



Warwick Township – Report/Memo

TO: Warwick Township Council

CC: Amanda Gubbels, CAO/Clerk

FROM: Heather Willemse, Deputy Clerk

SUBJECT: 2021 Annual Accessibility Compliance Report

Report Number: CL-02-22 **Date to Committee/Council:** January 17, 2022

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

Recommendation:

THAT the Council of the Township of Warwick approves Warwick Township's 2021 Annual Accessibility Compliance Report;

AND THAT the 2021 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 Standard 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.

In November of 2020, the Township was selected to complete an *Accessibility for Ontarians for Disabilities Act (AODA)* desk audit to confirm compliance with the Act. The Clerk's Department completed the requirements for the audit and submitted before the deadline.

Conclusion and Next Steps

Warwick Township continued to work towards accessibility and made some progress in 2021, 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. COVID-19 did present some challenges for completing outstanding accessibility items.

Attachment A summarizes the actions completed by Warwick in 2021, both legislated and non-legislated, related to accessibility. Attachment B summarizes the non-legislated actions to be completed for 2021 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, will assist with the completion of some accessibility requirements listed in the multi-year 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.

Attachments

Attachment A – Actions Completed in 2021

Attachment B – Actions for 2021 to 2024 and Beyond

Attachment C – Recommendation Summary from Multi-Year Accessibility Plan

Attachment A – Actions Completed in 2021

A. Legislated Actions Completed

Action Completed in 2021	Reference
Continued 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 other who provide goods, services or facilities on behalf of the organization✓ Ongoing training will be conducted for all new employees✓ Continued training on Design of Public Spaces Standard and paired training program<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 2021

Sidewalk Improvements

- Continued work on enhancements to sidewalks. Used the sidewalk condition map to prioritize sidewalk removals and replacement so that those in the worst condition are replaced first.
- As a result of Warwick Street Reconstruction, removed 180m of sidewalks and replaced with 180m of sidewalk that meets accessibility standards for width, connections and tactile plates at road crossings.
- Completed annual sidewalk inspection to identify trip hazards and condition of sidewalks.

Facility Improvements

- Completed line painting in parking lot at the Watford Fire Station and the Watford Arena.
- Upgraded the Watford Arena to include an accessible lobby viewing area with a raised platform, multiple accessible washrooms, three new accessible dressing rooms and one accessible universal dressing room. All existing dressing were also upgraded.

Accessible Trails and Roadways

- Completed the installation of trail head signage for the Twin Creeks Nature Trail and Dog Park.
- Completed planning for future installation of additional trail network to be added to the Twin Creeks Nature Trail and Dog Park network.

Communications

- Enhanced information is available on the website on services and events. Information is now being provided in more formats through the use of social media.
- The Township quarterly newsletter is delivered to all mailboxes and PO boxes in the Township with municipal news.
- Throughout COVID-19 in 2020 and 2021 the Township has made extra efforts to provide information on local business and municipal service changes by creating a one stop portal on our Township website.

Attachment B – Actions from 2021 to 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 2021 to 2024 and Beyond	Estimated Timeline
<p>Complete Review of Township Website Content and Accessible Documents</p> <ul style="list-style-type: none"> • Implement proposed changes to website navigation and menu options • Complete review of website content and update where necessary • Ensure that all pdf documents, etc. posted on the website are compliant with AODA format requirements 	<p>Complete and ongoing</p> <p>New municipal website was launched in 2019</p>
<p>Infrastructure Improvements</p> <ul style="list-style-type: none"> • Continue to implement sidewalk replacement program based on condition assessment. • Complete road projects and replacements, complete with sidewalk removal and replacement to accessible standards. 	<p>Ongoing</p>
<p>Public Involvement</p> <ul style="list-style-type: none"> • Continue communication with the public on accessibility 	<p>Ongoing</p>
<p>Sidewalk Improvements</p> <ul style="list-style-type: none"> • Continue sidewalk improvement program 	<p>Ongoing</p>
<p>Facilities Review</p> <ul style="list-style-type: none"> • Continue to make enhancement to facilities to improve accessibility. The accessible facility audit completed in 2019 has assisted with identify needs and the creation of an implementation plan. 	<p>Ongoing</p>
<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 	<p>Ongoing</p>
<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 code • Continue to install signs that warn motorists of persons with disabilities 	<p>Ongoing</p>

Actions for 2021 to 2024 and Beyond	Estimated Timeline
Staff Identification <ul style="list-style-type: none"><li data-bbox="147 306 1175 380">• The Senior Leadership Team will continue to identify further systemic barriers and prepare a report for council's consideration	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 the Warwick Township.

*Any recommendations marked “immediately” should be completed within one year of this report.

** Any recommendation marked “upon request” should be completed if a member of the public requests a change.

*** Any recommendation marked “major renovation” should be completed with extensive planning and when it is time to make major changes to the building.

Watford Library Recommendations	Timelines	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 accessible parking type “A” with access aisle located left of the accessible doors	Immediately	Scheduled to be installed in 2022
1.3. Insert curb cut at the end of the access aisle to allow for a barrier free path of travel	Immediately	Scheduled to be installed in 2022
1.4. Add sidewalk of at least 1100 mm at the rear entrance	Three to five years	Needs to be reviewed in 2022 at time of painting the parking lot
1.5. Add a landing of 1650 x 1650 mm at the rear of the entrance	Three to five years	Needs to be reviewed in 2022 at time of painting the parking lot
1.6. Expand the current lead-up sidewalk to the rear of the building from the accessible parking to 1800 mm	Three to five years	Needs to be reviewed in 2022 at time of painting the parking lot
1.7. Add TWSI to any change in elevation on walkways	Three to five years	Needs to be reviewed in 2022 at time of painting the parking lot
1.8. Add horizontal marking strips to the stairs at the front entrance	One to three years	Needs to be reviewed in 2022 at time of painting the parking lot
1.9. Add TWSIs to the top of the steps	Three to five years	Needs to be reviewed in 2022 at time of painting the parking lot
1.10. Include power door system to front doors	Three to five years	For future year’s budget consideration. Scheduled for 2023

Watford Library Recommendations continued...	Timelines	Status
1.11. Add chair to accessible entrance	Immediately	For future year's budget consideration
1.12. Ensure that the call button for the lift is functional	Immediately	Complete
1.13. Add horizontal marking strips to the internal stairs in the building	Immediately	Needs to be reviewed in the future to make work plan
1.14. Paint railings on back stairs a contrasting colour from walls	Immediately	Needs to be reviewed in the future to make a work plan
1.15. Remove clutter and ensure all spaces have a clear width of 1100 mm	Immediately	Complete – communicated with County of Lambton employees
1.16. Add power door system to the washroom doors	Three to five years	For future year's budget consideration
1.17. Add adult change table to the washroom	Consultation needed	For future year's budget consideration
1.18. Include a service desk at height of between 730 and 865 mm.	One to three years	Requested from the County of Lambton in 2022
1.19. Add a book drop at a height between 900 to 1100 mm	One to three years	For future year's budget consideration
1.20. Add flexible seating options for people with disabilities to computer areas	Immediately	Complete - communicated with County of Lambton employees
1.21. Add free charging station for mobility devices	Immediately	Complete - communicated with County of Lambton employees
Town Administration Buildings Recommendations	Timelines	Status
2.1. Add proper markings and sign for accessible parking space that include an access aisle	Immediately	To be completed in 2022 with the completion of new Township Office
2.2. Consider adding an additional accessible parking space	Immediately	To be completed in 2022 with the completion of new Township Office
2.3. Have a low portion of the desk at a maximum of 865 mm	Three to five years	To be completed in 2022 with the completion of new Township Office
2.4. Change faucets to automatic or lever type faucet that can be operated with a closed fist	Immediately	To be addressed in 2022 with the completion of new Township Office

Town Administration Buildings Recommendations continued...	Timelines	Status
2.5. Include at least two accessible seating spaces	Upon request	To be addressed in 2022 with the completion of new Township Office
2.6. Add lever knobs to all doors	Immediately	To be addressed in 2022 with the completion of new Township Office
2.7. Paint door frames a contrasting colour from walls	One to three years	Complete
2.8. Ensure all fire alarms have audible and visible indicators	One to three years	For future year's budget consideration
Watford Arena Recommendations	Timelines	Status
3.1 Add proper markings and sign for accessible parking space that include an access aisle	Immediately	To be addressed in 2022 with the completion of a new Arena and Community Complex
3.2 Ensure proper signs are erected to indicate accessible parking	Immediately	To be addressed in 2022 with the completion of a new Arena and Community Complex
3.3 Train all staff on proper usage of the automatic door and lift system	Immediately	To be addressed in 2022 with the completion of a new Arena and Community Complex
3.4 Ensure call button for lift system is operational	Immediately	Complete
3.5 Install proper horizontal marking strips to stairs	One to three years	To be addressed in 2022 with the completion of a new Arena and Community Complex
3.6 Install TWSI at the top of each stair	If needed	To be addressed in 2022 with the completion of a new Arena and Community Complex
3.7 Paint hand rails a higher tonal contrast from the walls	Immediately	To be addressed in 2022 with the completion of a new Arena and Community Complex
3.8 Add accessible service counters to the arena	One to three years	To be addressed in 2022 with the completion of a new Arena and Community Complex

Watford Arena Recommendations continued...		Timelines	Status
3.9	Add accessible seating throughout building at 3% ratio	Major renovation	For future year's budget consideration
3.10	Lower coat racks to 1100 mm 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	To be addressed in 2022 with the completion of a new Arena and Community Complex
3.12	Include accessible washrooms to at least two dressing rooms	Major construction	To be addressed in 2022 with the completion of a new Arena and Community Complex
3.13	Add accessible shower stalls	Three to five years	To be addressed in 2022 with the completion of a new Arena and Community Complex
3.14	Add requirements for sledge hockey	As desired	For future year's budget consideration
Warwick Community Centre Recommendations		Timelines	Status
4.1.	Add proper markings and signs for accessible parking space that include an access aisle	Immediately	Complete
4.2.	Lower coat hanger to 455 mm to 1100 mm 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 consideration
4.4.	Add accessible power door system to each washroom	One to three years	For future year's budget consideration
4.5.	Add grab bars to urinals	Three to five years	For future year's budget consideration
4.6.	Ensure all washroom amenities are at proper height of 1200 mm	One to three years	For future year's budget consideration
4.7.	Mount the defibrillator at a height between 900 mm and 1200 mm	One to three years	For future year's work plan
Watford Fire Hall Recommendations		Timelines	Status
5.1.	Hold training sessions at separate location	When needed	On Hold - for future year's work plan
5.2.	Install accessible family washroom	One to three years	On Hold - for future year's budget consideration

Warwick Township Baseball, Park and Pavilion Recommendations	Timelines	Status
6.1. Add accessible parking close to amenities at both Watford and Warwick Park	One to three years	For future year's work plan Watford Park will be completed as part of the ELCC project in 2022
6.2. Connect all amenities in the park with an accessible path of travel using a firm and stable surface	One to three years	For future year's budget consideration
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	For future year's budget consideration
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 • Provide a ground surface that is firm and stable • Provide a clear width of 980 mm between equipment 	When needed	For future year's budget consideration. Will complete public consultation as part of the 2021 P&R Master Plan process
6.5. Add power door system to washrooms at both Watford and Warwick Park	One to three years	For future year's budget consideration
6.6. Ensure that all transfer bars are installed correctly	One to three years	For future year's work plan