

**The Corporation of the  
Town of New Tecumseth**

**2012-2013  
ACCESSIBILITY PLAN**

**TABLE OF CONTENTS**

---

**SECTION 1: TOWN PARTICIPATION IN THIS PLAN ..... 3**  
Municipality ..... 3  
Key Contact ..... 3  
Population ..... 3  
Mission Statement ..... 3

**SECTION 2: OTHER ORGANIZATIONS & AGENCIES PARTICIPATING  
IN THIS PLAN..... 4**

**SECTION 3: CONSULTATION ACTIVITIES..... 4**  
3.1 Target Group ..... 4  
3.2 Meetings ..... 4

**SECTION 4: PLAN DEVELOPMENT WORKING GROUP ..... 5**  
Table 1: Accessibility Working Group ..... 5

**SECTION 5: COMPLETED AND OUTSTANDING ITEMS IDENTIFIED..... 5**  
5.1 Clerks/Administration ..... 5-6  
5.2 Technical Services Department ..... 7  
5.3 Engineering Department ..... 7-8  
5.4 Building Standards Department ..... 8  
5.5 Public Works Department ..... 9  
5.6 Planning and Development Department ..... 10  
5.7 Parks, Recreation and Culture ..... 10-12  
5.8 Finance Department ..... 12-13  
5.9 Human Resources Department ..... 13-14  
5.10 Emergency Services/Fire Department ..... 14-15  
5.11 Economic Development and Communications Services ..... 15  
5.11 Accessibility Advisory Committee ..... 15-17

**SECTION 6: SUMMARY ..... 18**

**GLOSSARY OF TERMS ..... 19-22**

**APPENDICES:..... 23**  
Appendix "A" - Parks, Recreation and Culture  
Appendix "B" - New Tecumseth Public Library  
Appendix "C" - Museum on the Boyne  
Appendix "D" - Alliston Memorial Arena

## THE CORPORATION OF THE TOWN OF NEW TECUMSETH 2012/13 ACCESSIBILITY PLAN

### SECTION 1: TOWN PARTICIPATION IN THIS PLAN

*The Corporation of the Town of New Tecumseth  
10 Wellington Street East  
Alliston, ON L9R 1A1  
hmccormack@newtecumseth.ca*

#### **Key Contact**

*Hilary McCormack, Director of Human Resources, (705) 435-3900 extension #247*

#### **Population**

*Approximately 30,000*

#### **Mission Statement:**

To maximize the independence and dignity of all individuals in our community and to create a user-friendly community with opportunities for everyone's participation in the life of the Town of New Tecumseth.

The Town of New Tecumseth is a combination urban/rural municipality located in Simcoe County. The Municipality was created in 1991 with the amalgamation of four communities – The Town of Alliston, The Village of Beeton, The Township of Tecumseth and The Village of Tottenham. The Town structure is comprised of a number of departments led by the Chief Administrative Officer (CAO) and including Clerks/Administration; Technical Services (including Building Standards, Engineering and Public Works); Finance; Planning and Development; Human Resources; Parks, Recreation and Culture and Economic Development and Communications Services. The Emergency Services/Fire Department consists of approximately 105 volunteer fire firefighters with a full time Director of Emergency Services/Fire Chief, Deputy Fire Chief and Fire Prevention Officer. Stevenson Memorial Hospital, located in Alliston, provides service to the entire Town as does the ambulance service that is available through the 911 number.

## **SECTION 2: OTHER ORGANIZATIONS & AGENCIES PARTICIPATING IN THIS PLAN**

Although the New Tecumseth Public Library is not a participating organization in this Plan, as it is governed by a Board and not by the Council of The Town of New Tecumseth which approves this Plan, the Accessibility Committee completed an audit of two of the library branches in order to provide information to assist in consistently addressing accessibility issues. The Library report is contained in APPENDIX "B".

## **SECTION 3: CONSULTATION ACTIVITIES**

In preparation of the municipal accessibility plan, the Accessibility Advisory Committee was actively involved, giving advice and making recommendations. The Accessibility Advisory Committee is comprised of Town residents, three with special needs, three who are involved with persons with special needs either through their family members or as part of their employment, including one member of Council. One Town management staff member and a Committee Secretary sit in the meetings to record minutes and to act as liaison to Town departments.

### **3.1 Target Group**

As part of their activities, the Accessibility Advisory Committee (AAC) has consulted with and will continue to consult with Town staff, the general public and any other organizations who work with persons with special needs.

### **3.2 Meetings**

The AAC met on a monthly basis at the Town Administration Building with the first meeting taking place in November of 2002 . Meetings were changed to every 2 months in 2007 and will continue as such through 2012 and 2013.

## **SECTION 4: PLAN DEVELOPMENT WORKING GROUP**

This plan was written with the input of the Accessibility Advisory Committee (AAC) and all departments of The Town of New Tecumseth.

**Table 1: Accessibility Advisory Working Group**

<b>Member</b>	<b>Municipality/ Agency</b>	<b>Department Represented</b>	<b>Contact Telephone &amp; email</b>
<b>Donna Jebb</b>		<b>Member of Council</b>	<b>(705)458-9072</b>
<b>Geoffrey Ball</b>		<b>AAC member of public</b>	<b>(705)435-1069</b>
<b>Jim Farah</b>		<b>AAC member of public</b>	<b>(705)435-3899</b>
<b>Nancy Milligan</b>		<b>AAC member of public</b>	<b>(905)729-2382</b>
<b>Karen Morello</b>		<b>AAC member of public</b>	
<b>Kelley Morello-Love</b>		<b>AAC member of public</b>	
<b>Hilary McCormack</b>	<b>Town of New Tecumseth</b>	<b>Director of Human Resources</b>	<b>(705)435-3900 X 247</b>
<b>Jill Jones</b>	<b>Town of New Tecumseth</b>	<b>Committee Secretary</b>	<b>(705)435-3900 X306</b>

## **SECTION 5: COMPLETED AND OUTSTANDING ITEMS IDENTIFIED**

This section identifies the various Departments of the municipality and their functions. It outlines items from The Accessibility Plan from previous years that have been completed under the responsible Department's section. Secondly it outlines outstanding and ongoing items from previous plans as well as this current plan. These items will be completed when funds and time allow.

### **5.1 CLERK'S/ADMINISTRATION**

This Department provides primary support to Council and its Committees, and is responsible for the administration and co-ordination of legislation, regulations and local by-laws of the municipality. The Clerk/Director of Administration is the designated officer to receive and send all official communications. TC The co-ordination of records, Committee of Adjustment, reception, Municipal Elections, marriage licences; registration of births and deaths, issuance of lottery licences, responsibility for school Crossing Guards, Fence-viewers, Weed Inspectors, Drainage Superintendent for administrative matters relating to Municipal Drains. The Department includes By-Law Enforcement and administration of the contracts for Canine Control Officer and Pound Facility Operations. Drafting bylaws for Council

approval, enforcement of the parking bylaw are all part of the mandate of this Department. This Department provides the Committee Secretary support position for the AAC. The Clerk/Director of Administration is the head of the Department.

Items Completed and In Progress	Date
A signal light system was developed and installed for the lift in the Alliston Administration Building to signal in the Council Chambers when someone requires the use of the lift	2004
Minutes from all municipal committee meetings are now available in multiple formats i.e. website, paper copy, recorded	2004
Fines were increased for parking in a disabled parking space	2006
Resource links re: accessibility issues have been placed on the website.	2006
The by-law enforcement contract has been replaced by an internal By-Law, Property Standards Supervisor and a full time Officer which will enable better patrolling of disabled parking issues.	2007-2009
Economic Development Co-ordinator worked with the AAC to set up and administer the "Portable Ramp Grant Program" and continues to work to promote accessibility for the downtown businesses.	2009
Clerk/Manager of Administration participated on sub committee to develop Accessible Customer Service Policies and Procedures for the Town.	2009 – 2010
Clerk/Manager of Administration implemented Accessible Customer Service Standards within her department and assisted the remainder of the organization in implementation as required by Policies and Procedures	2010
Added one By Law Enforcement Officer to staff which will assist in enforcement of Parking offenses.	2012
In accordance with the Integrated Accessibility Standards identification stickers were supplied to all licensed taxi cabs; the stickers were added to the annual inspection list for licensed taxi cabs to ensure they are being used. As well drivers were provided with large print business cards and large print fee schedules.	2012
Per Customer Service Standards will work with any person who requires an accessible format for documents and provide to that person as soon as possible. (2010 and ongoing)	2010 and ongoing
Continue to work on ensuring applicable portions of the Accessible Customer Service Policy are implemented.	2010 and ongoing
Implement applicable portions of the Integrated Accessibility Standard as deadlines arrive. See Multi-Year Accessibility Plan.	2012 and ongoing

## 5.2 TECHNICAL SERVICES DEPARTMENT

This Department is comprised of the Engineering Department, Building Standards Department and Public Works Department. It is responsible for enforcement of the Building Code Act, engineering specifications, the design of new buildings and infrastructure as well as Roads, and Water/Wastewater matters. The Deputy CAO/ General Manager of Technical Services is the head of the Department.

Items Completed and In Progress	Date
See items completed under Building, Engineering and Public Works	
Ensured plans for new outdoor swimming pool were forwarded to AAC for review and arranged for CBO to attend meeting to advise the committee. Followed up to ensure suggestions made by AAC were considered and implemented where appropriate.	2010
Deputy CAO/General Manager of Technical Services will ensure that Accessible Customer Service Standards policies and procedures are implemented in his areas of responsibility.	2010 and ongoing
General Manager will ensure that Integrated Accessibility Standards will be implemented in his areas of responsibility if applicable. See Multi-Year Accessibility Plan.	2012 and ongoing

## 5.2 ENGINEERING DEPARTMENT

The Engineering Department is responsible for the review, approval and processing of municipal services for land development, undertaking traffic engineering and transportation engineering studies, designs and impact assessment. The department is responsible for the planning, design and construction of municipal servicing capital projects including roads, sidewalks, street lighting, water mains, sanitary and storm sewers, service connections to private property, driveway curb cuts and storm water management. The Director of Engineering is the head of the Engineering Department, reporting to the General Manager of Technical Services/Deputy C.A.O.

Items Completed and In Progress	Date
Updated Engineering Standards have been developed by the Engineering Department. The AAC has received these Standards as they are developed and have been given opportunity to give their input if applicable.	2005-2006
Investigated and reported to Council regarding additional disabled parking in downtown Alliston, Tottenham and Beeton as well as additional disabled parking at the new Rotary Adventure Park near the hospital.	2004-2006
At the request of the AAC reviewed the disabled parking requirements in the Market Square municipal parking lot in Alliston and had some spots placed in accordance with engineering standards and AAC advice	2009

Items Completed and In Progress	Date
At the request of and working with the AAC further investigated disabled parking spot requirements and devised a method of hatch marking spots for more clarity. All disabled parking spots in Town owned parking lots will be hatch marked as per the standard developed by the Engineering Department	2010
At the request of the AAC investigated the installation of audible signals at one major intersection in each of Alliston, Beeton and Tottenham and recommended to Council for consideration of such in the 2011 budget	2010
Will work toward changing tooling in order to prepare direction lines on sidewalks in accordance with the Provincial and future Accessibility Standards.	2012
Continue to seek input from AAC, if applicable, on any new Engineering Standards that are developed and on disabled parking issues.	Ongoing
Director of Engineering has ensured that Accessible Customer Service Standards policies and procedures have been implemented in his department and will ensure ongoing compliance	2010 and ongoing
Director of Engineering will ensure any further requirements of the Integrated Accessibility Standards are implemented if applicable. See Multi-Year Accessibility Plan	2012 and ongoing

### 5.3 BUILDING STANDARDS DEPARTMENT

The Building Standards Department is responsible for enforcing the Building Code Act. The department ensures that all buildings/structures that are newly constructed and/or renovated/altered comply with the technical requirements as regulated under the Ontario Building Code. Further it ensures that newly installed and/or existing sewage systems are operated and maintained in compliance with the technical requirements of the Ontario Building Code. As well the Building Standards Department is responsible for enforcement of some Town by-laws. The department is managed by the Manager of Building Standards/CBO.

Items Completed and In Progress	Date
Presented an information session to AAC re Building Code	2004
Manager of Building Standards/CBO attended an AAC meeting to assist with questions in review of new outdoor swimming pool plans.	2010
Manager of Building Standards/CBO has ensured that Accessible Customer Service Standards policies and procedures have been implemented in his department.	2010 and ongoing
Manager of Building Standards will ensure any requirements of the Integrated Accessibility Standards are implemented if applicable. See Multi-Year Accessibility Plan.	2012 and ongoing

## 5.5 PUBLIC WORKS DEPARTMENT

The Public Works Department is responsible for the infrastructure of the Town, including operations, maintenance, and repairs to Town owned roads, sidewalks, water, sewage, etc. The supervision of construction projects, snow plowing and removal, preparation and submission of government reports and compliance with legislation are also part of this Department's responsibilities as are signage and traffic control maintenance. The Department is comprised of an administrative support staff, a Roads division, Fleet Division and a Utilities Division. The Director of Public Works is the head of the Department reporting to the General Manager of Technical Services/Deputy CAO.

Items Completed and In Progress	Date
A transit study was conducted by the Public Works Department. The Accessibility Advisory Committee was invited to participate in discussions and they did so. The transit study resulted in a Town wide transportation arrangement for those citizens with disabilities. Early in 2005 the form for application to use this system was revised with the input of the Committee.	2005
At the request of the AAC, the Public Works Department placed "Child In Wheelchair" signs in a particular location in the municipality to address an issue brought to the AAC by a member of the public.	2006
Upon the recommendation of the AAC, Council approved the addition of new disabled parking spots in Alliston, Beeton and Tottenham. This work has been completed by the Public Works Department.	2004-2007
At the request of the AAC and with Council approval, the department painted curb cuts in the downtown areas yellow to improve visibility.	2008
Implemented painting of hatch marks in disabled parking spots per the standards developed by the Engineering Department	2010
Director of Public Works has ensured that Accessible Customer Service Standards policies and procedures are implemented in his department	2010 and ongoing
Continue to focus on clearing of snow from disabled parking spots.	Ongoing
Director of Public Works will ensure that any requirements of the Integrated Accessibility Standards are implemented in his department where applicable. See Multi-year Accessibility Plan	2012 and ongoing

## 5.6 PLANNING AND DEVELOPMENT DEPARTMENT

The Planning Department is responsible for the land use planning and general design of the Town through the planning process. Land use planning enables the Town to establish goals and objectives for growth and development and establish methods to achieve them. This is accomplished keeping in mind important social infrastructure, design, environmental and economic considerations which provide for healthy communities. Through these processes, interests and objectives of individual property owners are balanced with the greater interests and objectives of the Town. The Director of Planning and Development is the head of this department.

Items Completed and In Progress	Date
The Parking Study for the municipality was completed in 2005. The terms of reference for the consultant involved, included consultation with the AAC. This consultation has taken place.	2005
Manager of Planning participated on the Accessible Standards sub committee for development of Accessible Customer Service policies and procedures.	2010
Manager of Planning has ensured that Accessible Customer Service Standards policies and procedures have been implemented in his department.	2010
Planning Department staff developed the “Manual for Preparation of Urban Design Reports” which makes reference to accessibility.	2010
Continue to work on planning policies to encourage developers to incorporate accessibility into new buildings.	ongoing
Revise Town design guidelines to include accessibility design standards	ongoing
Director of Planning and Development has ensured that Accessible Customer Service Standards policies and procedures have been implemented in his department.	2010 and ongoing
Director of Planning and Development will ensure that any requirements of the Integrated Accessibility Standards that are applicable to the department will be implemented. See Multi-Year Accessibility Plan (2012 and ongoing)	2012 and ongoing

## 5.7 PARKS, RECREATION AND CULTURE DEPARTMENT

This Department is responsible for providing recreational activities and opportunities for the residents of the Town. They co-ordinate, sponsor and run programs, maintain numerous parks, three arenas and a multi-use recreation centre. They ensure future development includes funding for recreational purposes. The department is responsible for the operation of the Museum on the Boyne and associated activities. Staff liaises with several Committees and volunteer groups. This department is also responsible for maintenance of all Town owned buildings. The Director of Parks, Recreation and Culture is the head of the Department.

Items Completed and In Progress	Date
The Parks, Recreation and Culture Department worked very closely with the Rotary Club of Alliston in the development of the Adventure Playground, a playground that can be used by all children including those with special needs. The Town of New Tecumseth contributed \$50,000 to the development. The playground was opened for business in late May and officially opened Jul 1/05.	2005
Parks, Recreation and Culture Department received a grant in order to hire an integration councillor thereby facilitating the integration of special needs campers into our summer program. In the summer of 2005 the Town had special needs campers in every camp session. In 2006 a second integration councillor was hired.	2005 and ongoing

**The Corporation of the Town of New Tecumseth 2012-2013 Accessibility Plan**

<b>Items Completed and In Progress</b>	<b>Date</b>
The Department is using the resources of Catulpa Community Support Services Inc. to promote and facilitate inclusion of all children and adults in recreation and leisure activities of their choice. They consult with this organization and various other groups to assist them in modifying programs to allow for inclusion.	2005 and ongoing
Three Inclusion staff helped integrate children into the camp setting for both March Break Camp and Summer Day Camp	2008 and ongoing
Three regular camp staff participated in a three day training program from Catulpa Services in dealing with children with disabilities	2008 and ongoing
Inclusion of wording and accessibility symbols in the fall Program Catalogue to promote accessibility in programming.	2006
Municipal arenas in Tottenham and Beeton were outfitted with accessible automatic entrances.	2006
New Multi-Use Recreation Facility was built and is totally accessible. In addition strobe lights have been connected to all alarm systems in the Recreation Facility in order to alert those who are hearing impaired	2007
An accessible ramp was built at the Alliston Administration Building to allow entrance for wheelchairs into the O.P.P. Office.	2006
An item was placed in the Program Calendars explaining the existence and purpose of the Accessibility Advisory Committee including contact names.	2006
Changed entrance to Community Room in the Tottenham Community Centre to make it accessible.	2006
Operated a one day camp for Inclusion Children only	Dec 2008
Developed an 8 week Sunday morning Playball program for Inclusion Children only.	2008
In New Tecumseth Multi Use Recreation Centre in Alliston, painted area upstairs in arena to delineate wheelchair seating; arranged for entrance of wheelchairs through the restaurant to access upstairs wheelchair seating area; installed an intercom phone in wheelchair seating area in the event the restaurant is closed.	2008
Manager of Parks, Recreation and Culture participated on subcommittee to develop Accessibility Standards for Customer Service policies and practices for the Town as required by legislation.	2009-2010
Automatic door openers were installed at the Beeton Library	2009
Forwarded plans for Tottenham Community Centre addition; Mel Mitchell Field House for review of AAC. Followed up to ensure that suggestions were reviewed and implemented where appropriate.	2009
Manager has ensured that Accessible Customer Service policies and procedures have been implemented in the department.	2010 and ongoing
Staff performed an accessibility audit of the Museum on the Boyne and created a list of items to be addressed (ATTACHMENT C)	2010

Items Completed and In Progress	Date
Staff have completed the following items identified in the accessibility audit of the Museum on the Boyne: front entrance has been repaired; floors painted with non-slippable paint and transitions are installed. An accessible door has been ordered and staff are reviewing the use of a portable ramp for the rear exit.	2010
The Tottenham Community Centre addition has been completed and has been made accessible in accordance with legislation. As well door openers have been added to the rear doors	2011
Hand rail has been added to outside stair way of Tottenham Library branch.	2012
Continue to develop and offer accessible programs and to make facilities accessible in accordance with legislation.	ongoing
Develop an inventory of accessible features of the municipality for public information.	As time permits
Further programs are being developed– example Play Ball Sports Skills Inclusion Program – a skill building workshop facilitated by Catulpa Community Support Services Inc.	ongoing
Investigate training for program staff re: accessibility issues.	ongoing
Develop a long term plan to make all Town facilities accessible.	ongoing
Director of Parks, Recreation and Culture will ensure that drawings for new or renovated municipal buildings will be reviewed by the AAC for accessibility concerns before they are finalized.	Ongoing
Director of Parks, Recreation and Culture will continue to ensure that any requirements of the Accessible Customer Services Standards are implemented where applicable	2012 and ongoing
Director of Parks, Recreation and Culture will ensure that any requirements of the Integrated Customer Service Standards are implemented where applicable. See Multi-Year Accessibility Plan	2012 and ongoing
Director, in conjunction with AAC, completed an accessibility audit on the Alliston Memorial Arena. Changes will be made during future renovations	2012 and 2013

## 5.8 FINANCE DEPARTMENT

The Finance Department is primarily responsible for the overall control of the Town finances. It is also responsible for purchasing along with accounting procedures, tax billing and collection, monitoring of the budget, adherence to legislation and reporting to senior levels of government. Treasurer/Director of Finance is the head of the Department.

Items Completed and In Progress	Date
Reviewed and implemented Purchasing Policy ensuring that there are no accessibility barriers.	2006
Treasurer/Manager of Finance has ensured that Accessible Customer Service Standards policies and procedures have been implemented in his department.	2010

Senior Buyer ensured wording on accessible procurement is included in procurement documents as required by the Customer Service and Integrated Accessibility Standards are met by contractors.	2012
<b>Items Completed and In Progress</b>	<b>Date</b>
The Treasurer/Director of Finance will continue to ensure that any requirements of the Accessible Customer Service Standards will be implemented if applicable	2012 and ongoing
The Treasurer/Director of Finance will ensure that any requirements of the Integrated Customer Service Standards are implemented if applicable. See Multi-Use Accessibility Plan	2012 and ongoing

## 5.9 HUMAN RESOURCES

This Department is responsible for hiring, health and safety co-ordination, training, WSIB administration, benefits administration, employee relations, drafting of policies and procedures for the approval of the CAO and Council, and generally providing assistance to all Departments with employee related matters.

The Director of Human Resources is the head of the Department. The department provides the staff liaison for the Accessibility Advisory Committee.

<b>Items Completed and In Progress</b>	<b>Date</b>
Completed review and revision of hiring policy to ensure there are no accessibility barriers. Approved by Council and communicated to staff.	2004
Set up and implemented Disability Sensitivity Training for all municipal staff.	2006
Developed Respectful Workplace and Workplace Harassment Policies which address among other things, discrimination with regard to disability.	2006
Attended an education session on newly legislated Customer Service Standards.	2008
Attended Accessibility Forum as presented by the Province of Ontario along with Mayor and Councillor Brayford and various seminars regarding the AODA and the new Accessibility Standards	2009
The Manager of Human Resources co-ordinated the development of the Accessible Customer Service Standards policies and procedures and participated on the sub committee to develop such. These policies and procedures have been posted on the Town's website. Annual report to the Province submitted regarding Town's compliance re Accessible Customer Service Standards	2009-2010
The Human Resources Department developed and implemented required training for all staff including Members of Council in accordance with the AODA legislation regarding Accessible Customer Service Standards. Training manual has been posted on intranet for staff referral and training will be incorporated into the Orientation Training program for newly hired staff.	2010
Distributed daily bulletins to staff received from Simcoe County Association for the Physically Disabled during National Access	

Awareness week to assist employees in remembering to be aware of Accessibility issues of clients	2010
--	------

Items Completed and In Progress	Date
Co-ordinated audit from Ministry of Municipal Affairs with respect to compliance with current requirements of the Integrated Accessibility Standards.	2012
Added phrasing regarding "equal opportunity" to all job postings in compliance with the Integrated Accessibility Standards.	2012
Prepared individual emergency plans for employees with disabilities in accordance with the Integrated Accessibility Standards	2012 and ongoing
Continue to act as liaison to AAC by, preparing in conjunction with the AAC the Accessibility Plan each year for management and Council approval, communicating issues to the appropriate staff, writing reports regarding AAC recommendations to Council and follow up.	ongoing
Continue to review HR Policies and processes to remove any accessibility barriers.	ongoing
Director of Human Resources will continue to review Accessibility Standards as they become law and assist in implementation	2011 and ongoing
Director of Human Resources ensured that accessible customer service policies and procedures were implemented within the Human Resources Department.	2010 and ongoing
Director of Human Resources will continue to co-ordinate implementation of the Integrated Accessibility Standard requirements which includes transportation, information and communication and employment. See Multi-use Accessibility Plan.	2012 and ongoing

### 5.10 FIRE AND EMERGENCY SERVICES DEPARTMENT

The mandate of the Fire Department is to enforce the Fire Protection and Prevention Act by ensuring compliance with the Ontario Fire Code. Duties include Fire suppression and protection as well as public education. The Director of Emergency Services/Fire Chief is the head of this department.

Items Completed and In Progress	Date
Provided an Emergency Planning for the Disabled Document to be placed on the Town of New Tecumseth website	2007
Worked with the AAC to establish a list of people with disabilities in the community with their living accommodations to be placed on the Fire House software. This has better prepared the Fire Department to deal with fire and rescue situations where there are people with disabilities living on the involved property.	2007
Fire Prevention Officer conducted public education sessions for people with disabilities to educate them on how to communicate with the Fire Department in case of emergency in order to best prepare the Fire Department for rescues that involve people with disabilities and also to advise them of the noted list.	2007

Items Completed and In Progress	Date
Fire Chief participated on sub committee to develop Accessible Customer Service Standards policies and procedures as required by legislation	2010
Director of Emergency Services/Fire Chief has ensured that Accessible Customer Service Standards policies and procedures have been implemented in his department	2010 and ongoing
Will ensure that community emergency plans will be provided in accessible format in a timely manner to those who request them.	2012 and ongoing
Director of Emergency Services/Fire Chief will continue to ensure implementation of Integrated Accessibility Standards where applicable. See Multi-Use Accessibility Standard.	2012 and ongoing

**5.11 ECONOMIC DEVELOPMENT AND COMMUNICATIONS SERVICES.**

The Economic Development and Communications Department is responsible for the promotion, growth and development of the municipality's economic base, the retention and expansion of existing businesses and seeking out new business and economic opportunities. The Department oversees all corporate communication including media relations. Our team's primary responsibilities are to provide leadership to advance all strategic initiatives of the Town, including communication with our citizens and investors as well as people and businesses inside and outside our community.

Items Completed and In Progress	Date
Continue to work with the AAC to assist in encouragement of accessibility of downtown businesses.	Ongoing
Will ensure that the Town's external Internet websites and web content published on or after January 1, 2012, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasingly to Level AA, except where it is not practicable. This applies to websites, web content and web-based applications that the County controls directly or through a contractual relationship that allows for modification.	2013 and ongoing
The Director of Economic Development and Communications Services will ensure that any applicable requirements of the Accessible Customer Service Standards and the Integrated Accessibility Standards will be implemented. See Multi-Year Accessibility Plan	2013 and ongoing

**5.12 ACCESSIBILITY ADVISORY COMMITTEE**

Items Completed and In Progress	Date
Developed an educational brochure regarding the Accessibility Committee - who they are, their purpose and how to contact. Distributed the brochure to doctor's offices, pharmacies, local organizations and also distributed at various fairs and home shows.	2004
Updated and reprinted brochure	2007

Items Completed and In Progress	Date
Located and staffed a booth at Home Shows and the Safety Fair annually for provision of information to the public.	2004-2008
The AAC was asked, and provided input, regarding construction of the Beeton Library, OPP emergency Services Building and the Parson's Place Medical Office.	2004
An ad was placed in local newspapers indicating a phone number for the public to call for sign language interpreters at Municipal public meetings	2004
A concern from the public to make the Beeton United Church accessible was addressed by the committee	2004
Suggestion to libraries to carry unabridged books on tape. The library CEO continues to support this based on funding available	2005
The Council of The Town of New Tecumseth, at the request of the AAC, supported a City of Cornwall petition to allow special funding for municipalities to employ staff to support guidelines for Ontarians with Disabilities.	2006
The AAC initiated a presentation through the Alliston Chamber of Commerce on making one's business accessible, bringing in a professional to speak to the group.	2006
Participated in the Canadian Paraplegic Association Wheelchair Relay by staffing an information booth and entering a team.	2006-2010
Made requests through the Engineering Department to have various disabled parking spots installed or changed.	2004-2011
Attended the site of the downtown medical centre when it was being renovated, at the request of the building owner, to recommend where and how many disabled parking spots were required.	2006
Attended My Friend's Place, at their invitation, to give recommendations on accessibility during their renovations.	2005
Worked with the Planning Department providing input on Parking Studies	2005
Requested, through the Public Works Department, that a Child in Wheelchair sign be placed to assist the needs of a local citizen.	2006
Provided a representative for the Board of Simcoe County Association for People with Disabilities.	2004-2013
Various members have attended educational sessions and symposiums	2004-2013
Worked with the Rotary Club to make recommendations regarding the Adventure Playground – fully accessible playground for children.	2005
Recommended, through the Parks, Recreation and Culture Department, to have a ramp placed at the Alliston Administration Building for entrance into the OPP Office.	2004
Gave input to Public Works Department on development of a transit system for the disabled including input to the development of the application form.	2005

**The Corporation of the Town of New Tecumseth 2012-2013 Accessibility Plan**

---

<b>Items Completed and In Progress</b>	<b>Date</b>
Proposed to Council that the Engineering Department review the feasibility of installing audible signals at one major intersection in each of the urban areas.	2008
Toured the newly built multi-use recreation centre with particular attention to the accessibility provisions	2008
Reviewed and made comments on plans for the addition to the Tottenham Recreation Centre and the Mel Mitchell Field House.	2009
Organized and implemented through staff the Portable Ramp Rebate program for business in New Tecumseth. Promoted this program by making a presentation at BIA meetings.(	2009
Consulted with staff to have an upstairs viewing area at the New Tecumseth Multi Use Recreation Centre arena designated and to have the upstairs area accessible during times when the restaurant access is closed.	2009
Reviewed public notice for Assistance Program for Leaf and Yard Waste and provided comments.	2009
Assisted Library CEO in ensuring adequate accessible entry to Alliston Library branch during renovations of front door area.	2009
Reviewed plans for new outdoor swimming pool and made comments with regard to accessibility issues.	2010
Made suggestion to Engineering Department regarding painting of hatch marks on disabled parking spots in municipal parking lots. Met with Engineering Department staff and agreed on the standard.	2010
Develop a plan for communication of the committee's existence and its functions to the public i.e. letters to doctors to inform their patients; notification in municipal publications re AAC; updates in local papers; arrange community information days	ongoing
Work with the Director of Economic Development and Communication Services and the Director of Planning and Development to develop a means of encouraging accessibility in downtown areas of the municipality	ongoing
Continue to work with the Fire Department to collect information on disabled living accommodations in the community.	ongoing
Continue to sponsor teams and information booths at various events.	ongoing
Continue to encourage education of committee members.	Ongoing
In conjunction with the Director of Parks, Recreation and Culture, performed an accessibility audit of the Alliston Memorial Arena	2012

## **SECTION 6: SUMMARY**

In summary, the Accessibility Advisory Committee has been very active since their inception in late 2002. The members have donated generously of their time. Staff members have been consulted and Council approval sought where required.

In 2012 and 2013, Town staff will be increasingly involved as the Committee works toward achieving the goals set in 2012. As well, they will be reviewing and modifying the plan as necessary. When changes can be made within budget limitations they will be completed immediately otherwise they will be put forward for consideration of Council during the annual budget preparation.

**It is the intention of the Mayor, Council, Town staff and the AAC to work together toward the common goal of reducing and eliminating barriers to accessibility wherever they exist in the Town of New Tecumseth.**

## GLOSSARY OF TERMS

### **Barrier**

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice ("obstacle").

### **Disability**

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes 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* ("handicap").

### **Types of disability and functional limitations**

A person's disability may make it physically or cognitively hard to perform everyday tasks such as operating a keyboard, reading a sign, differentiating colours, distinguishing sounds, climbing stairs, grasping small items, remembering words, or doing arithmetic. Consider the functional limitations associated with twelve different kinds of disability and the effects of these limitations on an individual's ability to perform everyday tasks.

#### **1. Physical**

Physical disabilities include minor difficulties moving or coordinating a part of the body, muscle weakness, tremors, and in extreme cases, paralysis in one or more parts of the body. Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendonitis. Physical disabilities affect an individual's ability to perform manual tasks, such as hold a pen, grip and turn a key, type on a keyboard, click a mouse button, and twist a doorknob; control the speed of one's movements; coordinate one's movements; move rapidly; experience balance and orientation; move one's arms or legs fully, e.g., climb stairs; move around independently, e.g., walk any distance, easily get into or out of a car, stand for an extended period; reach, pull, push or manipulate objects; have strength or endurance.

## **2. Hearing**

Hearing loss include problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness. A person who is deaf, deafened or hard-of-hearing may be unable to use a public telephone, understand speech in noisy environments, or pronounce words clearly enough to be understood by strangers.

## **3. Speech**

Speech disability is a partial or total loss of the ability to speak. Typical voice disorders include problems with pronunciation; pitch and loudness; hoarseness or breathiness; stuttering or slurring. People with severe speech disabilities sometimes use manual or electronic communication devices. Individuals who have never heard may have speech that is hard to understand.

## **4. Vision**

Vision disabilities range from slightly reduced visual acuity to total blindness. A person with reduced visual acuity may have trouble reading street signs, recognizing faces, or judging distances. They might find it difficult to maneuver, especially in an unfamiliar place. He or she may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night, or require bright lights to read. Most people who are legally blind have some vision.

## **5. Deaf-blind**

Deaf-blindness is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living. Deaf-blind disabilities interfere with communication, learning, orientation and mobility. Individuals who are deaf-blind communicate using various sign language systems, Braille, standard PCs equipped with Braille displays, telephone devices for the deaf-blind and communication boards. They navigate with the aid of white canes, service animals, and electronic navigation devices. People who are deaf-blind may rely on the services of an intervener. Interveners relay and facilitate auditory and visual information and act as sighted guides. Interveners are skilled in the communication systems used by people who are deaf-blind, including sign language and Braille.

## **6. Smell**

Smell disability is the inability to sense, or a hypersensitivity to, odours and smells. A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

## **7. Taste**

Taste disability limits the ability to experience the four primary taste sensations: sweetness, bitterness, saltiness and sourness. A person with a taste disability may be unable to identify ingredients in food, spoiled food, or noxious substances.

## **8. Touch**

Touch disability alters the ability to sense surfaces and their texture or quality, including temperature, vibration and pressure. Touching sensations may be heightened, limited, absent (numbness), or may cause pain or burning.

A person with a touch disability may be unable to detect (or be insensitive to) heat, cold or changing temperatures. Alternatively, a person with a touch disability may be hypersensitive to sound, physical vibrations, or heated surfaces or air.

## **9. Intellectual**

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (e.g., Downs Syndrome), exposure to environmental toxins (as in Fetal Alcohol Syndrome), brain trauma and psychiatric conditions. A person with an intellectual disability may have difficulty with:

Language: understanding and using spoken or written information;

Concepts: understanding cause and effect;

Perception: taking in and responding to sensory information;

Memory: retrieving and recognizing information from short- or long-term memory;

Recognizing problems, problem solving and reasoning.

## **10. Mental Health**

There are three main kinds of mental health disabilities:

Anxiety: a state of heightened nervousness or fear related to stress;

Mood: sadness or depression;

Behavioural: being disorganized; making false statements or inappropriate comments; telling distorted or exaggerated stories.

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behaviour; be perceived as being pushy or abrupt; start laughing or get angry for no apparent reason.

## **11. Learning**

Learning disabilities are disorders that affect verbal and non-verbal information acquisition, retention, understanding, processing, organization and use. People with learning disabilities have average or above-average intelligence, but take in information, retain it, and express knowledge in different ways. Learning disabilities affect reading comprehension and speed; spelling; the mechanics of writing; manual dexterity; math computation; problem solving; processing speed; the ability to organize space and manage time; and orientation and wayfinding.

**12. Other**

Disabilities result from other conditions, accidents, illnesses, and diseases, including ALS (Lou Gehrig disease), asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke, and joint replacement.

**APPENDICES**

- APPENDIX “A”** - PARKS, RECREATION AND CULTURE  
LIST OF OUTSTANDING ACCESSIBILITY ITEMS  
(to be addressed as funding allows)
- APPENDIX “B”** - LIBRARY SERVICES
- APPENDIX “C”** - MUSEUM ON THE BOYNE AUDIT
- APPENDIX “D”** - ALLISTON MEMORIAL ARENA

**APPENDIX "A"**  
**THE TOWN OF NEW TECUMSETH ACCESSIBILITY PLAN 2012-13**

**PARKS, RECREATION AND CULTURE**  
**LIST OF OUTSTANDING ACCESSIBILITY ITEMS**

**BEETON ARENA**

1. Washrooms are not totally accessible and there are no signs indicating the location.
2. The snack bar counter is too high. (add a cut out?)
3. Viewing room upstairs should be marked with signs.
4. There are objects protruding from the wall or from the floor that would be an impediment or danger to the blind or vision impaired.
5. There are overhead obstructions or freestanding objects overhanging above ground or floor that would be an impediment or danger to the blind or vision impaired.
6. No emergency lighting.
7. Handle missing from gas stove.
8. No grab bars over urinals in washroom.
9. Soap dispensers are too high.
10. Towel dispensers are not reachable.

**TOTTENHAM COMMUNITY CENTRE**

1. Ramp is too steep to wheelchair viewing area. There are no railings. The area should be extended with a fold-up bench.
2. There is a gumball machine obstructing the area.
3. The signage is not adequate to indicate the location of the seating area.
4. Threshold bevels are not adequate to permit wheelchairs to traverse (1/2" beveled with slope 1:2).
5. Signs to assist in locating accessible entrances are needed.
6. There should be Braille signs on doors to indicate gender of washrooms.
7. Sink cannot be reached because of counters in washroom.
8. There is no towel dispenser in washroom.
9. There are no grab bars over the urinals in washroom.
10. The signage on doors, directions, etc. should be raised with contrasting colours with the wall and be extra large.
11. The disabled spaces are out-of-the-way; not clearly marked and inadequate

**OTHER AREAS**

1. Ramps to washrooms on Fletcher Street at Riverdale Park near the ball diamonds need to be repaired. Wheelchairs cannot get in there.

## Appendix B

### NEW TECUMSETH PUBLIC LIBRARY

The New Tecumseth Public Library provides collections that meet the life-long educational, informational, cultural and recreational needs of the community through branch libraries in Alliston, Beeton and Tottenham. The Chief Executive Officer is responsible for the Library System and all of its branches.

Items identified by the Audit are listed below, under 'completed'. The Tottenham Branch has not been audited, so is not included. The Library has completed all items identified in the audit that are within its scope at the present time.

#### Items Completed From Audit

##### MEMORIAL BRANCH, ALLISTON:

1. Any objects that were protruding from the wall/floor that would be an impediment or danger to the blind or vision impaired have been removed. One book-stack and one computer terminal have been relocated for easier accessibility.
2. Sharp corners on the metal book shelves have been made flush with one another.
3. The display unit has been relocated so access to the door is greater.
4. The stair edges have been changed, so they are now a different texture and colour from the rest of the flooring.
5. The carpeting has been replaced to ensure that floors are non-slip, and non-reflective, and to contrast with the wall colour
6. The threshold bevels have been corrected and are now adequate to permit wheelchairs to traverse. (1/2" bevelled with slope 1:2)
7. The door opening pressures have been reduced for ease of opening.
8. The door is now equipped with a power door opener.
9. Exits and entrances for accessibility are marked with the International Symbol of Accessibility.
10. Fire alarms have large displays and are operable by a person with limited finger dexterity.
11. The grab bar at the toilet in the women's washroom has been mounted horizontally on side wall extending 18" both directions from front of toilet.
12. At the urinal, there is now a vertical grab bar on each side.
13. Signage, rooms, doorknobs, staircases and handrails are in contrasting colours to the walls. Signs are extra-large.
14. There are wheelchair-accessible computers and stands.
15. New lever taps have been installed in the washrooms. The toilet paper dispensers and soap and towel dispensers have been relocated to facilitate use.

##### D.A. JONES BRANCH LIBRARY, BEETON

1. A new handicapped sign has been installed.
2. The railing at the wheelchair ramp has been extended for greater safety
3. Bathroom facilities have been relocated for accessibility.



## The Corporation of the Town of New Tecumseth



**Physical Address:**  
250 Fletcher Crescent  
Alliston, Ontario

**Mailing Address:**  
P.O. Box 910  
Alliston, Ontario  
L9R 1A1

**Web Address:** [www.town.newtecumseth.on.ca](http://www.town.newtecumseth.on.ca)

**Email:**  
[boynemuseum@town.newtecumseth.on.ca](mailto:boynemuseum@town.newtecumseth.on.ca)

**Phone:** (705) 435-0167

**Fax:** (705) 434-3006

**PARKS, RECREATION AND  
CULTURE DEPARTMENT**  
6558 8<sup>th</sup> Line, West  
Beeton, Ontario

### APPENDIX "C" TO ACCESSIBILITY PLAN 2012 - 2013

#### Accessibility – Initial Audit Report for Museum on the Boyne

Thursday, March 25, 2010

##### Main Building

- 1) The front entrance needs to be leveled out. Currently it is difficult for a person in a wheelchair to come in without assistance. (COMPLETED)
- 2) The front door needs to be replaced. We need an automatic door and wider access. (COMPLETED)
- 3) Once the door is replaced, we will need to mark it with the International Symbol of Accessibility.
- 4) The front entrance floor needs to be painted with non-slip paint. The mat will then be removed as it is a tripping hazard. (COMPLETED)
- 5) Staff will create an improved self-guided tour book with photos and labels from the upstairs gallery. Photos from the upstairs of the log cabin will be included as well. (UNDERWAY)
- 6) The back door exit needs to have a ramp and the doorway needs to be widened. (UNDER INVESTIGATION)
- 7) We have audible fire alarms but not visual. This will have to be added. (COMPLETED)
- 8) The track lighting needs to be replaced. Brighter lights are needed to assist people with vision disabilities to clearly identify colours, patterns and signage. (COMPLETED)

- 9) All doorways and stairs need to be marked with bright colours or textural changes to provide directional cues.
- 10) The area where the top step joins the upstairs gallery floor needs to be fixed. It is not completely level. If no improvement can be made, it will need to be clearly marked. (COMPLETED)
- 11) The mat in the school room should be removed as it is a tripping hazard. (COMPLETED)
- 12) The slight ramp into the school room must be painted with non-slip paint. (MUST BE DONE AGAIN ON NEW FLOORING)
- 13) While all washroom features appear to be accessible, we should check them against the set measurements.
- 14) We need directional signage to the washrooms and larger Symbols of Accessibility.

### **Log Cabin**

- 1) Pictures of the upstairs will be taken and added to the self-guided tour book (UNDERWAY)

### **Barn**

- 1) The brick pathway to the barn needs to be completed. There are bricks missing by the corner of the barn and near the end of the path. (COMPLETED)
- 2) Eventually a ramp and lighting will have to be installed in the barn. (LIGHTING COMPLETED)

**APPENDIX "D"**

**THE TOWN OF NEW TECUMSETH ACCESSIBILITY PLAN 2012-13**

**PARKS, RECREATION AND CULTURE**

**ALLISTON MEMORIAL ARENA**  
**AUDIT 2012**

0. Main entrance- threshold height to code.
1. Wheelchair Parking spaces for Main Entrance to be installed
2. Accessible Washroom Upgrades
  - Automatic or Lever Faucets
  - Sloped Mirror
  - Grab Rails
  - Toilet paper dispensers at proper height
  - Lower Hand Dryer
  - Relocate sinks in Male washroom
  - Relocate and adjust height of Hand Dryer and Paper Towel Dispenser
  - Wheelchair accessible cubicle in Public Male Washroom
  - Check door width
3. Office access not accessible.
4. Push button door openers on entrance doors.
5. Wheelchair viewing area for main pad area-Ramp Outside
6. Concession ledge made accessible.
7. Upstairs Bar needs to be wheelchair friendly.