



THE MUNICIPALITY OF CALLANDER
MUNICIPAL ACCESSIBILITY PLAN

2020 Update

Adopted December 15, 2020
By Resolution 2020/12/555

TABLE OF CONTENTS

- 1.0 Statement of Commitment**
- 2.0 Background**
- 3.0 Municipal Highlights**
- 4.0 History of Initiatives**
- 5.0 Organizations and Agencies Services**
- 6.0 Accessible Transportation Services**
- 7.0 In-house Roles and Responsibilities**
- 8.0 Strategies and Actions Planned for 2021 and Beyond**
- 9.0 Monitoring Progress**
- 10.0 Summary**
- 11.0 Municipal Information**

- Schedule A Barriers Identified Prior to 2020 and How They Were Addressed**
- Schedule B List of Organizations and Agencies**
- Schedule C Accessible Transportation Services**
- Schedule D Barriers Identified In 2020 and Proposed Initiatives and Strategies to Address**

1.0 STATEMENT OF COMMITMENT

The Corporation of the Municipality of Callander is committed to providing quality programs and services that are accessible to all persons served by the Municipality.

2.0 BACKGROUND

The preparation of the Municipal Accessibility Plan is a requirement for local governments in Ontario as per Ontario Regulation (O.Reg.) 191/11 **Integrated Accessibility Standards Regulation** (IASR) under the **Accessibility for Ontarians with Disabilities Act** (AODA), 2005.

Municipalities are required to review and update their Municipal Accessibility Plans at least once every five years. The update should note the achievements the Municipality has made, incorporate any changes to Provincial Accessibility Standards into the Plan, and make adjustments to the strategies where necessary. The Municipality of Callander's last update was in December 2015.

Further, Municipalities are now also required to post annual status reports to let the public know what they have accomplished in their accessibility plans. The reports will be submitted to Council in December of each year and posted on the Municipality's website.

Although the Municipality of Callander has already met the legislated requirements for compliance by January 1, 2021, the Municipality shall continue to identify and work to remove or reduce barriers on an ongoing basis.

The Municipality of Callander is not required to establish an Accessibility Advisory Committee as outlined in Part VII of the AODA, as its population is less than 10,000, and has not established one. The Municipality provides a variety of opportunities for feedback, including in person, by telephone, mail and email. Accessible formats and communications supports with respect to the feedback process are provided upon request. The Municipal Clerk acts as the lead in ensuring that the Municipality remains compliant with AODA and IASR. The Management Team and other staff work together to identify and remove barriers on an ongoing basis. Recommendations are presented to Council for approval through

the annual Budget process, and if needed on an interim basis through formal reports to Council.

Research and Consultation

For the initial plan, the Municipal Clerk participated in training on Employment Standards, Workplace Accommodation and Accessibility Policies and Procedures. In addition, the Municipal Clerk conducted a review of legislative requirements and best practices with respect to Accessibility. Consultation was done with targeted groups including the general public, seniors and persons with disabilities.

For the 2020 plan update, a survey was created and advertised to staff, Council and the general public. It was advertised on the Municipal website and Facebook page, a general unaddressed mailout flyer was sent out by Canada Post (this does not reach those who have opted to not get flyers), notices were posted at the Municipal Office, Satellite Office, Callander Community Centre, Callander Public Library, Post Office, Royal Bank, Foodland, etc. and sent by email to local service clubs and groups.

The planned additional promotion of the survey during the summer of 2020 was not able to be accomplished due to the COVID-19 Pandemic and other unexpected pressures during 2020. The survey was not distributed until the end of September 2020 and did not achieve the desired level of response. For this reason, it is recommended that additional consultation be undertaken as soon as practical within the next two years, and that the next plan update is done in less than the required five-year time frame.

The draft plan update will be [was] presented to Council in November and is to be [was] posted on the Municipal Website and circulated to those who commented and provided contact information, prior to the consideration of the final version by Council in December 2020.

3.0 MUNICIPAL HIGHLIGHTS

The Municipality of Callander is located along the Highway 11 corridor, abutting the southerly border of the City of North Bay. The Municipality previously known as the Township of North Himsforth changed its name to The Municipality of Callander in 2002.

The Municipality has the Callander Health Centre at 299 Main Street North where family physicians, dentists, chiropractor, and massage therapists are located. Callander also has the following organizations and services: two elementary schools, a pharmacy, a chartered back, a public library, a museum and art gallery, two community centres, a wellness centre, a tennis court, two outdoor rinks, two ball fields, a soccer field, a skateboard park, and two parks of which one has a swimming area and a public beach.

4.0 HISTORY OF INITIATIVES

The Municipality of Callander adopted its first Municipal Accessibility Plan by Resolution 2007/11/405 in November of 2007. This is the seventh update to the Plan. Many of the barriers identified in the original plan have been addressed. See Attached “Schedule A” for a list of accomplishments.

The Municipality adopted an Accessible Customer Service Policy in 2009 and reviewed and revised it in 2018. The revised policy was adopted by Council on October 23, 2018 by Resolution 2018/10/257.

5.0 ORGANIZATIONS AND AGENCIES SERVICES

In preparing the original Accessibility Plan, various organizations were contacted to collect information on services they provide to persons with disabilities. This information has updated periodically and has been reviewed and updated in compiling the 2020 plan update. Please see Schedule B to this plan for the list of organizations and agencies.

6.0 ACCESSIBLE TRANSPORTATION SERVICES

The Municipality of Callander licences local taxis and ensures they meet the IASR requirements. At the time of this review in 2020 there is only one taxi service licenced, which is small enough that it does not have specially equipped vehicles. Transportation companies with vehicles equipped to transport people with personal assistive devices are listed in Schedule C of this Plan.

7.0 IN-HOUSE ROLES AND RESPONSIBILITIES

The In-House Accessibility Working Group was disbanded in 2015. Municipal Staff are provided with training on the *Ontario Human Rights Code* and the *Integrated Accessibility Standards Regulations*. Department Heads are responsible for being aware of Accessibility related issues and requirements within their respective Department. This includes ensuring compliance with Municipal Policies and identification of barriers. The Municipal Clerk acts as a lead and resource for all issues and inquiries with respect to Accessibility and accommodation.

Council approval is required for all changes, including updates, to the Plan, and for budget approval for annual initiatives.

8.0 STRATEGIES & ACTIONS PLANNED FOR 2021 AND BEYOND

Customer Service

The Municipality has adopted an Accessible Customer Service Policy to comply with the Customer Service Standard O. Reg 429/07 under the AODA. Staff and volunteers within the Municipality have received Customer Service Training and every new member of staff or volunteer community group will receive the training. Additional, specific training may also be provided based upon customer service feedback obtained through our standard feedback processes or additional surveys.

Information and Communications

The Municipality launched a new website in September 2019 that meets current accessibility standards. Survey feedback indicated that improvements could be made to make navigation of the new website easier. The Municipality will consult with persons who provided feedback on the website, and others with disabilities, to see how we can improve the content organization and make it more intuitive and user friendly. The Municipality is also looking to create a new Communications Policy. Accessibility in communications will be considered in creating the new policy. Implementation of changes is anticipated to take place in 2020 and 2021.

Employment

In recent years, the Municipality has included the following statement in advertisement for employment opportunities: “The Municipality of Callander is dedicated to maintaining a fair and equitable work environment and welcomes submissions from all qualified applicants. Information received relating to accommodation needs of applicants will be addressed confidentially.” Despite this, 4 out of 28 survey respondents indicated that they were unaware or unsure that they could request accommodation during the selection process. Staff will assess the way we advertise employment opportunities and best practices, in order to develop a procedure that ensures applicants are made aware of the availability of accommodation for applicants with disabilities in our recruitment processes.

Procurement

The Municipality has committed to update its procurement by-law in 2021. The current policy includes a statement of intent to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The update will include additional details on incorporating accessibility criteria and features during procurement.

Parks and Recreation

The Municipality of Callander is in the process of developing a Parks and Recreation Master Plan for the Municipality. This Plan will include strategies and initiatives for increasing accessibility in our parks and open spaces when adding features or when redeveloping public spaces. It will address such things as inclusive play structures, accessible surfaces in exterior paths of travel, outdoor seating areas, etc.

Specific Barriers and Means to Address

A list of the barriers identified through the 2020 survey and the proposed initiatives and strategies to address them are included as Schedule D.

9.0 MONITORING PROGRESS

The Municipal Clerk and Management Team will continue to monitor projects identified to ensure the goals and objectives of this Plan are being attained. The status of identified initiatives and barriers will be recorded by the Municipal Clerk and presented to Council in the annual status report.

10.0 SUMMARY

This Plan and Annual Updates have been prepared for The Municipality in accordance with the **Accessibility for Ontarians with Disabilities Act, 2005** (AODA).

Municipal staff have contacted and updated the contacts for local agencies and service groups that provide services for persons with disabilities. Municipal Staff have identified, and will continue to identify, barriers in all municipal facilities and make recommendations to address these barriers.

The requirements and implementation of the Multi-Year Accessibility Plan will continue to be monitored by the Municipal Clerk in consultation with the Management Team and Staff. The goal is for consideration of the needs of persons with disabilities to be standard practice for all staff during daily operations, programs and services, and when identifying capital projects and ongoing maintenance of municipal buildings and facilities. The Municipality intends to remain compliant with the requirements and spirit of the legislation.

11.0 MUNICIPAL INFORMATION

Municipality: Municipality of Callander

Address: 280 Main Street North
P.O. Box 100
Callander, ON P0H 1H0

Contacts: Elaine Gunnell, Municipal Clerk

Phone: (705) 752-1410

Email: info@callander.ca

Website: www.mycallander.ca

SCHEDULE A
BARRIERS IDENTIFIED PRIOR TO 2020 & HOW THEY WERE ADDRESSED

BUILDING / BARRIER	ACTION COMPLETED
Hoyt D. Wice Fire Hall	The Fire Hall was once identified as a building that was not accessible. The Fire Chief advised that the Fire Hall is accessible with the assistance of another person. The washrooms are now barrier free.
Operations Garage	Due to accessibility issues with the building layout concerned persons with disabilities can visit the Municipal Office, staff will call the Manager of Operations, and they will assist the person by phone or come to the Municipal Office. Persons can call the Manager of Operations at (705) 752-1010.
Callander Health Centre	Due to new renovations the Upper level is now fully accessible. Concerns with the lower level offices entrances have been addressed. Parking Lot/Ramp upgrades at back of building
South Shore Community Centre	Front door access ramps and asphalt pad installed in 2007. Parking spaces with signs completed 2008. Installation of automatic door on upper level in 2011.
Callander Bay Heritage Museum	Washroom is accessible and the entrance door is automatic.
Callander Health Centre (designated handicapped parking spaces)	Areas have been paved for two handicapped parking spaces, including a ramp into the building.
Callander Community Centre (automatic entrance doors)	Automatic door openers at the entrance to the Large Hall and Viewing Room have been installed.
Municipal Office Washrooms	Grab Bars with reinforcing and door hardware replaced.
Municipal Office (screen in the Council Chambers)	Presentation Screen was installed in Council Chambers.
Municipal Buildings -	Completed in all Municipal Buildings.

Directional signs to washrooms	
Door to Dentist Office	Automatic door installed.
Municipally owned parks and beaches – Curb Cuts	Curb cuts have been completed at Memory Tree Park and Centennial Park.
Designated Disabled Parking Spaces at Parks and Beaches	Designated parking spots completed.
Strobe Alarms in Municipal Buildings	Strobe alarms installed at Community Centre, Municipal Office, Fire Hall, Library and Museum.
Local Trails (<i>Cranberry Trail</i>)	Trails have been granular surfaced and graded – yearly ongoing maintenance being done.
South Shore Community Centre – No accessible Play Structure	Installed of new Play Structure with accessible features.
Centennial Park – No accessible Washroom or Change area	Washrooms were renovated to be accessible and Accessible Change rooms were constructed with upgraded lighting
Increase staff knowledge of Municipal Requirements regarding Accessibility and Accommodation	Staff was provided with training on the Human Rights Code and the Integrated Accessibility Standards Regulations. Election staff were provided with training on the Accessible Customer Service Policy. Accessible Meeting Requirements were incorporated into Election Process
Community Centre – Washrooms and entranceway	Accessible Washrooms (including sinks) installed in both men’s and women’s washrooms. Accessible water fountain installed in adjoining hallway. Hall doors removed to create accessible access to washrooms from large hall.
Increase knowledge of Municipal Requirements regarding Accessibility and Accommodation by Committee members.	PAC and COA members received training on Accessible Customer Service the Integrated Accessibility Standards Regulations
Callander Public Library (does not provide accessibility for mobility	Existing ramp & handrails replaced in fall 2008, but still not fully accessible.

devices + no strobe alarm for hearing impaired)	Strobes installed in 2009.
Council Chambers – Hearing Impaired	Engaged in discussions with Canadian Hearing Society and local vendors regarding options. Obtained microphone system in 2016.
Website not to WCAG standard	In September 2019 the Municipality of Callander launched its new website, which meets Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. (as of January 1, 2021, all websites must meet Level AA.)
Sound System in Council Chambers still a barrier for Hearing Impaired	In November 2019, the Municipality installed additional microphones in the Council Chambers to supplement microphones system purchased in 2016.
Lack of accessible playground equipment in Centennial Park.	In November 2019, the Municipality took delivery of an accessible swing for Centennial Park to be installed in the spring of 2020. It was not installed in the spring because the playground was closed due to the COVID-19 pandemic. To be installed as soon as practical.
Technological barrier at main office for electronic payment – short corded on debit machine not easily used by someone with disabilities.	In November 2019, the Municipality changed the debit machine at the front counter of the Municipal Office to a cordless device that provides greater accessibility.
Employment – Workplace Accommodation Procedure lacking	New Workplace Accommodation Procedure created and presented to Council for information in December 2019.
Service counter at the main Municipal Office too high for persons in wheelchairs.	The service counter was modified in early 2020 to provide a section of counter that provides greater accessibility to those using wheelchairs and similar mobility devices.
Municipal Office knob-style door handles not accessible.	Replaced knob-style handles with lever style handles in 2020 while doing COVID-19 safety measures.
Centennial Park – No accessible access to Splash Pad	Contract awarded in 2020 for installation of concrete paver accessible walkway, to be completed by end of 2020.

Schedule B
List of Organizations and Agencies

- 1) **The Canadian Hearing Society**
140 King Street West
North Bay, ON P1B 5Z7
Phone: 1-866-518-0000 ext. 4126 Fax: 1-866-781-8999

The Canadian Hearing Society is a non-profit organization, partially funded by the Ministry of Health and Long Term Care. The Society provides services that enhance the independence of deaf, deafened and hard of hearing people and encourage prevention of hearing loss. The Canadian Hearing Society provides counseling, consumer advocacy, employment services, community outreach programs, interpreter services, technical devices, sign language services and public awareness campaigns.

- 2) **People for Equal Partnership in Mental Health (PEP)**
351 Ferguson Street #3
North Bay, ON P1B 1X1
Phone: (705) 494-4774 Fax: (705) 494-4775

PEP is funded by the Ministry of Health and Long Term Care. PEP objectives are to:

- Assist and participate in the development of self-help groups.
- Encourage all psychiatric consumers to participate in the planning, management, evaluation and delivery of the mental health system.
- Make representation to the government for the enactment, repeal or amendment of legislation dealing with mental health issues.
- Network with other mental health consumer/survivors who are working to improve their lives.
- Sponsor and organize varied educational opportunities related to mental health issues and services.

- 3) **CNIB Regional Office**
1545 Regent Street, Unit 104
Sudbury, ON P3E 2Z7
Phone: (705) 675-2468 Toll Free: 1-844-887-8572
Fax: (705) 675-6635
Email: SudburyCommunityHub@cnib.ca

CNIB is a nationwide, community-based, registered charity and is committed to research, public education and the vision of health for Canadians. The CNIB provides vital programs and services, innovative consumer products and one of the world's largest libraries for people with print disabilities. CNIB offers specialized programs and services for people of all ages and their families.

The CNIB's vision rehabilitation program is the most comprehensive in Canada and includes:

- Low Vision Services, including professional assessments and instruction on how to maximize vision using everything from magnifiers and lighting to contrasting colours and textures.
- Training to help manage the essentials of daily living, with and emphasis on maintaining independence.
- Orientation and mobility instruction, focusing on how to move safely around the home, community, workplace or school.
- Training and support for accessible computer technology.

4) **Community Living North Bay**
741 Wallace Road
North Bay, ON P1A 0E6
Phone: (705) 476-3288
Fax: (705) 476-4788
www.communitylivingnorthbay.org

Community Living North Bay provides quality services to persons with intellectual disabilities.

Services provided by Community Living North Bay include:

- [Adult Support Centre](#)
- [Community Alternatives Program](#)
- [Community Links Program](#)
- [Developmental Assessment, Consultation and Treatment Services](#)
- [Eleanor Broydell Resource Library](#)
- [Home Style Café](#)
- [Ontario Early Years Centre - Nipissing](#)
- [Ontario Early Years Centre - Nipissing Community Services Inventory](#)
- [Residential Services](#)

- [Resource Teacher Program](#)
- [Respite Services Service Coordination](#)

- 5) **Nipissing Association for Disabled Youth**
400 McKeown Avenue
North Bay, ON P1B 0B2
Phone: (705) 476-5437 ext. 3550
www.nady.ca

The Nipissing Association for Disabled Youth (NADY) is a registered charity with the mandate to improve and implement services for disabled children and young adults requiring special needs in our community.

NADY owns and operates a wheelchair accessible van, available to families for medical trips, recreational outings and NADY related programs. The Association offers recreational programs for children ages six and up and young adults with special needs in the community. Programs include Fun on Ice, Summer Day Camp, Saturday Recreation Program as well as ski activities at North Bay's Laurentian Ski Hill. NADY is also proud to host an annual Christmas Party, Family Picnic and boat cruise aboard the Chief Commanda II for all NADY and Easter Seal families.

- 6) **Shoppers Home Health Care**
301 Worthington Street West
North Bay, ON P1B 3B7
Phone: (705) 495-2655 Toll Free: 1-800-268-7788

Shoppers Home Health Care is focused on providing Canadians with the most complete selection of specialty home health care products and services, tailored to meet individual needs for health recovery and maintenance. With over 50 plus locations and growing, Shoppers Home Health Care is Canada's largest retailer of home health care products and services.

Shoppers Home Health Care specialty service includes;

- Free written estimates for on-going repairs and maintenance
- Service by certified technicians
- Rental of equipment

Schedule C

Accessible Transportation Services

Transportation companies with vehicles equipped to transport people with personal assistive devices are as follows:

(a) U-Need-a-Cab 497-7777

U-Need-a-Cab operates a Para Taxi. The taxi will carry 1 wheelchair or 1 electric scooter or 2 folding wheel chairs. The driver of the taxi is trained in first aid and CPR. To ensure availability, reserve the taxi in advance. The taxi operates 7 days a week and is metered at the going rate per kilometer plus a drop off rate.

**(b) North Bay and Area Disabled Adult and Youth Centre
474-3851**

The North Bay and Area Disabled Adult and Youth Centre are a non-profit organization that is operated by and for people with disabilities in the area since 1978. One of the services provided is transportation for seniors and persons with personal assistive devices to medical appointments.

Transportation services are available for shopping trips, medical appointments are priority requests. There is no fee for this service; however a donation is greatly appreciated.

Transportation for out of town medical appointments such as Toronto and Sudbury is available however a fee is charged unless the referring Doctor has provided a travel grant which the North Bay and Area Disabled Adult and Youth Centre will accept. The van is subject to availability, a person must call as soon as they have a scheduled medical appointment to book the van.

(c) P.H.A.R.A Bus

**280 Oakwood Avenue or 190 Wyld Street
North Bay, ON P1B 1Z2
Phone: (705) 476-0733**

The Phara Bus is a parallel-transit service, for people with disabilities, within the North Bay Transit Urban Service area. It is operated by the Physically Handicapped Adults' Rehabilitation Association (P.H.A.R.A.), under agreement with the City of North Bay.

Persons are eligible to use the North Bay Para-Bus Service if they are unable to board the conventional Transit System or walk a distance of 175 meters due to a physical disability.

SCHEDULE D – LIST OF BARRIERS IDENTIFIED THROUGH THE 2020 SURVEY

Please Note:

- **Comments have been edited for clarity and combined in several cases where multiple comments were made about the same types of barriers.**
- **Please keep in mind that legislation does not require existing municipal buildings and facilities to be renovated immediately, but the accessibility standards apply when the Municipality acquires, constructs or significantly renovates buildings and public spaces. Physical / Architectural barriers identified will be taken into consideration for long- or short-term planning as appropriate.**
- **The Municipality has already committed to several initiatives, such as a Parks and Recreation Master Plan and an Asset Management Plan, etc. Where applicable, identified barriers will be addressed as part of these plans.**

TYPE OF BARRIER	DESCRIPTION OF BARRIER	DESIRED ACTION(S)	STRATEGY TO ADDRESS
ATTITUDINAL	The attitude of council, staff, or any municipal service provider that results in people with disabilities being treated differently, acting hastily.	Improve knowledge of how to appropriately provide service to persons with disabilities	Refresher training on a periodic basis on accessible customer service, AODA and Human Rights
INFORMATION / COMMUNICATION	Verbal communication. Employees speaking too quickly.	Improve knowledge of how to appropriately provide service to persons with disabilities	Refresher training on a periodic basis on accessible customer service
INFORMATION / COMMUNICATION	Problems with telephone auto-attendant.	Make more user-friendly for those with disabilities	Administrative Matter: Change message for quick access to live attendant / change settings to hold for live attendant.
INFORMATION / COMMUNICATION	Timing and method of communication	Periodic printed newsletter, not everyone has Facebook or looks at the website.	Address in new Communications Policy
INFORMATION / COMMUNICATION	Difficulty with website.	Add meeting dates and information 2 news and events alerts.	Administrative Matter: review how communication of news and alerts can be made more accessible and ensure dates are clearly communicated.
ORGANIZATIONAL / SYSTEMIC	Events held outside on uneven/unlevel/soft ground that is not fully accessible to persons with mobility challenges.	Events inside more, on level ground, fewer events for able bodied or more for movement challenged.	Address in Parks and Recreation Master Plan, and in refresher training on Accessible Customer Service with staff / volunteers.
ORGANIZATIONAL / SYSTEMIC	Games / activities at municipal events not accessible for children in wheelchairs	Include families with a person(s) (child/adult) in wheelchair in Callander in process of planning - they are great resources when it comes to the needs/access that are required.	Address in Parks and Recreation Master Plan, and in refresher training on Accessible Customer Service with staff / volunteers.

TYPE OF BARRIER	DESCRIPTION OF BARRIER	DESIRED ACTION(S)	STRATEGY TO ADDRESS
ORGANIZATIONAL / SYSTEMIC	Municipal events with barriers due to lack of space for scooters / wheelchairs; and barriers for those with hearing problems	At events consider audience and space...ie..scooters/wheelchairs. Sounds systems.	Address in Parks and Recreation Master Plan, and in refresher training on Accessible Customer Service with staff / volunteers.
TECHNOLOGICAL	Navigating the new website (launched in September 2019)	Make the website more intuitive to navigate	Consultation to see how we can improve the content organization and make it more intuitive and user friendly
PHYSICAL / ARCHITECTURAL	Problems accessing Centennial Park due to the steep hill.	Respondent stated, "need ramp". There is a ramp, and a gradual sloped access at south end of park. Need to review adequacy of ramp and signage.	Address in Parks and Recreation Master Plan.
PHYSICAL / ARCHITECTURAL	Limited amount of hard surface access in park areas to avoid wheels of chairs from sinking into the ground.	Consider more hard surfaced outdoor paths of travel	Address in Parks and Recreation Master Plan. Explore possible funding through COVID-19 Resilience Infrastructure Stream
PHYSICAL / ARCHITECTURAL	Lack of handicap parking for disabled persons	Increase available handicap parking.	Address in Downtown Parking Review
PHYSICAL / ARCHITECTURAL	Gravel /asphalt left from road work spreads and makes it difficult for electric wheelchairs to safely use the shoulder of Main Street for travel.	Address issues of surface condition when doing road repairs.	Review and Address in Standard Operating Procedure for Road Repairs. Address in Asset Management Plan
PHYSICAL / ARCHITECTURAL	Barrier to accessible travel is the 2-inch drop around drainage grates and manhole covers	Repair these problem areas.	Address in Asset Management Plan
PHYSICAL / ARCHITECTURAL	Walking routes downtown Callander have too few benches, particularly on the east side of the roads.	Add more benches in key public areas, particularly in the downtown core, to enhance the walkability provide the opportunity to sit and rest. It is also important that these benches be age friendly by having arm rests.	Address in Bench Master Plan as part of the overall Parks and Recreation Master Plan.
PHYSICAL / ARCHITECTURAL	Lack of outdoor garbage cans	Adding more outdoor garbage cans.	Address in Parks and Recreation Master Plan.
PHYSICAL / ARCHITECTURAL	Lack of access for wheelchairs at Beaches (2x) on Callander Bay. And shortcomings to water access in general	Add more accessible pathways to beaches. And consider whether the water access is accessible.	Address in Parks and Recreation Master Plan.
TYPE OF BARRIER	DESCRIPTION OF BARRIER	DESIRED ACTION(S)	STRATEGY TO ADDRESS

PHYSICAL / ARCHITECTURAL	Lack of transportation to access community / bus service from North Bay	Have the North Bay city bus come to at least the edge of town instead of only to in front of the Pinewood Hotel	The Municipality to continue to look into transportation options in the future.
PHYSICAL / ARCHITECTURAL	Sidewalk width, condition and corners create barrier for those with mobility issues	Consider wider sidewalks when redeveloping or creating new outdoor paths of travel	Address in new sidewalk standards policy
PHYSICAL / ARCHITECTURAL	Sidewalks are not user-friendly during winter months	Improve sidewalk maintenance on downtown walking routes.	Review sidewalk maintenance standards
PHYSICAL / ARCHITECTURAL	Lack of a ramp to the stage at the community centre.	Consider adding a ramp in the future	Address in Parks and Recreation Master Plan.
PHYSICAL / ARCHITECTURAL	Lack of automatic accessible doorway at the Library	Change to an automatic accessible doorway @ the Library	Assess feasibility of retrofit and report to Council.
PHYSICAL / ARCHITECTURAL	Lack of wheelchair accessible play structure / swing.	Add wheelchair accessible play structure / swing. Design replacement structures for inclusive play.	Wheelchair accessible swing already acquired, to be installed. Play structure to be addressed in Parks and Recreation Master Plan.
PHYSICAL / ARCHITECTURAL	Lack of spaces for children with developmental disabilities to meet and learn and take part in their community that are safe and large enough for their needs.	Provide more programs / spaces for children with disabilities Example is the library's programs are perfectly geared towards all people, but the building is not a space that is usable by all people.	To be addressed when Library moves to new premises.
PHYSICAL / ARCHITECTURAL	The Library is not accessible to anyone in a wheelchair	A new accessible Library with spaces for all age groups to meet inclusively for leisure/craft/workshops would be helpful.	To be addressed when Library moves to new premises. Consider interim renovations to entrance in 2021 budget, with possible funding.
PHYSICAL / ARCHITECTURAL	Lack of accessible washrooms for participants attending public outdoor spaces.	Washrooms for outdoor activities need to be designed to have room for a support person to assist the person in the wheelchair - for male or female support workers.	Address in Parks and Recreation Master Plan. Explore possible funding through COVID-19 Resilience Infrastructure Stream
PHYSICAL OR ARCHITECTURAL	Barriers created by tree limbs / brush along sidewalks, public paths and public buildings	Plant green but ensure maintained	Address in Parks and Recreation Master Plan.
PHYSICAL OR ARCHITECTURAL	Stairs across from the bank are in need of repair and could be improved to enhance safety, such as including a railing.	These stairs are not municipal property.	