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## Accessibility Improvement Program

Application & Program Guide  
December 2012



1. Purpose:

The Accessibility Improvement Program reflects the vision of the community to create inclusive and barrier free businesses throughout Trent Hills. The Municipality will stimulate private investment in improving accessibility through the Accessibility Improvement Program. This program will encourage improvements to customer service aspects of business operations. Physical accessibility improvements to downtown properties are supported by the Downtown Community Improvement Plan.

The Objectives of the Accessibility Improvement Program are:

- a) For the Municipality to be an active partner providing technical support and financial incentives in order to trigger private sector investment consistent with the purpose of the plan.
- b) For the Municipality to participate in key community projects in support of the purpose of the plan.
- c) For property owners, investors and community organizations to invest in property improvements and to undertake community projects and related activities consistent with the purpose of the plan.

2. Eligibility:

The following eligibility requirements shall apply to the Accessibility Improvement Program:

- a) The applicant must operate a business in the Municipality of Trent Hills and provide proof of business registration as well as a brief description of business operations.
- b) The applicant's business must be operational in the Municipality of Trent Hills for a minimum of 2 years prior to application being made.
- c) The business must be located in a building zoned general commercial C1 or highway commercial C2.
- d) If the building in which the business is located is in arrears of property tax or any other municipal financial obligation is not eligible to participate in a program approved by Council;
- e) The total value of grants and loans received for a subject property shall not exceed the total value of the work done;
- f) The approved grants will be made upon successful completion of the approved work and documentation of the costs associated with the work;
- g) The Municipality may undertake an audit of work done and associated costs if it is deemed necessary;
- h) An applicant will enter into an agreement with the Municipality, which will specify the terms of the grant;
- i) If a building or business, erected or improved with a program grant, is demolished prior to the expiry of the grant period, the grant is forfeited;
- j) Proposed work will conform with all municipal policies, standards and procedures including zoning, design guidelines and heritage matters and will be subject to review and the issuance of necessary planning and development approvals and building permits pursuant to the *Ontario Building Code*;
- k) Any outstanding orders against the subject property must be satisfied prior to the grant being made or be satisfied as part of the proposed work; and,
- l) The Municipality may at any time discontinue a program; however, any participants in the program prior to its closing will continue to receive grants as approved for their property until the conclusion of their project.

### 3. Funding Program:

#### a) Accessibility Improvement Program Grant:

- Grant amount is 50% of the cost to a maximum of \$3,000 for specific customer service improvements to enhance accessibility.
- The maximum grant/property/application is \$6,000 (maximum of 2 accessibility improvements).
- The Accessibility Improvement Plan may be accessed in conjunction with the Downtown Community Improvement Plan for eligible properties (located in designated C.I.P. areas of downtown areas of Warkworth, Campbellford and Hastings)
- Eligible Criteria:
  - Grants can be made to business owners undertaking work consistent with the goals of the Accessibility Improvement Plan.
  - Examples of projects that are eligible for the accessibility improvement grant include, but are not limited to: accessible communications devices, digital screens, amplification systems, telephone teletype (TTY) systems, real-time captioning, accessible / Braille signage.
  - Eligible costs include: purchase of equipment, labour and professional fees.
  - A completed application for the program must be submitted to the Municipality prior to the commencement of any work / purchase of equipment and either prior to, or at the same time, as planning/building applications are made if applicable.
- Application Process:
  - Step #1 – Application Submission
    - Applicants are required to have a pre-application consultation meeting with Municipal staff in order to determine program eligibility, scope of work, project timing, etc.
    - Applicants submit completed application including require supporting documentation.
    - Staff screen the application to ensure it meets eligibility criteria. If the application clearly does not meet the program criteria, the application will not be accepted.
    - There is no application fee.
  - Step#2 – Application Review & Evaluation
    - Staff review and evaluate application and supporting documentation against eligibility requirements.
    - The Accessibility Committee will also review the application and provide comment to staff.
    - Staff will perform an initial site visit and inspection of the building/property (if applicable)
    - Staff will make a recommendation to Council regarding the application.



**Step#3 – Grant Approval**

- Council approves the application and directs staff to execute an agreement with the business owner.

**Step #4 – Payment**

- Approved applicant has 1 year to complete the approved project from the date of the building application. Extensions to be considered on a case by case basis.
- Owner/Agent provides proof that the project is complete.
- Staff inspects the property and is satisfied with all reports and documentation.
- The property has no property tax arrears and has paid property taxes for the year and has no outstanding orders or municipal fees against the property.
- Payment will be issued by the Municipal Finance Department



4. Application Form:

**Instructions**

1. Before completing this application please consult with Lynn Phillips (705-653-1900 ext. 239 or [lynn.phillips@trenthills.ca](mailto:lynn.phillips@trenthills.ca) ) to obtain information regarding the Accessibility Improvement Plan, review eligibility criteria, and application process.
2. Please print clearly in ink or type information.
3. Please keep a copy of the application for your own records.
4. Please ensure the application has been signed by the property owner or authorized agent.
5. Please attach 2 financial quotes, drawings or other required information as appropriate.
6. Please attach a copy of the business registration.

**Applicant & Property Information**

*Registered Business Owner*

Name: \_\_\_\_\_  
 Business Name: \_\_\_\_\_  
 If Corporation, Signing Officer to contact: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_  
 City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
 Daytime Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_

*Subject Property Information*

Civic Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Legal Description (Lot and Plan #, Assessment Roll #): \_\_\_\_\_  
 \_\_\_\_\_

Are property taxes for the subject property in arrears? Yes \_\_\_ No \_\_\_  
 Are there any outstanding orders or municipal fee against the subject property? Yes \_\_\_ No \_\_\_  
 Current MPAC assessment value of property: \$\_\_\_\_\_



*Business Description::*

Please provide a brief description of business operations including products and services provided, approximate annual sales, and number of employees.

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How long has the business located at this address been operational in the Municipality of Trent Hills?

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(Please attach copy of current Provincial Business Registration/Master Business License).

*Accessibility Improvement Description:*

Please provide a description of the proposed customer service project and a detailed rationale on how accessibility will be improved as a result of its implementation. Please attach 2 financial quotes and working drawings/design if applicable.

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Estimated total cost for customer service improvement project: \$ \_\_\_\_\_

Approximate implementation date: \_\_\_\_\_



*Application Agreement*

I/We hereby certify that the information given herein is true, correct and complete in every respect and understand that the Municipality reserves the right to verify any information contained herein. I/We agree to the terms and conditions of the programs for which the application is being made.

This section should be signed by the property owner/s, agent or if held by a corporation, by the signing officer/s.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_

Signature of Business Owner/s \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Witness \_\_\_\_\_  
(Print Name) \_\_\_\_\_, a duly authorized  
Commissioner of Oaths.

Submit application in person or by mail to:

Lynn Phillips, Community Development Officer  
Municipality of Trent Hills  
Box 1030, 66 Front Street South  
Campbellford, ON K0L 1L0



### Appendix “A” – Agent Authorization

If this application is to be signed by an agent or solicitor on behalf of the property owner/s, complete this section. This section should be signed by the property owner/s or if held by a corporation, by a signing officer (name and position) of the corporation.

I hereby authorize \_\_\_\_\_, as agent, to act on my behalf in regard to the above application. I acknowledge that the authorized agent is to receive all correspondence and information pertaining to this application on my behalf.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_, 201 \_\_\_\_.

Signature of Owner/s \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Witness \_\_\_\_\_  
(Print name) \_\_\_\_\_, a duly authorized Commissioner  
of Oath.