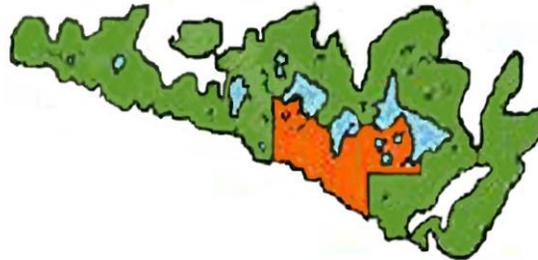


**THE MUNICIPALITY OF
CENTRAL MANITOULIN**

COME TO THE HEART OF IT ALL
MUNICIPALITY OF
**CENTRAL
MANITOULIN**



**MULTI-YEAR
ACCESSIBILITY PLAN**

Updated 2019

TABLE OF CONTENTS

STATEMENT OF COMMITMENT.....3

1 AIMS AND OBJECTIVES 3

1.1 ACCESSIBLE EMERGENCY INFORMATION..... 5

1.2 TRAINING 5

1.3 PROCUREMENT..... 6

1.4 INFORMATION AND COMMUNICATIONS 6

1.5 EMPLOYMENT 7

1.6 DESIGN OF PUBLIC SPACES 9

2 MUNICIPAL JURISDICTION 9

2.1 MUNICIPALITY 9

2.2 ADDRESS 10

2.3 MUNICIPAL HISTORY AND HIGHLIGHTS 10

3 OTHER ORGANIZATIONS/AGENCIES PARTICIPATING 10

4 CONSULTATION ACTIVITIES 10

4.1 SUMMARY OF INFORMATION COLLECTED..... 11

5 PLAN DEVELOPMENT WORKING GROUP..... 11

6 HISTORY OF INITIATIVES..... 12

7 OPERATIONAL REVIEW 13

7.1 REVIEW..... 13

7.2 LIST OF BARRIERS IDENTIFIED..... 13

8 DECISION-MAKING REVIEW 16

8.1 REVIEW STANDING..... 16

8.2 BARRIERS IDENTIFIED..... 16

9 TARGETS AND ACTIONS / STATUS REPORT 16

10 ACCESSIBLE SELF-SERVE KIOSKS 17

APPENDIX A 19

Statement of Commitment

The Municipality of Central Manitoulin is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. We are committed to including people with disabilities in the development of our accessibility plan and will make a status report publicly available each year to highlight our accessibility achievements.

This accessibility plan outlines the policies and actions that will put in place to improve opportunities for people with disabilities. This plan describes the measures the Municipality has taken in the past, and the future measures the Municipality will take to identify, remove and prevent barriers to people with disabilities. This plan is reviewed annually, made public and available in alternate format upon request. Further public consultation will be conducted on an as needed basis. The purpose of any consultation would be to receive further input from stakeholder groups within the community to better identify specific barriers that affect people with disabilities. Public feedback is encouraged to help us identify these barriers to assist us in eliminating them from our public facilities.

1 Aims and Objectives

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation of life in this province. The ODA mandates that each municipality prepare a multi-year accessibility plan.

Barriers are obstacles. Barriers to accessibility are obstacles that make it difficult — sometimes impossible — for people with disabilities to do the things most of us take for granted — things like going shopping, working, or taking public transit.

When we think of barriers to accessibility, most of us think of physical barriers — like a person who uses a wheelchair not being able to enter a public building because there is no ramp.

The fact is there are many kinds of barriers. Some are visible. Many are invisible.

Barriers to Accessibility	
Type of Barriers	Examples
Attitudinal barriers are those that discriminate against people with disabilities.	<ul style="list-style-type: none"> • thinking that people with disabilities are inferior • assuming that a person who has a speech impairment can't understand you
Information or communications barriers happen when a person can't easily understand information.	<ul style="list-style-type: none"> • print is too small to read • websites that can't be accessed by people who are not able to use a mouse • signs that are not clear or easily understood.
Technology barriers occur when a technology can't be modified to support various assistive devices.	<ul style="list-style-type: none"> • a website that doesn't support screen-reading software
Organizational barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.	<ul style="list-style-type: none"> • a hiring process that is not open to people with disabilities
Architectural and physical barriers are features of buildings or spaces that cause problems for people with disabilities.	<ul style="list-style-type: none"> • hallways and doorways that are too narrow for a person using a wheelchair, electric scooter or walker • counters that are too high for a person of short stature • poor lighting for people with low vision • doorknobs that are difficult for people with arthritis to grasp • parking spaces that are too narrow for a driver who uses a wheelchair • telephones that are not equipped with telecommunications devices for people who are deaf, deafened or hard of hearing

1.1 Accessible Emergency Information

The Municipality of Central Manitoulin is committed to providing people with disabilities with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

1.2 Training

The Municipality will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The Municipality will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the equipment or devices on our premise or otherwise that may help with the provision of goods or services to people with disabilities.
These include: chairlifts
- What to do if a person with a disability is having difficulty in accessing Central Manitoulin's goods and services.
- Central Manitoulin's policies, practices and procedures relating to the customer service standard.
- Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained when changes are made to our accessible customer service plan or when new accessible policy is introduced.

1.3 Procurement

The Municipality will take the following steps to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities:

- Assess the Municipality's purchasing practices and build accessibility into the purchasing policy and practices to help prevent barriers.
- Set accessibility criteria considering general principles of accessibility, such as: equitable, adaptable flexible, size and space for approach and use and user-friendly barriers to products.
- The Municipality will endeavor to include accessibility in tenders and in the evaluation process.

If it is not possible and practical to do so, the Municipality will provide an explanation on request.

1.4 Information and Communications

Central Manitoulin is committed to meeting the communication needs of people with disabilities. We have consulted with people with disabilities to determine their information and communication needs. The Municipality will continue to update its website and ensure any new website and content conform to WCAG 2.0, Level A. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way the Municipality of Central Manitoulin provides goods and services to people with disabilities can be made by E-mail, verbally, written or by using the Feedback Form available on our website and at the Municipal Office service counter. All feedback will be directed to the Municipal Coordinator. Customers can expect to hear back in 30 days. Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

Alternate forms of the Feedback process documents are available on request.

All publicly available information is made accessible upon request.

1.5 Employment

Recruitment, Assessment and Selection

The Municipality of Central Manitoulin shall notify employees and the public about the availability of accommodations for job applicants with disabilities:

- During the recruitment process when job applicants are individually selected to participate in an assessment or selection process,
- If a selected applicant requests an accommodation, the Municipality shall consult with the applicant and provide and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability;
- Notify successful applicants of the policies for accommodating employees with disabilities.

Informing Employees of Supports

The municipality shall inform employees of its policies used to support its' employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

- Provide the information required to new employees as soon as practicable after they begin their employment.
- Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

In addition, and where an employee with a disability requests it, the Municipality will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job
- Information that is generally available to employees in the workplace, and
- Consult with the employee making the request in determining the suitability of an accessible format or communication support.

Workplace Emergency Response Information

The Municipality of Central Manitoulin shall provide individualized workplace emergency response information to employees who have a disability:

- If the disability is such that the individualized information is necessary, and the Municipality is aware of the need for accommodation due to the employee's disability;
- If the employee who receives an individual workplace emergency response information requires assistance and with the employee's consent, we shall provide the workplace emergency information to the person designated by the Municipality to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- Review the information when the employee moves to a different location in the organization, when overall accommodation needs, or plans are reviewed and when the Municipality reviews its general emergency response policies.

Documented Individual Accommodation Plans

The Municipality will develop a documented individual accommodation plan for each employee with a disability on an as required basis. The process may include:

- The participation of the employee the accommodation in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- Identification of the accommodation to be provided;
- Timelines for the provision of accommodations;
- The ways an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done;
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs;
- The steps taken to protect the privacy of the employee's personal information;
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.

Return to Work Process

The Municipality of Central Manitoulin shall develop and have return to work processes in place for employees who are absent from work due to a disability and require

disability- related accommodations, in order to return to work. The Municipality of Central Manitoulin will document these processes.

The return to work process shall include an outline of the steps the Municipality will take to facilitate the employee's return to work and use documented individual accommodation plans (as described in Section 28 of the Regulation).

Performance Management, Career Development, Redeployment and Advancement

The Municipality of Central Manitoulin will take into account the accessibility needs of employees with disabilities and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement information;
- Using redeployment procedures.

1.6 Design of Public Spaces

The Municipality will meet the Accessibility Standards for the Design of Public Spaces **when building new or making major modifications to public spaces**. Public spaces may include:

- Recreational trails/beach access routes.
- Outdoor public eating areas like rest stops or picnic areas.
- Outdoor play spaces, like playgrounds in provincial parks and local communities.
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signal.
- Accessible on and off-street parking.
- Service-related elements like service counters, fixed queuing lines and waiting areas.
- **Public buildings and facilities.**

2 Municipal Jurisdiction

2.1 Municipality

The Municipality of Central Manitoulin is situated in Northern Ontario on Manitoulin Island. We are bordered by the Township of Tehkummah to the southeast, the Township of Assiginack to the east, the Township of Billings to the west, the First Nation of M'Chigeeng to the north and the Township of NEMI to the northeast.

The Municipality of Central Manitoulin has a permanent population of approximately 2084, but this number can increase to over 3000 in the summer when the seasonal residents arrive.

2.2 Address

The address of the Municipal office is:
Municipality of Central Manitoulin
6020 Hwy 542
P.O. Box 187
Mindemoya, ON P0P1S0

2.3 Municipal History and Highlights

The Municipality of Central Manitoulin was created on May 1, 1998 from the amalgamation of the Townships of Sandfield, Carnarvon and Campbell. The municipality covers an area of over 132,000 acres. Within our borders lie the communities of Mindemoya, Providence Bay, Spring Bay, Big Lake, and Sandfield.

The Municipality of Central Manitoulin manages 5 community centres, 2 arenas and several other public venues including a Discovery Centre, the Municipal Complex and a Welcome Centre.

Appendix A includes a complete listing all Municipal Buildings and also indicates which of these buildings are open for use by the public.

3 Other Organizations/Agencies Participating

The Municipality of Central Manitoulin has completed this report. The information contained within deals solely with the Municipality of Central Manitoulin, its properties, practices and procedures.

4 Consultation Activities

For the initial 2003/2004 Plan, consultation with the Manitoulin-Sudbury District Social Services Board (DSSAB), Association for Community Living (ACL), and the Canadian National Institute for the Blind (CNIB) and several local Seniors Clubs occurred. Meetings were held in September and October 2003.

There have been no formal consultations since the initial consultation in 2003/2004, although there have been general issues brought forward from local citizens, which

have been incorporated in the plan. In 2019 staff will continue to improve the accessibility of our municipality and continue to address any issues or concerns identified by local citizens. Staff will continue to move forward to combat some of the targets identified as barriers to accessibility at our public facilities and in the workplace.

4.1 Summary of Information Collected

General and specific information collected during the entire consultation phase included:

CNIB

- ½” lips on wheelchair ramps to assist persons with canes to identify
- Painting in contrasting colours
 - Stairwells: Stairs and stair nosing’s
 - Railings
- Large print and Braille signs positioned at face level for all access doorways, bathrooms, etc.

5 Plan Development Working Group

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6 History of Initiatives

The Municipality completed a review during the first year of the Accessibility Plan, of past construction and renovations and the following is a list from that initial review. The list is reviewed and updated annually.

Community	Building	Barrier	Description of Work Completed
Big Lake	Community Centre	Physical and Architectural	Work completed in 2002 – Building is accessible with a wheelchair ramp and bathrooms were renovated for barrier free accessibility. <i>Accessible entry and washroom doors required.</i>
Central Manitoulin	Municipal Building	Physical and Architectural	Building is a newer construction. Full accessibility including washrooms at time construction. <i>Accessible interior and washroom doors required. Accessible service counter required.</i>
Mindemoya	Arena	Physical and Architectural	Existing entrance is at ground level, accessible door installed 2017. <i>Accessible washroom required. Accessible entry doors required. Accessible access to 2nd floor required.</i>
Mindemoya	Community Centre	Physical and Architectural	<i>The existing chair lift is not operational. Accessible entry and washroom doors required.</i>
Mindemoya	Old School Building <i>Not currently in use</i>	Physical and Architectural	<i>The chair lift is not operational. Accessible entry and washroom doors required.</i>
Mindemoya	Welcome Centre	Architectural	<i>Accessible entry and washroom doors required. Upper level not accessible.</i>
Providence Bay	Arena	Architectural	<i>Accessible entry and washroom doors required. The 2nd floor is not accessible.</i>
Providence Bay	Change House	Physical and Architectural	<i>Accessible washroom and entry system required.</i>

Providence Bay	Community Centre	Physical and Architectural	Upgrades completed in 2009 – Building is accessible by multiple ramps. Accessible entrance doors and washroom completed in 2017.
Providence Bay	Harbourview Centre	Physical and Architectural	<i>Accessible entry and interior doors required.</i>
Sandfield	Community Centre	Architectural	Building is a newer construction. Full accessibility including washrooms at time construction. <i>Accessible entry doors and washroom door required.</i>
Spring Bay	Community Centre	Architectural	A permanent ramp was installed in 2008. Barrier Free washrooms completed in 2014. <i>Accessible entry doors and washroom doors required.</i>

7 Operational Review

7.1 Review

In August 2003 the Municipal staff was asked to complete a survey of the municipally owned buildings with regard to accessibility issues. The barriers identified are listed below *with additional barriers identified in a 2019 review, (highlighted in red).*

7.2 List of Barriers Identified

Building	Barrier	Type	Strategy for Removal
Big Lake Community Centre	No handicap parking area designated. No accessibility signage on building. <i>Accessible entry doors and washrooms required.</i>	Architectural	A handicapped-parking zone has been designated, and accessibility signage has been placed on the building. <i>Install accessible entry and washroom doors.</i>
Central Manitoulin Municipal Building	No handicap parking area designated. No accessibility signage on building. <i>Accessible interior and washroom</i>	Architectural Attitudinal /	A handicapped-parking zone has been designated, and accessibility signage has been placed on the building. <i>Install accessible interior and washroom doors. Design and</i>

	<i>doors required. Accessible service counter required, Municipal Staff unfamiliar with new regulations & requirements</i>	Organizational	<i>install an accessible service counter.</i> Training for all Municipal employees and the development of accessible policy and practices.
Mindemoya Arena	No accessible washroom, no handicap parking space. No accessibility signage on bldg. <i>Accessible entry and washroom doors required. Upper floor not accessible</i>	Architectural	A handicapped-parking zone has been designated, accessibility signage has been placed on the building and an accessible entrance to the ice rink has been installed. <i>Design and install an accessible washroom main entry doors and upper level accessibility.</i>
Mindemoya Community Centre	No handicap parking area designated. No accessibility signage on building. <i>No current accessible access.</i>	Architectural	A handicapped-parking zone has been designated, and accessibility signage has been placed on the building. <i>Design and install an accessible lift/elevator & install accessible entry and interior doors.</i>
Mindemoya Old School Building	<i>Not currently in use.</i>		
Mindemoya Welcome Centre	<i>Upper level not accessible, no accessible entry or interior door systems.</i>		<i>If upper level is to be used by the general public an accessible solution for access is required. Install accessible entry and interior doors systems.</i>
Providence Bay Arena	No accessible washroom, no handicap parking space. No accessibility signage on bldg. <i>Accessible entry and interior doors not</i>	Architectural	An accessible washroom has been installed. A handicapped-parking zone has been designated, and accessibility signage has been placed on the building. A ramp has been

	<i>available. Upper level not accessible.</i>		installed. <i>Install accessible entry and interior doors. Design and install an accessible solution for upper level.</i>
Providence Bay Change House	No accessible washroom. <i>No accessible access.</i>	Architectural	<i>Accessible washroom design and installation required.</i> Accessible washroom is available at Harbour Centre <i>during open hrs.</i>
Providence Bay Community Centre	No accessible washroom. See All Buildings comment at end of table.		A covered ramp was installed to access the lower level. An accessible washroom and entrance doors were installed in 2017. A handicapped-parking zone has been designated, and accessibility signage has been placed on the building.
Providence Bay Harbourview Centre	<i>No accessible entry or interior doors</i>	Architectural	<i>Install accessible entry and interior door systems.</i>
Sandfield Community Centre	<i>No accessible entry or interior doors.</i>	Architectural	<i>Install accessible entry and interior door systems.</i>
Spring Bay Community Centre	No accessible washroom, no handicap parking space. No accessibility signage on bldg. <i>No accessible entry or interior doors.</i>	Architectural	Accessible washrooms were installed in 2014. A ramp was constructed in 2008. A handicapped-parking zone has been designated, and accessibility signage has been placed on the building. <i>Install accessible entry and interior door systems.</i>
Central Manitoulin Municipal Building	Website has no 'text only' availability	Technological / Communication	The current website is AODA compliant in its design and layout.

Ball Park Concession Booth	Exterior is accessible. <i>Interior requires accessible improvements</i>	Architectural	A ramp to access the exterior service window was installed. <i>Design and install interior accessibility modifications.</i>
All Buildings	Upgrades for visual impairment as per CNIB references. <i>Accessible doors at main entrances, interior passages and for accessible washrooms required.</i>	Communication	Large print and braille signs and emergency egress signage has been installed at all municipal public facilities. <i>Install accessible doors as required.</i>

8 Decision-Making Review

8.1 Review Standing

A review of all existing by-laws with respect to accessibility planning was completed in November of 2003. The review consisted only of the 1998-2003 by-laws, as all pre-amalgamation by-laws for the old townships became void early in 2003. *A facility review in 2019 identified other architectural accessibility barriers.*

8.2 Barriers Identified

The by-law review in 2003 concluded that no revision was needed for any existing by-laws. It was noted that currently there is no Parking By-law and given the strategies recommended for the removal of barriers in Section 6.2, it was determined that one should be written. There is now a Parking By-law, *By-Law No. 2005-03.*

9 Targets and Actions / Status Report

The Municipality's strategy to prevent and remove barriers and meet IASR requirements is being tackled through the identification of specific targets and by the actions and timelines developed to remove the barrier as seen in the table below. The current status of these strategies is also identified.

Target	Action	Status Report
Accessible Washrooms (architectural and physical barrier)	Accessible washrooms are currently required at; the Mindemoya Arena, the Mindemoya Lake Pavilion and the Prov. Bay Change House. These barriers will be the most expensive to tackle and will take the longest time to eliminate. The design and construction of barrier free facilities at these locations is targeted for completion by the end of <i>2021</i> .	Construction of a barrier free entrance and universal barrier free washroom at the Providence Bay Community Centre was completed in the spring of 2017. An accessible entrance was created at the Mindemoya Arena in 2017. <i>Accessible design solutions are required for washrooms at the Mindemoya Arena, Mindemoya Lake Pavilion and the Prov. Bay Change House.</i>
Multi-Floor Access (architectural and physical barrier)	Design and install a suitable mode of accessibility for the Mindemoya Community Hall, Mindemoya and Providence Bay Arenas	<i>A design, supply and installation of an accessible lift is anticipated for the Mindemoya Community Hall in 2019 upon funding approval. An accessible system for the 2nd floor at the arenas is required.</i>
<i>Accessible entry and interior passage at all public facilities.</i>	<i>Install accessible doors systems at building entrances and between public spaces.</i>	<i>Accessible door systems are required at all facilities.</i>

10 Accessible Self-Serve Kiosks

The Government of Ontario and all public sector organizations must build accessibility features into their kiosks. They need to consider the needs of all their customers and clients to make their kiosks accessible to the widest range of users.

Central Manitoulin does not currently use self-serve kiosks within the municipality. Future kiosk requirements should consider the following accessibility features to best meet the needs of their customers:

- Technical - colour contrast on the display screen, extra time for people to complete tasks, and voice-activated equipment.
- Structural - height and stability of the kiosk, headset jacks with volume control, and specialized keypads or keyboards.
- The path to the kiosk - consider whether people with mobility aids, such as walkers or wheelchairs, can easily access the kiosk.

Appendix A

Community	Building	Usage
Big Lake	Community Centre	Public use
Central Manitoulin	Garage	Municipal use only
Central Manitoulin	Municipal Complex	Public use
Mindemoya	Arena	Public use
Mindemoya	Community Centre	Public use
Mindemoya	Fire Hall	Municipal use only
Mindemoya	Old School Building	Public use
Mindemoya	Welcome Centre	Public use (downstairs)
Mindemoya	Change House	Public use
Providence Bay	Arena	Public use
Providence Bay	Change House	Public use
Providence Bay	Community Centre	Public use
Providence Bay	Fire Hall	Municipal use only
Providence Bay	Discovery Centre	Public use
Sandfield	Community Centre	Public use
Sandfield	Fire Hall	Municipal use only
Sandfield	Garage	Municipal use only
Spring Bay	Community Centre	Public use
Spring Bay	Fire Hall	Municipal use only