



THE CORPORATION OF THE TOWN OF PARRY SOUND  
RESOLUTION IN COUNCIL

NO. 2023 - 007

DIVISION LIST	YES	NO	DATE: January 17, 2023
Councillor <b>G. ASHFORD</b>	_____	_____	<b>MOVED BY:</b> 
Councillor <b>J. BELESKEY</b>	_____	_____	
Councillor <b>P. BORNEMAN</b>	_____	_____	<b>SECONDED BY:</b> GA
Councillor <b>B. KEITH</b>	_____	_____	
Councillor <b>D. McCANN</b>	_____	_____	
Councillor <b>C. McDONALD</b>	_____	_____	
Mayor <b>J. McGARVEY</b>	_____	_____	

CARRIED:  DEFEATED: \_\_\_\_\_ Postponed to: \_\_\_\_\_

That Council adopts the updated Accessibility Plan 2021-2025 attached as Schedule A.

\_\_\_\_\_  
Mayor Jamie McGarvey



# **Multi-Year Accessibility Plan 2021-2025**

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Contact the Accessibility Coordinator for the Corporation of the Town of Parry Sound:  
Pamela Langevin, Human Resources Manager, 52 Seguin Street, Parry Sound, On P2A  
1B4 705 746-2101 ext. 224 [plangevin@parrysound.ca](mailto:plangevin@parrysound.ca)

## **1. Introduction**

There are currently two pieces of legislation in Ontario to address accessibility: The Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disability Act, 2005 (AODA).

The purpose of the ODA is to improve opportunities for persons with disabilities and provide for their involvement in identifying, removing, and preventing barriers that may limit their ability to fully participate in society.

The purpose of the AODA is to advance the goals of the ODA by requiring public, private and not-for-profit organizations to identify, remove and prevent barriers to accessibility. The AODA and the Integrated Accessibility Standards Regulation (IASR) assist organizations to prevent and remove barriers. The IASR identifies common standards for organizations to develop, implement, and enforce accessibility standards.

The Town of Parry Sound's 2021-2025 Multi-Year Accessibility Plan outlines how the Town will continue to improve accessibility to municipal programs, services, initiatives, and facilities. Our plan aligns with the 2020-2030 Strategic Plan and regular updates are provided in the annual report.

The content of our plan was developed in consultation with the Accessibility Advisory Committee, staff, people living with disabilities and the public.

## **2. Statement of Commitment - Message from the CAO**

The Town of Parry Sound is committed to providing a barrier-free environment for residents, employees, job applicants, suppliers, and visitors whom we serve.

We promote a caring, inclusive, and respectful community where municipal programs, services, initiatives, and facilities are available to everyone. Our goal is to ensure accessibility for the public we serve and our employees.

The Town of Parry Sound will continue to work with the community and allocate appropriate resources toward meeting its obligations under the AODA.

## **3. Guiding Principles**

### **Dignity and Independence**

Access to municipal programs, services, initiatives, and facilities will be provided to people of all abilities in a manner that respects the inherent dignity, diversity, and abilities of all individuals. The Town will create and maintain an atmosphere of dignity and respect for all.

## **Collaboration and Engagement**

Addressing accessibility barriers requires a collaborative approach and is a shared responsibility of Town staff, Council, and Residents. Engagement in the processes will help the Town make informed decisions. The Town is committed to ongoing, meaningful engagement with accessibility stakeholders when designing and implementing goods, services, and facilities.

## **4. Past Successes**

The Town of Parry Sound has made a number of changes making municipal programs, services, initiatives, and facilities more accessible and inclusive throughout our community for everyone.

- Mobi pad installed at Waubuno Beach (2016)
- Audible signals installed at key intersections:
  - Seguin Street & James Street
  - Isabella Street & Church Street
- Accessible public washrooms – Corner of Seguin & Gibson
- The mail drop box located at the municipal office has been relocated to the main reception area. The previous location required users to use a set of stairs.
- In 2020 a redesign of the municipal office front lobby included the installation of an accessible service counter.

## **5. Planning for the Future**

The Town of Parry Sound continues to identify, remove, and prevent barriers to ensure that everyone can participate fully in municipal programs, services, initiatives and facilities. This Multi-Year Accessibility Plan aims to create a more inclusive community for people with all abilities to participate.

### **Customer Service Standard**

- Develop and implement a training schedule to ensure that staff remain up to date on accessibility legislation, corporate policies, and best practices for providing customer service to people with disabilities.

### **Information and Communication**

- Continue to update the Town website and ensure ongoing compliance with the Web Content Accessibility Guidelines Level AA, including updating documents and content to an accessible format.

- Develop and implement a training schedule to ensure that staff remain up to date on Web Content Accessibility Guidelines Level AA.
- Ongoing education to staff on creating accessible documents and update existing templates to accessible formats.

### **Employment Standard**

- Continue to review existing policies and procedures to ensure current employees and potential employees with disabilities receive the supports they need.
- Review and update emergency evacuation plans with a focus on individual emergency evacuation plans for employees or visitors who may require assistance during an evacuation.

### **Transportation Standard**

- Work in partnership with appropriate stakeholders, for example, the Accessibility Advisory Committee, to identify current barriers within the Town.

### **Design of Public Spaces**

- Continue to enhance the accessibility of new and redeveloped playground facilities.
- Partner with appropriate stakeholders, for example, the Accessibility Advisory Committee, to identify current barriers and improve accessibility within municipal facilities.

# Appendix 1:

## Relevant Accessibility Terms

**Accessibility:** A general term used to describe the degree of ease that something (e.g., device, service, and environment) can be used and enjoyed by persons with a disability. The term implies conscious planning, design, and effort to ensure it is barrier-free to persons with a disability and, by extension, highly usable and practical for the general population.

**Accessibility for Ontarians with Disabilities Act (AODA), 2005:** The purpose of the Act is to develop, implement and enforce accessibility standards to remove barriers for Ontarians with disabilities on or before January 1, 2025, in accessing goods, services, facilities, accommodations, employment, facilities, structures and premises. The AODA came into force on June 4, 2005.

**Accessible:** That which can be easily reached or obtained; a facility that can be easily entered; posing no obstacles to persons with disabilities.

**Accessible Formats:** May include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

**Adaptive Technologies:** Technologies that enable persons with disabilities to use regular versions of products such as computers or telephones.

**Assistive Devices:** A piece of equipment that assists people to perform a given task; usually devices that people bring with them, such as a white cane, walker, scooter, wheelchair, or personal oxygen tank.

**Assistive Technology:** Technological devices that have been developed with features specifically helpful for people with disabilities. Publishers may be asked to supply file formats that are compatible with particular types of assistive technology.

**Communications:** The interaction between two or more people or entities, where information is provided, sent or received.

**Barrier:** A barrier is anything that prevents a person with a disability from fully participating in society because of their disability. Some barriers include:

- **Architectural barriers and Physical barriers** are features of buildings or spaces that cause problems for people with disabilities.
- **Information or Communication barriers** occur when a person cannot easily understand information.
- **Attitudinal barriers** are those that discriminate against people with disabilities.
- **Technological barriers** occur when technology can't be modified to support various assistive devices.
- **Systemic barriers** are an organization's policies, practices or procedures that discriminate against people with disabilities.

**Communication supports:** May include, but are not limited to, captioning, alternative and augmentative supports, plain language, sign language and other supports that facilitate effective communications.

**Conversion ready:** An electronic or digital format that facilitates conversion into an accessible format.

**Disability:** The interaction between the social, cultural, or physical environment and a person's impairment that creates barriers. A disability may be apparent to others or hidden, inherited, self-inflicted or acquired, perceived, or presumed.

**Diversity:** Refers to a wide range of human qualities and attributes within a group or an organization. The dimensions of diversity include, but are not limited to: Age, gender, race, ethnicity, physical and intellectual ability, religion, sexual orientation, educational background, and expertise.

**HTML/XHTML (HyperText Markup Language):** The markup language for web pages that provide the basic building blocks of web pages. XHTML is a set of XML specifications that extend the rather limited capabilities of HTML and make it more disciplined. Both HTML 5.0 and XHTML 5.0 are currently under development by the World Wide Web Consortium.

**Information:** Includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

**Ontarians with Disabilities Act (ODA), 2001:** Requires government ministries, municipalities, and public sector organizations such as transportation organizations, hospitals, and school boards to develop an annual accessibility plan aimed at identifying, removing, and preventing barriers to accessibility in a number of areas, such as government buildings, publications and internet sites.

**PDF (Portable Document Format):** A file format, which enables a document to be used on many different computer platforms but always to maintain the same visual appearance and page layout. Initially developed by Adobe in the early 1990s, PDF is now an ISO standard and is widely used throughout the publishing industry both as part of its process for producing printed products and for some types of electronic products. However, the specifications of PDF files may vary depending on their intended use; some forms of PDF (particularly those aimed explicitly at printing applications) are far from ideal for use in the production of accessible editions.

**Service Animals:** There are three key pieces of legislation pertaining to service animals. First, the Blind Person Rights Act specifically pertains to guide dogs used for blind persons and defines a guide dog as a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations.

Second, the Accessibility for Ontarians with Disabilities Act (AODA) states that where a person with a disability is accompanied by a readily identified guide dog



or other service animal, a provider of services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her (unless otherwise excluded by law). Often the animal is confirmed as such by a letter from a qualified “regulated health professional.”

The third piece of legislation is the Ontario Human Rights Code. “Disability” under the Code includes “physical reliance on a guide dog or other animal.” This captures guide dogs, but like the AODA, it is also much broader and includes all types of dogs as well as other animals used for support purposes.