



**Multi-Year Accessibility Plan  
2019-2024**

**February 2019**

## LEGISLATION AND REGULATIONS

### *Ontarians with Disabilities Act, 2001 (AODA)*

This Act is to improve the opportunities for people with disabilities and to foresee their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province.

This Act defines persons with disabilities and the barriers in the following manner:

« Disability »:

- a) any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness, and includes, but is not limited to 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;
- 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*.

«Barriers» : 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 information or communication barrier, an architectural barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

### *Accessibility for Ontarians with Disabilities Act, 2005*

The Ontario government has decreed that by 2025, Ontario will be fully accessible to people with disabilities and to achieve this goal the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was adopted in June 2005.

The Act provides for the development of standards in order to achieve accessibility for Ontarians with disabilities with respect to customer service, employment, information and communications, transportation and the design of public spaces on or before January 1, 2025.

## Integrated Accessibility Standards Regulations (IASR)

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, Regulation 191/11 requires the implementation, the update and documentation on a multi-year accessibility plan (the “Plan”) which outlines the strategy on the one hand, prevent and remove barriers and, secondly, meet their commitments under this regulation.

The Plan will be posted on the Town’s website. It will be revised and updated at least once every five years.

## PORTRAIT OF THE CORPORATION OF THE TOWN OF HAWKESBURY (the « Town »)

### General Overview

The Town of Hawkesbury is located one hour from Ottawa and Montreal. It is located on the border of the two most populous provinces of Canada, Ontario and Quebec. This location is enhanced by a favorable road network. Highway 17 and Highway 417 connect the Town to the major urban centers of Montreal and Ottawa. The Town, whose territory has an area of 9.46 square kilometers, is established on the south bank of the Ottawa River. It has about 10,550 residents, nearly 80% are French and 20% English.

### Municipal Government

The Municipal Council of the Town of Hawkesbury is composed of one mayor and six councillors.

The Town offers a variety of services for its citizens. Departments and services are divided as follows:

### Administrative Departments

- Administration
- Clerk
- Human Resources
- Economic Development

### Finances

The Finance Department is in charge of the financial affairs of the Town, including among other, the budget, property taxes and financial statements.

### Recreation and Tourism

The Recreation and Tourism Department is responsible for providing a variety of activities for the residents and visitors of the Town (River Festival, Canada Day, summer camp). It also manages the sports complex, which offers a swimming pool and ice rinks.

In addition, the Town has seven parks that offer attractive facilities.

### Technical Services

This department is responsible for the maintenance of the road along highways network, which includes among other, the snow removal, street lighting, cutting grass along highways and signage. It is also responsible for drinking water and its distribution and the wastewater treatment. It manages also the garbage and recycling collections.

### By-law Enforcement

This department is responsible for enforcing municipal by-laws and to ensure the safety and peace within the community. Whether through parking, traffic, noise, property standard or business licence by-laws.

### Permits and Planning

This department is responsible to issue construction permits and to do the required inspections under the Building Code. It manages also the land use to ensure that the development meets the vision of the Council in the Official Plan, that they respect the environment and the built environment.

### Fire Department

This service protects the lives, properties and environment of citizens. It also takes care of prevention and inspections.

## THE CORPORATION OF THE TOWN OF HAWKESBURY COMMITMENT TO ACCESSIBILITY

The Town is committed to the removal of and to prevent all barriers, in order to achieve full accessibility for persons with disabilities.

To help realize this goal, the Town:

- Implements policies, practices and procedures on the provision of goods and services to people with disabilities. Every effort is made to ensure that these policies are consistent with the principles of independence, dignity, integration and equal opportunity.
- Welcomes people with disabilities to keep their service animals with them in all areas, which are open to the public.

- Authorizes supporting person accompanying a person with disabilities to remain with him/her in all areas, which are open to the public.
- Notices will be posted on entrance doors and the Town's website of any disruptions in facilities or services that are usually used by people with disabilities.
- Receives and responds to feedback on how its goods and services are provided to people with disabilities.
- Provides training to all staff and volunteers on the provision of the Town's services to people with disabilities, on the Integrated Accessibility Standards and the Human Rights Code.
- Initiates physical accessibility improvements as part of renovations or as special projects. This includes improvements to doors, washrooms, interior hallways and rooms, ramps, signage, etc.
- Ensures employment is accessible for persons with disabilities throughout the employment relationship.
- Provides individual accommodations to staff, if required.
- Considers accessibility for persons with disabilities in the Emergency Plans.
- Monitors and reviews its website regularly to ensure accessibility.
- Has regard for accessibility features when acquiring or purchasing goods, services or facilities.

## MULTI-YEAR OBJECTIVES

This plan sets out a number of specific improvements over the next five years, aimed at making the Town's programs and services more accessible for people with disabilities.

### 2013-2018

- Installation of automatic doors and a counter accessible to customers of Technical Services, Construction and Planning (Door C) at Town Hall;
- Improve outdoor lighting to central door (Door B) at Town Hall;
- New web site respecting the Web content Accessibility Guidelines (WCAG) and the Worldwide Web consortium;

- Amendments related to the Human Resources job offers and other procedures in order to address the requirements of the IASR;
- Amend procurement policies and procedures in order to address the requirements of the IASR (in progress);
- Modify the by-law regulating taxis in order to open four additional permits for accessible vehicles;
- Conduct an inventory of parks and facilities to provide the necessary improvements to make them more accessible;
- Install accessible traffic lights at the intersection of Main East and John street;
- Install accessible tables in Confederation Park;
- Install an access ramp to the public bathroom on the East side of Confederation Park.

### In Progress

- Render the public documents in a format accessible on demand and advise the public;
- Continue to train employees and volunteers that provide services in the name of the Town;
- Continue to evaluate and improve the buildings and properties with the goal to eliminate barriers and to make them more accessible;
- Continue to incorporate accessibility in the planning process of municipal buildings, sports facilities and in the parks;
- Continue to incorporate accessibility during the reconstruction of streets, sidewalks and traffic lights.

### 2018

- Deployment of suggested improvements to the parks and equipment inventory conducted in 2018;
- Inventory and plan of the Robert Hartley Sports Complex;
- Install automatic doors at various strategic areas of the Robert Hartley Sports Complex (a total of 4 out of 15);

## 2019

- Explore the possibility of retaining the services of an expert in 2020 to evaluate the accessibility needs of the different municipal buildings;
- Continue the automatic door installation project at the Robert Hartley Sports Complex;
- Adjust the new accommodations for Public works and the Enforcement departments;
- Install an accessible information booth at the Robert Hartley Sports Complex;
- Continue the suggested improvements to the parks and equipment inventory done in 2018;
- Complete, according to the allowed budget and the grants received, the improvements to the Robert Hartley Sports Complex.

## 2020

- Completion of suggested improvements to the parks and equipment inventory done in 2018;
- Obtain carpets to offer a temporary access during special events;
- Explore the possible options to install an access ramp to the library to make it more accessible for people with impaired mobility;
- Install an elevator to access the pool;
- Improve the accessibility in the bathroom dedicated to people with impaired mobility at Town Hall;
- Ensure that the relocation of different services within Town Hall are accessible;
- Make the Council Chamber accessible by installing automatic doors and reconfigure the boardroom table.

## 2021

- Install an access ramp at the sports complex for accessible vehicles;
- Install automatic doors at the fire station;

- Following the launch of the OPP Hawkesbury detachment, consider the future use of these offices to improve the current accessibility of certain recreational services.

## 2022

- Make the cottages in the different municipal parks accessible;
- Make the Maison de l'Île accessible;
- Adjust the exterior landscapint of the parks to make them accessible.

## 2023

- Make the access to the skating rink accessible from the dressing rooms;
- Explore the option of making the dressing rooms accessible.

## 2024

- Make the public bathrooms accessible at the Pioneer's Place;
- Consider the feasibility of making the wharfs at Confederation Park accessible for the boats that are docking.