

**CORPORATION OF THE  
CITY OF PEMBROKE  
ACCESSIBILITY POLICY AND PLAN**



August 2003  
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Revised November 2005  
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Pembroke City Council  
City of Pembroke

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## ***Statement of Organizational Commitment***

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The City of Pembroke is committed to the principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* and to meeting the needs of people with disabilities, in a timely manner, through the implementation of the requirements of the Act.

## ***Council Commitment to Accessibility Planning***

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The Council of the Corporation of the City of Pembroke is committed to:

- The continual improvement of access to all municipally owned facilities, premises and services for all those with disabilities
- The provision of quality services to all members of the community with disabilities

The Council has authorized the Accessibility Advisory Committee to prepare an accessibility plan that will enable Council to meet these commitments.

The City of Pembroke Accessibility Policy and Plan for 2013 was approved by Resolution Number 013 at the Council Meeting of December 18, 2012.

## ***Description of the City of Pembroke***

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The City of Pembroke is located in Eastern Ontario. The City of Pembroke, with an established industrial sector, is the largest commercial service centre between Ottawa and North Bay. Centrally located and easily accessible, Pembroke is only 150 km northwest of Ottawa and is situated alongside the Ottawa River.

The City's population is approximately 14,360 people (2011 Stats Canada). As the largest service centre in the area, Pembroke has numerous health care and educational facilities to serve the public's needs.

The City created a working group, known as the Accessibility Advisory committee, to work on this Accessibility Plan. More than half of the Committee Members have a disability.

The Committee has identified barriers that will be addressed and has reviewed initiatives by the City to removing and preventing barriers.

## ***Accessibility Policy***

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This policy is drafted in accordance with the Integrated Accessibility Standards Standards (Ontario Regulation 191/11) and addresses how the City of Pembroke achieves or will achieve accessibility through meeting of the requirements of the regulation. The requirements will be met within the timeframes set up within the Regulation.

The requirements of the regulation include:

- the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the City of Pembroke's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- the incorporation of accessibility criteria and features when procuring or acquiring good, service or facilities;
- the incorporation of accessibility features when designing, procuring or acquiring self-service kiosks;
- training;
- the specific requirements under the Information and Communication Standards, the Employment Standards; and the Transportation Standards

This policy is supported by procedures/departmental policies which outline the detailed processes and accommodations pursuant to this policy. The supporting policies/procedures include the following:

- The Corporation of the City of Pembroke Procurement Policy and Procedures Manual
- The Corporation of the City of Pembroke Human Resources Policy and Procedures Manual

## ***Mandatory Requirements***

### ***General***

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#### (1) Accessibility Plans

- I. The multi-year City of Pembroke Accessibility Plan ("the plan") outlines the strategy to prevent and remove barriers, and to meet its requirements under the regulation;
- II. The plan is posted on the website, and will be provided in alternate formats upon request;
- III. The plan will be reviewed and updated at least once every five years;
- IV. The plan has been created with the consultation with the Accessibility Advisory Committee
- V. An annual status report on the progress of measures taken to implement the strategy will be posted on the website and in alternate formats upon request.

(2) Procuring or acquiring goods, services or facilities

- I. Accessibility criteria and features are incorporated when procuring or acquiring good, services or facilities, except where it is not practicable to do so;
- II. Where it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, the City of Pembroke will provide, upon request, an explanation.

(3) Self- Service Kiosks

- I. Accessibility features are incorporated when designing, procuring or acquiring self-service kiosks.

(4) Training

- I. The City of Pembroke ensures that training is provided on the requirements of accessibility standards referred to within the Integrated Accessibility Standards (Ontario Regulation 191/11) and on the *Human Rights Code* as it pertains to persons with disabilities to,
  - a. All employees and volunteers;
  - b. All persons who participate in developing the organization's policies; and
  - c. All other persons who provide goods, services or facilities on behalf of the organization.
- II. The training provided is appropriate to the duties of employees, volunteers and other persons.
- III. Training is provided as practicable to employees, volunteers and other persons.
- IV. Where there are changes to the Integrated Standards Accessibility Policy, training will be provided with regard to those changes.
- V. The City of Pembroke will maintain a record of the dates of when training is provided and the number of individuals to whom it was provided.

## *Information and Communication Standards*

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### (5) Feedback

- I. The City of Pembroke's Customer Feedback process is accessible to persons with disabilities and does provide or arrange for the provision of accessible formats and communication supports upon request.
- II. The public is notified regarding the availability of accessible formats and communication supports.

### (6) Accessible Formats and Communication Supports

- I. The City of Pembroke will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,
  - a. In a timely manner that takes into account the person's accessibility needs due to disability, and;
  - b. At a cost that is no more than the regular cost charged to other persons.
- II. The City of Pembroke will consult with the person making the request in determining the suitability of an alternative format or communication support.
- III. The City of Pembroke notifies the public about the availability of accessible formats and communication supports.

### (7) Emergency procedure, plans or public safety information

- I. Where the City of Pembroke prepares emergency procedures, plans or public safety information and makes that information available to the public, the information will be in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

### (8) Accessible websites and web content

- I. The City of Pembroke's new internet, intranet websites and web content on those sites conforms with the WCAG 2.0 Level AA, with the following explanations;
  - a. Success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (pre-recorded) are exceptions- due January 1, 2020,
  - b. All internet websites and web content will comply to the WCAG 2.0 Level AA (with the above exception) by January 1, 2016,
  - c. As of January 1, 2020 all internet, intranet and web content will conform with the WCAG 2.0 Level AA,

- d. Where websites and web content, including web-based applications, that the City controls directly or through a contractual relationship that allows for modification of the product, are included in this timeline, where practicable,
- e. Where practicable, web content published on a website after January 1, 2012 is included in this timeline.

(9) Public Library

- I. The City of Pembroke, through the Pembroke Public Library Board, will ensure that the public is made aware that accessible formats of library materials can be made available when requested.
- II. When new library materials are acquired, the accessibility needs of the users will be considered.

## *Employment Standards*

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(10) Recruitment

- I. The City of Pembroke notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process;
- II. During the recruitment process, applicants who are individually selected to participate in an assessment or selection process, are notified that accommodations are available upon request in relation to the materials or processes used;
- III. If a selected applicant requests an accommodation, the City of Pembroke consults with the applicant, having regard for the applicants accessibility needs, on the provision of a suitable accommodation;
- IV. When making an offer of employment, the City of Pembroke will notify the successful applicant of its policies for accommodating employees with disabilities.

(11) Informing employees of supports

- I. The City of Pembroke informs its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on job accommodation that take into account the employee's accessibility needs due to a disability.
  - a. New employees will be informed as soon as practicable after they begin their employment.
  - b. Where there are changes to existing policies on the provision of job accommodation, all employees will be provided updated information.

(12) Accessible formats and communication supports for employees

- I. Where an employee requests it, the City of Pembroke will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
  - a. Information that is needed in order for the employee to perform the employee's job; and
  - b. Information that is generally available to employees in the workplace.
- II. The City of Pembroke will consult with the employee making the request in determining the suitability of an accessible format or communication support.

(13) Workplace emergency response information

- I. The City of Pembroke provides individual workplace emergency response information to employees who have a disability;
  - a. Where the disability is such that individual information is necessary, and
  - b. Where the City of Pembroke is aware of the need for accommodation due to the employee's disability.
- II. If an employee with individualized information requires assistance and provides consent, the City of Pembroke will provide the individualized information to the person designated by the City of Pembroke to provide assistance to the employee.
- III. Individualized information is provided as soon as practicable after the City of Pembroke becomes aware of the need for accommodation due to an employee's disability.
- IV. The City of Pembroke will review the individualized workplace emergency response information;
  - a. When the employee moves to a different location
  - b. When the employee's overall accommodation needs or plan are reviewed
  - c. When The organization reviews its general emergency response policies

(14) Documented individual accommodation plans

- I. The City of Pembroke will prepare a written process for the development of Individual Accommodation Plan for employees with disabilities if required.

(15) Return to work

- I. The City of Pembroke has a documented return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

(16) Performance Management

- I. Where the City of Pembroke uses performance management in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

(17) Career Development and Advancement

- I. Where the City of Pembroke uses career development and advancement in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

(18) Redeployment

- I. Where the City of Pembroke uses career development and advancement in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

***Transportation***

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(19) Taxicabs

- I. Through the Police Services Board, the City of Pembroke will ensure that owners and operators of taxicabs do not charge a higher fare or an additional fee to people with disabilities or charge a fee for the storage of mobility aids or mobility assistive devices.
- II. Through the Police Services Board, the City of Pembroke will ensure that owners and operators of taxicabs display vehicle registration and identification information on the rear of their taxicabs.

(20) Accessible Bus Stops and Shelters

- I. The City of Pembroke will consult with the Accessibility Advisory Committee in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.
- II. Any steps taken to meet the goal of accessible bus stops and shelters will be identified in the accessibility plan.

(21) Accessible Taxicabs

- I. The City of Pembroke will consult with the Accessibility Advisory Committee to determine the proportion of on-demand accessible taxicabs required in the community. The Accessibility Advisory Committee met on December 5, 2012 and recommended that 10% of the licensed taxicabs in the City of Pembroke should become on-demand accessible taxicabs.
- II. Progress made toward meeting the need for on-demand accessible taxicabs will be documented in the accessibility plan.

## *Accessibility Plan*

### *Executive Summary*

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The purpose of the *Ontarians with Disabilities Act, 2001 (ODA)* and the *Accessibility for Ontarians with Disabilities Act, 2005* is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province.

The Integrated Accessibility Standards (Ontario Regulation 191/11) requires the following:

- The establishment, implementation, maintenance and documentation of a multi-year accessibility plan,

To this end, the ODA mandates that each Municipality prepare an annual accessibility plan.

This plan was prepared by the accessibility working group of the City of Pembroke. The report describes the measures the City has taken in the past and the measures the City will take during the current year to identify, remove and prevent barriers to people with disabilities who use the facilities and services of the City, including staff and members of the community at large.

The City has committed itself to the continual improvements of access to municipal facilities and this report will provide the direction.

The working group identified a number of barriers to people with disabilities. Over the next several years, the working group recommends focusing on those barriers.

## *Aim*

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This report describes the measures that the City of Pembroke has taken in the past years as well as the measures that the City will take for 2012 to identify, remove and prevent barriers to people with disabilities who utilize the facilities and services of the City, including staff.

## *Objectives*

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This report:

1. Describes the process by which the City of Pembroke will identify, remove and prevent barriers to people with disabilities;
2. Review earlier efforts to remove and prevent barriers to people with disabilities;
3. List the facilities, policies, programs, practices and services the City will review in the coming year to identify barriers to people with disabilities;
4. Describe the measures the Committee will take in the coming year to identify, remove and prevent barriers to people with disabilities;
5. Describe how the City will make this accessibility plan available to the public.

## ***Barrier – Removal and Prevention Initiatives***

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In 1994 the City of Pembroke established an Accessibility Committee and this Committee provided recommendations to various departments to ensure Pembroke was barrier free.

Initiatives that were recommended by the Committee and approved by the City are as follows:

1. All Site Plans must be barrier free prior to signing an agreement with the developer;
2. All municipal projects, such as the Waterfront Walkway is designed to provide barrier free access;
3. All sidewalks are built with curb cuts for barrier free access and highlighted in yellow for better visibility.

## ***Site audit of the municipally owned buildings***

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In May of 2003, October 2004 and February 2011, the Accessibility Advisory Committee completed a survey of the municipally owned buildings and in particular to assess any barriers that may exist and with that any solutions to removing those barriers in order to comply with the current legislation under the *Ontarians With Disabilities Act*.

## ***Barrier Identification Methodologies***

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In order to identify barriers the following methodology was used:

<b>Methodology</b>	<b>Description</b>	<b>Status</b>
Tour of Municipally Owned Buildings	A tour was taken by the members of the Accessibility Advisory Committee to help identify any barriers at City Hall, Public Works Department, Public Library, Pembroke Memorial Centre, Pembroke and Area Community Centre, Pembroke Marina and Kinsmen Pool.	Barriers were identified during the tour by the Committee Members and a report prepared.

## ***Barriers Identified***

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The following barriers noted on the tour are identified below. Over the next several years, Council will have to decide which barriers should be addressed each year keeping in mind budget restraints and feasibility.

<b>Barrier</b>	<b>Type of Barrier</b>	<b>Strategy for Removal or Prevention</b>
<b><i>Pembroke Memorial Centre</i></b>		
When descending stairs colour contrast needed at edge of stairs.	Physical	All stairs should be marked with yellow paint or tape at edges to be more visible to people with low vision.
The toilets in the accessible washrooms are too low.	Physical	Higher toilets to accommodate persons in a wheelchair are needed.
Coat hooks in accessible washroom stall should be lowered to allow person ability to hang coat, etc.	Physical	Add a coat hook at a lower height in accessible washroom stalls.
Taps on sink in washrooms difficult to manoeuvre.	Physical	One set of taps in the washrooms should be lever type rather than twist type

<b>Barrier</b>	<b>Type of Barrier</b>	<b>Strategy for Removal or Prevention</b>
<b><i>Pembroke Memorial Centre Continued...</i></b>		
Signage indicating location of elevator needed at rear entrance as well existing elevator sign must be more visible.	Communication	Signage should be erected and existing signage more visible.
<b><i>Pembroke Public Library</i></b>		
Automatic door is required at back door.	Communication	Since the back door is the accessible access, an automatic door to enter and exit the building is required.
Handicap access ramp signage is very faded and not legible.	Communication	Signage should be made more visible.
Storage of strollers at back door entrance congests hallway.	Physical	Strollers need to be removed from this area and moved to another area of the library.
Signage is needed at front of building to indicate accessible parking is available at the rear of the building.	Communication	Signage required indicating where accessible parking is located.
Signage needed at back door indicating to use the buzzer if help is required.	Communication	Without signage, people are not aware that the buzzer will alert staff for help.
More visible step outside main entrance door as well as delineating potential trip ledge.	Physical	Bright colour (yellow) could be added to the trip ledge and step for those with low vision.
Signage for accessible washroom not adequately signed.	Communication	Once on second level, there is no signage at the top of the stairs that indicate where the accessible washroom is. Signage is required.
Light switch in washrooms not visible.	Physical	Light switch on inside of washroom not visible to someone with visibility issues. A motion light should be installed.
Contrasting colour needed for baseboard in washrooms.	Physical	Contrasting colour is needed between the baseboards and the walls for people with low visibility.

<b>Barrier</b>	<b>Type of Barrier</b>	<b>Strategy for Removal or Prevention</b>
<b><i>Pembroke Public Library Continued...</i></b>		
Coat hooks in accessible washroom stall should be lowered to allow person ability to hang coat, etc.	Physical	Add a coat hook at a lower height in accessible washroom stalls.
Railing should be continued down accessible ramp from second floor washrooms and be more visible.	Physical	The ramp has only a partial railing and a small lip which is not enough to prevent accidents. The ramp should be redesigned or the railing continued to the end of the ramp. Railing should have a contrasting colour from floor.
Counter Height in Lower Level	Physical	Counter height in Lower Level of Library should be lowered to accommodate people in wheelchairs, scooters, etc.
More visible steps to Lower Level.	Physical	Bright colour (yellow) should be added to the edge of each step for those with low vision.
Lift not manned by Library staff.	Attitudinal	Regulations for lifts require a trained staff member to be in lift with users of library.
<b><i>Pembroke City Hall</i></b>		
Counter Height in Tax Department and Building Department	Physical	Counter height in Tax Department and Building Department should be lowered to accommodate people in wheelchairs, scooters, etc.
Stairway from main floor to second storey needs more lighting.	Physical	The lighting for the second set of stairs going from main floor to second storey requires more lighting for those with reduced visibility.
Contrasting colour needed for baseboard in some locations of City Hall.	Physical	Contrasting colour is needed between the baseboards and the walls for people with low visibility.
First step and last step on each set of stairs should be marked.	Physical	Bright colour (yellow) should be added to the edge of the first and last step for those with low vision to know when the steps begin and when they end.

<b>Barrier</b>	<b>Type of Barrier</b>	<b>Strategy for Removal or Prevention</b>
<b><i>Pembroke Public Library Continued...</i></b>		
Door to exit the lower level is difficult to open.	Physical	An automatic door opener should be installed or a buzzer so that staff can come and open door.
Lower level Committee Room should have an entrance ramp to access the room.	Physical	A ramp is needed since there is a lip that could reduce access to the room.
<b><i>Pembroke and Area Community Centre</i></b>		
Yellow lines along entrance steps are becoming faded.	Physical	A contrasting colour should be applied at the end of the entrance steps for people with low vision.
Handicap washroom signs not visible in Activity Room.	Communication	A handicap washroom sign should be installed on the Bennett Street wall of the Activity Room to ensure all who enter the room know where the washroom is.
Automatic door openers at the front door and entrance and exit from Activity Room are not visible at they could be.	Physical	Automatic door openers should be highlighted with coloured arrows to indicate their location to people.
Stairs and hand rails are poorly marked for those with low vision.	Communication	All stairs and hand rails should be marked with yellow paint or tape at edges to be more visible to people with low vision and top of railing should be painted with different colour like at PMC.
The "Caution Automatic Door" sticker should be replaced on Activity Room Door.	Communication	Sticker is ripped and it should be replaced
<b><i>Kinsmen Pool</i></b>		
No automatic door opener from change rooms to pool area.	Physical	Automatic door openers should be installed at these locations to aid people with wheelchairs, canes, walkers, etc. easier access to pool and change rooms.
Cement ledge under mirror in Ladies' change room can be a trip hazard.	Physical	Cement ledge should be removed as this can cause a trip hazard to those with reduced visibility.

<b>Barrier</b>	<b>Type of Barrier</b>	<b>Strategy for Removal or Prevention</b>
<b><i>Kinsmen Pool Continued...</i></b>		
End lockers near pool entrance in Ladies' change room should be designated for these with physical disabilities.	Communication	The end lockers near the door to access the pool in the Ladies' change room should be reserved for people with disabilities since this area in the change room is large enough to accommodate a wheelchair, etc.
No paper towel dispenser in women's accessible washroom.	Physical	Paper towel dispenser should be installed since a sink is located in this washroom stall.
Counter Height at Pool	Physical	Counter height at the Pool should be lowered to accommodate people in wheelchairs, scooters, etc.
Automatic door openers at the front door and lobby entrance are not visible at they could be.	Physical	Automatic door openers should be highlighted with coloured arrows to indicate their location to people.
<b><i>Fire Department</i></b>		
Lack of accessible washrooms in this building.	Physical	Accessible washrooms required since building is used for public tours.
Lack of designated handicap parking space.	Physical	A parking space should be delineated as a handicap parking space somewhere near the Fire Hall.
<b><i>Operations Building</i></b>		
The toilets in the accessible washrooms are too low.	Physical	Higher toilets to accommodate persons in a wheelchair are needed.
<b><i>Police Department</i></b>		
Lack of accessible washrooms in this building.	Physical	Accessible washrooms required since building is used by public.
Accessible ramp has a trip ledge near entrance to building.	Physical	Trip ledge should be removed or levelled off.

### ***Barriers addressed in 2003***

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The following barriers were addressed in 2003:

<b><i>Pembroke Memorial Centre</i></b>	<ul style="list-style-type: none"><li>• The colour of the stairs and hand rails</li><li>• The hand rail beside the pay phone</li><li>• The signage indicating the washrooms</li></ul>
<b><i>Pembroke Public Library</i></b>	<ul style="list-style-type: none"><li>• The colour of the stairs and hand rails</li><li>• The back landing for wheelchair access</li></ul>
<b><i>Pembroke City Hall</i></b>	<ul style="list-style-type: none"><li>• The back landing for wheelchair access</li></ul>
<b><i>Operations Building</i></b>	<ul style="list-style-type: none"><li>• The front door</li></ul>

### ***Barriers addressed in 2004 – 2005***

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The following barriers were addressed in 2004 – 2005:

<b><i>Pembroke Memorial Centre</i></b>	<ul style="list-style-type: none"><li>• The location of the telephone</li><li>• The buttons on the barrier-free access doors</li></ul>
<b><i>Pembroke Public Library</i></b>	<ul style="list-style-type: none"><li>• The post on the first floor</li><li>• The signage indicating the washrooms</li><li>• The location of the coat rack</li><li>• The numbers on the elevator doors</li><li>• The colour of the bathroom fixtures</li></ul>
<b><i>Pembroke City Hall</i></b>	<ul style="list-style-type: none"><li>• The signage for the lower level washroom</li></ul>
<b><i>Operations Building</i></b>	<ul style="list-style-type: none"><li>• The buzzer on the front door</li><li>• The depression in curb at front entrance</li></ul>
<b><i>Pembroke &amp; Area Community Centre</i></b>	<ul style="list-style-type: none"><li>• The handicap washroom signs</li><li>• The colour of the wheel chair ramp</li></ul>
<b><i>Pembroke Marina</i></b>	<ul style="list-style-type: none"><li>• The condition of the launch ramp</li></ul>
<b><i>Kinsmen Pool</i></b>	<ul style="list-style-type: none"><li>• The timer on the automatic door</li><li>• The colour of the change room doors</li><li>• The height of the paper towel dispenser</li></ul>

### ***Barriers addressed in 2006***

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The following barriers were addressed in 2006:

<b><i>Pembroke Memorial Centre</i></b>	<ul style="list-style-type: none"> <li>• The colour of the stairs</li> <li>• The colour of the exterior stairs and railing</li> </ul>
<b><i>Pembroke City Hall</i></b>	<ul style="list-style-type: none"> <li>• The colour of the fixtures and wall in washroom on the lower level</li> </ul>

Total cost of work completed in 2005-2006                      \$45,270.00

### ***Barriers addressed in 2007 – 2008***

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The following barriers were budgeted for in 2007 and will be completed in 2008:

<b><i>Pembroke City Hall</i></b>	<ul style="list-style-type: none"> <li>• Lift will be constructed from Basement to 2<sup>nd</sup> Floor</li> <li>• Lift will provide access to an accessible washroom in the basement</li> </ul>
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### ***Barriers addressed in 2008***

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The following barriers were addressed in 2008:

<b><i>Pembroke City Hall</i></b>	<ul style="list-style-type: none"> <li>• Lift was constructed from Basement to 2<sup>nd</sup> Floor in February 2008</li> <li>• Lift provides access to an accessible washroom in basement and provides access to Council Chambers on the 2<sup>nd</sup> Floor</li> </ul>
<b><i>Pembroke &amp; Area Community Centre</i></b>	<ul style="list-style-type: none"> <li>• Edge of entrance steps was painted a contrasting colour for people with low vision</li> <li>• Stairs and hand rail edges marked with contrasting colour for people with low vision</li> </ul>
<b><i>Kinsmen Pool</i></b>	<ul style="list-style-type: none"> <li>• Taps on sink in accessible washroom changed to lever type for easier manoeuvrability</li> </ul>
<b><i>Riverside Park</i></b>	<ul style="list-style-type: none"> <li>• Accessible play structure constructed</li> </ul>

Total cost of work completed in 2008                              \$113,638.39

## ***Barriers addressed in 2009***

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The following barriers were addressed in 2009:

<b><i>Accessible Customer Service Policy</i></b>	<ul style="list-style-type: none"><li>• This policy was enacted by Council on November 17, 2009 by By-law 2009-63</li><li>• All staff, volunteers, Council members &amp; committee members have received training on the policy</li></ul>
<b><i>Pembroke City Hall</i></b>	<ul style="list-style-type: none"><li>• Lighting was added along the stairway to the second floor to increase visibility for those with low vision</li></ul>
<b><i>Christie Street</i></b>	<ul style="list-style-type: none"><li>• Sidewalk from Mary Street to Christie Street now fully accessible</li></ul>
<b><i>Pembroke Street West</i></b>	<ul style="list-style-type: none"><li>• Sidewalk from Trafalgar Road to Forced Road now fully accessible</li></ul>
<b><i>Isabella Street</i></b>	<ul style="list-style-type: none"><li>• Sidewalk form Moffat Street to Church Street now fully accessible</li></ul>

Total cost of work completed in 2009 \$187,200.00

## ***Barriers addressed in 2010***

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The following barriers were addressed in 2010:

<b><i>Pembroke City Hall</i></b>	<ul style="list-style-type: none"><li>• Four threshold ramps were installed in the lower level of City Hall to make the floor more even to allow wheel chair access from the rear entrance of City Hall to the lift to access the second and third floors of City Hall</li></ul>
<b><i>Alexander Street</i></b>	<ul style="list-style-type: none"><li>• Universally Accessible Ramp from parking lot to sidewalk as part of Alexander Street road reconstruction</li></ul>

Total cost of work completed in 2010 \$12,365.00



## ***Barriers addressed in 2012***

The following barriers were addressed in 2012:

<b><i>Cecelia Street Project</i></b>	<ul style="list-style-type: none"> <li>• Universally accessible sidewalks from Esther Street and Irving Street; on Alfred Street and Catherine Street; on Herbert Street between Cecelia Street and Catherine Street; and on Esther Street between Peter Street and Cecelia Street</li> </ul>
<b><i>Metcalfe Street Project</i></b>	<ul style="list-style-type: none"> <li>• Universally accessible sidewalks from Mackay Street and Centre Street</li> </ul>
<b><i>City Hall Renovations</i></b>	<ul style="list-style-type: none"> <li>• Accessible Service Counters</li> </ul>
<b><i>Riverside Camper’s washroom</i></b>	<ul style="list-style-type: none"> <li>• Renovations to buildings to allow accessible washrooms</li> </ul>
<b><i>Chamberlain Street</i></b>	<ul style="list-style-type: none"> <li>• Universally accessible sidewalk between Cecelia Street and Peter Street</li> </ul>
<b><i>Pembroke Memorial Centre</i></b>	<ul style="list-style-type: none"> <li>• Main stairs painted with yellow contrast strip</li> </ul>
<b><i>Pembroke Public Library</i></b>	<ul style="list-style-type: none"> <li>• Automatic door installed at back door</li> <li>• All signage replaced to be more visible</li> <li>• Main entrance steps painted with yellow contrast strip</li> <li>• Light within washroom moved to be more visible.</li> <li>• Motion light installed to exterior of building</li> <li>• Contrasting colour added to baseboards in washrooms</li> <li>• Railing redesigned and continued down accessible ramp</li> <li>• All interior stairs painted with yellow contrast strip</li> </ul>
<b><i>Pembroke &amp; Area Community Centre</i></b>	<ul style="list-style-type: none"> <li>• All steps painted with yellow contrast strip</li> <li>• All hand rails and stair edges painted yellow to be more visible</li> </ul>
<b><i>Kinsmen Pool</i></b>	<ul style="list-style-type: none"> <li>• Cement ledge under mirror in Ladies’ change room painted yellow to be more visible</li> <li>• “Caution Automatic Door” stickers replaced</li> </ul>
<b><i>Sidewalk Maintenance</i></b>	<ul style="list-style-type: none"> <li>• Sidewalk maintenance completed across the City to correct deficiencies</li> </ul>

Total Cost of work completed in 2012:

\$209,724.42

***Total cost of work completed between 2005- 2012:            \$680,072.81***

***Review and monitoring of the process***

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Council is committed to following through with this plan. This plan will be created annually thus allowing Council, staff and the public to monitor the barriers identified and the direction to which the City is moving to remove all barriers under the *Ontarians with Disabilities Act*.

***Communication of the Plan***

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This plan will be available on the web site as well as at the office and we will make every attempt to make it available to those with disabilities for their perusal and review. Should a copy in Braille be requested, Council will try to accommodate by having staff contact the CNIB to inquire if it could be translated.