



Warwick Township – Report/Memo

TO: Warwick Township Council

CC: Heather Willemse, Deputy Clerk

FROM: Amanda Gubbels, CAO/Clerk

SUBJECT: 2023 Annual Accessibility Compliance Report

Report Number: CL-02-24 **Date to Committee/Council:** February 12, 2024

In-Camera: NO **Related to:** Not Applicable

Recommendation:

THAT the Council of the Township of Warwick approves Warwick Township's 2023 Annual Accessibility Compliance Report;

AND THAT the 2023 Annual Compliance Report be posted on the Township of Warwick website.

Background

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires governments to work with the disability community and both the private and public sectors to jointly develop standards of accessibility. Standards will be set in both the public and private sectors to address the full range of disabilities including physical, sensory, mental health, developmental, and learning.

The AODA and the follow-up Integrated Accessibility Standards Regulation (IASR, 2011) have established mandatory accessibility standards for both public and private organizations, including specific compliance timelines for each standard. The objective of the regulatory standards established under the AODA is to make Ontario fully accessible by 2025 in the areas of:

- Customer Service (O. Reg. 429/07)
- Transportation (O. Reg. 191/11)
- Information and Communications (O. Reg. 191/11)
- Employment (O. Reg. 191/11)
- Built Environment (O. Reg. 413/12)



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Discussion

The Township of Warwick is committed to:

- The continual improvement of access to municipal premises, facilities, and services for its ratepayers and staff with disabilities.
- The provision of quality services to all ratepayers and members of the community with disabilities.

On October 28, 2019, Warwick Township Council passed a Multi-Year Accessibility Plan for the Township for 2019-2024. Public sector organizations are also required to report annually on accessibility with the Accessibility Directorate of Ontario. As part of the development of the Multi-Year Accessibility Plan, an accessibility audit was also completed on Township facilities.

Warwick Township continued to work towards accessibility and made progress in 2023, including the continued staff training on the Integrated Accessibility Standards Regulation (IASR) for all staff and volunteers. Council meetings are now livestreamed and posted on the Township YouTube channel which allows the meetings to be more accessible for individuals.

Attachment 'A' summarizes the actions completed by Warwick in 2023, both legislated and non-legislated, related to accessibility. Attachment 'B' summarizes the non-legislated actions to be completed for 2024 and beyond. The building of the new community centre and the expansion to the arena, as well as the building of the new Township Office downtown, assisted with the completion of accessibility requirements listed in the Multi-Year Accessibility Plan. Legislated actions from *O. Reg. 191/11* and *O. Reg. 413/12*, including General, Information & Communication Standard, Employment Standard, and Design of Public Spaces Standard have been completed. In some cases, these actions were completed years ago and will only be reported on if there are changes to legislation that would require further action. Attachment 'C' provides the recommendation summary from the Multi-Year Accessibility Plan.

Next Steps

The Township's multi-year accessibility plan (2019 to 2024) has been planned to be updated in 2024. Accessibility inspections will be completed as part of the facility conditions assessment work to support the asset management plan. Findings will be compiled into a new multi-year accessibility plan. The updated multi-year plan will be provided to Council in 2024 for approval.

Attachments

Attachment 'A' – Actions Completed in 2023

Attachment 'B' – Actions for 2024 and Beyond

Attachment 'C' – Recommendation Summary from Multi-Year Accessibility Plan

Attachment 'A' – Actions Completed in 2023

A. Legislated Actions Completed

Action Completed in 2023	Reference
Continued and Ongoing Training: <ul style="list-style-type: none">✓ Ongoing training on the IASR and the Human Rights Code as it pertains to persons with disabilities is provided to employees, volunteers, persons who participate in developing policies, and others who provide goods, services, or facilities on behalf of the organization.✓ Ongoing training will be conducted for all new employees.✓ Continued training on the Design of Public Spaces Standard and paired training program include:<ul style="list-style-type: none">○ Recreational trails and beach access routes (s. 80.6 – 80.13).○ Outdoor public use eating areas (s. 8.16 – 80.17).○ Outdoor play spaces (s. 80.17 – 80.20).○ Exterior paths of travel (s. 80.21 – 80.31).○ Parking (s. 80.32 – 80.39).○ Obtaining service (s. 80.40 – 80.43).○ Maintenance (s. 80.44).	O. Reg. 191/11 s. 7 O. Reg 191/11 s. 80.6 – 80.44

B. Non-Legislated Actions Completed in 2023

Sidewalk Improvements:

- Continued work on enhancements to sidewalks. Used the sidewalk condition map to prioritize sidewalk removals and replacements so that those in the worst condition are replaced first.
- Completed an annual sidewalk inspection to identify trip hazards and the condition of the sidewalks.

Facility Improvements:

- Completed the Arena Revitalization/Upgrades and the East Lambton Community Complex (ELCC) which included numerous accessibility upgrades throughout, including:
 - Accessible ELCC Change Rooms, Accessible Arena Dressing Rooms.
 - Arena: Accessible viewing platform, Accessible Men's/Women's and Family Washrooms.
 - ELCC: Accessible Men's & Womens Washrooms, Accessible Family Washrooms, Installation of adult change tables, Automatic Door Openers, Sliding doors, hands free dryers, soap dispensers, water taps, toilet flushers
 - Accessible interior signage installed.

- Improved Parking Lots with designated Accessible Parking spots allocated exceeding recommended guidelines.
 - Accessible “Drop Off” zone at the ELCC/Watford Arena entrance.
- Paved access pathways of travel at Centennial Park – accessible width and design, connect spaces
- Active Transportation Plan development to be completed Q1 2024
- Accessible Bleachers installed at both Watford Ball Park and Warwick Ball Park

Communications:

- Enhanced information is available on the website on services and events. Information is provided in more formats through the use of social media.
- The Township quarterly newsletter is delivered to all mailboxes and P.O. boxes in the Township providing updates on municipal news.
- Created a new Welcome to Warwick Guide which is available to support those moving into our community and seeking information on municipal and local services.

Attachment 'B' – Actions for 2024 and Beyond

A. Legislated Actions

Legislated actions have been completed and will be reported on if there are changes to legislation that would require further action.

B. Non-Legislated Actions

Actions for 2024 and Beyond	Estimated Timeline
<p>Complete a Review of Township Website Content and Accessible Documents:</p> <ul style="list-style-type: none"> • Complete a review of website content and update where necessary. • Ensure that all pdf documents, etc. posted on the website are compliant with AODA format requirements. 	Ongoing
<p>Infrastructure Improvements:</p> <ul style="list-style-type: none"> • Continue to implement the sidewalk replacement program based on the condition assessment. • Complete road projects and replacements, complete with sidewalk removal and replacement, to accessible standards. 	Ongoing
<p>Public Involvement:</p> <ul style="list-style-type: none"> • Continue communication with the public on accessibility. 	Ongoing
<p>Sidewalk Improvements:</p> <ul style="list-style-type: none"> • Continue sidewalk improvement program. 	Ongoing
<p>Facilities Review:</p> <ul style="list-style-type: none"> • Continue to make enhancements to facilities to improve accessibility. The Accessible Facility Audit completed in 2019 has assisted with identifying needs and the creation of an implementation plan. 	Ongoing
<p>Barrier Free Parking:</p> <ul style="list-style-type: none"> • Continue to improve painting and signage for all parking spots. • Continue to include barrier free parking in site plan applications. 	Ongoing
<p>Municipal Road Signage:</p> <ul style="list-style-type: none"> • Continue to phase out existing road signage and replace with larger print signs that will meet the code. • Continue to install signs that warn motorists of persons with disabilities. 	Ongoing

Attachment ‘C’ – Recommendation Summary from Multi-Year Accessibility Plan

The following chart consists of a summary of all the recommendations of each area within Warwick Township.

Any recommendations marked,

“Immediately” should be completed within one year of this report.

Any recommendations marked, “Upon Request” should be completed if a member of the public requests a change.

Any recommendations marked, “Major Renovation” should be completed with extensive planning and when it is time to make major changes to the building.

	Watford Library Recommendations	Timeline	Status
1.1	Ensure staff are always available to assist members of the public that are unable to reach high shelves and materials, when requested.	Immediately.	Complete and ongoing. County employees have all received accessibility training.
1.2	Include an accessible parking type ‘A’ with an access aisle located to the left of the accessible doors.	Immediately.	Complete.
1.3	Insert a curb at the end of the access aisle to allow for a barrier free path of travel.	Immediately.	Complete.
1.4	Add a sidewalk of at least 1,100mm at the rear entrance.	Three to five years.	Painting complete.
1.5	Add a landing of 1,650mm x 1,650mm at the rear entrance.	Three to five years.	For future year’s budget considerations.
1.6	Expand the current lead-up sidewalk to the rear of the building from the accessible parking to 1,800mm.	Three to five years.	For future year’s budget considerations.
1.7	Add TWSI to any change in elevation on walkways.	Three to five years.	Complete.
1.8	Add horizontal marking strips to the stairs at the front entrance.	Three to five years.	Complete.
1.9	Add TWSI to the top of the steps.	Three to five years.	Complete.
1.10	Include a power door system to the front doors.	Three to five years.	For future year’s budget considerations.
1.11	Add chair to accessible entrance.	Immediately	For future year’s budget considerations.
1.12	Ensure the call button for the lift is functional.	Immediately	Complete.

1.13	Add horizontal marking strips to the internal stairs in the building.	Immediately.	Complete
	Watford Library Recommendations	Timeline	Status
1.14	Paint the railings on the back stairs in a contrasting colour from the walls.	Immediately.	To be completed in Q1 2024.
1.15	Remove clutter and ensure all spaces have a clear width of 1,100mm.	Immediately.	Complete and communicated with County of Lambton employees.
1.16	Add a power door system to the washroom doors.	Three to five years.	For future year's budget considerations.
1.17	Add an adult change table to the washroom.	Consultation needed.	For future year's budget considerations.
1.18	Include a service desk at a height of between 730mm and 865mm.	One to three years.	For future year's budget considerations.
1.19	Add a book drop at a height of between 900mm to 1,100mm.	One to three years.	For future year's budget considerations.
1.20	Add flexible seating options for people with disabilities to computer areas.	Immediately.	Complete and communicated with County of Lambton employees.
1.21	Add a free charging station for mobility devices.	Immediately.	Complete and communicated with County of Lambton employees.

	Township Administration Building Recommendations	Timeline	Status
2.1	Add proper markings and a sign for an accessible parking space that includes an access aisle.	Immediately.	Complete.
2.2	Consider adding an additional accessible parking space.	Immediately.	Complete.
2.3	Have a low portion of the desk at a maximum height of 865mm.	Three to five years.	Complete.
2.4	Change faucets to automatic or lever type faucets that can be operated with a closed fist.	Immediately.	Complete.
2.5	Include at least two accessible seating spaces.	Upon Request.	Complete.
2.6	Add lever knobs to all doors.	Immediately.	Complete.
2.7	Paint door frames a contrasting colour from the walls.	One to three years.	Complete.
2.8	Ensure all fire alarms have audible and visible indicators.	One to three years.	Complete.

	Watford Arena Recommendations	Timeline	Status
3.1	Add proper markings and a sign for an accessible parking space that includes an accessible aisle.	Immediately.	Complete.
3.2	Ensure proper signs are erected to indicate accessible parking.	Immediately.	Complete.
3.3	Train all staff on the proper usage of the automatic door and lift system.	Immediately.	Complete.
3.4	Ensure the call button for the lift system is operational.	Immediately.	Complete.
3.5	Install proper horizontal marking strips to the stairs.	One to three years.	Complete.
3.6	Install TWSI at the top of each stair.	Upon Request.	Complete.
3.7	Paint handrails in a contrasting colour from the walls.	Immediately.	Complete.
3.8	Add accessible service counters to the arena.	One to three years.	Complete.
3.9	Add accessible seating throughout the building at a 3% ratio.	Major Renovation.	Complete. Lobby Accessible seating Added in 2023.
3.10	Lower coat racks to a height of 1,100mm above the floor.	One to three years.	For future year's work plan.
3.11	Install both audible and visible alarms.	One to three years.	Complete.
3.12	Include accessible washrooms to at least two dressing rooms.	Major Renovation.	Complete.
3.13	Add accessible shower stalls.	Three to five years.	Complete.
3.14	Add requirements for sledge hockey.	Upon Request.	For future year's budget considerations.

	Warwick Community Centre Recommendations	Timeline	Status
4.1	Add proper markings and signs for an accessible parking space that includes an access aisle.	Immediately.	Complete.
4.2	Lower coat hangers to a height between 455mm to 1,100mm from the floor.	One to three years.	For future year's work plan.
4.3	Add the button for the power door system beside the door that is activated.	One to three years.	For future year's budget considerations.
4.4	Add an accessible power door system to each washroom.	One to three years.	For future year's budget considerations.
4.5	Add grab bars to urinals.	Three to five years.	For future year's budget considerations.

	Warwick Community Centre Recommendations	Timeline	Status
4.6	Ensure all washroom amenities are at the proper height of 1,200mm.	One to three years.	For future year's budget considerations.
4.7	Mount the defibrillator at a height between 900mm and 1,200mm.	One to three years.	For future year's work plan.

	Watford Fire Hall Recommendations	Timeline	Status
5.1	Hold training sessions at a separate location.	Upon Request.	For future year's work plan.
5.2	Install an accessible family washroom.	One to three years.	For future year's budget considerations.

	Warwick Township Baseball, Park, and Pavilion Recommendations	Timeline	Status
6.1	Add accessible parking close to amenities in both Watford Park and Warwick Park.	One to three years.	Complete and ongoing.
6.2	Connect all amenities in the parks with an accessible path of travel using a firm and stable surface.	One to three years.	Complete. Ongoing
6.3	Install rest areas at play spaces, and when it is required to travel long distances, to amenities along an accessible path of travel.	One to three years.	Complete.
6.4	Consult with the public when adding accessible play spaces and consider the following: <ul style="list-style-type: none"> • Sensory and active play equipment. • Providing a ground surface that is firm and stable. • Providing a clear width of 980mm between equipment. 	Upon Request.	Ongoing for future improvements.
6.5	Add a power door system to washrooms at both Watford Park and Warwick Park.	One to three years.	For future year's budget considerations.
6.6	Ensure all transfer bars are installed correctly.	One to three years.	For future year's work plan.