dawson Street	Lease out – commercial and residential space.