



2019 Accessibility Plan

City of St. Thomas

This publication is available in alternate formats upon request.



OFFICE OF THE MAYOR

t. (519) 631.1680 x4131

f. (519) 631.9970

545 Talbot St., P.O. Box 520, City Hall
St. Thomas, Ontario, N5P 3V7

In the City of St. Thomas we strive to make our City the best it can be.

St. Thomas is committed to providing an accessible community for people with disabilities and the maturing population.

Over the past several years the city has addressed several issues which were identified in the 2008 plan.

As we move forward the City will remain committed to removing barriers and improving accessibility for those who live, work, play and visit the City of St. Thomas.

Joe Preston

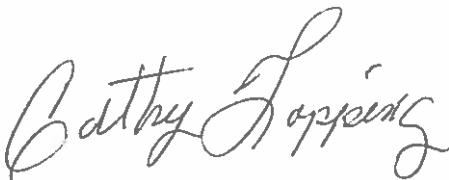
Mayor

It has been my pleasure to work with such a dedicated group of volunteers, who truly understand the needs of our community with regards to accessibility. Over the course of 2018, we worked to identify, isolate and advise the City of St. Thomas in its work to create an inclusive community. Not only did our City complete many projects throughout the year, as time and finances permitted, but the Municipal Accessibility Advisory Committee (MAAC) in cooperation with the Site Plan Control Committee was able to ensure exterior access to new buildings within St. Thomas.

One of our most challenging tasks has been to create awareness of the nature of limitations. Inclusiveness and accessibility are essential in creating a barrier-free environment for the permanently wheelchair-bound, the visually disabled, the hearing impaired, seniors with mobility issues and even young families trying to manage a stroller and/or wagon. A barrier-free environment should benefit everyone.

MAAC held a successful Open House in September in an effort to engage and educate the citizens of St. Thomas on accessibility matters. It is our plan to hold a similar Open House in 2019.

Working together and understanding accessibility needs in our community, will make quality of life better for each of us.

A handwritten signature in cursive script that reads "Cathy Topping". The signature is written in black ink and is positioned above the printed name and title.

Cathy Topping
Chair – MAAC Committee

Table of Contents	Page
Section 1: Municipal Overview	5
1.1 Municipality	5
1.2 Executive Summary	5
1.3 Accessibility Objectives	6
1.4 Municipal Accessibility Advisory Committee	7
1.5 Accessibility Technical Committee	7
Section 2: Legislative Requirements	8
2.1 2018 Accessibility Report	8
City Clerk	8
Environmental Services	9
Mayor's Office	10
Parks Division, Parks, Recreation & PM Department	10
Police Department	11
Property Maintenance Division, Parks, Rec & PM Department	11
Recreation Division, Parks, Rec & PM Department	12
St. Thomas Public Library	12
2.2 Accessibility Measures	12
2.3 2019 Strategic Actions	14
City Clerk	14
Environmental Services	14
Mayor's Office	15
Parks Division, Parks, Rec & PM Department	15
Planning Department	16
Property Maintenance Division, Parks, Rec & PM Department	17
Recreation Division, Parks, Rec & PM Department	18
St. Thomas Public Library	19
Conclusion	19
Appendix 1 – Glossary of Terms	20

Section 1: Municipal Overview

1.1 Municipality

The City of St. Thomas is located in the heart of Southwestern Ontario, approximately halfway between Toronto and Detroit, and approximately 25 kilometers south of London and 13 kilometers north of the Lake Erie shoreline.

St. Thomas is a single tier municipality within Elgin County with a population of approximately 42,000. Surrounding St. Thomas are numerous picturesque towns, lakeside villages and historic hamlets, each with their own unique charm.

The Council of the City of St. Thomas is comprised of nine members – one Mayor and eight Councillors. Under the guidance and leadership of the Mayor and City Council, the City Manager and City Departments provide administrative and operational services considered essential for living.

1.2 Executive Summary

Statistics Canada reports that approximately 1.85 million Ontarians have disabilities – over 15% of the population including more than 40% of people over age 65.

Municipal governments play an important role in the planning and development of communities: in our streets, parks, libraries, social housing, programs, services, public buildings and elections. The Province of Ontario recognized that accessibility is a shared responsibility and passed the Ontarians with Disabilities Act, 2001 (ODA) on December 14, 2001. In addition, municipalities with populations of 10,000 and over must have an Accessibility Advisory Committee.

In June 2005, the Province of Ontario furthered its commitment to accessibility by expanding previous legislation to include the private sector with the goal to achieve accessibility for Ontarians with Disabilities by 2025. The purpose of the Accessibility for Ontarians with Disabilities Act, 2005, is to achieve accessibility for Ontarians with Disabilities in five important areas of their lives within specified time limits:

- Customer Service (Reg. 429/07: must be compliant by Jan 1, 2010)
- Transportation
- Information and Communication
- Employment
- Built Environment

On June 3, 2011, the Ontario government passed the Integrated Accessibility Standards Regulation 191/11. The regulation, which combines accessibility standards in three areas – Information and Communication, Employment and Transportation, came into force July 1, 2011.

The Integrated Accessibility Standards Regulation 191/11 was amended on December 12, 2012 to include the Design of Public Spaces Standard.

On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, Ontario Regulation 332/12, to include new accessibility amendments. The effective date of the amendment was January 1, 2015.

Amendments were also made to the Customer Service Standard effective July 1, 2016.

Council is committed to ensure that persons with disabilities share the same rights, freedoms and obligations so that they may live as independently as possible and are able to participate in all that the City of St. Thomas has to offer. The annual accessibility plan plays an important role in recognizing the needs of persons with disabilities that reside in St. Thomas.

This Accessibility Plan was prepared in consultation with the St. Thomas Municipal Accessibility Advisory Committee (MAAC), the City of St. Thomas Accessibility Technical Committee, City staff, the Province of Ontario and other municipalities.

This Plan contains a review of accessibility initiatives undertaken in 2018, a summary of barrier prevention measures the City currently has in place, and a description of strategic actions planned for 2019.

Information about accessibility is also available on the City of St. Thomas' website at www.stthomas.ca.

1.3 Accessibility Objectives

The objectives of the City of St. Thomas in regards to accessibility are:

- To promote public awareness and sensitivity to all persons with disabilities;
- To encourage co-operation between all service and interest groups;
- To identify and document relevant issues and concerns;
- To create a community that provides opportunities for barrier-free access to housing, transportation, education, recreation, health care and employment;
- To embrace the concept of universal design to include the needs of disabled citizens and an aging population;

- To ensure that policies and practices are maintained in relationship to the development and redevelopment of services and facilities that have regard to persons with disabilities and aging population statistics;
- To ensure that the City receives the maximum economic benefits from building an accessible City including an increased potential for tourism, retail business and accommodating conventions.

To achieve these objectives, the 2019 Accessibility Plan involves the following:

- Representation of City Departments on the Accessibility Technical Committee;
- Information sharing with the Municipal Accessibility Advisory Committee, Province of Ontario, other Ontario municipalities and the general public;
- Ongoing review of selected City of St. Thomas by-laws, policies, programs practices and services to determine their impact on accessibility;
- Monitoring the legislated AODA, 2005 Accessibility Standards, 2009 Customer Service Standard, 2011 Integrated Accessibility Standards, 2013 Design of Public Spaces Standard, 2015 Accessibility Amendments to Ontario's Building Code and 2016 Amendments to the Customer Service Standard; and
- Continued allocation of dedicated capital funds to remove barriers in municipal buildings.

1.4 Municipal Accessibility Advisory Committee

The mandate of the Municipal Accessibility Advisory Committee (MAAC) is to advise and assist the City of St. Thomas, including the City's agencies, boards and commissions, in developing and facilitating a barrier-free St. Thomas. As required by the Act, a majority of the members of MAAC include persons with disabilities.

Duties of the Committee under the *Accessibility for Ontarians with Disabilities Act* Section 29(4) of the Committee shall,

- a) Advise Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the Council may seek its advice under subsection (5);
- b) Review Special Events applications to ensure that organizations adhere to accessibility requirements;
- c) Review in a timely manner the site plans and drawings described in section 41 of the *Planning Act* that the Committee selects; and
- d) Perform all other functions that are specified in the regulations.

1.5 Accessibility Technical Committee

The Accessibility Technical Committee consists of seven members from the following departments in the City with knowledge of the following standards:

- Human Resources – Employment Standard, Information and Communication Standard
- City Clerk’s – Customer Service Standard
- Roads and Transportation – Transportation Standard & the Road Infrastructure Portion of the Accessibility Amendments to the Building Code, Design of Public Spaces Standard
- Building – Accessibility Amendments to the Building Code, Design of Public Spaces Standard
- Parks, Recreation and Property Management – Accessibility Amendments to the Building Code, Design of Public Spaces Standard
- Library – Information and Communication Standard
- Valleyview – Accessibility Amendments to the Building Code, Information & Communication Standard, Design of Public Spaces Standard

The Committee works with the Municipal Accessibility Advisory Committee toward the improvement of accessibility issues in the City and reports directly to the City Manager. Committee members meet to discuss issues, provide updated information on accessibility initiatives and suggestions to the City Manager. A representative attends MAAC meetings.

Section 2: Legislative Requirements (*Integrated Accessibility Standards, Regulation 191/11*)

This section of the Accessibility Plan captures the City’s commitment to accessibility and contains:

- A report on measures taken to remove barriers in 2018;
- A summary of measures adopted to identify, remove and prevent barriers to access; and,
- A list of initiatives to be undertaken in 2019.

2.1 2018 Accessibility Report

Measures achieved under the 2018 Accessibility Plan are highlighted in this section which is organized based on the City’s departmental structure. Suggestions from the Municipal Accessibility Advisory Committee are also included in this portion.

Department: City Clerk

Accessibility Issue	2018 Action that Took Place	Status
2018 Accessibility Plan	2018 Plan produced in recommended font and available in accessible formats upon request	Completed

2018 Municipal Election	Measures designed to ensure 2018 Municipal Election process met accessibility needs of voters and candidates New 2018 Municipal Election Accessibility Plan created for voters and candidates	Completed
Application Forms - Accessible Format	Various application forms made accessible and fillable	Completed
Accessible Customer Service	New accessible customer service area constructed in City Hall, including information screen	Completed
Committee Minutes and Agendas	All Committee minutes and agendas uploaded to the City website to increase accessibility to the public	Completed

Department: Environmental Services

Accessibility Issue	2018 Action that Took Place	Status
2018 Annual Sidewalk Program	<ul style="list-style-type: none"> - Install new sidewalks to fill in missing links in sidewalk network - Replace narrow or poor condition sidewalks - Install tactile warning plates at intersections 	ongoing
2018 Annual Road Rehabilitation	<ul style="list-style-type: none"> - Install new surface to improve road crossing for all modes of transportation 	complete
New Developments	<ul style="list-style-type: none"> - Ensure designs are in conformance with City and Provincial AODA requirements 	ongoing
2018 Construction Projects	<ul style="list-style-type: none"> - Install new sidewalks to fill in missing links and replace narrow or poor condition sidewalks. - Install tactile warning plates at intersections - Install new surface to improve road crossings for all modes of transportation - Installed new pedestrian crossings in various locations around the City. - Installed new traffic signal at Elm and Peach Tree 	complete
Review of pedestrian crossing facilities.	<ul style="list-style-type: none"> - Undertake a City wide review of pedestrian crossing facilities for AODA compliance and accessibility improvements as prescribed in Book 15. 	complete
Transportation – Accessible traffic signal (APS) installation	<ul style="list-style-type: none"> - Ontario's Ministry of Transportation released policy regarding implementation of APS in accordance with AODA Ontario Regulation 413/12 	ongoing

Department: Mayor's Office

Accessibility Issue	2018 Action that Took Place	Status
Website Accessibility	A new more user friendly website was launched	Completed

Department: Parks Dept - Athletic Park

Accessibility Issue	2018 Action that Took Place	Status
Physical - parking lot	Parking lot very uneven and many cracks - very rough	Ongoing maintenance, graded annually some pavement added in 2018
Physical - slope/surface	Slope up to food concession/washroom area very steep - poor surface and no rails	Completed - graded and new trail installed, meets accessibility
Physical - concession stand edge	Edge along concession stand potentially dangerous, drop off, suggest railing	Completed - edge removed the wall and re-graded

Department: Parks Dept - Cowan Park

Accessibility Issue	2018 Action that Took Place	Status
Physical - Parking lot	Parking lot not accessible - uneven pavement, many cracks	Ongoing maintenance, graded annually

Department: Parks Dept - Doug Tarry Complex

Accessibility Issue	2018 Action that Took Place	Status
Physical - concrete cracks	Gaps in between concrete filled with stone dust, eliminating a trip hazard	Ongoing maintenance
Communication - signs	Lack of large print, well lit, visible signage	Completed - directional

		signage for washrooms installed
Physical - cracks	Cracks are expansion joints that are moving	A section completed in 2017 and ongoing maintenance

Department: Parks Dept - Pinafore Park

Accessibility Issue	2018 Action that Took Place	Status
Physical - pavilion parking	North Pavilion has 2 accessible parking spots, no regular spots	Completed - parking is available along the roadside for regular parking
Communication - signs	Lakeside pavilion and playground missing the accessible parking spot signage	Completed
Physical - pavilion cracks	Cracks in pavilions	Completed - regular wear, pavilion in question meet code construction
Communication - signage	Washroom signage - more throughout the park	Completed - new comfort station built in 2017 indicating washrooms

Department: Police Department

Accessibility Issue	2018 Action that Took Place	Status
Property Room - no light on Fire Alarm	Fire Alarm Strobe added (June 2018)	Completed

Department: Property Maintenance - City Hall

Accessibility Issue	2018 Action that Took Place	Status
Physical - Front Stairs	Front wooden stairs - low rail, stairs not marked with contrast colour	Completed

	New front stairs put in	
Physical - Elevator	Elevator ceiling light is low Turned up the light	Completed
Physical - Council Chambers	Accessibility a concern for Council Chambers main floor Main floor spot completed, sign on wall to identify accessible spot	Completed
Physical - Back stairs	Upgrade stairwell lighting from compact fluorescent changed to LED new lights	Completed
Physical - Directional	All the signage has been completed throughout the City Hall building	Completed
Physical - Washrooms	Grab bar on side of the toilets - public No heat cover on sink drains - public	Completed

Department: Recreation

Accessibility Issue	2018 Action that Took Place	Status
Physical, JC Pool	Colour contrast on fence between lap pool and tank	Not required
Physical, JC Pool	Grab bar across top of urinal	Reviewed
Physical, JC Pool	Grab bar outside shower	Reviewed
Physical, JC Pool	Lit interior emergency exit signs	Reviewed
Physical, JC Pool	Parking lot repaving	Denied capital
Physical, Joe Thornton Community Centre	B pad bleacher construction	Completed capital

Department: St. Thomas Public Library

Accessibility Issue	2018 Action that Took Place	Status
Locked Family Washrooms	Accessible devices added	Completed
Accessibility Champions	Two staff members agreed to continue	Completed
Grooves in back stairwell presented an issue for those with sight impairment	Grooves were filled in	Completed

2.2 Accessibility Measures

The City of St. Thomas has conducted a comprehensive review of its many by-laws, practices, policies, procedures and services to ensure that consideration for accessibility takes place where appropriate. This section of the report contains a summary of measures and practices in place that ensure consideration for accessibility routinely takes place.

Accessibility Issue	General Municipal Practice/Procedure
<p>Consideration for accessibility is an element of the corporate culture</p>	<p>The Corporate Policy was approved by Council on November 12, 2013. This policy outlines the City's responsibilities related to the integrated accessibility standards under the <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i>.</p> <p>Accessibility awareness information is delivered to staff throughout the Corporation.</p> <p>MAAC provides feedback on municipal capital projects, Special Events applications, site plan applications and Facility Audits. The Accessibility Technical Committee ensures interdepartmental cooperation for accessibility initiatives.</p> <p>The Multi-Year Accessibility Plan is regularly monitored by MAAC, staff, the ATC, and Council.</p> <p>Documents are available in alternative formats upon request.</p>
<p>Consideration for accessibility is built into municipal decision making processes</p>	<p>Staff respond to accessibility concerns in reports.</p>
<p>Accessibility is given consideration during the procurement process</p>	<p>The following clause is included in bid documents for the City of St. Thomas: The Bidder shall ensure that all its employees and agents receive training regarding the goods and services contemplated herein to persons with disabilities in accordance with Section 6 of the Ontario Regulation 429/07 and Section 7 of Ontario Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act, 2005, as amended. The Bidder shall ensure that such training includes, without limitation, a review of the purposes of the Act and the requirements of the regulation, as well as instruction regarding all matters set out in section 6 and section 7 of the applicable Regulation.</p> <p>In addition, designated public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.</p>
<p>Municipal Policy and Planning</p>	<p>A member of the Accessibility Technical Committee attends the MAAC meetings to address accessibility policies and concerns.</p>
<p>Recreational Programs</p>	<p>Individuals with a disability may bring their own volunteer support to the recreation programs at no charge.</p>

2.3 2019 Strategic Actions

The following tables outline the City's 2019 accessibility initiatives based on the Department/Branch with the responsibility for "delivering the initiative". Suggestions from the Municipal Accessibility Advisory Committee are also included in this portion.

Department: City Clerk

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
2019 Accessibility Plan	2019 Plan produced in recommended font and available in accessible formats upon request	Completed	
Customer Service	Installation of computer monitor at front counter for additional visual media element for customers	2019	

Department: Environmental Services

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
Transit Strategic Plan	Dependent on 2019 Capital Budget	As soon as possible	
2019 Annual Sidewalk Program	<ul style="list-style-type: none"> - Install new sidewalks to fill in missing links in sidewalk network - Replace narrow or poor condition sidewalks - Install tactile warning plates at intersections 	2019	
2019 Annual Road Rehabilitation	<ul style="list-style-type: none"> - Install new surface to improve road crossing for all modes of transportation 	2019	
2019 Construction Projects	<ul style="list-style-type: none"> - Install new sidewalks to fill in missing links and replace narrow or poor condition sidewalks - Install tactile warning plates at intersections - Install new surface to improve road crossings for all modes of transportation - Elm Street is the largest project and will include numerous improvements from Sunset to First to improve accessibility 	2019	
New Developments	<ul style="list-style-type: none"> - Ensure designs are in conformance with provincial AODA requirements 	2019	

Department: Mayor's Office

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
Website accessibility	Ongoing monitoring	ongoing	
Website accessibility	Purchase of software for scanning website accessibility issues	complete	

Department: Parks Dept - Doug Tarry Complex

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
Physical - grade changes	Grade changes are not marked with a contrast colour to distinguish change		Report
Physical - automatic door	No automatic doors to access Ron Baldwin building or family washroom	2019 operations budget under review	Report
Communication - signs	Lack of large print, well lit, visible signage, exit signage under review	Under review	Report
Physical - exit from complex	Only 1 exit for entire complex, more exits should be provided		Report

Department: Parks Dept - Emslie Field

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
Physical - bleachers	No ramp to covered bleacher area		Report
Physical - showers	Change room showers not accessible		Report
Physical - clubhouse; change room and concession	Accessibility upgrades		report

Department: Parks Dept - Pinafore Park

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
Physical - railing on pavilion	No railing on south stairs of the Lakeside pavilion	2019 operational budget will put railing on both north and south ends	report

Department: Parks Dept - Waterworks Park

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
Physical - entry road	Not accessible entrance - very steep		Report
Physical - pathway contrast	Suggest contrast colour to note grade change on pathway especially by washrooms		Report
Physical - building entrance	Very steep	This is not a public building or accessed by the public. Seasonal use by staff only	report
Physical - accessible washroom	Needs a ramp	Door threshold access into accessible washroom under review in 2019	
Physical - women's washroom	Door does not swing. No grab bar.	To swing out under review in 2019. Installation under review in 2019.	
Communication - signage	Needs sign for accessible washroom	Signage under review in 2019	
Physical - accessible cubicle	Need one for family	There is a family washroom with lock. Not a shared cubicle.	
Physical - family washroom sink pipe	Family washroom has exposed pipe under the sink, requires clearance for wheelchair/scooters knees	Operations budget 2019	
Physical - playground	Bit of a lip	Ongoing maintenance - safety surface	

Department: Planning and Building Services Department

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
Policy Constraints/Land	Accessibility policies will be	2019	Consultation

Use Regulations in the new Official Plan	reviewed and recommendations will be made at the time a report is made to Council		
Policy Constrains/Land Use Regulations in the new Official Plan	This is part of an internal review and consolidation of the Official Plan	2019	Consultation
Standards and definitions in the Zoning By-law 50-88 supporting barrier-free access (i.e. ramps, parking, signage)	- Part of an internal review and consolidation of Zoning By-law 50-88 - Barrier-free access provisions will be recommended for implementation at the time a report is presented to Council	2019	Consultation

Department: Property Maintenance - City Hall

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
Physical - water fountain	Stem to be changed to a bottle filler	2019	
Physical - Backstairs	2nd and 3rd floor back stairs strip carpet and tile and rubber nosing with yellow marking tape	2020 budget	
Physical - Washrooms	No grab bar for urinal	2019	
Physical - Council Chambers	Plans have been updated	2020 budget	

Department: Property Maintenance - Horton Market

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
Physical - Parking Lot	Parking lot updated	Sept 2019	
Physical - Parking Spaces	No van parking spaces	Sept 2019	
Communication - signage	Exit sign not over actual west door exit	2019	
Physical - shelving	Shelving not secure yet to the wall	2019	

Department: Property Maintenance - Tourism Building

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
Physical - parking lot	Upper St. Catharine parking lot area needs repair	On hold	
Physical - Entrance door	Door not self opening Lip at door entrance needs to be modified	2020 budget	
Physical - doors	Requires ramp modifications	2020 budget	

Department: Property Maintenance - Wellington Block

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
Physical - Ramp	Ramp not marked or painted with contrast colour	On hold	
Physical - 3 sets of stairs from entrance door do not have contrast colour	Yellow marking tape needs to be installed on the edge Suggest a railing for the centre of the north exit door stairs	On hold	
Physical - Washrooms	Install grab bar for urinals Automatic door openers installed	On hold	

Department: Recreation

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
Physical, JC Pool	Parking lot repaving and line painting	Resubmit for 2019 capital	Report
Physical, JC Pool	Automatic door opener main door	Not required	Report
Physical, JC Pool	Lit exit signs	Review	
Physical, JC Pool	Grab bar across top of urinal	Review	
Physical, JC Pool	Grab bar for outside showers (1 each male/female)	Review	
Physical, JC Pool	Coloured depth markers along side of lap pool	Not required	Report

Physical, JC Pool	Colour contrast on fencing between lap pool and tank	Not required	Report
Physical, JC Pool	Braille signage for change rooms	Review	Report
Physical, Joe Thornton Community Centre	Front stairway treads colour top/bottom tread only. Ceramic work required.	Pending budget	

Department: St. Thomas Public Library

Accessibility Issue	2019 Action to be Taken	Timing	Role of MAAC
3rd floor accessible washroom not available due to security issues	Rearrangement of library will hopefully result in staffing in that area which will mean the washroom can be opened again	By December 2020	
Library catalogue is not AODA compliant	Hope to be able to purchase new software that sits over the catalogue that is compliant	By December 2019	
Main service desk does not have a proper accessible area in it	Will be purchasing new desk that will have a proper accessible area	By December 2019	
Yellow lines on front steps are faded	These have been painted but have faded with weather. They will need to be repainted.	Completed	
Yellow lines are not present on steps leading to and from west garden	Paint lines	Completed	
Non-accessible shelving in Local History	New shelves will be purchased	By December 2020	

Conclusion

The City of St. Thomas' long term vision is to ensure that St. Thomas will be a caring and responsive community known for its accessibility. With the commitment of City Council, staff, the Accessibility Technical Committee, the Municipal Accessibility Advisory Committee and community partners, barrier removal continues to be a priority in St. Thomas.

Appendix 1 – Glossary of Terms

What is a disability?

"Disability" is:

- 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;
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or,
- 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

A "barrier" is 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 informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice. An example of each of the different kinds of barriers is shown below:

Barrier type	Example
Physical	A door knob that cannot be operated by a person with limited upper-body mobility and strength
Architectural	A hallway or door that is too narrow for a wheelchair or scooter
Informational	Typefaces that are too small to be read by a person with low-vision
Communicational	A professor who talks loudly when addressing a deaf student
Attitudinal	A receptionist who ignores a customer in a wheelchair
Technological	A paper tray on a laser printer that requires two strong hands to open