

THE CORPORATION OF THE CITY OF ST. THOMAS
AGENDA
THE FIRST MEETING OF THE MUNICIPAL ACCESSIBILITY
ADVISORY COMMITTEE

SENIORS' CENTRE

8:30 A.M.

March 22, 2018

NEW BUSINESS

2018 Accessibility Plan Pages 2-24

UNFINISHED BUSINESS

Accessibility Open House - September 27, 2018

NEXT MEETING

To be determined.

ADJOURNMENT



2018 Accessibility Plan

City of St. Thomas

This publication is available in alternate formats upon request.



OFFICE OF THE MAYOR

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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.

Heather Jackson

Mayor

Municipal Accessibility Advisory Committee

As the Chairman of the MAAC, it has been my pleasure to work with a dedicated group of Volunteers who understand the needs of the Community with regards to accessibility. We have, over the course of 2017, worked to identify, isolate and advise the City of St. Thomas in its work to create an inclusive community. The City has completed many projects this year as time and finances permit. New buildings in St. Thomas have come before Site Plan and the MAAC review team to ensure exterior access to these buildings.

One of our most challenging tasks has been to create awareness of the nature of limitations. Inclusiveness and Accessibility creating a Barrier-free environment range from the permanently wheelchair-bound, the visually and hearing impaired, to knee replacement surgery, a young family trying to manage with a stroller and/or wagons. A barrier free environment is for everyone.

MAAC has successfully tried walking in another's shoes to understand and make life for each person a bit more of a joy!

Joan Rymal

MAAC Committee

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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 38,000. 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 eight members – one Mayor and seven 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 1.8 million Ontarians have disabilities – about 13.5% of the population. Because disability tends to increase with age, it is estimated that 20% of the population will have disabilities by the year 2020.

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 is 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 2017, a summary of barrier prevention measures the City currently has in place, and a description of strategic actions planned for 2018.

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 2018 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 bi-monthly 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 2017;
- A summary of measures adopted to identify, remove and prevent barriers to access; and,
- A list of initiatives to be undertaken in 2018.

2.1 2017 Accessibility Report

Measures achieved under the 2017 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	2017 Action that Took Place	Status
Comm/Info 2017 Accessibility Plan	2017 Plan produced in recommended font and available in accessible formats upon request	Completed

Department: Environmental Services

Accessibility Issue	2017 Action that Took Place	Status
2017 Annual Sidewalk Replacement	<ul style="list-style-type: none"> • Installed sidewalk ramps at intersections with tactile warning plates • Installed new sidewalks to fill in missing links in sidewalk network. 	Complete
2017 Annual Road Rehabilitation	<ul style="list-style-type: none"> • Improved the ride comfort rating with a new pavement surface to allow improved road crossing and travelling for vehicles, cyclists and pedestrians. 	Complete
Gateway Project – Roundabout at Talbot and Sunset Dr.	<ul style="list-style-type: none"> • Installed surface asphalt to improve the ride comfort rating with a new pavement surface to allow improved road crossing and travelling for vehicles and cyclists 	Complete
Southpath	<ul style="list-style-type: none"> • Installed 1km of 3.0m wide multi-use path from Sauvé Avenue to Penhale Avenue. Three pedestrian crossings were installed at road crossings to improve safety. • Tactile warning plates were installed at all crossings 	Complete
Gladstone Ave. – Elgin to Princess	<ul style="list-style-type: none"> • Improved the ride comfort rating with a new pavement surface to allow improved road crossing and travelling for vehicles, cyclists and pedestrians. • Installed new sidewalk and sidewalk ramps were installed at all new intersections with tactile warning plates 	Complete
Stanley St. – Sunset to Wellington	<ul style="list-style-type: none"> • Installed sidewalk ramps at intersections with tactile warning plates • Installed 1.5 metre sidewalks or wider to allow pedestrian movements • Improved the ride comfort rating with a new pavement surface to allow improved road crossing and travelling for vehicles, cyclists and pedestrians. • Installed two pedestrian crossings 	Complete
Queen St. – Centre to Wellington	<ul style="list-style-type: none"> • Installed sidewalk ramps at intersections with tactile warning plates • Installed 1.5 metre sidewalks or wider to allow pedestrian movements • Improved the ride comfort rating with a new pavement surface to allow improved road crossing and travelling for vehicles, cyclists and 	

	pedestrians.	
Churchill – Meehan to Fifth Av.	<ul style="list-style-type: none"> • Installed sidewalk ramps at intersections with tactile warning plates • Installed 1.5 metre sidewalks or wider to allow pedestrian movements • Improved the ride comfort rating with a new pavement surface to allow improved road crossing and travelling for vehicles, cyclists and pedestrians. <p>Installed a new all-way stop for traffic calming measures allowing for safe pedestrian crossing mid block</p>	
Ermatinger – Churchill to Montgomery	<ul style="list-style-type: none"> • Installed sidewalk ramps at intersections with tactile warning plates • Installed new 1.5m sidewalk as there was no sidewalk before construction • Improved the ride comfort rating with a new pavement surface to allow improved road crossing and travelling for vehicles, cyclists and pedestrians. 	
First Avenue – Talbot to Wellington	<ul style="list-style-type: none"> • Installed sidewalk ramps at intersections with tactile warning plates • Installed new 1.5m sidewalk on west side. Sidewalk on each side as well • Improved the ride comfort rating with a new pavement surface to allow improved road crossing and travelling for vehicles, cyclists and pedestrians. 	
Waterworks Parking Lot	<ul style="list-style-type: none"> • Improved the ride comfort rating with a new pavement surface to allow improved road crossing and travelling for vehicles, cyclists and pedestrians. • Installed 500m of 3.0m wide multi-use path 	
New Transit Buses and Shelters	<ul style="list-style-type: none"> • Purchased 4 new Accessible bus and purchased and installed 5 new Bus Shelters. Bus shelters were installed with LED lighting to improve safety at night. 	Expected delivery of 2 in Dec. balance to follow. Shelters complete
Transportation – Accessible traffic	Awaiting Ontario's Ministry of Transportation to release policy regarding implementation of APS	Ongoing installations

signal (APS) installation	in accordance with AODA Ontario Regulation 413/12	with intersection reconstructions via capital projects
Transit – Integrated Accessibility Section 41	Annual Accessible Transportation Open House and Feedback complete with advertisement – Accessibility Plan and Report to Council	Incomplete
Review of pedestrian crossing facilities	to undertake a City wide review of pedestrian crossing facilities for AODA compliance and accessibility improvements as prescribed in the manual	Moved to 2018

Department: Fire Department

Accessibility Issue	2017 Action that Took Place	Status
Some markings fading or lifting around elevation points within stations	No action taken due to time of year	To be completed

Department: Mayor’s Office

Accessibility Issue	2017 Action that Took Place	Status
Website Accessibility	Continued monitoring to ensure compliance	ongoing

Department: Parks Dept - Athletic Park

Accessibility Issue	2017 Action that Took Place	Status
Physical – Parking lot	Parking lot very uneven and many cracks – very rough	Ongoing

Department: Parks Dept - Cowan Park

Accessibility Issue	2017 Action that Took Place	Status
Physical – Washrooms	Washroom – no automatic door and lip/edge to access inside	Completed
Physical – Parking lot	Parking lot not accessible – uneven pavement, many cracks	Ongoing, graded annually
Physical – Benches	Benches are placed too close to edge of concrete border around play area and a t least	Completed, removed

	3 benches have a drop of 12" to play surface	benches
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Department: Parks Dept - Doug Tarry Complex

Accessibility Issue	2017 Action that Took Place	Status
Physical – Concrete Cracks	Gaps in between concrete filled with stone dust, eliminating a trip hazard	On-going maintenance

Department: Parks Dept - Emslie Field

Accessibility Issue	2017 Action that Took Place	Status
Physical - Walkway	Repaved Ground/walkway around park	Completed

Department: Parks Dept - Pinafore Park

Accessibility Issue	2017 Action that Took Place	Status
Physical - Woodlot pavilion	Grading sloping, New pavilion 2017	Completed

Department: Parks Dept - Waterworks Park

Accessibility Issue	2017 Action that Took Place	Status
Physical – Parking lot	Paved area very poor and not accessible	Completed
Physical – Automatic washroom door	Family washroom needs automatic door and has lip/edge at entrance, space in washroom is good	Completed

Department: Police Department

Accessibility Issue	2017 Action that Took Place	Status
Horizontal Grab Bars-Showers	Added	Completed
New Police HQ	MAAC toured building – Nov. 3, 2017	Completed

Department: Property Maintenance - City Hall

Accessibility Issue	2017 Action that Took Place	Status
Physical – Front stairs	Front wooden stairs – low rail, stairs not marked with contrast colour, new front stairs put in	Completed
Physical - Elevator	Elevator ceiling lighting is low, Turned up light	Completed
Physical – Council	Main floor spot completed, sign on wall to	Completed

Chambers	identify accessible spot	
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Department: Property Maintenance - Tourism Building

Accessibility Issue	2017 Action that Took Place	Status
Washroom not viewed	Grab bar added to washroom in 2016	Completed

Department: Property Maintenance - Wellington Block

Accessibility Issue	2017 Action that Took Place	Status
Physical - Parking Spaces	No van parking spaces, Added in 2016	Completed

Department: Recreation

Accessibility Issue	2017 Action that Took Place	Status
Physical, JC Pool	Parking lot repaving and line painting	Denied capital
Physical, Memorial	Dressing room shower renovations (# 5 & 6, barrier free)	Completed
Physical, Timken CC	B pad permanent bleacher construction	Additional capital funding required

Department: St. Thomas Public Library

Accessibility Issue	2017 Action that Took Place	Status
Physical	Reflective strips on front steps were replaced as they were peeling off	Completed
Physical	Lip on door from Ingram Room leading outside will include a ramp	Completed by 2018
Technology and Communication	Font increase/decrease widget added to library webpage	Completed
All	Accessibility Champions continuously monitor the Library for accessibility issues	Completed and ongoing
Physical	Additional parking spot created at the front of the building	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.</p> <p>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 <i>Accessibility for Ontarians with Disabilities Act, 2005</i>, 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 2018 Strategic Actions

The following tables outline the City's 2018 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	2018 Action to be Taken	Timing	Role of MAAC
Communication/Information 2018 Accessibility Plan	2018 Accessibility Plan produced in recommended font and available in accessible formats upon request	2018	Review
Communication/Information 2018 Municipal Election	Measures will be designed to ensure 2018 Municipal Election process meets accessibility needs of voters and candidates	October 2018	Review
Application Forms - Accessible Format	Various application forms to be made accessible and fillable	2018	

Department: Environmental Services

Accessibility Issue	2018 Action to be Taken	Timing	Role of MAAC
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 	2018	
2018 Annual Road Rehabilitation	<ul style="list-style-type: none"> - Install new surface to improve road crossing for all modes of transportation 	2018	
New Developments	<ul style="list-style-type: none"> - Ensure designs are in conformance with City and Provincial AODA requirements 	2018	
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 	2018	
Transportation – Accessible traffic signal	<ul style="list-style-type: none"> - Ontario's Ministry of Transportation released policy regarding implementation of APS in accordance with AODA 	Implement going forward in	

(APS) installation	Ontario Regulation 413/12	all new installations and intersection reconstructions	
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Department: Fire Department

Accessibility Issue	2018 Action to be Taken	Timing	Role of MAAC
Some markings fading or lifting around elevation points within stations	Removal of existing tape markings and etching of concrete followed by enamel paint	Late spring 2018	

Department: Mayor's Office

Accessibility Issue	2018 Action to be Taken	Timing	Role of MAAC
Website Redesign	Launching a new user friendly website	March 2018	Review

Department: Parks Dept - Athletic Park

Accessibility Issue	2018 Action to be Taken (item description)	Timing	Role of MAAC
Physical – Parking lot	Parking lot very uneven and many cracks – very rough	Ongoing maintenance, graded annually	Report
Physical – Slope/Surface	Slope up to food concession/washroom area very steep – poor surface and no rails		Report
Physical – Concession stand edge	Edge along concession stand potentially dangerous, drop off, suggest railing		Report

Department: Parks Dept - Cowan Park

Accessibility Issue	2018 Action to be Taken (item description)	Timing	Role of MAAC
Physical – Parking lot	Parking lot not accessible – uneven pavement, many cracks	Ongoing maintenance, graded annually	Report

Department: Parks Dept - Doug Tarry Complex

Accessibility Issue	2018 Action to be Taken (item description)	Timing	Role of MAAC
Physical – Cracks and grade changes	All cracks and 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	Under review	Report
Communication - Signs	Lack of large print, well lit, visible signage, exit signage	Exit signage under review Directional signage for washrooms installed	Report
Physical – Exit from Complex	Only 1 exit for entire Complex, more exits should be provided	Capital 2019	Report

Department: Parks Dept - Emslie Field

Accessibility Issue	2018 Action to be Taken (item description)	Timing	Role of MAAC
Physical - Bleachers	No ramp to covered bleacher area	Capital	Report
Physical - Showers	Change room showers not accessible	Capital	Report
Physical – Clubhouse: Change Room & Concession	Accessibility Upgrades	Capital	Report

Department: Parks Dept - Pinafore Park

Accessibility	2018 Action to be Taken	Timing	Role of
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Issue	(item description)		MAAC
Physical – Pavilion parking	North Pavilion has 2 accessible parking spots, no regular spots Lakeside pavilion & playground missing the accessible parking spot signage	Parking is available along the roadside for regular parking Under review	Report
Physical – Pavilions cracks	Cracks in pavilions	Regular wear, Pavilion in question meet code construction	Report
Physical – Railing on pavilion	No railing on South stairs of the Lakeside pavilion.	Ramp on the south side & railing on north side stairs. Fully accessible	Report
Communication - Signage	Washroom signage – more throughout the park	New comfort station built in 2017 indicating washrooms	Report

Department: Parks Dept - Waterworks Park

Accessibility Issue	2018 Action to be Taken (item description)	Timing	Role of MAAC
Physical – Entry road	Not accessible entrance – very steep	Capital	Report
Physical – Pathway contrast	Suggest contrast colour to note grade change on pathway especially by washrooms		Report

Department: Planning

Accessibility Issue	2018 Action to be Taken	Timing	Role of MAAC
Policy Constraints/Land Use Regulations in the new Official Plan	Accessibility policies will be reviewed and recommendations will be made at the time a report is made to Council	2018	Consultation
Policy Constraints/Land Use Regulations in the new Official Plan	This is part of an internal review and consolidation of the Official Plan	2018	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	2018	Consultation

Department: Police

Accessibility Issue	2018 Action to be Taken	Timing	Role of MAAC
Property Room-no Fire light	Light to be added to Fire Alarm	January	Reviewed Nov. 3/17

Department: Property Maintenance - City Hall

Accessibility Issue	2018 Action to be Taken	Timing	Role of MAAC
Physical – Water fountain	Fountain not recessed and could be a safety concern	To be removed or stem changed to water bottle filler	Report
Physical – Back stairs	2 nd floor to 3 rd floor back stairs not marked with contrast. Currently carpeted.	2018 Capital carpet to be removed and tile like lower level	Report
Physical - Directional Signage	No directional signage to washroom	2018, will be addressed with menu board	Report
Physical - Washroom	No grab bar on side of toilet, No bars for urinals, No heat cover on sink drain in public washroom	There is one accessible washroom with grab bar to code when building was built. 2018 heat cover to be done under maintenance	Report
Physical – Council Chambers	Accessibility a concern for Council Chambers upper viewing area	Upper level viewing area will be closed until renovations are completed in 2018/2019	Report

Department: Property Maintenance - Horton Market

Accessibility Issue	2018 Action to be Taken	Timing	Role of MAAC
Physical - Parking Lot	Parking lot need some repair, indentation on North side of building	Pending 2018 budget approval	Report

Physical - Parking Spaces	No van parking spaces	2018 Capital Budget parking lot restoration	Report
Communication - Signage	Exit signs not over actual west door exit.	Maintenance items, will install in 2018	Report
Physical - Shelving	Shelving is not all secured Portable Unit	Maintenance items, will review in 2018	Report

Department: Property Maintenance - Tourism Building

Accessibility Issue	2018 Action to be Taken	Timing	Role of MAAC
Physical - Parking Lot	Upper St. Catharine parking lot need some repair	Referred to 2018/19 budget	Report
Physical - Entrance door	Door is not self-opening Lip at door entrance	Referred to 2018/19 budget	Report
Physical - Doors	Other doors have large steps down to grade	Referred to 2018/19 budget	Report

Department: Property Maintenance - Wellington Block

Accessibility Issue	2018 Action to be Taken	Timing	Role of MAAC
Physical - Ramp	Ramp not marked with contrast colour	Maintenance will mark with contrast colour, 2" rubber strip in 2018	Report
Physical - Exit stairs	3 sets of exterior exit stairs do not have contrast colour Suggest a railing for centre of North exit door stairs	Under review	Report
Physical - Washroom	No grab bar for urinals No automatic door for washroom	Install 1 grab bar, Automatic doors pending budget approval	Report

Department: Recreation

Accessibility Issue	2018 Action to be Taken	Timing	Role of MAAC
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Physical, JC Pool	Parking lot repaving and line painting	Re-submit for 2018 capital	
Physical, JC Pool	Automatic door opener main door	Not required	
Physical, JC Pool	Lit exit signs	Review in 2018	report
Physical, JC Pool	Grab bar across top of urinal	Review in 2018	report
Physical, JC Pool	Grab bar for outside showers	Review in 2018	report
Physical, JC Pool	Colored depth markers along side of lap pool	Review in 2018	report
Physical, JC Pool	Color contrast on fencing between Lap pool and Tank	Review in 2018	report
Physical, Timken	B pad permanent bleacher construction	Re-submit for 2018 capital	

Department: Social Services

Accessibility Issue	2018 Action to be Taken	Timing	Role of MAAC
Hearing impaired residents seeking services	Translation services arranged	Ongoing	
Fonts too small	Suitable Verdana font used on recent revision of forms and all new forms (children's services)	Ongoing	
Design of new Social Services/affordable housing building at 230 Talbot	Final design will include a percentage of accessible/barrier-free housing units; physical accessibility features will be included in the ground-floor social services facility.	In 2018-19	Consultation during design.

Department: St. Thomas Public Library

Accessibility Issue	2018 Action to be Taken	Timing	Role of MAAC
Family washrooms are now locked	Need to add devices to make them more accessible	Spring 2018	
New accessibility champions	Recruit two staff members to be library champions	Early 2018	

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