

Peterborough Museum & Archives

2012 – 2016 Accessibility Plan

DRAFT



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Submitted by:

Peterborough Museum & Archives,
Museum & Archives Advisory Committee

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Message from the Mayor of Peterborough

The City of Peterborough is committed to the creation and maintenance of an inclusive, barrier-free community. In recent years, the City has made substantial progress in this regard. On behalf of City Council, I want to thank all those who have played a role in the advancement of that progress.

I am pleased to support the 2012-2016 Accessibility Plan for the City of Peterborough and to commend it to all. The Plan serves not only as a record of the progress we have made in serving people with accessibility needs, but as an indication of our future commitments on their behalf.

We will continue to make progress in implementing provincial accessibility standards and legislation, and in serving the needs of every member of the community.



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Message from the Accessibility Advisory Committee

Since 2002 the Accessibility Advisory Committee (AAC) has been working to enhance the lives of the citizens of Peterborough by supporting the City to become a more accessible organization. The City recognizes the diverse needs of our residents and is striving toward improving accessibility by providing customer service, goods, and facilities to people with disabilities that promotes dignity, independence, integration and equal opportunity.

The Access Plan outlines the accomplishments of the City along with future goals of how the City will implement the **Accessibility for Ontarians with Disabilities Act, 2005**. Promoting a barrier-free society is essential to the well being of our community. The AAC will continue to support and advise the City of Peterborough and Council regarding accessibility issues.

Thank you,

Bob Geddes
Chair
Accessibility Advisory Committee

Introduction

The City of Peterborough, with a population of approximately 80,000 and estimated to have the largest senior population in Canada, is located on the Trent Severn Waterway in the Kawartha Lakes District in Central East Ontario. It is a unique community with a rich and natural environment, which offers opportunities for outdoor recreation such as hiking, mountain biking, canoeing, kayaking or skiing. Peterborough has an exceptional quality of life with a large music, art, and heritage culture in addition to an agricultural base and various industrial and commercial properties.

Peterborough has two post secondary educational institutions Trent University and Sir Sandford Fleming College, which both offer exceptional higher education opportunities with a diverse program selection. In addition, the City of Peterborough has quality health care, an excellent transportation system and a newly expanded commercial airport.

In the Province of Ontario, there are approximately 1.85 million people with a disability, which is about 1 in every 7 people. Over the next 20 years, as the population ages, the number will rise to 1 in 5 Ontarians.

The City of Peterborough is dedicated to providing, promoting and facilitating accessible City goods, services and facilities to people with disabilities. This shall be achieved through the review of municipal policies, programs and services and the identification, removal or prevention of barriers faced by people with disabilities.

What is Accessibility?

**Accessibility is defined
as equal access to
goods, services and
facilities for all people.**

Accessibility Advisory Committee

The Council for Persons with Disabilities (CPD) was originally formed in 1989 in the City of Peterborough. In 2002, City Council recognized CPD as the 'Accessibility Advisory Committee' (AAC), as required by the **Ontarians with Disabilities Act, 2001** (ODA). In 2011, the AAC divided from the Council for Persons with Disabilities and a new AAC was established.

The new AAC is comprised of nine volunteers from our community with a minimum of five people with disabilities on the Committee.

AAC Committee Members (as at March 2013)

Bob Geddes, Chair
 Ian Guest, Vice Chair
 Janet Ali, Chair of Transportation Sub-Committee
 Andrea Dodsworth, Chair of Built Environment Sub-Committee
 Peter Michielsen
 Marie Bongard
 Keith Riel, Member of Council City of Peterborough
 Phyllis Hodder, Accessibility Coordinator City of Peterborough

The AAC advises on the City's municipal service responsibilities such as site plan reviews, access plans, Access Fund requests. The Committee provides advice to staff and City Council on City-owned facilities and services, the implementation of the accessibility standards and the preparation of accessibility reports. Currently there are two sub-committees under the AAC which are Built Environment and Transportation.

The City's Accessibility Coordinator provided advice and guidance in the development of the Peterborough Museum & Archives 2012-2016 Accessibility Plan.

AAC Key Contacts (as at March 2013)

For a current list of AAC contacts, refer to the contact list available online at:

www.peterborough.ca/ContactAAC

or contact the Accessibility Coordinator at:

City of Peterborough
 500 George Street North, Peterborough, Ontario, K9H 3R9
 705-742-7777 Ext. 1785
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Legislation

Ontario Human Rights Code

The Ontario Human Rights Code (“Code”) is a provincial law that protects all Ontario residents from discrimination and harassment in specific areas including services, housing, contracts and employment.

Under the Code every person has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, sex, sexual orientation, age, marital status, same-sex partnership status, family status or disability. Within the Code, people with disabilities have the right to be able to access services, jobs and housing and they have the right to assume the same responsibilities and obligations as everyone else.

Moreover, employers, landlords, service providers and others have a responsibility to consider the needs of people with disabilities. This includes using barrier-free or inclusive design for buildings, processes, programs and services. If systems, physical structures or people’s attitudes create discriminatory barriers then they must be removed or changed. Where it is impossible to remove these barriers without undue hardship, then accommodations must be ordered so that people with disabilities can participate fully.

The Code has primacy over all other provincial legislation including The Ontarians with Disabilities Act, 2001 (ODA) and The Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The intent of the Code is to resolve the situation for the person or group that has been discriminated against and to avoid further discrimination. The intent is not to punish the individual or company that has discriminated. The Ontario Human Rights Code provides for civil remedies, not criminal penalties. Individuals or companies found to have discriminated against people with disabilities can be made to compensate a complainant or make changes in the way they conduct their affairs.¹

¹ Initial document prepared by the Ministry of Citizenship and Immigration Accessibility Directorate of Ontario www.gov.on.ca/citizenship/accessibility, Inserts and modifications were made by The Peterborough Museum & Archives.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Standards for Accessible Customer Service

Ontario Regulation 429/07

The Standards for Accessible Customer Service is the first standard under the AODA and has been set out as **Ontario Regulation 429/07**. It came into effect on January 1, 2008. Public sector organizations, including the City of Peterborough, complied as of January 1, 2010. Private sector organizations were required to comply by January 1, 2012. This standard addresses business practices and training needed to provide better customer service to people with disabilities.

The City of Peterborough complied with this legislation by the deadline date of January 1, 2010 by implementing all the requirements.

As an ongoing commitment, the City of Peterborough continues to train all new staff and volunteers along with ensuring contractors and consultants, who act on behalf of the City, are trained in accessible customer service.

The Standards for Accessible Customer Service is up for provincial review in 2013 as identified in the **Accessibility for Ontarians with Disabilities Act, 2005**.

Integrated Accessibility Standards Ontario

Ontario Regulation 191/11

The Integrated Accessibility Standard (IAS) is the second standard under the AODA and has been set out as **Ontario Regulation 191/11**. It came into effect on July 1, 2011.

The IAS is divided into five sections: 1) general requirements that are common across all areas, 2) employment, 3) information and communications, 4) transportation, and 5) compliance. On December 12, 2012, the IAS was amended to now include the Design of Public Spaces Standards which was originally part of the proposed Accessible Built Environment Standard. Public and private sectors are required to identify, remove and prevent barriers in these areas. The compliance dates for the requirements of this standard range from 2011 to 2021.

The City of Peterborough is working towards implementing the requirements of this standard within the timelines provided and in advance where practical.

Accessible Built Environment Standards

Final Proposed, dated July 2010

The purpose of this standard is to take the first steps to prevent and remove barriers in the built environment such as buildings, roads, lighting by 2025. The focus is on the first five years after the standard becomes law in Ontario. The standard includes new construction and extensive renovations and changes in the use of a built environment but does not include retrofits to existing buildings.

The final Proposed Accessible Built Environment Standard was released in July 2010 and is currently with the Minister of Community and Social Services for approval. As part of this process, the elements of this standard that are applicable to the **Ontario Building Code** (OBC) will be incorporated into a future version of the OBC. The remaining elements known as The Design of Public Spaces have been incorporated into the Integrated Accessibility Standard ('IAS') by amending the IAS regulation on December 12, 2012, as identified in **Ontario Regulation 413/12**.

The City's Accessibility Steering Committee recommended that the City of Peterborough implement the requirements of the Proposed Built Environment Standard prior to it becoming law. When new buildings or extensive renovations are identified, the City would adhere to the proposed standard where practicable.

To keep accessibility in the forefront, the City has implemented a section on the annual capital budget form to identify any accessibility related items, for each capital project.

For more information on the Accessibility Standards please visit us online at:
www.peterborough.ca/accessibility.

What is the AODA?

AODA is the Accessibility for Ontarians with Disabilities Act, passed in 2005.

This Act is meant to create accessibility for all Ontarians with disabilities in public, private and not-for profit sectors with respect to goods, services, facilities, accommodation, employment and buildings by January 1, 2025.

Access Plan Requirements

General Requirements

[As per Ontarians with Disabilities Act, 2001 (ODA) and Accessibility for Ontarians with Disabilities Act, 2005 (AODA)]

- Measures taken by the City to identify, remove and prevent barriers to persons with disabilities.
- Measures in place to ensure that the City assesses its proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility.
- A list of the by-laws, policies, programs, practices and services the City will review in the coming year in order to identify barriers to persons with disabilities.
- The measures that the City intends to take in the coming year to identify, remove and prevent barriers.

Multi-Year Accessibility Plan Requirements

[As per the Integrated Accessibility Standard (**Ontario Regulation 191/11**)]

- Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under **Ontario Regulation 191/11**.
- Review and update the accessibility plan at least once every five years.

Peterborough Museum & Archives

2011 Initiatives to Improve Accessibility

- Completion of main floor renovations including improved access to the exhibition galleries and elevator
- Cultural Access Pass for New Canadians
- Admission by donation
- "Back Pack" program which incorporates experiential learning styles; offered to all visitors as an alternate Museum experience
- Subsidy program for school age children
- Edited and replaced exhibition text in long-term galleries: black text on white background and larger font

Accessibility Requirements for 2012

Information and Communication Standard

Emergency procedures, plans or public safety information (S.13)

- Make emergency procedures, plans and public safety information, available to the public in an accessible format or with appropriate communication supports, upon request.

Employment Standard

Workplace emergency response information (S.27)

- Employers shall provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the disability
- This information shall be provided as soon as practicable after the employer becomes aware of the need for accommodation
- The employer shall review this information when the employee moves to a different location, overall accessibility needs or plans are reviewed and when the employer reviews its general emergency response policies
- If the person with a disability requires assistance, with the employees consent, the employer can provide this information to a designated person to provide the necessary assistance

Peterborough Museum & Archives

2012 Initiatives to Improve Accessibility

- Planned renovations of the Museum's lower level, to improve access and health and safety
- Planned construction of collection storage facility, to improve access and health and safety
- Repair and upgrade of elevator
- Website redevelopment
- Planned installation of children's play ground facility on Museum grounds

Accessibility Requirements for 2013

Information and Communication

Accessibility Plans (s.4)

- Establish, implement, maintain and document a multi-year accessibility plan outlining our strategy to prevent/remove barriers and meet requirements of this Regulation
- Review and update once every five years in consultation with people with disabilities and the Accessibility Advisory Committee

Procuring or acquiring of goods, services or facilities (s.5)

- Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities except where impracticable to do so
- If impracticable provide an explanation upon request

Peterborough Museum & Archives

2013 Initiatives to Improve Accessibility

- Renovate lower level which will include accessible washrooms, workspace, collections storage and archives
- Construct collection storage facility which will include accessible washrooms, workspace, collection storage and exhibition development space
- Construction of accessible path from main building to collection storage facility
- Further modifications to elevator to include accessible labels/indicators
- Launch of redeveloped website
- Design accessible playground facility on Museum grounds

Accessibility Requirements for 2014

Information and Communication

Training (s.7)

- Provide training on the requirement so f this accessibility standard and the **Human Rights Code**, as it pertains to persons with disabilities, to all employees, volunteers, policy developers and all others who provide goods, services and facilities on behalf of the organization
- Record of all training provided including dates and individuals

Feedback (s.11) (Implemented)

- Feedback processes have accessible formats, supports available
- Notify the public about availability of accessible formats and communication supports

Accessible Website and Web Content (s. 14)

- Internet sites conform to WCAG2.0 at Level A (new internet sites and content) other than captions (live) and audio descriptions (pre-recorded)

Employment

Recruitment General (s.22)

- Employers shall notify employees and the public about the availability of accommodation for applicants with a disability in its recruitment processes

Recruitment, assessment and selection process (s.23)

- Employers shall notify applicants when they are selected to participate in an assessment or selection process, that accommodations are available upon request
- If a selected applicant requests an accommodation, the employers shall consult with the applicant and provide/arrange for the provision of a suitable accommodation that takes into account the applicants needs due to a disability

Notice to successful applicants (s.24)

- Employers shall, when making offers, notify successful applicant of policies for accommodating employees with disabilities

Informing employees of supports (s.25)

- Employers shall inform employees of policies used to support employees with disabilities
- Employers shall provide this information to new employees as soon as practicable

Accessible formats and communication supports for employees (s.26)

- Where an employee with a disability requests it, every employer shall consult with the employee to provide/arrange for the provision of accessible formats and communication supports for information needed to perform the employee's job and for information that is generally available to employees in the workplace
- The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support

Documented individual accommodation plans (s.28)

- Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities

Return to work process (s.29)

- Employers shall develop a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work and shall document the process

Performance management (s.30)

- Employers that use performance management processes shall take into account the accessibility needs of employees with disabilities when using these processes

Career development and advancement (s.31)

- Employers that provide career development and advancement to employees shall take into account the accessibility needs of employees with disabilities when using these processes

Redeployment (s.32)

- Employers that use redeployment shall take into account the accessibility needs of employees with disabilities when redeploying employees with disabilities

Peterborough Museum & Archives

2014 Initiatives to Improve Accessibility

- Develop public and educational programming for newly renovated and constructed accessible Museum facilities
- Remove inaccessible leased portable
- Explore alternate delivery methods for exhibition galleries
- Installation of accessible children's playground on Museum grounds

Accessibility Requirements for 2015

Information and Communication

Accessible Formats and Communication supports for persons with disabilities (s.12)

- Upon request, provide accessible formats and communications supports in a timely manner that takes into account the persons disability
- Do not charge more than the regular cost charged to other person
- Notify the public about the availability of accessible formats and communication supports
- Consult with the person making the request in determining the suitability of an accessible format or communications support

Peterborough Museum & Archives

2015 Initiatives to Improve Accessibility

- Implement public and educational programming in accessible Museum facilities
- Implement alternate delivery methods for exhibition galleries

Accessibility Requirements for 2016

The Peterborough Museum & Archives is committed to improving accessibility and will meet the requirements of the Integrated Accessibility Standards, Regulation 191/11. There are no requirements within the Regulation with a 2016 compliance deadline.

Peterborough Museum & Archives

2016 Initiatives to Improve Accessibility

The Peterborough Museum & Archives will integrate accessibility into all capital projects for the year 2016, to ensure the requirements of the Integrated Accessibility Standards will be implemented within the compliance deadlines established by the Ontario Government.

Implementation, Communication and Distribution of the Plan

The Peterborough Museum & Archives 2012-2016 Accessibility Plan was approved by the Museum & Archives Advisory Committee, prior to its release.

The Plan is posted on the Peterborough Museum & Archives website, for public viewing, under www.peterboroughmuseumandarchives.ca

Alternate formats are available upon request from:

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The Peterborough Museum & Archives' Accessibility Plan will be shared with the Ontario Ministry of Tourism, Recreation and Culture, as well as with neighbouring arts, culture and heritage organizations.

Summary

The Peterborough Museum & Archives will continue to comply with the AODA and will introduce any ongoing initiatives in conjunction with the Standards for Accessible Customer Service, the Integrated Accessibility Standards, the Accessible Built Environment Standards and any other standards released under the AODA.