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The Corporation of the
Municipality of Trent Hills

Accessibility Plan

Revised – December 2019

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Section 1: Municipal Jurisdiction & Highlights

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Municipal Highlights

In 2001, the Municipality of Campbellford/Seymour, the Township of Percy, and the Village of Hastings amalgamated to form the Municipality of Trent Hills. Combined, Trent Hills has a population of 12,900 based on the 2016 Canadian Census.

Strategically located along the Trent Severn Waterway in Northumberland County in Eastern Ontario, just north of Highway 401 and just south of Highway 7, the quality of life in Trent Hills is second to none. Trent Hills is a vibrant area that is an ideal destination for business and vacation, as well as rural living; with fresh, clean air, clear waters and some of the most picturesque rural landscapes in Ontario.

We share a strong sense of community and pride in our warm, friendly manner and close-knit neighbourhoods. Our three urban communities of Hastings, Campbellford and Warkworth are flourishing in growth and development. We have proudly attracted a microbrewery, artisans, professionals, tourism operators, organic farmers, unique retailers trades people, landscape designers, wellness practitioners, manufacturers, and world-class musicians. They locate in Trent Hills because of the lifestyle, the convenient location, the fresh air and a bright future.

Trent Hills offers the best of both worlds; we are a quaint small town with big city expectations. And it's because of these expectations that Trent Hills has grown into the prosperous, diverse and rich cultural area we enjoy today. Whether you're a busy

professional, a young family, or retired couple there is something for every taste, style, hobby or way of life.

Trent Hills has been working to prevent and remove barriers of accessibility in order to ensure that everyone has the opportunity to experience life in Trent Hills.

Section 2: Purpose and Scope of the Plan

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed to improve access and opportunities for people with disabilities and to enable their involvement in the identification, removal and prevention of barriers so that they can participate fully in the life of the Province. Under the authority of the AODA, municipalities are required to prepare an accessibility plan each year and make the plan available to the public, while having the people with disabilities participate in the plan-making process. The ultimate goal of the AODA, and the premise of annual municipal accessibility planning, is it ensures the removal of barriers across Ontario over time, while providing municipalities with the flexibility to devise their own priorities and appoint appropriate timelines for barrier prevention and removal.

The AODA defines disability and barrier to include the following:

Disability

- (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,
- (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*; (“handicap”)

Barrier

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”)

When accessing barriers, some considerations for the Accessibility Advisory Committee are:

1. **Communication Barriers**

- Difficulties receiving information in person or by telephone, interacting with staff, receiving training

2. **Information Barriers**

- Inadequate or incomprehensible signage, difficulties reading brochures, forms, manuals, web sites, fax transmissions, equipment labels, computers

3. **Architectural Barriers**

- Building design, areas adjacent to building, size of doorways, shape of room
 - Interior doors (width, signage, power assist, hardware, vision panels)
 - Entrance ways – doors (hardware, dimensions, power assist), lighting, signage, vestibules
 - Lobby, hallways and corridors (width, path of travel, signage, doorways)

4. **Physical Barriers – Objects added to the environment**

- Doors, windows, furniture, workstations and playgrounds
- Elevators (location, operation, design, signage, lettering – large and contrasting, lighting, control panel – Braille numbers)
- Washrooms (signage, doors – hardware, cubicles, accessories, integrated alarms)
- Parking (signage, location, markings, lighting)
- Drop-off and loading zones (approach and exit design, location, signage)
- Walkways and ramps (curb cuts, width, surface, slope)
- Meeting rooms (seating, hearing assistive devices, path of travel)
- Stairways (handrails, surface, colour contrast, lighting)
- Office Administration (doors – hardware, signage, equipment accessories, path of travel)
- Food service (counter design, signage, table eating area, path of travel)
- First Aid and Emergency (doors – hardware, signage, accessories)
- Recreational facilities
 - Dressing rooms (doors – hardware, path of travel, bench/seating, showers, washrooms, signage, integrated alarms)
 - Spectator seating (signage, path of travel and lighting, design, views, location)
 - Spectator areas (signage, path of travel, design, views)
 - Ice Surface (entrances, bench design)
 - Ticket and Admissions (counter design, signage, amenities)

5. **Policy Barriers**

- Rules, regulations and protocols that prevent you from doing your job or restrict public participation
- 6. **Attitudinal Barriers**
 - Staff unaware of how to communicate with people with disabilities or refuse service
- 7. **Technology Barriers**
 - Computers, photocopies, fax machines, telephones (location, design, features, signage, lighting), switches, inadequate assistive technology
- 8. **Smoke-Free Barriers**
 - To make the Municipality of Trent Hills smoke free for people with breathing disabilities
 - Provincial legislation
 - By-Law (Parks)

Section 3: Accessibility Advisory Committee

The Accessibility Advisory Committee is a voting, municipally-recognized group which was established in accordance with the AODA. The Committee provides advice, recommendations and support to Council and all municipal departments regarding the development and maintenance of an Accessibility Plan. The majority is represented by community members with disabilities whose role is to advise and aid the municipal council and carry out its responsibilities as granted under the AODA. The Committee seeks out and welcomes input from all participants in the municipal organization as well as the general public.

The Trent Hills Accessibility Advisory Committee was formed and the first meeting was held February 13th, 2003. The Committee's objective is to encourage and promote that the Municipality of Trent Hills become barrier-free. The Municipality of Trent Hills acknowledges and recognizes the diversity in the community and strives for universally accessible customer service so that the accessibility of services improves for everyone.

By-law No. 2019-046, A By-law to Continue an Accessibility Advisory Committee, is the active By-law in Trent Hills for the governance of the Accessibility Advisory Committee.

Pursuant to By-law No. 2019-046, the Committee consists of a Council appointee who acts as the Chairperson, three (3) Members of the Public, and the Mayor as an ex-officio members. Members of the Public who are appointed to the Committee have an active interest in removing barriers to those with disabilities, or are residents of the Municipality who have a disability as defined under the AODA. Primary staff support to the Committee is provided by the Deputy Clerk.

Members of the Accessibility Advisory Committee:

3 Members of the Public
1 Council Representative
Mayor (ex-officio)

Staff Support:

CAO
Clerk
Deputy Clerk
Director of Planning
Chief Building Official
Manager Roads/Urban Services
General Manager of Infrastructure
Renewal and Public Works
Administration
Community Services Officer
Director of Finance

By-law No. 2019-046 establishes the following mandate for the Trent Hills Accessibility Advisory Committee:

- To act as an advisory body to Council. All recommendations shall be forwarded to Council for consideration.
- To review the Accessibility Plan annually and recommend goals and objectives relating to accessibility issues in the Municipality, for Council consideration.
- To make recommendations on accessibility improvements to municipally owned facilities.
- To review applications under the Accessibility Improvement Plan and make recommendations on such applications, for Council consideration.
- To review and comment on Community Improvement Plan applications related to accessibility improvements.
- At the discretion of the Chief Building Official, the Accessibility Advisory Committee be requested to comment on applicable applications and developments.

The Trent Hills Accessibility Advisory Committee meets according to By-law No. 2019-046, with meeting usually on the second Tuesday of April and October, and on an ad-hoc basis.

Section 4: Communication of Committee Recommendations

Per By-law No. 2019-046, the Trent Hills Accessibility Advisory Committee acts as an advisory body to Council. All recommendations shall be forward to Council for consideration.

Where a recommendation to Council exists, the forwarding process is done formally through communication of the Minutes of Accessibility Advisory Committee in an upcoming Council Agenda.

The recommendation is brought forward as a stand-alone item for consideration by Council.

Upon Council's rendering of a decision on the Committee recommendation, the Council recommendation is communicated in a like manner to the Accessibility Advisory Committee.

Council's decision is included on an upcoming Committee Agenda as a stand-alone item to be received for information only.

Section 5: Consultation Activities and Plan Development

Consultation Activities

The Accessibility Advisory Committee acts as the primary consulting group for accessibility-related issues for all municipal departments. The Accessibility Advisory Committee is heavily involved in the municipal planning process, acting as both a consulting group for the Site Plan approvals processes as well as for the passing of relevant municipal by-laws.

Per By-law No. 2019-046, the Committee shall review and make recommendations on accessibility improvements to municipally owned facilities. Additionally, the Committee may be requested by the Chief Building Official to review and make comment on any applicable application or development prior to approval by Council.

Plan Development

The Accessibility Advisory Committee is only consulting organizations involved in the development of the Municipality of Trent Hills' Accessibility Plan. If you wish to contact the Accessibility Advisory Committee, please see Section 1 for key contact information.

Section 6: Accessibility Plan Review, Monitoring, and Communication Process

The Accessibility Plan includes an updated list of Targets and Actions for each year. The list of Targets and Actions is directly formed through consultation with the Trent Hills Accessibility Advisory Committee.

Those responsible for municipal facilities are provided with a list of barriers found in their respective facility (refer to Schedules A, B & C).

Council channels funds (Federal, Provincial and Municipal) to offset the cost of the removal of the barriers identified. Funding for improvements to accessibility is reviewed annually.

Managers attend monthly meetings of the Accessibility Advisory Committee with a report identifying barriers removed in the past year.

Monitoring of the Plan's communication and implementation of targets and actions will be the responsibility of the relevant Accessibility Advisory Committee in conjunction with municipal Department Heads.

The Accessibility Advisory Committee will also monitor the success of the implementation of the Accessibility Plan.

The Trent Hills Accessibility Plan will be updated and approved by the Committee annually. The Accessibility Advisory Committee reports to Council annually on accomplishments made in the removal of barriers based on information received from Facility Managers. If necessary, the Committee will make recommendations to Council regarding methods it might employ to ensure continuing progress to improving accessibility for the disabled.

Communication

Copies of the approved Accessibility Plan will be made available for public access on the Municipality of Trent Hills' website. On request, the Accessibility Plan will also be made available in a variety of accessible formats, (refer to Section 1 for key contact information).

Section 7: Accomplishments and Major Goals

SUMMARY OF MAJOR GOALS AND ACCOMPLISHMENTS FOR 2019:

- Launched significantly-revised website – first major website update since 2008. Fully WCAG compliant.
- Appointed new Accessibility Advisory Committee members for the 2019-2022 Term. Held two meetings of the Committee.
- Approved updated Accessibility Plan.
- Member of the Northumberland Inter-Municipal Accessibility Committee
 - o Provided update at their November 2019 meeting
- Reviewed design drawings to address accessibility:
 - o Campbellford Ball Diamond
- Brought Walkability assessment forward
 - o Proposed update in 2020
- New Pedestrian audible traffic signals installed at Bridge St. E. and DOxsee Ave during reconstruction with tactile strips.
- Multi-year Accessibility Plan updated to demonstrate compliance with legislation.
- Accessible Parking Review
- CSA Accessible Design Guidelines brought to Committee in October 2019. Information circulated to staff for further discussion.

Section 8: Targets and Actions

2020	Targets and Actions	What	How
Walkability Audit	-	-	-
CSA Design Guidelines	-	-	-
Update of Accessibility Plan	-	-	-