



**THE MUNICIPALITY OF CALLANDER
MUNICIPAL ACCESSIBILITY PLAN**

2015 Update

(December 2015)

Table of Contents

1.0	Definition of a Disability
2.0	Background
3.0	Municipal Jurisdiction Participating in this Plan
4.0	Municipal Highlights
5.0	Consultation Activities
6.0	Organizations and Agencies Services
7.0	History of Initiatives
8.0	Operational Review
9.0	In House Accessibility Roles and Responsibilities
10.0	Barriers Identified
11.0	Decision Making Review
12.0	Transportation
13.0	Monitoring Progress
14.0	Annual Accessibility Plans
15.0	Summary

1.0 DEFINITION OF A DISABILITY

The *Ontarians with Disabilities Act*, (“ODA”), 2001, *Accessibility for Ontarians with Disabilities Act* (“AODA”), 2005 and the *Integrated Accessibility Standards Regulation* (“IASR”) use the definition that appears in the Ontario Human Rights Code.

A disability 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 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; or
- b) A condition of mental impairment or a developmental disability; or
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; or
- 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”)

2.0 BACKGROUND

The preparation of the Municipal Accessibility Plan is a requirement for local governments in Ontario under the provisions for the *Ontarians with Disabilities*, 2001 (ODA), and the *Accessibility for Ontarians with Disabilities Act* (AODA), 2005 of the Province of Ontario.

Further, Municipalities are required to prepare annual updates to the Municipal Accessibility Plan identifying barriers and the action taken

to remove those barriers. This update is to be formally adopted by Council and presented to the Public.

Legislation requires that Municipalities with a population over 10,000 must establish an Accessibility Advisory Committee and have a plan created by September, 2003. The Municipality of Callander has a population of less than 10,000 and is not required to establish an Accessibility Advisory Committee.

An invitation for membership to a Municipal Accessibility Advisory Committee was issued and only one application was received. The Municipal Clerk acts as the lead for Accessibility within the Municipality and ensures that the Municipality remains compliant with AODA and IASR. The Management Team, Recreation and Community Events Co-ordinator and Chief Building Official work together to identify and remove barriers on an annual basis. Recommendations are presented to Council for approval through the annual Budget process.

3.0 MUNICIPAL JURISDICTION PARTICIPATING IN THIS PLAN

Municipality: Municipality of Callander

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

Contacts: Mairghread Knought, Municipal Clerk

Phone: (705) 752-1410

Email: info@callander.ca

Website: www.mycallander.ca

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

5.0 CONSULTATION ACTIVITIES

Target Groups

The groups that have been targeted are the general public, seniors and persons with disabilities.

Activities Conducted for Research

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.

Time Period of Activity

A number of the recommendations and work completed in 2015 have been included in the list of barriers identified in the original Plan.

6.0 ORGANIZATIONS AND AGENCIES SERVICES

Various organizations were contacted to collect information as well as services they provide to persons with disabilities. In 2014 additional organizations that provide services to persons with disabilities were identified and their information was incorporated into this report. This information is reviewed and updated as needed.

- 1) **The Canadian Hearing Society**
101 Worthington Street East, Suite 432
North Bay, ON P1B 1G5
Phone: (705) 474-8090
Fax: (705) 474-6075

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)**
100 Main Street East
North Bay, ON P1B 1A8
Phone: (705) 494-4774
Fax: (705) 494-4775
Email: pepplace@bellnet.ca

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**
303 York Street
Sudbury, ON P3E 2A5
Phone: (705) 675-2468 **Toll Free: 1-888-675-2468**
Fax: (705) 675-6635

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**

**161 Main Street East
North Bay, ON P1B 1A9**

Phone: (705) 476-3288

Fax: (705) 476-4788

www.nbdacil.org

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

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**
P.O. Box 1271
North Bay, ON P1B 8K5
Phone: (705) 474-7222
Fax: (705) 474-6535
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: 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

7.0 HISTORY OF INITIATIVES

This is the sixth update to the Accessibility Plan prepared by the Municipality of Callander. Many of the barriers identified in the original plan have been addressed. See Attached “Schedule A” for accomplishments.

8.0 OPERATIONAL REVIEW

The Accessibility Plan is reviewed on an ongoing basis throughout the year by the Municipal Clerk in consultation with the CAO and Municipal Staff. Identification of accessibility based initiatives and/or projects occurs throughout the annual budget and strategic planning process.

9.0 IN HOUSE ACCESSIBILITY ROLES AND RESPONSIBILITIES

The In House Accessibility Working Group was disbanded in 2015. Municipal Staff have all been 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.

10.0 BARRIERS IDENTIFIED & ACTIONS TAKEN (2015)

TYPE OF BARRIER	RECOMMENDED SOLUTION	ACTION TAKEN
Community Centre – Washrooms and entranceway are inaccessible	Proceed with reconstruction and upgrade of washrooms. Proceed with installation of automatic doors.	<i>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</i>

		<i>access to washrooms from large hall.</i>
Increase knowledge of Municipal Requirements regarding Accessibility and Accommodation	Ensure staff and volunteers are trained regarding Accessibility and Accommodation	<i>PAC and COA members received training on Accessible Customer Service the Integrated Accessibility Standards Regulations</i>
Municipal Office – Washroom Upgrades	Install paper towel holders at proper height or provide alternate supply; Replace hot and cold taps with a single lever deck; Install mirrors correctly; Install hooks at proper heights; Wrap waste pipe under the sink with insulation	<i>Work to be completed in 2016. Remains on list as an identified barrier.</i>
Callander Public Library (does not provide accessibility for personal assistive devices)	Library facility is not wheelchair accessible. Continue to identify as a barrier for 2016.	<i>Existing ramp & handrails replaced in fall 2008. Strobes installed in 2009. Library remains on list as a barrier.</i>
South Shore Community Center (lower level accessible only with assistance)	Identify as a barrier for 2016.	<i>Identify possible solutions. Communicate and engage in discussions about accessibility with facility users. Remains on list as a barrier.</i>
Council Chambers – Hearing Impaired	Investigation into devices available	<i>Engaged in discussions with Canadian Hearing Society and local vendors regarding options. Obtain</i>

		<i>quotes for cost of device in 2016.</i>
--	--	---

It is recommended that audits of Municipal Buildings, Facilities Parks and Trails be completed in order to identify barriers, compliance with Built Environment Standards and need for access. The results would be used to prioritize accessibility related projects within the Municipality and provide recommendations during the annual budget process.

The updated Human Resources Policy is in draft form and contains provisions for Workplace Accommodation including but not limited to roles and responsibilities, requests for accommodation, accommodation plans and accommodation for prospective employees. Once adopted all staff will be provided with training on these policies, with Management staff receiving separate specific training on administration of Accessibility related employment policies.

The need to consider Accessibility in current and future projects has been incorporated in Tender and Request for Proposal requirements, Employment and Human Resources processes.

11.0 DECISION MAKING REVIEW

The Accessibility Plan Update will be presented to Council for approval. With respect to future initiatives, Council will then identify available resources through the annual budget process and the CAO will delegate tasks to the appropriate department(s) for implementation.

12.0 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.

13.0 MONITORING PROGRESS

The CAO 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 reported to the Municipal Clerk for recording purposes. The Municipal Clerk is responsible for preparing and presenting the annual update to the Municipal Accessibility Plan.

Municipal progress in implementation of the Multi-Year Accessibility Plan will be reviewed and updated by the Municipal Clerk on an annual basis.

14.0 ANNUAL ACCESSIBILITY PLANS

Each year the Municipality of Callander's Accessibility Plan will identify completed projects for the previous year. The annual budget process will identify new barriers/projects for the upcoming year which will be incorporated into future Accessibility Plan Updates.

15.0 SUMMARY

This Plan and Annual Updates have been prepared for The Municipality in accordance with the *Ontarians with Disabilities Act, 2001* (ODA) and 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 buildings and has made recommendations to address these barriers.

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. Customer Service training is ongoing within the municipality and every new member of staff or volunteer community group will receive the training.

The requirements and implementation of the Multi-Year Accessibility Plan is being monitored by the Municipal Clerk in consultation with the CAO and Department Heads. Consideration of Accessibility has become standard practice for all staff during daily operations and when identifying capital projects and ongoing maintenance of municipal buildings and facilities. The Municipality remains compliant with the requirements of the legislation.

The Municipality recommends several approaches to the communication of the Municipal Accessibility Plan, Accessibility Policies and Multi-Year Accessibility Policies;

- a) Callander’s Website at www.mycallander.ca
- b) Hard copies available at the Municipal Office
- c) Hard copies forwarded to the Over 55 Club and Royal Canadian Legion, Br. 445

SCHEDULE A – PAST BARRIERS IDENTIFIED AND ADDRESSED

BUILDING & BARRIERS	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	Front door access ramps and asphalt pad

Community Centre	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 - Directional signs to washrooms	Completed in all Municipal Buildings.
Automatic Door to Dentist Office	Completed.
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 hard surfaced and graded – yearly ongoing maintenance.
South Shore Community Centre – No accessible Play Structure	Installation of new Play Structure with accessible features.
Centennial Park – No	Installation of concrete paver accessible

accessible access to Splash Pad	walkway.
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