

**CORPORATION
OF THE
CITY OF PEMBROKE**



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City of Pembroke

Accessibility Plan

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Accessibility Plan

Executive Summary

The purpose of the *Ontarians with Disabilities Act, 2001 (ODA)* and the *Accessibility for Ontarians with Disabilities Act, 2005* 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 2012 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.

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.

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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.

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, October 2004 and February 2011, 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*.

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 stairs.	Physical	All stairs should be marked with yellow paint or tape at edges to be more visible to people with low vision.
The toilets in the accessible washrooms are too low.	Physical	Higher toilets to accommodate persons in a wheelchair are needed.

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Barrier	Type of Barrier	Strategy for Removal or Prevention
<i>Pembroke Memorial Centre Continued...</i>		
Coat hooks in accessible washroom stall should be lowered to allow person ability to hang coat, etc.	Physical	Add a coat hook at a lower height in accessible washroom stalls.
Taps on sink in washrooms difficult to manoeuvre.	Physical	One set of taps in the washrooms should be lever type rather than twist type
Signage indicating location of elevator needed at rear entrance as well existing elevator sign must be more visible.	Communication	Signage should be erected and existing signage more visible.
<i>Pembroke Public Library</i>		
Automatic door is required at back door.	Communication	Since the back door is the accessible access, an automatic door to enter and exit the building is required.
Handicap access ramp signage is very faded and not legible.	Communication	Signage should be made more visible.
Storage of strollers at back door entrance congests hallway.	Physical	Strollers need to be removed from this area and moved to another area of the library.
Signage is needed at front of building to indicate accessible parking is available at the rear of the building.	Communication	Signage required indicating where accessible parking is located.
Signage needed at back door indicating to use the buzzer if help is required.	Communication	Without signage, people are not aware that the buzzer will alert staff for help.
More visible step outside main entrance door as well as delineating potential trip ledge.	Physical	Bright colour (yellow) could be added to the trip ledge and step for those with low vision.

Barrier	Type of Barrier	Strategy for Removal or Prevention
Signage for accessible washroom not adequately signed.	Communication	Once on second level, there is no signage at the top of the stairs that indicate where the accessible washroom is. Signage is required.
<i>Pembroke Public Library Continued...</i>		
Light switch in washrooms not visible.	Physical	Light switch on inside of washroom not visible to someone with visibility issues. A motion light should be installed.
Contrasting colour needed for baseboard in washrooms.	Physical	Contrasting colour is needed between the baseboards and the walls for people with low visibility.
Coat hooks in accessible washroom stall should be lowered to allow person ability to hang coat, etc.	Physical	Add a coat hook at a lower height in accessible washroom stalls.
Railing should be continued down accessible ramp from second floor washrooms and be more visible.	Physical	The ramp has only a partial railing and a small lip which is not enough to prevent accidents. The ramp should be redesigned or the railing continued to the end of the ramp. Railing should have a contrasting colour from floor.
Counter Height in Lower Level	Physical	Counter height in Lower Level of Library should be lowered to accommodate people in wheelchairs, scooters, etc.
More visible steps to Lower Level.	Physical	Bright colour (yellow) should be added to the edge of each step for those with low vision.

Barrier	Type of Barrier	Strategy for Removal or Prevention
<i>Pembroke Public Library Continued...</i>		
Lift not manned by Library staff.	Attitudinal	Regulations for lifts require a trained staff member to be in lift with users of library.
Counter Height in Tax Department and Building Department	Physical	Counter height in Tax Department and Building Department should be lowered to accommodate people in wheelchairs, scooters, etc.
Stairway from main floor to second storey needs more lighting.	Physical	The lighting for the second set of stairs going from main floor to second storey requires more lighting for those with reduced visibility.
Contrasting colour needed for baseboard in some locations of City Hall.	Physical	Contrasting colour is needed between the baseboards and the walls for people with low visibility.
First step and last step on each set of stairs should be marked.	Physical	Bright colour (yellow) should be added to the edge of the first and last step for those with low vision to know when the steps begin and when they end.
Lower level Committee Room should have an entrance ramp to access the room.	Physical	A ramp is needed since there is a lip that could reduce access to the room.
Door to exit the lower level is difficult to open.	Physical	An automatic door opener should be installed or a buzzer so that staff can come and open door.
<i>Pembroke and Area Community Centre</i>		
Yellow lines along entrance steps are becoming faded.	Physical	A contrasting colour should be applied at the end of the entrance steps for people with low vision.

Barrier	Type of Barrier	Strategy for Removal or Prevention
<i>Pembroke and Area Community Centre Continued...</i>		
Handicap washroom signs not visible in Activity Room.	Communication	A handicap washroom sign should be installed on the Bennett Street wall of the Activity Room to ensure all who enter the room know where the washroom is.
Automatic door openers at the front door and entrance and exit from Activity Room are not visible at they could be.	Physical	Automatic door openers should be highlighted with coloured arrows to indicate their location to people.
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 and top of railing should be painted with different colour like at PMC.
The “Caution Automatic Door” sticker should be replaced on Activity Room Door.	Communication	Sticker is ripped and it should be replaced
<i>Kinsmen Pool</i>		
No automatic door opener from change rooms to pool area.	Physical	Automatic door openers should be installed at these locations to aid people with wheelchairs, canes, walkers, etc. easier access to pool and change rooms.
Cement ledge under mirror in Ladies’ change room can be a trip hazard.	Physical	Cement ledge should be removed as this can cause a trip hazard to those with reduced visibility.

Barrier	Type of Barrier	Strategy for Removal or Prevention
<i>Kinsmen Pool Continued...</i>		
End lockers near pool entrance in Ladies' change room should be designated for these with physical disabilities.	Communication	The end lockers near the door to access the pool in the Ladies' change room should be reserved for people with disabilities since this area in the change room is large enough to accommodate a wheelchair, etc.
No paper towel dispenser in women's accessible washroom.	Physical	Paper towel dispenser should be installed since a sink is located in this washroom stall.
Counter Height at Pool	Physical	Counter height at the Pool should be lowered to accommodate people in wheelchairs, scooters, etc.
Automatic door openers at the front door and lobby entrance are not visible at they could be.	Physical	Automatic door openers should be highlighted with coloured arrows to indicate their location to people.
<i>Fire Department</i>		
Lack of accessible washrooms in this building.	Physical	Accessible washrooms required since building is used for public tours.
Lack of designated handicap parking space.	Physical	A parking space should be delineated as a handicap parking space somewhere near the Fire Hall.
<i>Operations Building</i>		
The toilets in the accessible washrooms are too low.	Physical	Higher toilets to accommodate persons in a wheelchair are needed.
<i>Police Department</i>		
Lack of accessible washrooms in this building.	Physical	Accessible washrooms required since building is used by public.

Barrier	Type of Barrier	Strategy for Removal or Prevention
<i>Police Department Continued...</i>		
Accessible ramp has a trip ledge near entrance to building.	Physical	Trip ledge should be removed or levelled off.

Barriers addressed in 2003

The following barriers were addressed in 2003:

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

Barriers addressed in 2004 – 2005

The following barriers were addressed in 2004 – 2005:

- Pembroke Memorial Centre***
 - ◆ The location of the telephone.
 - ◆ The buttons on the barrier free access doors.
- Pembroke Public Library***
 - ◆ 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.
- Pembroke City Hall***
 - ◆ The signage for the lower level washroom.

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- Operations Building***
- ◆ The buzzer on the front door.
 - ◆ The depression in curb at front entrance.
- Pembroke & Area Community Centre***
- ◆ The handicap washroom signs.
 - ◆ The colour of the wheel chair ramp.
- Pembroke Marina***
- ◆ The condition of the launch ramp.
- Kinsmen Pool***
- ◆ The timer on the automatic door.
 - ◆ The colour of the change room doors.
 - ◆ The height of the paper towel dispenser.

Barriers addressed in 2006

The following barriers were addressed in 2006:

- Pembroke Memorial Centre***
- ◆ The colour of the stairs.
 - ◆ The colour of the exterior stairs and railing.
- Pembroke City Hall***
- ◆ 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:

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

Barriers addressed in 2008

The following barriers were addressed in 2008:

- Pembroke City Hall***
- ◆ Lift was constructed from Basement to 2nd Floor in February 2008.
 - ◆ Lift provides access to an accessible washroom in basement and provides access to Council Chambers on the 2nd Floor.
- Pembroke and Area Community Centre***
- ◆ Edge of entrance steps was painted a contrasting colour for people with low vision.
 - ◆ Stairs and hand rail edges marked with contrasting colour for people with low vision.
- Kinsmen Pool***
- ◆ Taps on sink in accessible washroom changed to lever type for easier manoeuvrability.
- Riverside Park***
- ◆ Accessible play structure constructed.

Barriers addressed in 2009

The following barriers were addressed in 2009:

- Accessible Customer Service Policy***
- ◆ This policy was enacted by Council on November 17, 2009 by By-law 2009-63.
 - ◆ All staff, volunteers, Council members & committee members have received training on the policy.
- Pembroke City Hall***
- ◆ Lighting was added along the stairway to the second floor to increase visibility for those with low vision.

Barriers addressed in 2009 Continued...

- | | |
|------------------------------------|---|
| <i>Christie Street</i> | ◆ Sidewalk from Mary Street to Christie Street Bridge now fully accessible. |
| <i>Pembroke Street West</i> | ◆ Sidewalk from Trafalgar Road to Forced Road now fully accessible. |
| <i>Isabella Street</i> | ◆ Sidewalk from Moffat Street to Church Street now fully accessible. |

Barriers addressed in 2010

The following barriers were addressed in 2010:

- | | |
|----------------------------------|---|
| <i>Pembroke City Hall</i> | ◆ Four threshold ramps were installed in the lower level of City Hall to make the floor more even to allow wheel chair access from the rear entrance of City Hall to the lift to access the second and third floors of City Hall. |
| <i>Alexander Street</i> | ◆ Universally Accessible Ramp from parking lot to sidewalk as part of Alexander Street road reconstruction. |

Barriers addressed in 2011

The following barriers were addressed in 2011:

- | | |
|----------------------------------|--|
| <i>Pembroke City Hall</i> | ◆ Plans were created to provide for an accessible counter for disabled customers. Budget permitting this accessible counter should be built in 2013. |
|----------------------------------|--|

Barriers addressed in 2011Continued...

- Pembroke Public Library*
- ◆ Light switch installed on inside of washroom to increase visibility
 - ◆ Coat hook installed at a lower height in accessible washroom
 - ◆ Bright colour added to the edge of all internal stairs
- Pembroke Memorial Centre*
- ◆ Elevator signage replaced to be more visible
- Pembroke & Area Community Centre*
- ◆ All hand rails and stair edges were painted yellow to be more visible
 - ◆ Front entrance concrete edges repainted yellow
 - ◆ Handicap washroom signs installed in lobby for Activity Room
 - ◆ “Caution Automatic Door” stickers replaced
- Kinsmen Pool*
- ◆ Paper towel dispenser installed in women’s accessible washroom
 - ◆ Concrete ledge under mirror in women’s washroom painted yellow to be more visible
 - ◆ “Caution Automatic Door” stickers replaced
- Cecelia Street*
- ◆ Accessible sidewalk built on east and west side of Cecelia Street from Nelson Street to Esther Street.
- Frank Nighbor Extension*
- ◆ Accessible sidewalk built on east and west side of Lake Street to new Algonquin College property.
- Nelson Street*
- ◆ Accessible sidewalk built on north and south side of Nelson Street at McKay Street.

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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