

# **Township of Asphodel-Norwood**



## **Multi-Year Accessibility Plan 2020-2023**

**Adopted: December 10, 2019**

For alternate formats of this document, please contact the Township of Asphodel-Norwood at 705-639-5343 or [info@asphodelnorwood.com](mailto:info@asphodelnorwood.com).

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# INTRODUCTION

The Township of Asphodel-Norwood strives to meet the needs of its employees and residents with disabilities and is working hard to remove and prevent barriers to accessibility. Although buildings are not a required component of the accessibility plan, the Township of Asphodel-Norwood wishes to take action to provide the most access to its facilities for residents and visitors. As such, facilities and buildings will be covered in the plan.

The Township is committed to fulfilling the requirements under the Accessibility for Ontarians with Disabilities Act. This Accessibility Plan outlines the steps the Township of Asphodel-Norwood is taking to meet those requirements and to improve opportunities for people with disabilities.

## **Statement of Commitment**

The Township of Asphodel-Norwood is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

## **Background**

The Township of Asphodel-Norwood came into existence on January 1, 1998, with the amalgamation of the former Township of Asphodel and the Village of Norwood. Both former municipalities have long histories, the Township of Asphodel being settled and established in 1820 and the Village of Norwood being established in 1878.

The Township of Asphodel-Norwood has a population of approximately 4,000 permanent residents, and has additional population taking residence in the trailer parks and cottages along the Trent River during the summer months.

The Township of Asphodel-Norwood includes the Village of Norwood at the centre of the municipality, surrounded by rural farmland and the Hamlet of Westwood. The south and easterly portions of the Township border on the shore of the Trent River, and the boundary between Peterborough and Northumberland County. Our local roads- some 298 kilometers- provide a network of transportation routes to service our residents.

The Township provides a variety of services to its residents as well as shared services with the County of Peterborough. The Township has two fire stations, one situated in Norwood and the other in Westwood. The Township has a community centre with an NHL sized ice surface. A new splash pad has been constructed in compliance with the Barrier-Free requirements in the Ontario Building Code. The Township's administration consists of the Public Works Department, Environmental Services, Building and Planning Department, Library Service through two libraries, Recreation Department, Economic Development, Fire Services, Community Emergency Preparedness, Administration Department, and Finance Department. Shared services through the County of Peterborough provide curbside recycling pickup, planning services and ambulance services, along with administration services. Policing is provided by the Ontario Provincial Police.

### **Ontarians with Disabilities Act, 2001**

The Ontarians with Disabilities Act, 2001 (ODA) was passed into legislation by the Government of Ontario on December 31, 2001. The Act ensures that persons with disabilities have improved opportunities, and provides for their involvement in the identification, removal, and prevention of barriers. In September 2002, the Lieutenant Governor proclaimed that all municipalities must have a municipal accessibility plan adopted and published by no later than September 30, 2003.

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

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) provides for the development of standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises, on or before January 1, 2025.

There will be a transition period during which government and parts of the broader public sector will continue to have planning and other obligations under the Ontarians with Disabilities Act, 2001 until they are repealed. The planning requirements of the ODA, 2001 will not be repealed until they have been replaced by standards under the new Act.

The Minister responsible for the AODA is required to establish a process to develop and implement all accessibility standards necessary to achieving the purposes of this Act. Within this process, standards development committees are established by the Minister to develop proposed accessibility standards.

## **The Five Accessibility Standards**

1. Customer Service
2. Information and Communication
3. Employment
4. Transportation
5. Design of Public Spaces

## **LOOKING BACK: Successes and Achievements**

### **Customer Service Standard Successes and Achievements**

The Township of Asphodel-Norwood introduced an Accessibility Standards for Customer Service Policy, by-law 2009-52, which outlines the Township's commitment to the provision of accessible customer services for persons with disabilities.

Feedback forms and processes were put in place to ensure that processes were accessible for persons with disabilities, and included various methods for providing feedback. As part of the accessibility training process, staff hired to provide services on behalf the Township are required to complete an accessibility training session when starting work.

To meet standards and better serve residents, the entrances to the Council Chambers and Municipal Office were both upgraded to automatic doors and the reception desk at the Municipal Office was reconfigured to meet accessibility standards.

### **Information and Communication Successes and Achievements**

In 2018 the Township of Asphodel-Norwood launched a new website, allowing for control over its appearance, functionality, and content. All changes to the website were mindful of accessibility and access to available information, documents and data. Any information shared by the Township to residents can be accessed through a variety of ways, including website, social media, in person and in print. Social Media, by means of Facebook and Twitter, as covered in the Communications Policy provides better access to information for a variety of Township users.

### **Employment Successes and Achievements**

The Township of Asphodel-Norwood is an equal opportunity employer. Accessibility is covered in the Emergency Management Plan, Human Resource Policies, and Recruitment Policies. These policies were all reviewed and updated as required to ensure compliance is continued to be met.

All new staff are trained on accessible customer service and Human Rights Code as soon as they start their contract. This is a practice that will continue as new staff joins the organization.

### **Transportation Successes and Achievements**

The Township of Asphodel-Norwood does provide accessible transportation services by issuing a license to taxi companies which meet the required accessibility standards.

### **Design of Public Spaces Successes and Achievements**

Although the Accessibility for Ontarians with Disabilities Act does not apply to buildings, the Township of Asphodel-Norwood is committed to being inclusive, and is including plans to make all owned facilities accessible to residents and visitors. This is why the Township implemented a Procurement Policy which ensures compliance with the Accessibility Plan guidelines and Accessible Customer Service Standards Policy when acquiring new properties and tendering for facility upgrades.

#### **Township of Asphodel-Norwood Municipal Office and Council Chambers**

- Automatic door openers were installed for the main entrance ways to the Council Chambers and Municipal Office.
- A designated accessible parking space was marked with the appropriate loading zone area for access to the township building.
- The Municipal Office reception counter was also reconfigured to meet accessibility standards.

#### **Township of Asphodel-Norwood Town Hall**

- There is a ramp leading to the front entrance of the Town Hall building.
- The main entrance was retrofitted with an automatic door opener in 2019.
- The accessible washroom on the main floor of the hall was fully upgraded in 2019 to meet accessibility standards.

#### **Norwood Medical Centre**

- The Norwood Medical Centre has designated accessible parking space, appropriately marked to meet accessibility standards.
- There is a ramp, from the parking area, leading to the automatic door to the building.
- The main door to the building meets accessibility standards.
- The building also has accessible counters and washrooms.

#### Township of Asphodel-Norwood Library – Norwood Branch

- The Norwood Library has an elevator installed, allowing for accessibility to both floors of the building.

#### Township of Asphodel-Norwood Library – Westwood Branch

- The Westwood Library has marked, designated accessible parking.
- A ramp and automatic door opener has been installed to the main entrance of the building.
- The main door to the building meets accessibility standards.

#### Township of Asphodel-Norwood Community Centre

- The Community Centre has several designated accessible parking spaces, appropriately marked to meet accessibility standards.
- Automatic door openers have been installed at the main doors to the building
- There are several accessible washrooms and an accessible viewing area in the arena.

#### Township Building – Westwood Heritage Centre

- A ramp has been installed to the main entrance of the Heritage Centre building.

#### Fire Station One – Norwood Branch

- This building is not open to the public and therefore does not require any considerations for accessibility compliance.

Note: This building is still being considered for relocation, renovation or rebuild. At that time any accessibility compliance issues will be considered in conjunction with the Ontario Building Code requirements.

#### Fire Station Two – Westwood Branch

- This building is not open to the public and therefore does not require any considerations for accessibility compliance.

#### Public Works Garage

- This building is not open to the public and therefore does not require any considerations for accessibility compliance.

#### Parks

- Asphodel Heights Park
  - Accessible outdoor play spaces

- Asphodel Park
  - Accessible picnic tables/benches
  - Accessible sheltered picnic area
  - Accessible outdoor play spaces
  - Accessible washrooms
- Community Centre Park
  - Accessible picnic tables/benches
  - Accessible sheltered picnic area
  - Accessible outdoor play spaces
  - Accessible washrooms
- Lions Park
  - Accessible sheltered picnic area
- Mill Pond Butterfly Garden
  - Accessible sheltered picnic area
- Mill Pond Forest Trails
  - Accessible picnic tables/benches
- Norwood Park
  - Accessible picnic tables/benches
  - Accessible outdoor play spaces
- Westwood Park
  - Accessible picnic tables/benches
  - Accessible outdoor play spaces

## **MOVING FORWARD: 2020-2023 Accessibility Plan Priorities**

### **AODA Compliance Requirements 2020-2023**

By January 1, 2021

- Make all websites and web content accessible

By December 31, 2021

- File an Accessible Compliance Report

By December 31, 2023

- File an Accessible Compliance Report

### **Priority Rating**

- 1 – to be completed during fiscal year 2020-2021
- 2 – to be completed during fiscal year 2022-2023
- 3 – to be considered in the next Accessibility Plan

## **Customer Service Standard Priorities**

The Township has not received any Accessibility Customer Feedback Forms from residents or users of its services and/or facilities. To ensure no barriers are preventing feedback, the Township will be using an Online Form Builder to make all forms and applications available in different formats to meet a variety of different accessibility requirements.

## **Information and Communication Priorities**

The Township of Asphodel-Norwood will continue to ensure its website and web content are accessible. The Township's goal is to meet WCAG 2.0 Level AA standards by 2021. Any contents shared by the Township that are not accessible, such as diagrams and maps, will be provided in an accessible format when requested.

The Township will provide notice to the public of the availability of alternate formats and supports, upon request. To ensure these requests are received by the Municipality, the public feedback process will be reviewed and updated to ensure it's available in a variety of formats.

The Township of Asphodel-Norwood will also be installing microphones in its Council Chambers during the 2020-2021 fiscal years. This will significantly help in stabilizing a presenter's volume and improve communication during meetings and other events, when the space is being utilized.

## **Employment Priorities**

The Township of Asphodel-Norwood will continue to support and refresh plans throughout the employment cycle as necessary. All policies and practices will be reviewed regularly to ensure applicants and employees with disabilities receive the support they require. Staff will be provided with updates and/or notifications regarding any upgrade or changes in accommodation for people with disabilities.

## **Design of Public Space Priorities**

The Township of Asphodel-Norwood is committed to establishing policies and directives that will continue to strengthen and grow its community. This can only be done by ensuring all services and facilities are inclusive and accessible for all users.

Action Item: All public facilities to have one fully accessible washroom.

Priority Rating: 1, 2020-2021

Facility: Community Centre

Priority Rating: 2, 2021-2022

Facility: Medical Centre

Norwood Library

Westwood Library

Priority Rating: 3, future plan

Facility: Municipal Office/Council Chambers

Action Item: Up to code ramps leading to main entrance of facilities.

Priority Rating: 1, 2020-2021

Facility: Town Hall

Priority Rating: 2, 2020-2023

Facility: Council Chambers

Action Item: All main entrances to public facilities need to be brought up to code with wider size doors that open into the building.

Priority Rating: 3, future project

Facility: Municipal Office/Council Chambers

Town Hall

Norwood Library

Community Centre

Action Item: Reflective tape/paint for transitioning levels/floors outside and inside all facilities.

Priority Rating: 1, 2020-2021

Facility: Municipal Office/Council Chambers

Town Hall

Norwood Library

Westwood Library

Medical Centre

Community Centre

Norwood Fire Station

Westwood Fire Station

Public Works

Action Item: All elevators need to have a plug for a portable generator.

Priority Rating: 1, 2020-2021

Facility: Norwood Library

Action Item: Automatic door openers for all main entrance ways to facilities.

Priority Rating: 3, Future Action Plan

Facility: Public Works

Norwood Fire Station

Westwood Fire Station

Action Item: All parks to accessible tables/benches

Priority Rating: 1, 2020-2021

Park: Asphodel Heights Park

Action Item: All parks to have accessible outdoor play areas and/or upgrades to their current play areas.

Priority Rating: 1, 2020-2021

Park: Asphodel Heights Park

Asphodel Park

Community Centre Park

Westwood Park

## **FOR MORE INFORMATION**

For more information regarding the Township of Asphodel-Norwood's Multi-Year Accessibility Plan or to receive this document in a different format, please contact Shari Paykarimah at 705-639-5343 or [spaykarimah@asphodelnorwood.com](mailto:spaykarimah@asphodelnorwood.com).

Website: [www.asphodelnorwood.com](http://www.asphodelnorwood.com)

Facebook: Township of Asphodel-Norwood

Twitter: @NorwoodAsphodel

# APPENDIX A

## Priority Rating Summary by Year

### Priority Rating 1, 2020-2021

- Reflective tape/paint for transitioning levels/floors outside and inside facility.
  - Municipal Office/Council Chambers
  - Town Hall
  - Norwood Library
  - Westwood Library
  - Medical Centre
  - Community Centre
  - Norwood Fire Station
  - Westwood Fire Station
  - Public Works
- One fully accessible washroom.
  - Community Centre
- Up to code ramp leading to main entrance of facility.
  - Town Hall
- Plug for a portable generator to access elevator if hydro goes out.
  - Norwood Library
- Accessible tables/benches at all parks
  - Asphodel Heights Park
- Upgrades to outdoor play areas for more accessibility
  - Asphodel Heights Park
  - Asphodel Park
  - Community Centre Park
  - Westwood Park

### Priority Rating 2, 2022-2023

- One fully accessible washroom.
  - Medical Centre
  - Norwood Library
  - Westwood Library
- Up to code ramp leading to main entrance of facility.
  - Council Chambers

### Priority Rating 3, Future Accessibility Plan

- One fully accessible washroom.
  - Municipal Office/Council Chambers

- Up to code ramp leading to main entrance of facility.
  - Town Hall
- Automatic door opener for main entrance to facility.
  - Public Works
  - Norwood Fire Station
  - Westwood Fire Station
- Bring main door to building up to code, in size and direction.
  - Municipal Office/Council Chambers
  - Town Hall
  - Norwood Library
  - Community Centre

# APPENDIX B

## Additional Notes Regarding Facility Requirements

### Township Office and Council Chambers

- Install microphones in Council Chambers
- Council Chamber Ramp needs to be widened by moving railing
- Reflective tape/paint need to be placed at every transitioning level/floor in the facility
- Washrooms need to be brought up to current accessibility standards
  - Automatic door
  - Automatic dispensers (soap, hand dryer, faucet)
  - Accessible and automatic flushing toilet
  - Accessible sink and mirror
  - Relocation of bars
  - Motion lights

### Town Hall

- The ramp leading to the main entrance of the facility needs to be fully replaced and brought up to code
- The main door to the facility needs to be widened and the door needs to swing into the building
- Reflective tape/paint needs to be placed at every transitioning level/floor/stairs in the facility

### Medical Centre

- Reflective tape/paint need to be placed at every transitioning level/floor/stairs in the facility
- Washrooms need to be brought up to current accessibility standards
  - Automatic door
  - Automatic dispensers (soap, hand dryer, faucet)
  - Accessible and automatic flushing toilet
  - Accessible sink and mirror
  - Relocation of bars
  - Motion lights

### Norwood Library

- Need to install a plug for a portable generator, that can be used to run the elevator, in case the power goes out

- Reflective tape/paint need to be placed at every transitioning level/floor/stairs in the facility
- Washrooms needs to be brought up to current accessibility standards
  - Automatic door
  - Automatic dispensers (soap, hand dryer, faucet)
  - Accessible and automatic flushing toilet
  - Accessible sink and mirror
  - Relocation of bars
  - Motion lights

#### Westwood Library

- Reflective tape/paint need to be placed at every transitioning level/floor/stairs in the facility
- Washrooms needs to be brought up to current accessibility standards
  - Automatic door
  - Automatic dispensers (soap, hand dryer, faucet)
  - Accessible and automatic flushing toilet
  - Accessible sink and mirror
  - Relocation of bars
  - Motion lights

#### Asphodel-Norwood Community Centre

- Automatic door openers need to be installed at doors leading into the Millennium Room and Arena
- Reflective tape/paint needs to be placed at every transitioning level/floor/stairs in the facility
- At least one automatic hand sanitizer need to be installed in the lobby area
- Washrooms need to be brought up to current accessibility standards
  - Automatic door
  - Automatic dispensers (soap, hand dryer, faucet)
  - Accessible and automatic flushing toilet
  - Accessible sink and mirror
  - Relocation of bars
  - Motion lights
- One of the change rooms needs to be changed into an accessible change room

#### Heritage Centre Building

- The ramp leading to the main entrance of the facility needs to be relocated and brought up to code

- Reflective tape/paint needs to be placed at every transitioning level/floor/stairs in the facility
- Washrooms need to be brought up to current accessibility standards
  - Automatic door
  - Automatic dispensers (soap, hand dryer, faucet)
  - Accessible and automatic flushing toilet
  - Accessible sink and mirror
  - Relocation of bars
  - Motion lights

#### Parks

- Asphodel Heights Park
  - Install accessible tables/benches
  - Increase accessibility to outdoor play area by upgrading equipment, such as swings
- Asphodel Park, Community Centre Park, Westwood Park
  - Increase accessibility to outdoor play area by upgrading equipment, such as swings

# APPENDIX C

## Glossary of Key Definitions

“Accessibility” is a general term describing the degree of ease that something (e.g., device, service, physical environment and information) can be accessed, used and enjoyed by persons with disabilities. The term implies conscious planning, design and/or effort to make sure something is barrier-free to person with disabilities. Accessibility also benefits the general population, by making things more usable and practical for everyone, including older people and families with small children.

“Barrier” is anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include:

- physical barriers, e.g. a step at the entrance to a building;
- architectural barriers, e.g. no elevators in a building of more than one floor;
- information or communications barriers, e.g. a publication that is not available in large print;
- attitudinal barriers, e.g. assuming people with a disability can't perform a certain task when in fact they can;
- technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and
- barriers created by policies or practices, for instance not offering different ways to complete a test as part of job hiring.

“Disability” can be:

1. 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 appliance or device;
2. A condition of mental impairment or a developmental disability;
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
4. A mental disorder; or
5. An injury or disability for which benefits were claimed or received under the insurance plan - established under the *Workplace Safety and Insurance Act, 1997*.