

**CORPORATION
OF THE
CITY OF PEMBROKE**



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Pembroke City Council
City of Pembroke

Accessibility Plan

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Executive Summary

The purpose of the *Ontarians with Disabilities Act, 2001 (ODA)* is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province. To this end, the ODA mandates that each Municipality prepare an annual accessibility plan.

This plan was prepared by the accessibility working group of the City of Pembroke. The report describes the measures the City has taken in the past and the measures the City will take during the current year to identify, remove and prevent barriers to people with disabilities who use the facilities and services of the City, including staff and members of the community at large.

The City has committed itself to the continual improvements of access to municipal facilities and this report will provide the direction.

The working group identified a number of barriers to people with disabilities. Over the next several years, the working group recommends focusing on those barriers.

Aim

This report describes the measures that the City of Pembroke has taken in the past years as well as the measures that the City will take for 2008 to identify, remove and prevent barriers to people with disabilities who utilize the facilities and services of the City, including staff.

Objectives

This report:

1. Describes the process by which the City of Pembroke will identify, remove and prevent barriers to people with disabilities;
2. Review earlier efforts to remove and prevent barriers to people with disabilities;
3. List the facilities, policies, programs, practices and services the City will review in the coming year to identify barriers to people with disabilities;
4. Describe the measures the Committee will take in the coming year to identify, remove and prevent barriers to people with disabilities;
5. Describe how the City will make this accessibility plan available to the public.

Description of the City of Pembroke

The City of Pembroke is located in Eastern Ontario. The City of Pembroke, with an established industrial sector, is the largest commercial service centre between Ottawa and North Bay. Centrally located and easily accessible, Pembroke is only 150 km northwest of Ottawa and is situated alongside the Ottawa River.

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The City's population is approximately 13,930 people (2006 Stats Canada). As the largest service centre in the area, Pembroke has numerous health care and educational facilities to serve the public's needs.

The City created a working group, known as the Accessibility Advisory committee, to work on this Accessibility Plan. More than half of the Committee Members have a disability.

The Committee has identified barriers that will be addressed and has reviewed initiatives by the City to removing and preventing barriers.

Council commitment to accessibility planning

The Council of the Corporation of the City of Pembroke is committed to:

- The continual improvement of access to all municipally owned facilities, premises and services for all those with disabilities
- The provision of quality services to all members of the community with disabilities

The Council has authorized the Accessibility Advisory Committee to prepare an accessibility plan that will enable the Council to meet these commitments.

Barrier – Removal and Prevention Initiatives

In 1994 the City of Pembroke established an Accessibility Committee and this Committee provided recommendations to various departments to ensure Pembroke was barrier free. The Committee was advisory and has since been disbanded until 2003.

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Initiatives that were recommended by the Committee and approved by the City are as follows:

1. All Site Plans must be barrier free prior to signing an agreement with the developer;
2. All municipal projects, such as the Waterfront Walkway is designed to provide barrier free access;
3. All sidewalks are built with curb cuts for barrier free access and highlighted in yellow for better visibility.

Site audit of the municipally owned buildings

In May of 2003, the Accessibility Advisory Committee completed a survey of the municipally owned buildings and in particular to assess any barriers that may exist and with that any solutions to removing those barriers in order to comply with the current legislation under the *Ontarians With Disabilities Act*.

Another survey of municipally owned property and buildings was conducted in October of 2004.

Barrier Identification Methodologies

In order to identify barriers the following methodology was used:

Methodology	Description	Status
Tour of Municipally Owned Buildings	A tour was taken by the members of the Accessibility Advisory Committee to help identify any barriers at City Hall, Public Works Department, Public Library, Pembroke Memorial Centre, Pembroke and Area Community Centre, Pembroke Marina and Kinsmen Pool.	Barriers were identified during the tour by the Committee Members and a report prepared.

Barriers Identified

The following barriers noted on the tour are identified below. Over the next several years, Council will have to decide which barriers should be addressed each year keeping in mind budget restraints and feasibility.

Barrier	Type of Barrier	Strategy for Removal or Prevention
<i>Pembroke Memorial Centre</i>		
When descending stairs colour contrast needed at edge of stair.	Physical	All stairs should be marked with yellow paint or tape at edges to be more visible to people with low vision.
Exterior steps from Pembroke St. W. to Front Entrance of PMC need colour contrast.	Physical	All stairs should be marked with yellow paint or tape at edges to be more visible to people with low vision.

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Barrier	Type of Barrier	Strategy for Removal or Prevention
<i>Pembroke Public Library</i>		
In the upstairs bathroom the sink is a little too high and the door is very difficult to open for someone with poor motor skills or in a wheelchair.	Physical	The sink should be positioned lower and the door fixed.
Electric baseboard heater in washroom is too long.	Physical	Electric baseboard heater needs to be moved or replaced with a shorter one.
<i>Pembroke City Hall</i>		
Stairs and hand rails are poorly marked for those with low vision.	Communication	All stairs and hand rails should be marked with yellow paint or tape at edges to be more visible to people with low vision.
Signage for Tax Department and Administration Department is too small.	Communication	Signage needs to be made larger or sign to be attached to the counter for persons in a wheel chair to see and for those with low vision.
There is no public bathroom on the main floor.	Architectural	The staff bathroom could be made accessible for public use; there is enough room to navigate within this bathroom.
Access to the Council Chambers should be addressed as it would be very difficult for anyone with physical disabilities to challenge the staircase.	Architectural	Move the Council Chambers to the basement or another location that is wheelchair accessible or install an elevator.
Fixtures in the washroom on the lower level are the same colour as the walls.	Communication	A bright colour (yellow) should be added to the edges of the fixtures (towel holder, soap dispenser etc.).
Door to exit the lower level is difficult to open.	Physical	An automatic door opener should be installed.

Barrier	Type of Barrier	Strategy for Removal or Prevention
<i>Pembroke and Area Community Centre</i>		
Entrance steps are all the same colour.	Physical	A contrasting colour should be applied at the end of the entrance steps for people with low vision.
Stairs and hand rails are poorly marked for those with low vision.	Communication	All stairs and hand rails should be marked with yellow paint or tape at edges to be more visible to people with low vision.
Hand rail is too short.	Physical	Hand rail should be extended by 12” past top and bottom of step.
<i>Pembroke Marina</i>		
Public washrooms, laundry and shower are not accessible for someone with a physical disability.	Physical	Barrier free access to be extended to these areas.
<i>Kinsmen Pool</i>		
Taps on sinks difficult to manoeuvre.	Physical	Taps should be lever type rather than twist type.
Poor lighting in washroom stalls.	Physical	Additional light fixtures to be installed.

Barriers addressed in 2003

The following barriers were addressed in 2003:

- | | |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| <i>Pembroke Memorial Centre</i> | ♦ The colour of the stairs and hand rails.
♦ The hand rail beside the pay phone.
♦ The signage indicating the washrooms. |
| <i>Pembroke Public Library</i> | ♦ The colour of the stairs and hand rails.
♦ The back landing for wheelchair access. |
| <i>Pembroke City Hall</i> | ♦ The back landing for wheelchair access. |
| <i>Operations Building</i> | ♦ The front door. |

Barriers addressed in 2004 – 2005

The following barriers were addressed in 2004 – 2005:

- | | |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Pembroke Memorial Centre</i> | ♦ The location of the telephone.
♦ The buttons on the barrier free access doors. |
| <i>Pembroke Public Library</i> | ♦ The post on the first floor.
♦ The signage indicating the washrooms.
♦ The location of the coat rack.
♦ The numbers on the elevator doors.
♦ The colour of the bathroom fixtures. |
| <i>Pembroke City Hall</i> | ♦ The signage for the lower level washroom. |
| <i>Operations Building</i> | ♦ The buzzer on the front door.
♦ The depression in curb at front entrance. |
| <i>Pembroke & Area Community Centre</i> | ♦ The handicap washroom signs.
♦ The colour of the wheel chair ramp. |
| <i>Pembroke Marina</i> | ♦ The condition of the launch ramp. |
| <i>Kinsmen Pool</i> | ♦ The timer on the automatic door.
♦ The colour of the change room doors.
♦ The height of the paper towel dispenser. |

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Barriers addressed in 2006

The following barriers were addressed in 2006:

- | | |
|----------------------------------------|---------------------------------------------------------------------------------|
| <i>Pembroke Memorial Centre</i> | ◆ The colour of the stairs.
◆ The colour of the exterior stairs and railing. |
| <i>Pembroke City Hall</i> | ◆ The colour of the fixtures and wall in the washroom on the lower level. |

Barriers addressed in 2007 – 2008

The following barriers were budgeted for in 2007 and will be completed in 2008:

- | | |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Pembroke City Hall</i> | ◆ Lift will be constructed from Basement to 2 nd Floor.
◆ Lift will provide access to an accessible washroom in the basement. |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|

Review and monitoring of the process

Council is committed to following through with this plan. This plan will be created annually thus allowing Council, staff and the public to monitor the barriers identified and the direction to which the City is moving to remove all barriers under the *Ontarians With Disabilities Act*.

Communication of the Plan

This plan will be available on the web site as well as at the office and we will make every attempt to make it available to those with disabilities for their perusal and review. Should a copy in Braille be requested, Council will try to accommodate by having staff contact the CNIB to inquire if it could be translated.

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