

THE CORPORATION OF THE TOWN OF DEEP RIVER

ACCESSIBILITY PLAN

2018



Updated March 2023

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Message from the Mayor

At the beginning of this term of Council, the Accessibility Advisory Committee was established. A dedicated group of citizens volunteered to develop the groundwork for a long term plan to create a more inclusive town; one that would successfully implement AODA standards.

Whether accessing public buildings, businesses or multi-use buildings in Deep River, we all have a responsibility to address the challenges of accessibility for all ages and all needs.

The implementation of this multi-year initiative takes us forward, serving as a guide in removing barriers, so that everyone has the the access they deserve. The principles of dignity, independence, integration and equal opportunity must be the foundation of our decisions in developing standards that serve the people who live, work and visit Deep River.

Our work is not done with this report, but rather sets us on a path of identifying, removing and preventing barriers for everyone in the key areas of daily living in our community.

I am proud of the volunteers who have dedicated many hours to the work of the Accessibility Advisory Committee, our municipal staff who worked with them and the members of Town Council who believe in the importance of accessibility and inclusiveness in Deep River.

Sincerely,

Joan Lougheed
Mayor
Town of Deep River

Deep River Town Council
2014-2018



Message from the CAO

Staff at the Town of Deep River are proud of the Accessibility Advisory Committee and the quality of this 2018 Deep River Accessibility Plan. We are confident that you will also be impressed with this publication and the resulting action that ensues.

While barriers come in different shapes and sizes, the reality is, no barrier is too arduous to overcome if we put our collective minds and shoulders behind a solution. A Barrier Free Deep River will assist all ages to participate fully and contribute equally for the betterment of all. As we continue to work together to improve access, we can celebrate achievements that support this goal, such as the new Unity Playground at the Campus, just north of the Community Centre. We encourage you to visit the new playground in 2018 and check out the interactive and accessible features designed to engage people of all ages.

The benefits of creating a barrier free community focused upon “**inclusion for all**” are far reaching and financial in nature. Communities and businesses that make it easier for all to navigate within their boundaries stand to see more traffic and the resulting economy created from that traffic. Not to mention, accommodating wheelchairs, scooters, strollers, working dogs, walkers, etc. is the right thing to do.

Staff are proud to support accessibility and barrier free living in Deep River. These initiatives make our community a more welcoming destination and economically sustainable experience for everyone. Join us in supporting a “Barrier Free Deep River”.

Warmest regards,

Ric McGee, CAO
Town of Deep River

Deep River Town Hall



Description of the Town of Deep River

The Deep River area occupies a strategic location mid-way between Northern Ontario and the population centres of Ottawa and Montreal. The area offers a unique blend of high-tech enterprise, high quality schools, excellent community services, safe and friendly neighbourhoods, natural surroundings and leisurely lifestyles.

Executive Summary

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) and Accessibility for Ontarians with Disabilities Act, 2005 is to improve opportunities for people with disabilities and to provide for identification and removal of barriers. To this end, the ODA mandates that each municipality prepare an annual accessibility plan.

In preparation of this plan, the Town of Deep River

- consulted with members of the community to better identify barrier issues
- completed an audit of the following municipal buildings and properties:

| | | | |
|-----------|------------------|----------------|------------------|
| Town Hall | Community Centre | Fire Hall | Community Pool |
| Library | Wood Shop | Police Station | Grouse Park |
| Arena | Lamure Beach | Marina | Community Trails |

The Town of Deep River Accessibility Plan outlines phased in improvements to prevent and remove barriers and address current and future requirements of the AODA. The Town of Deep River's Accessibility Advisory Committee will review, update and report annually on the progress and implementation of this plan. The charts at the end of this document provide details for work that has been completed in the Town Hall, Arena, Community Pool and Public Library and work that needs to be done on all properties, buildings and parks in the Town of Deep River. All municipal buildings, facilities, properties, policies, programs and parks will be audited, updated and included in this plan in future years.

Statement of Commitment

The Town of Deep River is committed to ensuring equal access for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We are committed to the continual improvement to access to all municipally owned facilities, premises and services for all persons with disabilities.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario Accessibility laws.

Committee Members

| | |
|--|---------------------------|
| Stuart McCarthy.....Chair | Anne Hutton.....Secretary |
| Christine Armstrong.....Town Administration Rep. | Marg KilleyMember |
| Ron Desrochers Town Council Rep. | |

Definitions

Accessibility – means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

Accessible Formats - may include large print, recorded audio and electronic formats, usable by persons with disabilities.

Accommodation – means the special arrangements made or assistance provided so that persons with disabilities can participate in the experience available to persons without disabilities. Accommodations will vary depending on the persons unique needs.

Barriers – obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

Communications – means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Disability – as defined by the Accessibility for Ontarians with Disabilities Act, 2005, means:

- 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 forgoing 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 wheel chair or other remedial appliance or device.
- b. a condition of mental impairment or 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 and Insurance Act, 1997

Information – Includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Internet Website – is a collection of related web pages, images, videos and other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

Kiosk – means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

Mobility Aid – a device designed to assist walking or otherwise improve the mobility of a person with a mobility impairment.

Service Animal – As outlined in Ontario Regulation 429/07 - an animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Persons – As outlined in Ontario Regulation 429/07 - a support person means, another person who accompanies a person with disabilities in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

Introduction

The Town of Deep River strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Deep River is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how the Town of Deep River will play its role in making Ontario an accessible province for all Ontarians.

Accessibility Policies

The establishment of the following accessibility policies outlines the commitment of the Town of Deep River to achieving the requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This document will be reviewed yearly and information may be added or changed as needed.

Training

The Town of Deep River is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles. All accessibility awareness training materials will be reviewed on an annual basis. We will incorporate accessibility criteria and features when procuring, or acquiring goods, services or facilities, including self serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

Self-Serve Kiosks

The Town of Deep River will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-serve kiosk.

Information and Communications

The Town of Deep River will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We are committed to meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

The Town of Deep River will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help employees with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility of all employees.

Design of Public Spaces

The Town of Deep River will meet accessibility laws when building or making major changes to public spaces and will consult with the public and persons with disabilities when building new trails and outdoor play spaces.

Public spaces include:

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

We will put procedures in place to prevent service disruptions to the accessible parts of public spaces.

Maintenance of Accessibility Elements

The Town of Deep River will develop procedures for dealing with preventative and emergency maintenance of accessible elements in public spaces and when dealing with temporary disruptions when accessible elements are not in working order for:

- Beach Access Routes
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces
- Accessible Parking

The Town of Deep River's Public Works Department and Facility Workers:

- Shall apply best practices in the preventative maintenance of accessible elements with periodic checks such as;
- Annual inspections, or more frequently as per the Minimum Maintenance Standards.
- After storms or events that might affect accessible elements.

- As part of any reports of vandalism or complaints.
- Shall apply best practices in the emergency maintenance of accessible elements with active response once notified.
- Shall continue to provide public notification of temporary disruptions in keeping with compliance requirements under the Integrated Accessibility Standard Regulation (O. Reg. 191/11) and the Municipality's Corporate Notice of Service Disruption Process: Notice of the disruption will include: the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that are available. Notice will be given by posting the information in a conspicuous place as well as by posting the information on the Municipal website.
- Repair as soon as practicable

Changes to Existing Policies

The Town of Deep River will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Past Achievements to Remove Barriers

This document includes a summary of accessibility initiatives the Town of Deep River has completed.

Information and Communications (taken from 2003 Accessibility Plan)

The Town of Deep River has:

- made copies of the Accessibility Plan available on the town website.
- ensured large print versions of documents are available upon request.
- made copies available of the Accessibility Plan at the Town Hall and the W.B. Lewis Library. (Including large print versions)
- upgraded the Town of Deep River website to provide additional service information.
- increased use of internet technology to make information and services, such as the provision of forms, accessible to residents without the need to physically visit town facilities.

Physical and Other Barriers (taken from 2003 Accessibility Plan)

The Town of Deep River has:

- improved the arena parking lot and provided for the reduction of mobility barriers.
- provided designated parking spaces for those with accessibility difficulties in the downtown business district. The construction of depressed curbs was also achieved.
- built the Town Hall and W.B. Lewis Library with barrier free entrances together with elevators to provide access to both the Council Chambers and Library programme room.
- improved lighting at the Pool and W.B. Lewis Library
- built a playground with public donations that was specifically designed to assist those with mobility challenges while still appropriate for all participants.
- constructed a kiosk at the waterfront as part of involvement with the Provincial Living Legacy Landmark that included access by ramp to the waterfront with connections to the proposed waterfront Millennium Trail.

2021 Updated Strategies and Actions

Deep River Arena

| Barrier | Remedy | Status |
|---|--|--------------------------|
| Handicapped Parking -handicapped parking spots not near the front entrance | -move handicapped parking spaces close to the front entrance | Completed 2017 |
| Main Entrance -double doors too narrow -no automatic open | -door is now a single and has been widened -automatic opener installed | Completed 2016 |
| Accessible Washroom -no grab bars -no levered handles -broken tiles | -install grab bars -install levered handles on sink and door -install goose neck faucet -re-tile | Completed 2016 |
| Inside Hall Doors -always closed with push bar access - refit | -install magnetic holders so that doors are open for easy accessibility | Completed 2016 |
| Lighting -dim | -install LED lighting to improve visibility | Completed 2016 |
| Viewing Area -ramp to inside viewing area too steep -windows in the inside viewing area do not allow for a clear view of the ice to a person in a wheelchair | -rebuild ramp to inside viewing area along the wall with grade and width appropriate to code. -replace center window with a window that is the same height but lower to allow persons sitting in a wheel chair a clear view of the ice and remove existing bench to a side location | Completed 2018 |

| | | |
|---|--|--------------------------|
| Signage -accessibility and other information signs are not clearly visible in the lobby | -move pictures to another wall to make information signs stand out. Add a sign pointing to the location of the accessible washroom. | Completed 2018 |
|---|--|--------------------------|

Deep River Community Pool

| Barrier | Remedy | Status |
|---|---|--------------------------|
| Pool Lift -broken and incomplete | -install new pool lift | Completed 2016 |
| Lighting -dim | -brighten by installing LED lighting -Pool area -Entrance Hall | Completed 2018 |
| Outside Access Ramp -too narrow & steep | -replace with wider ramp that has lower more gradual grade | Completed 2017 |
| Main Entrance -door narrow and door swing awkward | -replace with single wider door that swings to allow for easy accessibility | Completed 2017 |
| Handicapped Parking Space -too far from the proposed new ramp | -move to the bottom of the new ramp | Completed 2017 |

Deep River Town Hall

| Barrier | Remedy | Status |
|--|--|-----------------------|
| Back Entrance -outside lip on door opening is too high | -remove and replace with new cement lip | Completed 2018 |
| Inside Passage Doors -door nobs | -replace with levered handles as they break or need work | Ongoing |
| Front Desk -no cut out for wheel chair accessibility | -will be completed when counterneeds to be replaced | Completed 2019 |
| Front Entrance (outside) -multilevel pavement in Cenotaph courtyard | -to be rebuilt to make only one level | Completed 2019 |
| Back Entrance (outside) -A one inch lip existson the pavement at theback door. | -replace cement to reduce lip making it appropriate to code. | Completed 2018 |

Deep River Community Centre

| Barrier | Remedy | Status |
|---|--|--------------------------|
| Front Entrance Accessibility -ramp from the parking lot to the front door is narrow | -rebuild the ramp with grade and width appropriate to code | Completed 2018 |

Deep River Marina

| Barrier | Remedy | Status |
|----------------------------------|---|--------------------------|
| Gazebo -not accessible | -build a ramp on one side of the gazebo with width and grade according to code to make it accessible. | Completed 2021 |

Deep River Lamure Beach

| Barrier | Remedy | Status |
|----------------------------------|--|--------------------------|
| Gazebo -not accessible | - Install a ramp on one side of the gazebo with width and grade according to code. | Completed 2021 |

W.B. Lewis Public Library

| Barrier | Remedy | Status |
|--|--------------------------------|--------------------------|
| Front Entrance Pavement -uneven and broken | -pull out concrete and replace | Completed 2017 |

Deep River Trails

| Barrier | Remedy | Status |
|--|---|--------------------------|
| Lamure Beach Trail -trail from overflow parking on Beach Street to Lamure Beach is not accessible. | -shore up the washed out areas of the trail, grade and add more crushed limestone to make it more accessible. Assess and repair as needed. | Completed 2018 |
| Marina Trail -path from lower parking area at Marina adjacent to the playground is not accessible. | -grade path and add crushed limestone to allow for better accessibility. Assess and repair as needed. | Completed 2021 |
| Unity Park Trail -New Unity Playground has only one path leading to it. | -replace current path with an accessible path to the playground from the existing path that connects the Community Centre to the North Renfrew Long Term Care building. | Completed 2018 |

Recommendations

The following charts outline improvements for accessibility to buildings, properties and parks in the Town of Deep River. These charts will be monitored, updated and revised by the Accessibility Advisory Committee.

Prioritized Recommendations for Improvements to the Deep River Town Hall

| Barrier | Remedy | Target Dates |
|--|--|---------------------------|
| 1. Automatic door opener opens awkwardly at the back door. | Change automatic door openers to the same system used at the front door that opens both sets of doors with one button to allow for better accessibility. | 2025 |
| 2. Dim lighting in the main lobby. | Replace existing lighting with LED lighting for improved visibility. | Fall 2026 |
| 3. Improve signage. | Install a sign that informs patrons that assistance is available upon request. Example: "We are happy to provide assistance" | Completed |
| 4. There are knobs on interior doors. | Install levers on all interior doors to improve accessibility. | By 2027 |
| 5. Taps in washroom on second floor are knobs. | Install levers on taps to improve accessibility. | By 2027 |
| 6. Inside door opener button in an awkward place | Move inside door opener for easier accessibility | Completed 2025 |

Prioritized Recommendations for Improvements to the Deep River Pool

| Barrier | Remedy | Target Dates |
|--|---|------------------|
| 1. Echo in the pool area. | Install sound barriers and baffles to reduce the echo. | Completed |
| 2. There is no sound system making it difficult for persons with hearing loss to hear announcements. | Install a sound system to improve auditory access. | 2027 |
| 3. There is no electronic Kiosk in the lobby. | <p>Install an automated Kiosk in the lobby to sell and renew pool memberships, sell single swim tickets, register for swimming lessons.</p> <p>The Kiosk can also count the number of people in the building at any given time, take attendance for participation in programs</p> | Fall 2027 |
| 4. Mezzanine is not accessible and mezzanine washrooms are not accessible. | Install a chair lift to the mezzanine level and refit washrooms to make them accessible. | By 2027 |
| 5. Change Room Washrooms not accessible | refit, making them accessible | 2027 |
| 6. Push doors in hall a barrier | -install magnet release fire doors and strobes | 2027 |
| Door to second floor stairwell | -install magnet release fire doors and strobes | |

Prioritized Recommendations for Improvements to the Deep River Arena

| Barrier | Remedy | Target Dates |
|--|--|-----------------------|
| 1. Door from inside viewing area to stands is not accessible. | Refit door to the stands with an automatic door opener. | By 2027 |
| 2. There is no automated Kiosk to collect payment for Public skate events. | Install an automated Kiosk to collect payment for public skate events, count the number of people in the building at any given time and take attendance for participation in programs. | 2027 |
| 3. Mezzanine level washrooms are not accessible | Refit the washrooms to make them accessible. | Completed 2021 |
| 4. Mezzanine level is not accessible | Install an elevator to the mezzanine level | 2026 |
| 5. Cold viewing area is not accessible. | Expand concrete pad to improve accessibility. | Completed 2025 |

Prioritized Recommendations for Improvements to the Deep River Community Centre

| Barrier | Remedy | Target Dates |
|---|--|----------------------|
| 1. Front entrance door is not accessible. | Install an automatic push button door opener to allow for accessibility. | Fall 2027 |

Prioritized Recommendations for Improvements to the Deep River Wood Shop

| Barrier | Remedy | Target Dates |
|--------------------------------------|--|----------------------|
| 1. Front entrance is not accessible. | Build a ramp leading from the handicapped parking area to the main door. | Fall 2027 |
| 2. Front door is not accessible. | Install an automatic push button door opener to allow for accessibility. | Fall 2027 |

Prioritized Recommendations for Improvements to the W. B. Lewis Public Library, Deep River

| Barrier | Remedy | Target Dates |
|---|--|---------------------------|
| 1. Colour of stairs to lower level make it visually difficult to see the individual steps. | Replace stair treads with high visibility treads | Completed |
| 2. Signage. | <p>Install signs that inform patrons that assistance is available upon request.</p> <p>Example: “We are happy to provide assistance”</p> | Completed 2021 |
| 3. Fire door on the lower level leading from the elevator to the hall and Program Room is not accessible. | Install automatic door opener or magnetic emergency door opener for complete accessibility to all public areas. | Fall 2026 |

Prioritized Recommendations for Improvements to Grouse Park

| Barrier | Remedy | Target Dates |
|---|--|----------------------|
| 1. Signage for parking. | Install two accessibility parking signs in the parking lot on either side of the pathway to the concession building. | Fall 2026 |
| 2. Washrooms at the concession building are not accessible. | Renovate the washrooms to make one fully accessible. | By 2027 |

Prioritized Recommendations for Improvements to Lamure Beach

| Barrier | Remedy | Target Dates |
|--|---|--------------------------------|
| 1. Waterfront is not accessible. | Purchase a beach mat that leads from the concession stand to the waterfront and to the ramp that leads to the gazebo. | Completed Fall 2022 |
| 2. Washrooms at concession stand are not accessible. | Renovate washrooms to make them completely accessible. | Completed 2025 |
| 3. Signage. | Install handicapped parking sign in the parking area closest to the beach and concession stand. | Fall 2025 |

Prioritized Recommendations for Improvements to the Deep River Trails

| Barrier | Remedy | Target Dates |
|--|--|----------------------|
| 1. No signage on any town trail. | Install signs that label the name, distance, difficulty level, accessibility and include a diagram of the trail. | Ongoing |
| 2. Trail from the Ski Hill to Grouse Park is not accessible. | Grade and add crushed limestone to this trail as the parking lot at the Ski Hill is used as overflow parking for Grouse Park. Assess and repair as needed. | Fall 2027 |