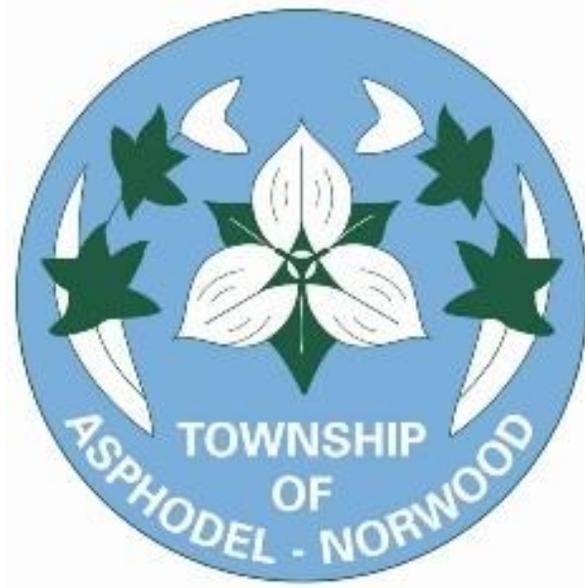


Township of Asphodel-Norwood



Accessibility Plan

2016 - 2017

Adopted: March 22, 2016

This plan is available to the Public in the following formats in order to allow access to everyone:

- a) Paper Copy
- b) On the Township Website



Accessibility Plan 2016-2017

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INTRODUCTION

The Township of Asphodel-Norwood strives to meet the needs of its employees and residents with disabilities and is working hard to remove and prevent barriers to accessibility. Although buildings are not a required component of the accessibility plan, the Township of Asphodel-Norwood wishes to take action to provide the most access to its facilities for residents and visitors. As such, facilities and buildings will be covered in the plan.

The Township is committed to fulfilling the requirements under the Accessibility for Ontarians with Disabilities Act. This Accessibility Plan outlines the steps the Township of Asphodel-Norwood is taking to meet those requirements and to improve opportunities for people with disabilities.

Statement of Commitment

The Township of Asphodel-Norwood is committed to ensuring equal access and participation 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 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's accessibility laws.

Background

The Township of Asphodel-Norwood came into existence on January 1, 1998, with the amalgamation of the former Township of Asphodel and the Village of Norwood. Both former municipalities have long histories, the Township of Asphodel being settled and established in 1820 and the Village of Norwood being established in 1878.

The Township of Asphodel-Norwood has a population of approximately 4,000 permanent residents, and has additional population taking residence in the trailer parks and cottages along the Trent River during the summer months.

The Township of Asphodel-Norwood includes the Village of Norwood at the centre of the municipality, surrounded by rural farmland and the Hamlet of Westwood. The south and easterly portions of the Township border on the shore of the Trent River, and the boundary between Peterborough and Northumberland County. Our local roads- some 298 kilometers- provide a network of transportation routes to service our residents.

The Township provides a variety of services to its residents as well as shared services with the County of Peterborough. The Township has two fire stations, one situated in Norwood and the other in Westwood. The Township has a community centre with an NHL sized ice surface. A new splash pad has been constructed in compliance with the Barrier-Free requirements in the Ontario Building Code. The Township's administration consists of the Public Works Department, Building and Planning Department, Library Service through two libraries, Recreation Department, Economic



Development, Fire Services, Community Emergency Preparedness, Administration Department, and Finance Department. Shared services through the County of Peterborough provide garbage and recycling curb-side pickup, and ambulance service, along with administration services. Policing is provided by the Ontario Provincial Police.

Ontarians with Disabilities Act, 2001

The Ontarians with Disabilities Act, 2001 (ODA) was passed into legislation by the Government of Ontario on December 31, 2001. The Act ensures that persons with disabilities have improved opportunities, and provides for their involvement in the identification, removal, and prevention of barriers. In September 2002, the Lieutenant Governor proclaimed that all municipalities must have a municipal accessibility plan adopted and published by no later than September 30, 2003.

Accessibility for Ontarians with Disabilities Act, 2005

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) provides for the development of standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises, on or before January 1, 2025.

There will be a transition period during which government and parts of the broader public sector will continue to have planning and other obligations under the Ontarians with Disabilities Act, 2001 until they are repealed. The planning requirements of the ODA, 2001 will not be repealed until they have been replaced by standards under the new Act.

The Minister responsible for the AODA is required to establish a process to develop and implement all accessibility standards necessary to achieving the purposes of this Act. Within this process, standards develop committees are established by the Minister to develop proposed accessibility standards.

The Five Accessibility Standards

1. Customer Service
2. Employment
3. Information and Communications
4. Transportation
5. Design of Public Spaces



Disability

The following is the same definition as used in the Ontario *Human Rights Code*.

A “**disability**” is:

- (a) Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness and includes, but is not limited to: 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 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*.

Barrier

A “**barrier**” is anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include:

- physical barriers, e.g. a step at the entrance to a building;
- architectural barriers, e.g. no elevators in a building of more than one floor;
- information or communications barriers, e.g. a publication that is not available in large print;
- attitudinal barriers, e.g. assuming people with a disability can’t perform a certain task when in fact they can;
- technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and
- barriers created by policies or practices, for instance not offering different ways to complete a test as part of job hiring.



SECTION ONE: PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

Customer Service

The Accessible Customer Service Standards Policy, By-Law 2009-52, came into effect January 1, 2010. Accessible Customer Service Feedback forms are available on our website or in person at the Township Office. As well the reception desk at the Township Office was reconfigured to allow for a lower counter to better serve residents with disabilities. The doors into the Township Office and Council Chambers recently had automatic door openers installed to provide more accessibility.

Information and Communications

The Township website www.asphodelnorwood.com was updated in 2013 to provide accessible font and size to its users. Going forward, any major changes or upgrades to the website will be mindful of accessibility and encompass it into the overall design of the website.

Accessibility to communications and information is covered in the Township's Procedural By-Law which states that font must be Arial 12pt minimum.

Information for residents is available in a variety of ways, through social media, the website, or in person at the Township Office. Social Media, by means of Facebook and Twitter, as covered in the Communications Policy provides better access to information for a variety of Township users.

All staff is trained in accessible customer service upon commencement of their employment.

Employment

The Township of Asphodel-Norwood is an equal opportunity employer. Accessibility is covered in the Emergency Management Plan, Human Resources Policy, Full-Time Hiring Policy, and Part-Time Hiring Policy.

Procurement

The Township of Asphodel-Norwood's Procurement Policy covers accessibility. When tendering for upgrades, construction etc. it will be the Policy of the Township of Asphodel-Norwood that all service providers must comply with the Accessibility Plan guidelines and Accessible Customer Service Standards Policy.



Other – Facilities/Parks

Although the Accessibility for Ontarians with Disabilities Act does not apply to buildings, the Township of Asphodel-Norwood is committed to being inclusive, and is including plans to make all facilities accessible to residents and visitors.

The Township of Asphodel-Norwood Town Hall

The Town Hall has a ramp at the front entrance of the building. As well there is an accessible washroom on the main floor of the hall. Both however require upgrades.

The Township of Asphodel-Norwood Municipal Office

The Township recently installed new automatic door openers in 2015 to allow for accessible access to residents. In 2014 the reception counter was reconfigured with a portion of the counter being lowered. The ramped entrance door into the Council Chambers was also fitted with an automatic opener. The summer of 2015 a handicap parking space was designated with the appropriate loading zone area at the Municipal Office.

The Norwood Medical Centre

The Norwood Medical Centre meets all Accessibility Standards and requires no action at this time. It has installed a ramp, designated handicap parking, automatic doors, accessible counter, and washrooms.

The Township of Asphodel-Norwood Community Centre

The Asphodel-Norwood Community Centre meets all Accessibility Standards and requires no action at this time. It has fully accessible doors, washrooms, designated handicap parking, and viewing areas.

The Township of Asphodel-Norwood Library – Norwood Branch

The Norwood Branch has an elevator installed in the library that allows for access to all levels of the building.

The Township of Asphodel-Norwood Library – Westwood Branch

The Westwood Branch recently installed a new ramp, allowing for accessibility to the building.

Township Building – Westwood – Historical Society

The Township Building in Westwood currently houses the Historical Society. There is a ramp at the location to allow for accessibility.



Public Works Garage – Norwood

The Public Works Garage meets all Accessibility Standards and requires no action at this time. Not applicable. This building is not open to the public, and therefore does not require any considerations for accessibility compliance. In future though, a review will be done to see if any enhancements can be made for accessibility, even though it is not required.

Fire Station One – Norwood

Not applicable. This building is not open to the public, and therefore does not require any considerations for accessibility compliance.

Note: Plans are underway to either move the Fire Department to an alternate location or to renovate the existing facility or to build a new fire hall. At that time any accessibility compliance issues will be considered in conjunction with the Ontario Building Code requirements.

Fire Station Two – Westwood

Not applicable. This building is not open to the public, and therefore does not require any considerations for accessibility compliance.

Parks

The following parks have fully accessible outdoor play spaces and outdoor public eating areas:

- Asphodel Park
- McNeil-Metcalf Park & Splash Pad (located at the Asphodel-Norwood Community Centre)
- Norwood Lions Park

The following parks are fully accessible and/or have fully accessible place spaces:

- Asphodel Heights Park
- McCarthy's Point Park
- The Norwood Mill Pond



SECTION TWO: STRATEGIES AND ACTIONS PLANNED FOR 2016-2017

AODA Compliance Requirements 2016-2017

By January 1, 2016

- Make new or redeveloped public spaces accessible:
 - Recreational trail and beach access routes,
 - Outdoor public use eating areas,
 - Outdoor play spaces,
 - Public outdoor paths of travel,
 - On and off street parking areas,
 - Service counters,
 - Fixed waiting lines,
 - Waiting areas with fixed seating.

By December 31, 2017:

- File an Accessibility Compliance Report.

Priority Rating

1= to be completed within 2016

2= to be completed within 2017

3= to be considered in the next accessibility plan

Customer Service

We have not received any Accessibility Customer Feedback forms from residents. This opportunity should be taken to review the forms and their availability to ensure that there are no barriers preventing feedback. Priority Rating: 1, 2016. Action: Review forms and make changes as necessary.

Information and Communications

Although there are currently no requirements for information and communications, the Township is constantly mindful of accessibility when producing new communication and information for the public. Priority Rating: 1, 2016/2017. Action: Ongoing.



Employment

A review of the Human Resources Policy, Full-Time Hiring Policy, Part-Time Hiring Policy, and Emergency Plan will be completed to ensure compliance is maintained. Priority Rating: 1, 2016. Action: Ongoing.

Procurement

A review of the Procurement Policy should be completed to ensure compliance is maintained. Priority Rating: 1, 2016. Action: Review and update policy as necessary.

Training

All new staff is trained on accessible customer service and the Human Rights Code when employment begins. This practice will continue as new staff joins the organization. The Accessibility Committee will review training semi-annually. Priority: 1, 2016. Action: Ongoing.

Other – Facilities/Parks

The Township of Asphodel-Norwood Town Hall

- **Parking and Passenger Loading Zones**
 - Barriers Identified: No designated handicap parking space currently,
 - Action: Work with the County of Peterborough to designate handicap parking space on County Road 45 for the Town Hall (upstairs),
 - Priority Rating: 1, 2016.
- **Ramps, Stairs and Other Changes in Levels**
 - Barriers Identified: Ramp at the front entrance of Town Hall is not to code, but useable for now,
 - Action: Ramp on front entrance to be corrected to comply with code,
 - Priority Rating: 3, next Accessibility Plan.
- **Entrances**
 - Barriers Identified: Entrance to Town Hall has been determined to be a major barrier to anyone with a physical disability,
 - Action: Automatic door opener to be installed,
 - Priority Rating: 1, 2016.
- **Building Features and Amenities**
 - Barriers Identified: Current barrier-free washroom requires upgrades,
 - Action: Upgrades to the washroom to make it fully accessible,
 - Priority Rating: 2, 2017.



The Township of Asphodel-Norwood Municipal Office

- Council Chambers Ramp
 - Barriers Identified: Current ramp is not wide enough to be to code,
 - Action: move rails to outside of ramp to bring ramp to code,
 - Priority Rating: 2, 2017.
- Ramps, Stairs and Other Changes in Level
 - Barriers Identified: Step in hallway by kitchen,
 - Action: Relocate kitchen door, remove step and replace with ramp in the future,
 - Priority Rating: 3, next Accessibility Plan.
- Building Features and Amenities
 - Barriers Identified: Current barrier-free washroom requires upgrades and automatic door openers to be installed,
 - Action: Upgrades to the washroom to make it fully accessible,
 - Priority Rating: 3, next Accessibility Plan.

The Township of Asphodel-Norwood Library – Norwood Branch

- Parking and Passenger Loading Zones
 - Barriers Identified: No designated handicap parking space currently,
 - Action: Work with the County of Peterborough to provide a designated handicap parking space on County Road 45,
 - Priority Rating: 1, 2016.
- Building Features and Amenities
 - Barriers Identified: Current barrier-free washroom requires upgrades and automatic door openers to be installed,
 - Barriers Identified: Stage area in basement is not accessible,
 - Action: Upgrades to the washroom to make it fully accessible,
 - Action: Stage area will be removed,
 - Priority Rating: 3, next Accessibility Plan.

The Township of Asphodel-Norwood Library – Westwood Branch

- Parking and Passenger Loading Zones
 - Barriers Identified: No designated handicap parking space currently,
 - Action: Provide a designated handicap parking space near ramp,
 - Priority Rating: 1, 2016.
- Building Features and Amenities
 - Barriers Identified: Current barrier-free washroom requires upgrades and automatic door openers to be installed,
 - Action: Upgrades to the washroom to make it fully accessible,
 - Priority Rating: 3, next Accessibility Plan.



Township Building – Westwood – Historical Society

- Parking and Passenger Loading Zones
 - Barriers Identified: No designated handicap parking space currently,
 - Action: Provide signage to designate a handicap parking space,
 - Priority Rating: 1, 2016.
- Building Features and Amenities
 - Barriers Identified: Current barrier-free washroom requires upgrades and automatic door openers to be installed,
 - Action: Upgrades to the washroom to make it fully accessible,
 - Priority Rating: 3, next Accessibility Plan.

Asphodel Heights Park

- Barrier Identified: The following parks require upgrades to the outdoor public eating areas,
- Action: Provide 1 accessible picnic table,
- Priority Rating: 2, 2017.

The Norwood Mill Pond

- Barrier Identified: The following parks require upgrades to the outdoor public eating areas,
- Action: Provide 1 accessible picnic table,
- Priority Rating: 2, 2017.

Westwood Park

- Barrier Identified: The following park requires upgrades to the outdoor play space and outdoor public eating areas,
- Action: Provide 1 accessible picnic table, remove pea gravel and replace with wood chips,
- Priority Rating: 1, 2016.

FOR MORE INFORMATION

For more information on this Accessibility Plan, please contact Vicki Blakely at 705-639-5343 or vblakely@asphodelnorwood.com, 2357 County Road 45, Norwood, ON.

Website: www.asphodelnorwood.com

Facebook Page: Township of Asphodel-Norwood

Twitter: @NorwoodAsphodel