



City of
Peterborough

To: Members of the Museum & Archives Advisory Committee

From: Susan Neale, Museum Director

Meeting Date: June 8, 2023

Subject: Peterborough Museum & Archives: 2023 to 2027 Accessibility Plan (draft), Report MAAC23-005

Purpose

A report to present the Committee with the Peterborough Museum & Archives 2023 to 2027 Accessibility Plan (draft) for approval.

Recommendation

That the Museum & Archives Advisory Committee approve the recommendation outlined in Report MAAC23-005, dated June 8, 2023, of the Museum Director as follows:

That the Peterborough Museum & Archives 2023 to 2027 Accessibility Plan (draft) be approved.

Budget and Financial Implications

The Community Museum Operating Grant (CMOG) is administered by the Ontario Ministry of Heritage, Sport, Tourism and Culture Industries. In 2023, museums are required to provide a current Accessibility Plan. The Peterborough Museum & Archives budgets for an annual CMOG contribution of \$45,433.00.

Background

Ministry of Heritage, Sport, Tourism and Culture Industries: Community Museum Operating Grant

The Peterborough Museum & Archives (PMA) policies and plans are submitted to the Ministry of Heritage, Sport, Tourism and Culture Industries as a compulsory component of the annual Community Museum Operating Grant (CMOG) application. Policies and plans are assessed for compliance with federal, provincial, and municipal legislation as well as international professional standards with the goal to ensure ethical museum practices.

In 2012, the Ministry of Heritage, Sport, Tourism and Culture Industries required museums to develop and publish dedicated accessibility plans, separate from any relevant corporate accessibility plans. In May 2013, the PMA published the 2012 to 2016 Accessibility Plan, and in November 2017 published the 2017 to 2022 Accessibility Plan. The Plans outlined strategies to prevent and remove barriers to accessibility and served as five-year road maps to help the PMA become accessible by 2025, contributing to the AODA goal of an accessible Ontario.

In 2023, the Ministry of Heritage, Sport, Tourism and Culture Industries is requiring museums to include current accessibility plans (limited to 5 pages of content) with the CMOG applications.

Peterborough Museum & Archives 2023 to 2027 Accessibility Plan (draft)

The PMA 2023 to 2027 Accessibility Plan (draft; Appendix A) includes a list of Planned Initiatives. All Planned Initiatives are subject to annual budget allocations and resources.

Summary

The Peterborough Museum & Archives supports the City's statement of commitment to accessibility: to meet the diverse needs of all people and follow the principles of dignity, independence, integration and equal opportunity.

Submitted by,

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Museum Director

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Attachments:

Appendix A Peterborough Museum & Archives 2023 to 2027 Accessibility Plan (draft)

Peterborough Museum & Archives

Accessibility Plan

2023 to 2027



May 12, 2023

Accommodations

Accessible formats or communication supports for this document are available upon request.

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Introduction

In May 2013, the Peterborough Museum & Archives published the 2012 to 2016 Accessibility Plan, and in February 2018 published the 2017-2022 update. The plan outlined a strategy to prevent and remove barriers to accessibility. It was a five-year road map to help the Peterborough Museum & Archives become more accessible, contributing to the AODA goal of an accessible Ontario.

The Peterborough Museum & Archives supports the City's statement of commitment to demonstrate leadership for accessibility in the community. Our goal is to meet the diverse needs of all people and follow the principles of dignity, independence, integration, and equal opportunity. We will strive to achieve an inclusive environment for our facilities, goods, services, employment, and information.

An accessible museum is one that offers equal access to the museum property, buildings, employment opportunities, hard copy and digital information, programs, goods, and services.

Efforts to remove barriers at the Peterborough Museum & Archives are ongoing.

Access the Peterborough Museum & Archives accessibility plan, policies, and compliance reports at:

[Peterborough Museum & Archives Accessibility Plans, Policies, Reports](https://peterborough.ca/en/explore-and-play/accessibility.aspx)
[peterborough.ca/en/explore-and-play/accessibility.aspx]

Overview of Key Accessibility Legislation

Four pieces of legislation have a major impact on accessibility in Ontario: Ontario's Human Rights Code, Ontario's Building Code, the Accessibility for Ontarians with Disabilities Act, and the Integrated Accessibility Standards Regulation.

Ontario's Human Rights Code (HRC)

The HRC protects people from discrimination and harassment because of past, present, and perceived disabilities. It has primacy over other Ontario laws and sets out the legal duty to accommodate people with disabilities.

Ontario's Building Code (OBC)

The OBC sets minimum accessibility standards for newly constructed buildings and existing buildings that are extensively renovated, maintaining Ontario's leadership role in barrier-free design.

The Peterborough Museum & Archives consults with Accessibility staff and the City's Accessibility Advisory Committee for all renovation and new construction projects to ensure an accessibility lens is applied throughout the project.

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA is intended to reduce and remove barriers for people with disabilities so that everyone in Ontario can fully participate in everyday life in our communities and the economy. Ontario is the first province and one of the first jurisdictions in the world to enact specific legislation, establishing a goal and timeframe for accessibility. It is also the first jurisdiction to legislate accessibility reporting and to establish accessibility standards.

Integrated Accessibility Standards Regulation (IASR)

The IASR is a broad regulation made under the AODA that sets out accessibility standards in Ontario. The requirements of the standards range from limiting the amount of flashing on a website to requiring organizations to consult with people with disabilities on the design and placement of benches along walkways.

The IASR is having a major impact on removing and preventing barriers to information, employment, transportation, public spaces, and customer service. New standards are also being developed in the areas of health care and education.

Summary of IASR requirements

General Requirements	Deadline	Status
IASR s03, Establishment of accessibility policies	2013-01-01	Compliant
IASR s04, Accessibility plans	2013-01-01	Compliant
IASR s05, Procuring/acquiring of goods, services, or facilities	2013-01-01	Compliant
IASR s06, Self-service kiosks	2014-01-01	Compliant
IASR s07, Training	2014-01-01	Compliant
Information and Communication Standards	Deadline	Status
IASR s11, Feedback	2014-01-01	Compliant
IASR s12, Accessible formats and communication supports	2015-01-01	Compliant
IASR s13, Emergency procedure, plans or public safety info	2012-01-01	Compliant
IASR s14, Accessible websites and web content (Level A)	2014-01-01	Compliant
IASR s14, Accessible websites and web content (Level AA)	2021-01-01	Compliant
IASR s15, Educational and training resources and materials	2013-01-01	Compliant
IASR s16, Training to educators	2013-01-01	Compliant
IASR s17, Producers of educational or training material	2020-01-01	Compliant
Employment Standards	Deadline	Status
IASR s22, Recruitment, general	2014-01-01	Compliant
IASR s23, Recruitment, assessment, and selection process	2014-01-01	Compliant
IASR s24, Notice to successful applicants	2014-01-01	Compliant
IASR s25, Informing employees of supports	2014-01-01	Compliant
IASR s26, Accessible formats and supports for employees	2014-01-01	Compliant
IASR s27, Workplace emergency response information	2012-01-01	Compliant
IASR s28, Documented individual accommodation plans	2014-01-01	Compliant
IASR s29, Return to work process	2014-01-01	Compliant
IASR s30, Performance management	2014-01-01	Compliant
IASR s31, Career development and advancement	2014-01-01	Compliant
IASR s32, Redeployment	2014-01-01	Compliant
Design of Public Spaces Standards	Deadline	Status
IASR s80.6 to s80.15, Recreational trails	2016-01-01	Compliant
IASR s80.16 to s80.17, Outdoor public use eating areas	2016-01-01	Compliant
IASR s80.18 to s80.20, Outdoor play spaces	2016-01-01	Compliant
IASR s80.21 to s80.31, Exterior paths of travel	2016-01-01	Compliant
IASR s80.32 to s80.39, Accessible parking	2016-01-01	Compliant
IASR s80.40 to s80.43, Obtaining services	2016-01-01	Compliant
IASR s80.44, Maintenance of accessible elements	2016-01-01	Compliant
Accessibility Standards for Customer Service	Deadline	Status
IASR s80.46, Establishment of policies	2010-01-01	Compliant
IASR s80.47, Use of service animals and support persons	2010-01-01	Compliant
IASR s80.48, Notice of temporary service disruptions	2010-01-01	Compliant
IASR s80.49, Training for staff	2010-01-01	Compliant
IASR s80.50, Feedback process required	2010-01-01	Compliant
IASR s80.51, Format of documents	2010-01-01	Compliant

Background

Public engagement for the City of Peterborough's corporate Accessibility Plan was launched during National Accessibility Week in May 2022 and ran until August 31, 2022. Most engagement tools were available through the City's online public engagement platform, Connect Peterborough.

The engagement tools included a long form survey, short form survey and an interactive map to identify barriers. The City offered alternative methods of providing feedback, including hard copies of the survey and an option to communicate by phone or email.

Comments received from people who engaged with the project were reviewed in detail by Accessibility staff. The survey offered a mix of questions on transportation, employment, information and communication, City buildings, public spaces, and services. The survey also acknowledged that people with disabilities have been significantly impacted by the pandemic. It included an opportunity for participants to inform the City of what we are doing right to help people during the pandemic and how we can make improvements. The City received a total of 325 open ended comments from the survey.

Feedback about the Museum

The Peterborough Museum & Archives continues to receive a high accessibility rating for City buildings, scoring second highest of all City facilities, with a rating of 4.11 out of 5. This score also represents an increase from the 2017 public consultation process.

Survey participants were able to provide detailed feedback on City owned buildings and the City received only one comment on the Peterborough Museum & Archives:

["Peterborough Museum and Archives could use more seats throughout the tour for rest stops, and fonts on exhibits need to be larger."](#)

The City uses the same rating system every 5 years producing a snapshot of overall improvements and to help set priorities for accessibility upgrades.

Thank you for helping us to better understand the experiences of people with disabilities.

Planned Initiatives

Accessibility is included as part of the planning process for the Peterborough Museum & Archives programs, events and projects that are initiated every year. The work includes thinking about the minute details, researching best practices and consulting with the right people using an accessibility lens.

The following list highlights a proposed timeline of planned initiatives intended to remove and prevent barriers to accessibility at the Peterborough Museum & Archives.

Note: All 'Planned Initiatives' are subject to annual budget allocations.

Year 1

- ☐ Install interior wayfinding signage that incorporates accessibility best practices.
- ☐ Develop and share a 'Sensory Friendly Guide' informing the public of interior facility environments that may contain audio, visual, physical, or olfactory elements.
- ☐ Investigate opportunities to provide water bowls for service animals.
- ☐ Partner with Public Works to add accessible outdoor tables in the Heritage Pavilion.
- ☐ Acquire magnifying tools for loan to visitors to assist with reading exhibition text.
- ☐ Explore becoming a 'Rainbow Registered' tourism facility.

Year 2

- ☐ Partner with the [Council for Persons with Disabilities](#) to complete:
 - Time in My Shoes (TIMS) training.
 - A site evaluation through the Community Accessibility Evaluation Program (CAEP).
- ☐ Explore adding an assistive listening device for guided tours and gathering events.
- ☐ Update the exhibition gallery audio tour.
- ☐ Explore adding a hearing loop system at the main reception desk.

Year 3

- ☐ Review existing interactives and alternate learning tools throughout the exhibition galleries for opportunities to upgrade, expand, or replace.
- ☐ Audit rest opportunities throughout the public spaces and add seating as needed.

Year 4

- ☐ Connect the Heritage Pavilion to the exterior site walkway network.

Year 5

- ☐ Explore opportunities to incorporate accessibility into the Exhibition Renewal, Museum Reconciliation and Museum Strategic Plan projects.
- ☐ Investigate the installation of elevator controls/buttons that include tactile information, are easy to reach and push, are raised and require minimal strength to activate.

Resources

Resources are located in the Accessibility section of the City's website at:
www.peterborough.ca/accessibility

Quick Links

[Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](http://ontario.ca/laws/statute/05a11)
[ontario.ca/laws/statute/05a11]

[Integrated Accessibility Standards \(IAS\), Ontario Regulation 191/11](http://ontario.ca/laws/regulation/110191)
[ontario.ca/laws/regulation/110191]

Museum & Archives Advisory Committee

Approved: Museum & Archives Advisory Committee, carried, May 9, 2013
Revised: Museum & Archives Advisory Committee, carried, February 8, 2018
Revised: Museum & Archives Advisory Committee, _____, _____

