

2020-2025 City of Elliot Lake Multi-Year Accessibility Plan

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Message from the Mayor

I firmly believe that in Elliot Lake, our greatest strength is our people. We succeed when everyone living in or visiting our Municipality can reach their full potential. That's why we're working hard to ensure that it is the most age-friendly, accessible community it can be.

Our government's passages of the landmark *An Act to ensure a barrier-free Canada* (Bill C-81 ACA) and the *Accessibility for Ontarians with Disabilities Act* (2005), have ushered in a new era of accessibility in Canada. It will help ensure that all those who live and visit Elliot Lake have the same experience of equality, independence, integration and dignity, regardless of ability or age.

Council and Administration, along with our Elliot Lake Accessibility Advisory Committee, are working together to identify, remove and prevent future barriers. We are committed to achieving considerable results quickly and continuously. Recently, we participated in advanced accessibility training, city wide compliance education and training. A detailed assessment of accessibility of the city was completed. Through this process, it has become abundantly clear that accessibility is very important in Elliot Lake, for our age-friendly community, now and into the future.

We are committed to building on that success, by continuing to look for new ways to better meet the needs of all people, including those with disabilities, in our age-friendly community. This includes all citizens, whether they are employees, residents or tourists visiting our fine community.

Working together, I'm confident we can make Elliot Lake an age-friendly, accessible city, by ensuring everyone is welcome, regardless of ability or age.

Yours truly,

Mayor Dan Marchisella

Message from the Chief Administrative Officer

On June 21, 2019, *An Act to ensure a barrier-free Canada (Bill C-81 ACA)* was assented to in the legislature and in 2020, the *Accessibility For Ontarians With Disabilities Act (AODA)* celebrated its 15th year, effectively creating change across Ontario, including Elliot Lake. These are both important pieces of legislation to assist organizations in becoming fully accessible for everyone, regardless of ability or age.

The Corporation of the City of Elliot Lake strives to embody the accessibility principles of: Independence, Dignity, Integration and Equal Opportunity into each of our municipal services. We are proud of our achievements to date, and we recognized that there is still room for improvement from the previous 2016 - 2019 Multi-Year Accessibility Plan. We wish to further our goals and to make Elliot Lake an age-friendly, accessible city for all.

This 2020 - 2025 (detailed, 5 Year) Multi-Year Accessibility Plan outlines the path that the City of Elliot Lake will take to identify and remove barriers to accessibility. This plan also assists in taking proactive steps to enhance the accessibility of all of our municipal areas within the entire community.

In order to ensure that this accessibility plan has the best possible outcome, we have taken steps to secure its success. We have hired an International Universal Design Ambassador and Accessibility Specialist, with relevant life experience, to assure that we meet provincial, national and international accessibility standards, codes, laws and practices. We look forward to the implementation of this plan, which supports our mission to be the optimal age-friendly, accessible community, for all who wish to live, visit and play in Elliot Lake.

Daniel Gagnon
Chief Administrative Officer

Message from the Accessibility Advisory Committee Chairperson

The Accessibility Advisory Committee (ACC) continues to work as a team, in cooperation with The City of Elliot Lake, to remove barriers and to facilitate accessibility throughout our beautiful city. The committee consists of dedicated individuals who volunteer their time, expertise and lived experience, to make the City of Elliot Lake a leader in accessibility. About 16.5% of Elliot Lake residents are currently living with a disability. When you consider their families, friends, co-workers and peers, accessibility truly affects everyone in Elliot Lake.

Throughout the past years, we have worked toward improvements in infrastructure and policy, overcoming attitudinal barriers. We have recently hired an internationally recognized Universal Design Ambassador and Accessibility Specialist, we have completed a detailed accessibility audit and we have consulted with many departments within the City of Elliot Lake. We are proud of the relationships that we have developed and the recent progress that we have made. We have seen some important gains in each of these areas, most recently in the implementation and completion of city wide accessibility compliance training. This advanced training included certification for the AAC and management, for the Mayor and the CAO, with plans to make Elliot Lake City Hall, council and committee meetings accessible to all.

We will host Community Open House and Education Events, to identify the accessibility needs of all Elliot Lake citizens. This will also educate businesses and organizations on the benefits of becoming accessible to all. The professional, detailed audits that we had completed in December 2019 and June 2020 clearly identified the main areas requiring improvement and we are dedicated to working with the City to make significant gains in these sectors. With the recent focus on improving accessibility at the Council level, we look forward to working together to further enhance accessibility. We are optimistic about the potential for significant change in the coming years.

The proposed plan set forth will allow Elliot Lake to meet and exceed all standards, to demonstrate leadership in community accessibility. Elliot Lake will serve as an example for other municipalities across Canada and the globe.

Tom Turner - Councilor
Accessibility Advisory Committee Chairperson

Background Information

History

Elliot Lake is a city in Algoma District, Ontario, Canada. It is North of Lake Huron, midway between the cities of Sudbury and Sault Ste. Marie, in the Northern Ontario region. Once dubbed the "uranium capital of the world," Elliot Lake has since diversified to become a hub of forest harvesting, mine reclamation expertise, and the exportation of glass awards and telescoping equipment for mining. Elliot Lake is now known as a place for affordable retirement living, waterfront cottage lots and as a four-season destination.

Mission Statement

The City of Elliot Lake is distinguished by its provision of modern urban services for all ages, while being located in the heart of a pristine, natural environment. It is a community where the quality of life is continually enhanced through the interactions of a diverse population, supported by engaged private and not-for-profit sectors.

It is a place where affordability, health and resiliency are more than just words, they are a way of life.

Statement of Commitment

The Corporation of the City of Elliot Lake is committed to providing quality goods, services and facilities that are accessible to all persons whom we serve. We will continue to work with the community and to allocate appropriate resources toward the elimination of accessibility barriers in customer service, information and communication, employment, transportation and the design of public spaces. We are committed to meeting the requirements of all applicable legislation, including: *Bill C-81 An Act to ensure a barrier-free Canada (ACA - Accessible Canada Act)*, the *Accessibility for Ontarians with Disabilities Act (AODA)*, the *Ontario Human Rights Code*, the *Canadian Human Rights Code*, the *Building Codes and Regulations*, the *United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)* and the *Universal Design Principles for Accessibility*.

Accessibility Policies and Definitions

Statement of Organizational Commitment

The City of Elliot Lake is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility, and by meeting our accessibility requirements under Bill C-81 (ACA), the *Accessibility for Ontarians with Disabilities Act* (AODA), the OHRC, the CHRC, the UNCRPD, Universal Design and Ontario's Accessibility laws/codes.

Definitions

Accessibility — The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

Barrier — Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered during planning and implementation of community infrastructure.

Disability — Ontario's accessibility law adopts the definition for disability from Section 10 of the *Ontario Human Rights Code*. It defines disability broadly as:

1. 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,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Looking Back: Accessibility Highlights and Achievements

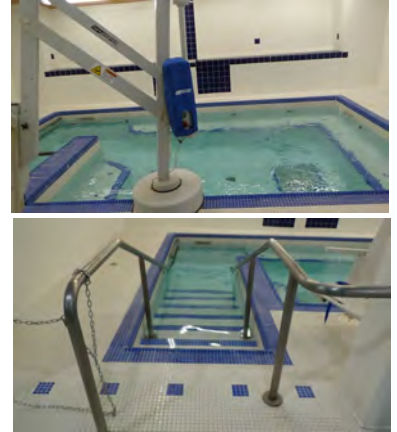
Since the last accessibility plan of the City of Elliot Lake was initiated, many exciting projects and practices have been implemented. This section includes examples of measures that have had positive impacts on The City of Elliot Lake and the entire community.

City Hall Accessibility Upgrades

The City of Elliot Lake has made substantial accessibility upgrades, including: ramp, elevator, website, customer service, advanced accessibility/inclusion awareness training.

Community Pool - Reuben Yli-Juuti Centre

The City of Elliot Lake maintains an impressive community pool and fitness center with many accessibility upgrades, including: high quality, well-maintained transfer lifts; integrated and inclusive staffing; purposefully purchased accessible fitness equipment; mobility equipment for any assistance required in or out of the water; highly trained and motivated staff, focused on accessibility, inclusion and equality.



Accessibility Aids and Amenities

Over the past several years, many areas have purchased different accessibility aids that enable all residents to access our municipal services. Some examples of aids that have been purchased include: pool lifts, water wheelchairs, mobility equipment, exercise equipment, communication aides, upgraded/new accessible washroom facilities, improved accessible parking.

Boardwalk and Fishing Pier

This was a massive investment for Elliot Lake, with a priority to improve accessibility from the onset. With the addition of our new boardwalk and fishing pier, it was our goal to ensure maximum accessibility and usability by everyone, regardless of ability or age. This is a brand new project, which has had a great beginning and will continue to evolve, with accessibility being in the forefront. We recognize that we have more to do before this project is complete, including improving access, parking, lift, signage and/or other facilities. The City of Elliot Lake is committed to ensuring that this project's focus on accessibility is ongoing.



Accessible Beach Upgrades

We have two public beaches, Spruce Beach and Spine Beach, and we are very pleased to announce that both locations are fully accessible, to the water. The recent purchase of beach access mats even allow individuals with disabilities to enter the water at the beaches. It is also with great pride that we wish to announce the additional purchase of two amphibious beach wheelchairs, allowing our beaches to be fully inclusive. This means that anyone can now enjoy both of our beautiful beaches, regardless of ability or age, with independence, equality and dignity. **Note:** This was delayed in spring 2020 due to COVID-19.

Library

A fully accessible library was opened, which was designed not only to be accessible, but to be inclusive. This is a model that will be followed in other sectors of Elliot Lake in the future. We will always strive for improvements of this type, to ensure public access and equality, into the future.



Public Transportation

We are very excited to be working together with our local bus company in order to provide an accessible bus service. Providing accessible public transportation services, spanning our entire community, requires a large budget commitment be prioritized. We understand that ongoing improvements need to be made. Moving forward, items such as accessible bus stops and drop off/pick up locations, and training for drivers, are paramount. It should be noted that this service offers door-to-door pick up and drop off for all residents of Elliot Lake. This type of accessible public transportation is a huge milestone for a community of this size.

Miner's Memorial Park/Fire Tower Lookout

Both of these locations are accessible, with future improvements already in the discussion and planning phases. We have enlisted the help of an accessibility specialist for future upgrades. These are both beautiful destinations in Elliot Lake and it is important that everyone have equal, barrier-free access.



Looking Forward: Accessibility Accomplishments 2019-2020 →

In 2019 and 2020, The City of Elliot Lake has made changes in how we consider accessibility and inclusion. It has become the fabric woven into everything that we do as we move forward. We have taken steps to ensure that The City of Elliot Lake will be in the forefront of providing a barrier-free destination for everyone who lives, visits and plays in our beautiful city. We are excited to move forward, towards an accessible Elliot Lake for all. Listed below are a few examples of the major investments we have made and will continue to make.

Training

The City of Elliot Lake has instituted an Accessibility Compliance Training Program, which includes compliance and awareness training for all staff and volunteers. Implementation of an Advanced Training Program for all decision makers, accessibility committee members, and management has taken place as well. This extensive program is presented in partnership with WFSI Wheelchair Friendly Solutions and Watts Accessibility Consulting Services. These services were retained to ensure that The City of Elliot Lake has the best possible accessibility education and awareness program in Canada. This is an ongoing program that will be updated yearly, with documentation that will also be updated, at minimum, on a yearly basis, as required by law.

Audits

With the assistance of Watts Accessibility Consulting and WFSI Wheelchair Friendly Solutions, we have completed a full, professional accessibility audit on all of our indoor and outdoor facilities. This includes all buildings, parks, beaches and landmarks. This was undertaken in two parts, starting with public properties and non-public access buildings in late 2019. The outdoor portion was completed in the spring of 2020, when climate no longer limited access. Nothing was left out, as The City of Elliot Lake required a full picture, to eliminate systemic issues.

Moving forward, it is our mutual intent to ensure that the city's accessibility standards adequately meet all legal requirements, with maximum cost effectiveness for tax payers.

This process has provided a level of understanding and awareness, unmatched in the City of Elliot Lake, for elected officials, management, staff and the community. The decision to make the audit public clearly shows our commitment to understanding, education, feedback and a desire for a community that is truly barrier-free.

Beach Mats and Beach Amphibious Wheelchairs

We are very pleased to announce that both of our popular public beaches, Spruce Beach and Spine Beach, are now fully accessible, not only to the water's edge but also in the water, with the Mobi-Mats and Mobi-Chairs purchased in 2019 for the 2020 season. Even though we refer to these as "Beach Mats", they are actually "Access Mats", meaning that they can be used on just about any surface, including: snow, grass, gravel, cobble and dirt. They can be placed under the water, helping with boating, swimming and water sports. The Mobi-Chair can also be used in the winter for things like accessible ice fishing, winter carnivals, or even be pushed onto the ice with a skater, allowing for easy and safe family time, with everyone having fun. This gives Elliot Lake the ability to accommodate everyone, in all seasons, and to truly be barrier-free and inclusive.



What's Next: Barrier-Free Elliot Lake 2020-2025

Employment

We will notify employees, potential hires and the public, that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information, in order to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees. **Note:** This only applies to those positions that can be safely filled.

Design of Public Spaces

We will meet or exceed accessibility laws and codes in Canada and Ontario when building or implementing major changes to public spaces. Public spaces include:

Recreational trails/beach access routes

Outdoor public eating areas, such as rest stops or picnic areas

Outdoor play spaces, such as playgrounds in provincial parks and local communities

Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals

Accessible off-street parking

Accessible on-street parking

Service-related elements, such as service counters, fixed queuing lines and waiting areas

We will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Changes to Existing Policies

We will modify or remove any existing policy that does not respect and promote the dignity and independence of people with disabilities.



Procurement

Note: Under the law, only public sector organizations have this requirement.

We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible or practical to do so, we will provide an explanation, upon request.

Self-Service Kiosks:

Note: Public sector organizations must incorporate accessibility features. Private and non-profit organizations must have regard for accessibility in this requirement.

We will incorporate accessibility features and consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and Communications:

We will communicate with people with disabilities in ways that take their disabilities into account. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally recognized *Web Content Accessibility Guidelines (WCAG) 2.0* Level AA website requirements, in accordance with Ontario's accessibility laws.



Immediate Action: Items Identified and Agreed Upon for Immediate Action 2020-2021

During the audit process, with cooperation from the AAC and our accessibility specialist, immediate action items were identified regarding safety and accessibility. A commitment has been made to fix these items quickly, within a short time frame. **Note:** Due to COVID-19 (extreme hardship), there have been unavoidable delays, including the completion of this accessibility plan. It was not possible for our accessibility specialist to come to Elliot Lake to complete the outdoor portion of the audit until June 22, 2020. The following items are of high importance and will be completed prior to the 2021 deadline.

Centennial Arena

It was observed during the audit process that Centennial Arena is an accomplished accessible facility, excluding entrances and egress. The following will be corrected:

- The ramp from parking to the front entrance is very steep and dangerous, and will be replaced with a compliant ramp.
- All fire exits have steps over 5 inches and require ramps to ensure compliance with accessibility standards, building and fire codes.
- The steel grate at the entrance has openings that are too large and could trap or catch canes, walkers, front wheelchair wheels and could be a trip hazard. It will be replaced with smaller openings that cannot catch mobility equipment.

Other Items

In the accessibility audits of Part 1 and Part 2, there are other items that have been identified as actionable, but which do not pose immediate safety concerns. The City of Elliot Lake will work closely with our accessibility specialist and the AAC in order to create a list, descending in order of importance, of these additional action items. Once this list has been created, no later than January 1, 2021, a plan will be established which will include budget commitments and timelines, to address these items. The goal of this process will be to clearly identify and rectify, in a timely manner, all non-compliance issues, within budgetary constraints.



2020-2025 Multi-Year Accessibility Plan Development Process

This 2020-2025 Multi-Year Accessibility Plan outlines the City of Elliot Lake's strategy to identify, remove and prevent barriers within our municipal services. This includes optimization of programs and facilities, to meet the legislative requirements set out by Bill C-81 (ACA) and the *Accessibility for Ontarians with Disabilities Act, 2005*.

In the fall of 2019, The City of Elliot Lake and the Accessibility Advisory Committee decided that it would hire WFSI Wheelchair Friendly Solutions and Watts Accessibility Consulting, to maximize our accessibility efforts. These efforts have been critical to informing the City Staff Working Groups about barriers and potential solutions.

To develop this plan, the City of Elliot Lake Operations Management Team identified key stakeholders in their areas, to contribute to the following Staff Working Groups:

- Customer Service
- Program Delivery
- Information and Communication
- Procurement
- Employment
- Transportation
- Design of Public Spaces



Each Staff Working Group was tasked with reviewing the legislative requirements and their established master and strategic plans related to the accessibility projects already underway. Feedback was received from the accessibility specialist, staff members and the community. Key areas of focus were identified by our Accessibility Advisory Committee, WFSI Wheelchair Friendly Solutions and Watts Accessibility Consulting, based on data gathered from audits and the community.

After the audit and review period, the Staff Working Groups collaborated with the accessibility specialists from WFSI Wheelchair Friendly Solutions and Watts Accessibility Consulting, to identify barriers in their services. Strategies were developed to reduce or eliminate those barriers. The plans developed were provided to the Accessibility Advisory Committee for review and feedback. The final strategies have been incorporated into this plan, with the goal of full implementation by the City of Elliot Lake, in order to improve accessibility for everyone.

Monitoring and Evaluation

As required by the *Integrated Accessibility Standards* regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*, the City of Elliot Lake will review and update the Multi-Year Accessibility Plan at least once every five years. The Multi-Year Accessibility Plan is a living document and is intended to be flexible and adaptable to the changing accessibility environment and to the feedback of our residents, employees and customers.

Gathering feedback is an important part of the ongoing evaluation of the Multi-Year Accessibility Plan. As the needs of Elliot Lake change, the plan will be reviewed, in consultation with key stakeholders, such as the Accessibility Advisory Committee, WFSI Wheelchair Friendly Solutions, Watts Accessibility Consulting, customers and persons with disabilities.

In addition, an Annual Status Update Report will be prepared, to provide an evaluation of the progress made towards achieving the strategies outlined under this Multi-Year Accessibility Plan. These reports will be made available to the public in the required formats.

2020-2025 Accessibility Strategies

This Multi-Year Accessibility Plan outlines three different types of accessibility strategies:

- Strategies that are required components of the plan, in accordance with the legislation,
- Strategies that are identified to meet future legislative requirements; and
- Continuous improvement strategies.

The following sections of this plan outline the details of each strategy, such as the barrier that has been identified, the specific area that is responsible for implementation, and the anticipated timeline for completion.

The City of Elliot Lake provides over 35 municipal services and programs, and over 40 maintained properties. In each of those properties and services, accessibility must be a key value of the organization. These strategies define how we will strengthen the accessibility to our services in the areas of Customer Service and Program Delivery, Information and Communication, Procurement, Employment, Transportation, and the Design of Public Spaces.



Required Components

There are certain legislative requirements that are required under the *Integrated Accessibility Standards* regulation, to be included in an organization's Multi-Year Accessibility Plan, where they apply to that organization.

In the section below are the City of Elliot Lake's required sections under the plan, in the areas of Transportation and the Design of Public Spaces Standards.

Transportation – Taxicabs

Under the Transportation Standard, a municipality shall identify progress made towards meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the needs in their Multi-Year Accessibility Plan.

Area Responsible	Barrier	Action	Timeline
CAO / CDO / Licensing and Municipal Law Enforcement with Input from AAC	Organizational & Transportation Barriers	Regularly review Vehicle for Hire By-Law in consultation with the AAC to determine the proportion of on-demand accessible taxi cabs.	Ongoing

Transportation – Bus Stops and Shelters

Under the Transportation Standard, a municipality shall outline any steps that will be taken to plan for accessible bus stops and shelters, where applicable.

Area Responsible	Barrier	Action	Timeline
Engineering Services / Public Works / Elliot Lake Transit / Input from AAC	Physical Barriers	Work with stakeholders to consult with AAC and WFSI, the public and persons with disabilities on the development of accessible design criteria in the construction of bus stops and/or shelters.	2020-2022
Engineering Services / Public Works / Elliot Lake Transit / Input from AAC	Physical Barriers	Work with Elliot Lake Transit and the AAC to develop a new City of Elliot Lake design standard for regular service bus stop pads.	2020-2022

Design of Public Spaces - Part 1

Under the *Design of Public Spaces Standard*, a municipality shall ensure that their Multi-Year Accessibility Plan includes a procedure for preventative and emergency maintenance of the accessible elements of public spaces, and the process for dealing with temporary disruptions when those accessible elements are not in working order.

Area Responsible	Barrier	Strategy	Timeline
All service areas responsible for maintaining accessible elements in public spaces / Accessibility Specialist	Physical Barriers	Review the Maintenance of Accessible Elements procedure, as required under the Design of Public Spaces Standard.	Ongoing

Future Legislative Requirements

Information and Communication

Area Responsible	Barrier	Strategy	Timeline
CAO / CDO / IT Dept. / Input from AAC	Information and Communication Barriers	Website and web content to meet the Web Content Accessibility Guidelines 2.0 Level AA by 2021, as outlined under Section 14 of the Integrated Accessibility Standards Regulation.	2021

Continuous Improvement Strategies

General Accessibility Policies and Initiatives

Area Responsible	Barrier	Strategy	Timeline
Accessibility Specialist, All Service Areas	Organizational Barriers	Develop the Multi-Year Accessibility Plan.	2020
Accessibility Specialist, All Service Areas	Organizational Barriers	Develop the Annual Status Update Reports on the Multi-Year Accessibility Plan.	Annually
Accessibility Specialist / CDO	Organizational Barriers	Maintain corporation-wide accessibility policies, practices as required under Bill C-81 ACA and AODA. Review and amend the policies as needed or when the legislation changes.	Ongoing through 2020-2040
Accessibility Specialist/All Service Areas	Organizational Barriers	Provide training and outreach to ensure that the City budget is developed with an accessibility lens.	2020
Accessibility Specialist, All Service Areas	Organizational Barriers	Integrate inclusion best practices, principles and apply an accessibility lens to all major City of	Ongoing through 2020-2025

Area Responsible	Barrier	Strategy	Timeline
		Elliot Lake strategic plans, master plans, community reports, etc.	
Accessibility Specialist with input from the AAC	Organizational Barriers	Develop a plan to recognize key accessibility awareness date(s), to promote inclusion for persons with disabilities and accessibility in Elliot Lake.	2021
Accessibility Specialist	Organizational Barriers	Develop, improve and promote improved educational resources and learning tools for City of Elliot Lake staff about accessibility and supports available for all.	2020-2022



Procurement

Area Responsible	Barrier	Strategy	Timeline
CAO / Finance and Corporate Services / Purchasing and Supply	Organizational Barriers	Review Procurement Initiation Approval Form and Informal Quote process to enhance opportunities for accessible procurement.	2020
CAO / Finance and Corporate Services / Purchasing and Supply	Organizational Barriers	Conduct Accessible Procurement Training for Buyers.	2021
CAO / Finance and Corporate Services / Purchasing and Supply	Physical Barriers	Review of Supply Services, including service counters, in consultation with Facilities.	2021
CAO / Finance and Corporate Services / Purchasing and Supply	Organizational Barriers	Amend Site Visit process for potential bidders to include accommodations and accessibility notification(s).	2020
CAO / Finance and Corporate Services / Purchasing and Supply	Information and Communication Barriers	Review Tender and RFQ/RFP document template, Procurement Policy update for language and updates related to accessibility.	2021
CAO / Finance and Corporate Services / Purchasing and Supply and Accessibility Specialist	Information and Communication, Attitudinal, Organizational Barriers	Develop tools and resources to assist employees in considering accessibility during the procurement process.	2020

Information and Communications

Area Responsible	Barrier	Strategy	Timeline
CAO / IT Dept. / CDO	Information and Communication Barriers	Website and web content to meet the Web Content Accessibility Guidelines 2.0 Level AA by 2021 as outlined under Section 14 of the Integrated Accessibility Standards Regulation.	2021
CAO / IT Dept. / CDO	Information and Communication Barriers	Develop Web Audio/Video Content Communication Corporate Standard.	2021
CAO / IT Dept. / CDO	Information and Communication Barriers	Review Corporate Identity Guidelines and Community Meeting Guidelines in consultation with stakeholders and the AAC.	2021
Accessibility Specialist / CDO	Information and Communication Barriers	Provide education and training for Communications employees on accessibility best practices in Communications.	2021
CAO / IT Dept. / CDO	Information and Communication Barriers	Provide closed captioning and media alternative files of archived video of council and committees posted online.	Ongoing through 2020-2040
All Service Areas / IT Dept. / CAO / CDO	Information and Communication Barriers	Create public web content to be accessible, including documents, videos, media etc.	Ongoing through 2020-2025



Employment

Area Responsible	Barrier	Action	Timeline
Human Resources and Corporate Services / CAO / CDO	Organizational Barriers	Create an HR accessibility guide to be used when selecting locations for HR meetings, including those for recruitment, hiring, grievance, arbitration, job evaluation, benefit, etc. Include the opportunity and process for employees to request specific accommodations throughout any of these processes.	2021
Human Resources and Corporate Services / CAO / CDO	Information and Communication Barriers	Provide in-person support and access to a computer station at City Hall to assist applicants applying for positions with the City of Elliot Lake.	2021
Human Resources and Corporate Services / CAO / CDO	Organizational Barriers	Build partnerships with community agencies to share best practices and implement solutions to assist candidates of all abilities to gain employment with the City of Elliot Lake.	Ongoing through 2020-2025
Human Resources and Corporate Services / CAO / CDO	Information and Communication Barriers	Provide information about the City's accessibility practices throughout the recruitment and employment process.	2021
Human Resources and Corporate Services / CAO / CDO	Organizational Barriers	Conduct a follow up Workforce Employee Census to understand our employees better and to build a more inclusive and supportive workplace.	2021

Area Responsible	Barrier	Action	Timeline
Human Resources and Corporate Services / CAO / CDO	Organizational Barriers	Work to build and support an Employee Resource Group specific for persons with disabilities in consultation with workplace parties.	2021
Human Resources and Corporate Services / CAO / CDO	Organizational Barriers	Develop the Equity and Inclusion Lens tool, which includes a component addressing the dimension of persons with disabilities.	2021-2024
Human Resources and Corporate Services / CAO / CDO	Attitudinal Barriers	Develop and implement "Intercultural Competency" training for City employees, with a specific module pertaining to persons with disabilities.	Ongoing through 2020-2025
HR and Corporate Services / CAO / CDO	Organizational Barriers	Review and update the return-to-work and employee accommodation programs.	2023
HR and Corporate Services / CAO / CDO	Organizational Barriers	Review existing internal employee systems for accessibility and integrate accessibility requirements into new system procurements.	2021
Human Resources and Corporate Services / CAO / CDO	Organizational Barriers	Review and improve opportunities in labour relations processes, to ensure accessibility for employees with disabilities. Regular review of labour documents, collective agreements, and meeting times/locations/venues will take place to ensure improved accessibility.	Ongoing through 2020-2025

Area Responsible	Barrier	Action	Timeline
Human Resources and Corporate Services / CAO / CDO	Organizational Barriers	Develop accessible employee resources to understand and participate in the job evaluation process; understand and identify any barriers to diversity and inclusion that may be embedded in job design or descriptions.	2024
CAO / CDO / All Service Providers	Organizational Barriers	Work with service providers to implement and improve benefits administration processes and options that are accessible to employees with disabilities.	Ongoing through 2020-2025
Human Resources and Corporate Services / CAO / CDO	Organizational Barriers	Review job description criteria, to continue to identify and remove barriers to employment for persons with disabilities.	Ongoing through 2020-2025
CAO / CDO / Accessibility Specialist	Organizational Barriers	Include accessibility and accommodation statements throughout learning and development training programs and processes.	Ongoing through 2020-2025
CAO / CDO / Accessibility Specialist	Organizational Barriers	Adopt the Universal Instructional Design principles to maximize the learning experience for internal training programs.	Ongoing through 2020-2025
CAO / CDO / Accessibility Specialist	Organizational Barriers	Conduct a review of internal training facilities and implement accessibility enhancements.	Ongoing through 2020-2025

Transportation

Area Responsible	Barrier	Action	Timeline
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Physical Barriers	Work with stakeholders to consult with AAC, Elliot Lake Transit, the public and persons with disabilities, on the development of accessible design criteria in the construction of Transit bus stops and/or shelters.	Ongoing through 2020-2025
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Physical Barriers	Work with Elliot Lake Transit and the AAC to develop a new City of Elliot Lake design standard for regular service bus stop pads.	2022
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Organizational Barriers	Review Vehicle for Hire By-Law, in consultation with the AAC, to determine the proportion of on-demand accessible taxicabs.	Ongoing through 2020-2025
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Organizational Barriers	Review Vehicle for Hire By-Law cap on accessible taxicabs, in consultation with the AAC, and investigate incentives for accessible taxis.	2022

Design of Public Spaces - Part 2

Area Responsible	Barrier	Action	Timeline
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Physical Barriers	Establish a web-based information page that summarizes and provides links to design specifications followed by the City of Elliot Lake in the design of public spaces.	Ongoing through 2020-2025
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Physical Barriers	Enhance existing sidewalk accessibility through the identification and construction of accessible features, such as curb cuts, curb drops and missing building links to sidewalks or pathways.	Ongoing through 2020-2025
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Physical Barriers	Convert school crosswalks into accessible pedestrian crossovers, where possible.	Ongoing through 2020-2025
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Physical Barriers	Include accessible on-street parking spaces as part of new roadway construction or the redevelopment of roadways. Consult with the AAC on the need and location of on-street parking as part of the roadwork planning process.	Ongoing through 2020-2025

Area Responsible	Barrier	Action	Timeline
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Physical Barriers	Review communication practices of sidewalk disruptions, to improve the Permit of Approved Works (PAW) process.	2022
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Physical Barriers	Review the Site Plan process, to identify opportunities to build in accessible pedestrian connections (such as sidewalks, accessible pedestrian crossovers) through the construction of new sites.	2020
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Physical Barriers	Create traffic control training guidelines for the City of Elliot Lake employees, with a specific focus on pedestrian detours and sidewalk disruptions. Review the temporary traffic control training to ensure that pedestrian safety requirements and best practices are included.	2021
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Physical Barriers, Information and Communication Barriers	Review and enhance the process for using the accessibility platform to notify the public about temporary disruptions to sidewalks and exterior paths of travel, associated with construction.	2022
CAO / CDO / Public Works /	Physical Barriers	Continue to improve accessibility at community parks in consultation with AAC, and (cont.)	Ongoing through 2020-2025

Area Responsible	Barrier	Action	Timeline
Engineering Services / Accessibility Specialist / AAC		key stakeholders, based on the availability of resources.	
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC Municipal Law Enforcement	Organizational Barriers, Physical Barriers	Develop a new by-law to address obstructions which prevent appropriate access to accessible parking spots and aisleways.	2022
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Physical Barriers	Retrofit and enhance existing pathways and networks in parks, to provide recreational and social opportunities for all.	Ongoing through 2020-2025
CAO / CDO / Public Works / Engineering Services / Accessibility Specialist / AAC	Physical Barriers	Upgrade existing outdoor eating areas to become accessible, including accessible picnic tables, pathways, etc.	Ongoing through 2020-2025
Public Works / Engineering Services / AAC	Physical Barriers	Continue the renovation of existing outdoor playgrounds with improved accessibility features, such as rubber surfacing, curb drops, pathways, etc.	Ongoing through 2020-2025

Area Responsible	Barrier	Action	Timeline
Public Works / AAC	Physical Barriers	Biannual accessibility maintenance inspections	Ongoing through 2020-2025
CAO / CDO / Public Works / Engineering Services	Physical Barriers	Notify and consult the AAC for advice about the continued design and construction of new City of Elliot Lake facilities, and facilities that are undergoing major renovations.	Ongoing through 2020-2025
CAO / CDO / Public Works / Engineering Services	Physical Barriers	Update the City of Elliot Lake's Accessibility Website to better highlight City Design Standards.	2023
CAO / CDO / Public Works / Engineering Services	Physical Barriers	The implementation of a Service Counter Retrofit Program, where existing counters are prioritized and retrofitted on an ongoing basis, to meet the newest level of accessibility standards.	Ongoing through 2020-2025
CAO / CDO / Public Works / AAC / Accessibility Specialist	Physical Barriers	Create inventory of accessible features at City of Elliot Lake public buildings, such as community and recreation centers. Building Managers to post this information publicly.	2021
CAO / CDO / AAC / Public Works / Engineering Services	Physical Barriers	Create a prioritized list of accessibility enhancements required at City of Elliot Lake buildings.	2021
CAO / CDO / AAC / Public Works	Physical Barriers	Seek additional public input into planned accessibility improvements to existing and new playground upgrades/installations in City Parks.	Ongoing through 2020-2025
CAO / CDO / Public Works / Engineering Services / AAC	Physical Barriers, Organizational Barriers	Identify budget gaps that are limiting service standard improvements associated with playground upgrades/installations in City Parks. Develop a strategy to inform Council and (cont.)	2022

Area Responsible	Barrier	Action	Timeline
		potentially address these service standard gaps through future business cases.	
CAO / CDO / Public Works/ Engineering Services	Physical Barriers	Add "Annex H" inspection (accessibility requirements part of CSA Standards) to our current playground inspection by a third party when playgrounds are being built/upgraded.	2022
CAO / CDO / Public Works/ Engineering Services	Physical Barriers	Consult with AAC in the review and updating process of Conservation Master Plans for ESAs and the Guidelines for Management Zones and Trails in ESAs.	Ongoing through 2020-2025
CAO / CDO / Public Works/ Engineering Services	Physical Barriers	As boardwalks and trails are replaced for life cycle renovations in ESAs, ensure they are updated to meet the latest accessibility design standards. It is anticipated that all boardwalks and trails will be updated by 2025.	Ongoing through 2020-2025
CAO / CDO / Public Works/ Engineering Services	Information and Communication Barriers	Implement new accessibility signage in ESAs as new trails are created or existing trails are significantly redeveloped.	Ongoing through 2020-2025
CAO / CDO / Public Works/ Engineering Services	Physical Barriers	Conduct focus groups in consultation with the AAC and members of the public on inclusive outdoor play equipment design.	Ongoing through 2020-2025
CAO / CDO / Public Works/ Engineering Services	Physical Barriers	Work with the AAC and stakeholders on accessibility solutions in heritage-designated buildings or sites.	Ongoing through 2020-2025
All service areas responsible for maintaining accessible elements in public spaces / Accessibility Spec.	Physical Barriers	Review the Maintenance of Accessible Elements procedure, as required under the Design of Public Spaces standard.	Ongoing through 2020-2025

Customer Service and Program Delivery

Area Responsible	Barrier	Strategy	Timeline
CAO / CDO / Election Services / City Clerk	Organizational Barriers	Develop and implement the 2022 Accessible Election Plan. The plan identifies barriers to voting for persons with disabilities and strategies to actively reduce or eliminate those barriers.	2022, prior to next elections
CAO / CDO / Accessibility Specialist / AAC	Information and Communication Barriers	Training for Customer Service Representatives, to assist with communicating with persons with disabilities.	Yearly and upon hiring
CAO / CDO / AAC / Accessibility Specialist / Community Groups / Event Organizers	Information and Communication Barriers	Create a resource tool for resident groups, outlining best practices for making neighbourhood groups and events more inclusive.	2023
CAO / CDO / AAC / Community Groups / Event Organizers / AAC	Physical Barriers	Support the Age-Friendly Network, to expand opportunities for the lending of assistive devices to support older adults with disabilities in participating in recreation and informal social gatherings.	Ongoing through 2020-2025
CDO / CAO / Accessibility Specialist / AAC	Attitudinal Barriers	Provide training for all community center staff on disability awareness/sensitivity training, including dementia-awareness training.	2021
Protection Services / CDO / CAO / Accessibility Specialist	Physical Barriers, Organizational Barriers	Develop an emergency plan for all buildings, to assist persons with disabilities in the event of an emergency. Ensure staff is trained, they understand the emergency plan and have a willingness to follow it.	2021 and annual review of plan by all staff

Area Responsible	Barrier	Strategy	Timeline
CAO / CDO / AAC / Protection Services / Accessibility Specialist	Attitudinal Barriers	Develop and roll out enhanced mental health awareness training for staff.	2023
CAO / CDO / AAC / Protection Services / Accessibility Specialist	Attitudinal Barriers	Certify Recreation Supervisors to become trainers of autism-spectrum specific training, to complement any existing Non-Violent Crisis Intervention (NVCI) training programs in place. Supervisors will then roll out the training to all staff.	2020-2025
CAO / CDO / AAC / Accessibility Specialist	Attitudinal Barriers	Awareness training for all summer casual staff, to foster social inclusion within the community for all children, including those with disabilities.	2020-2025
All Service Providers / CAO / CDO / AAC	Organizational Barriers	Form new partnerships with accessibility/ inclusion service providers and agencies.	2020-2025
All Required Service Providers	Physical Barriers, Attitudinal Barriers	Review and enhance lift and transfer training for staff, to support persons with disabilities.	2022
All Service Providers	Organizational Barriers	Improve processes for families who have members with disabilities within the City of Elliot Lake.	2023

Area Responsible	Barrier	Strategy	Timeline
Public Works / Service Providers / CAO / CDO / AAC	Physical Barriers	Source and pilot new accessible equipment to be used for programs for persons with disabilities.	2020-2025
Public Works / Service Providers / CAO / CDO / AAC / Ontario Parks	Organizational Barriers	Investigate options to increase camping/RV spaces for persons with disabilities.	2020-2025
All Service Providers / CAO / CDO / AAC / Ontario Parks	Attitudinal Barriers Physical Barriers	Develop strategies to support organizations and businesses in Elliot Lake, in order to promote best accessibility and inclusion practices.	2020-2025
CAO / CDO / AAC / Accessibility Specialist	Physical Barriers Attitudinal Barriers	Develop plan to increase guest services and accommodations in the private sector.	Ongoing through 2020-2025
CAO / CDO / AAC / Public Works	Physical Barriers	Expand and enhance accessible outdoor seating areas, to improve access and the number of residents who can enjoy the outdoor space.	Ongoing through 2020-2025
CAO / CDO / AAC / All Service Providers / Public Works	Information and Communication Barriers	Improve awareness and availability of services and supports for persons with disabilities. Identify existing resources available to support persons with disabilities and identify gaps.	Ongoing through 2020-2025

This Multi Year Accessibility Plan was developed in partnership with the City of Elliot Lake's Management Team and Staff, Elected Officials, the AAC and Key Stakeholders, who gave their time and expertise to the project. The City of Elliot Lake retained and contracted an accessibility specialist with WFSI Wheelchair Friendly Solutions Inc. and Watts Accessibility Consulting Ltd. to perform City Wide Accessibility Audits and to assist in the development and implementation of this Accessibility Plan.

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"AN ACCESSIBLE ELLIOT LAKE FOR ALL"

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Dan Marchisella - Mayor
Luc Cyr - Councilor (Deputy Mayor)
Tom Turner - Councilor (AAC Chairman)
Norman Mann - Councilor
Sandy Finamore - Councilor
Ed Pearce - Councilor
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Accessibility Advisory Committee

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Mike Thomas

