



**THE CORPORATION OF
THE TOWN OF PRESCOTT**

Multi-Year Accessibility Plan

2024-2027

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GLOSSARY OF ACRONYMS

AODA	<i>Accessibility for Ontarians with Disabilities Act</i>
HR	Human Resources
HS	Health & Safety
IASR	Integrated Accessibility Standards Regulation
ODA	<i>Ontarians with Disabilities Act</i>
OHRC	Ontario Human Rights Code
PDF	Portable Document Format
RFP	Request for Proposal
WCAG	Worldwide Web Consortium Accessibility Guidelines

EXECUTIVE SUMMARY

In December, 2001, the *Ontarians with Disabilities Act* (ODA) was passed by the province of Ontario to improve access and opportunities for people with disabilities. Under the legislation, all municipalities are required to prepare accessibility plans addressing the identification, removal, and prevention of barriers to people with disabilities.

The *Accessibility for Ontarians with Disabilities Act* (also referred to as the AODA), was passed in 2005 to recognize the history of discrimination against persons with disabilities in Ontario and provides for the development, implementation, and enforcement of mandatory standards for accessibility in all areas of daily life.

Ontario's first accessibility standard under the AODA, the Accessible Customer Service Standard, became law on January 1, 2008, and the Integrated Accessibility Standards Regulation (IASR), which covers Employment, Information and Communication, and Transportation was released in June, 2011. These standards set out mandatory legal requirements for organizations, businesses, and municipalities. An amendment to the IASR was released by the Province in December of 2012 to include the Accessibility Standard for the Design of Public Spaces.

One of the requirements of the IASR is to develop, implement, and maintain a multi-year accessibility plan to outline strategies to prevent and remove barriers and meet the requirements of the IASR.

The Town of Prescott's Multi-Year Accessibility Plan is designed to support the principles and requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation (IASR).

This plan will serve as a road map to help the Town meet the legislative requirements and remove barriers to accessibility.

The 2024-2027 Multi-Year Accessibility Plan is the second plan created by the Town of Prescott. The 2024-2027 Plan will continue to build on the previous plan from 2020-2023, which focused on ensuring that the accessibility standards set out for public sector organizations are met. The Town of Prescott will continue to remove barriers, improve access, and ensure accessibility considerations are made in its day-to-day operations.

POLICY STATEMENT AND ORGANIZATIONAL COMMITMENT

The Corporation of the Town of Prescott (“the Town”) is committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and all of the standards under it in order to create a barrier-free Ontario. The Town is committed and guided by the four core principles of dignity, independence, integration and equal opportunity and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms and the AODA.

The Town strives to make the goods and services it provides accessible to all.

ACCESSIBILITY STANDARDS & TOWN OF PRESCOTT ACHIEVEMENTS

Customer Service Standard

- Accessible Customer Service Policy (updated in April 2016)
- Accessible Customer Service training delivered to all members of staff
- Development of a complaints and comments form and a process to encourage feedback on all concerns including accessibility

Information and Communication

- Implementation of an e-agenda software system, eScribe, which produces fully accessibility-compliant content including agendas and minutes
- Recordings of Boards and Committees of Council made available on the YouTube platform
- Live streaming of Council meetings to provide individuals the opportunity to watch meeting proceedings rather than attend in person
- Ability for meeting participants to join virtually as opposed to in person
- Updated Town website in 2022 through eSolutions Group which meets the requirements under the AODA and Web Content Accessibility Guidelines (WCAG) 2.0 Level AA

Employment Standard

- Implementation of policies for notification of public and employees regarding the availability of accommodation during recruitment
- Implementation of policies and procedures for accommodation of employees
- Documentation of individual accommodation plans

Transportation

- Continued maintenance and improvements to sidewalks and crosswalks particularly sidewalk ramps where the sidewalk meets the road surface
- Implementation of new and improved pedestrian crosswalks which include accessible auditory, visual, and tactile features
- Implementation of additional accessible parking spaces along King Street
- Creation of multi-municipality public bus service with accessible bus

Built Environment (Facilities)

- Completion of construction of a new Community Centre which meets accessibility requirements of the Building Code
 - Barrier Free Parking
 - Drop off and pickup zone at main entrance
 - Marked walkway through the parking lot to help visitors navigate in a lane as opposed to squeezing between vehicles
 - Benches outside at main entrance to help those waiting for pickup or need to take a rest for those with mobility issues
 - Family parking spots close to main entrance
 - Heated concrete pad in front of the main entrance to help with accessibility and reducing the risk of slippery floors inside the building due to snow and slush being tracked in
 - Main entrance doors have barrier free openers
 - Men's and Women's washrooms in the lobby area have barrier free stalls
 - Two family washrooms in the main lobby with barrier free operators on the doors and barrier free within
 - Rink viewing area in main lobby with seats and spots for wheelchairs
 - Lobby area is higher than rink area to allow for better visibility over the boards
 - Accessible Children's play area
 - Bottle fill stations have both a high and low access point to allow for easier and universal use
 - The entrance to the changerooms corridor has a barrier free operator which is followed by a ramp that allows for barrier free access outside of the ice surface for viewing
 - Barrier free door openers, washrooms, and showers in the multi-purpose changeroom, referees changeroom, and coaches changeroom
 - Barrier free shower in each of the changerooms
 - Elevator to second floor
 - Automated occupancy lighting within rooms that will turn on and off automatically based on motion
 - Mezzanine walking track is accessible
 - Dedicated barrier free viewing areas at the four corners of the second floor above the top row of the bleachers with vision glass at these locations
 - Community rooms and the training room are accessible

- Room signage includes braille
- Renovations to Town Hall which meet accessibility requirements of the Building Code
 - New fitness room that is accessible
 - New multi-purpose room that is accessible
- Review of Site Plans to identify accessibility issues and provide comments and suggestions to developers
- New Museum and Visitor Centre space was created with accessibility ramp to enter, electric door openers, and a universal washroom
- Installation of accessible swing in Town Park
- New accessible marina dock with extra wide fingers to allow for wheelchair access to boats

Preventative and Emergency Maintenance

- Town staff routinely inspect accessible elements such as ramps, curb cuts, accessible paths of travel, tactile walking surface indicators, and parking spaces.
- Accessibility components are integrated into the Town's seasonal and long-term infrastructure maintenance plans.
- If accessible elements are damaged or unusable, repairs are prioritized.
- Temporary accessibility solutions may be implemented to ensure continued usability until full restoration is possible.
- The public is encouraged to report maintenance concerns, especially those that relate to accessibility to the Town so that we can investigate and resolve.
- The Town makes reasonable efforts to provide notice of disruptions to the public, including information with respect to the reason for the disruption, the anticipated duration of the disruption, and a description of alternative facilities and/or services, if any that may be available. The Town will make reasonable effort to provide prior notice of planned disruption whenever possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the Town will provide notice as soon as practicable.
- Notice will be placed on the Municipal website, through social media channels, upon entry to facilities and by any other method that is reasonable and applicable under the circumstances.

Other

- 2022 Municipal Election: Development of a Municipal Election Accessibility Plan, which addressed specific accessibility requirements in relation to the election. Provision of accessible voting methods (telephone, internet, in-person); accessible voting locations and polling stations; voting assistance; accessible election materials offered in alternate formats.

TOWN OF PRESCOTT PRIORITIES – 2024-2027

- Phase 2 of Seymour Recreation Complex
 - Paved multi-use path that connects directly to the parking lot and will allow for mobility to the various outdoor amenity areas
 - Benches added along the pathway to allow for regular rest stops
- Continued sidewalk maintenance including the installation of tactile plates at crosswalks
- Installation of accessible swings at all Town parks
- Website accessibility improvements: continued use of the Monsido tool, which highlights and assists in removing website accessibility barriers
- Continued accessibility planning for the 2026 Municipal Election

CONTACT INFORMATION

Municipality:

The Corporation of the Town of Prescott

Address:

360 Dibble Street West
PO Box 160
Prescott, ON
K0E 1T0

Website:

www.prescott.ca

Key Contacts:

Director of Administration/Clerk
Phone: 613-925-2812, ext. 6225
Email: admin@prescott.ca to request an alternative format that meets your needs.

The Town of Prescott:

The Town of Prescott is a separated Town with a population of approximately 4,078. The Town consists of mainly a residential, commercial, and industrial mix. The Town's corporate structure is comprised of a number of departments led by the Chief Administrative Officer/Treasurer and they include:

- Operations (including Public Works, Parks & Recreation, Water & Wastewater)
- Clerk's Office;
- Finance;
- Building, By-Law, and Planning;
- Economic Development
- Emergency Services consists of a Fire Department and local OPP Detachment

Ambulance services are provided through the United Counties of Leeds and Grenville.