

Corporation of the City of Pembroke Accessibility Policy and Plan



Alternate formats for this document are available upon request or for information concerning the City of Pembroke's Accessibility Plan, contact the City of [Pembroke's Accessibility Staff Liaison](#) at 613.735.6821 extension 1330

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Introduction

Disabilities affect people of all ages and background. Some people are born with one or more disabilities, yet others develop disabilities through illness, injury, or aging. People with disabilities represent a significant and growing part of our population. One in seven people in Ontario has a disability. By 2036, as people age, that number will rise to one in five. Enhancing the ability of people with disabilities to live independently and contribute to the community will have positive effects on the future prosperity in Ontario. Accessibility not only helps people with disabilities, it benefits everyone and that means giving people of all abilities opportunities to participate in everyday life. Creating a community where every person who lives or visits can participate makes good sense for people, for businesses, for communities – for all of us.

The [Accessibility for Ontarians with Disabilities Act](#) requires Municipalities to prepare, implement and maintain a multi-year accessibility plan to prevent and remove barriers in our community. Public sector organizations are required to identify and remove barriers in order to provide programs, services and facilities that are more accessible to people who have disabilities.

The Accessibility Policy and Plan outlines the policies and actions that the City of Pembroke has taken in the past, what barriers were removed and also identifies what measures need to be addressed in the future to improve opportunities for people with disabilities.

Legislation

The law requires that barriers are identified, and removed, in order to provide customer service that is more accessible to people who have disabilities. The Province of Ontario recognized that accessibility is a shared responsibility and in 2001 passed the [Ontarians with Disabilities Act](#) (ODA). This Act requires provincial and municipal governments and key broader public sector organizations to review their policies, programs, and services.

In June 2005 the Province of Ontario furthered its commitment to accessibility by expanding previous legislation to include the private sector with the goal to achieve accessibility for Ontarians with disabilities by 2025. The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*, (A.O.D.A.) is to achieve accessibility for Ontarians with disabilities in five important areas of their lives. The standards in the five areas are [customer service](#), [employment](#), [information and communications](#), [public transportation](#) and [public spaces](#) (built environment). Each of the five standards help organizations to identify and remove barriers to improve accessibility.

The Ontario Human Rights Code:

The [Ontario Human Rights Code](#) and the *Accessibility for Ontarians with Disabilities Act* (AODA) both deal with accessibility but are two very different pieces of legislation. The *Ontario Human Rights Code* is an individual complaint—based legislation that addresses discrimination. The Integrated Accessibility Standards Regulation created under the AODA applies to all organizations in Ontario.

Under the *Ontario Human Rights Code*, everyone has the right to equal treatment without discrimination. The Ontario Human Rights Code requires organizations to accommodate people with disabilities to the point of undue hardship.

The [Integrated Accessibility Standards](#) Regulation (IASR) does not replace or affect the legal rights or obligations that arise under the *Ontario Human Rights Code* and other laws relating to the accommodation of people with disabilities. The IASR applies to all public, private, and not-for-profit organizations with at least one employee and the goal of the AODA and the standards enacted is to make Ontario accessible by 2025.

City of Pembroke Statement of Organizational Commitment

The City of Pembroke 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 meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

The City of Pembroke is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The City of Pembroke understands that obligations under the *Accessibility for Ontarians with Disabilities Act*, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The City of Pembroke is committed to excellence in serving and providing goods, services, or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

The City has moved steadily towards providing a higher level of accessibility through its services, programs and infrastructures.

Council Commitment to Accessibility Planning

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. Council

authorized the City of Pembroke's [Accessibility Standards for Customer Service Policy](#) on November 17, 2009.

City of Pembroke Accessibility Advisory Committee (AAC)

As outlined in the A.O.D.A., the council of every municipality having a population of not less than 10,000 must establish an accessibility advisory committee. The City of Pembroke Accessibility Advisory Committee (AAC) is comprised of 4 citizen members, and one member of Council. Each voting member of the Committee is an independent representative to the Committee and does not represent the concerns of only one disability or group. The members of the Committee work together for the purpose of developing a common approach to enabling accessibility and inclusion with the city of Pembroke.

The Accessibility Advisory Committee's key responsibilities are defined by the AODA as:

- Identifying barriers
- Providing Council and Staff with recommendations for remediation of barriers
- Review site plans and drawings described in section 41 of the *Planning Act*.
- Make recommendations to Council on issues relating to customer feedback, City programs, services, policies and procedures from an accessibility and inclusion lens
- Provide advice on accessibility on buildings that municipal council constructs, purchases, significantly renovates or declares a municipal capital facility.

As per the A.O.D.A., the majority of committee members are persons with disabilities and the remaining are individuals who represent community organizations that serve individuals with a disability or have an interest to help those living with a disability.

In addition to the above, the AAC will be responsible in its advisory role to City Council to:

- Oversee the development, preparation and review of the City's Accessibility Policy and Plan
- Annual progress report prepared for Council to identify progress of the Plan's implementation, accomplishments; posted online and available in alternative formats upon request.
- Compliance reports submitted to the Province of Ontario
- Improve opportunities for persons with disabilities with respect to City of Pembroke programs, services, and facilities.

Accessibility Partnerships

The City of Pembroke's staff accessibility coordinator is a member of the Ontario Network of Accessibility Professionals (O.N.A.P.), a group of public sector accessibility professionals working collectively to remove barriers through the sharing of information and experiences.

City staff also work in partnership with the County of Renfrew and municipalities to identify and eliminate barriers to accessibility.

Description of the City of Pembroke

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 14,364 people (2021 Stats Canada). According to the 2015 Ontario Accessibility Action Plan, it is estimated that by 2035, 40% of Ontarians will be people with disabilities. These disabilities include physical, visual, hearing, cognitive, learning, mental health, intellectual and temporary disabilities. Meeting the unique needs of all people in our community has great implications for City planning, especially from a Universal Accessible Design perspective. As the largest service centre in the area, Pembroke has numerous health care and educational facilities to serve the public's needs. The City of Pembroke is a single-tier municipality that is responsible for the delivery of certain services: (recreation and culture services, fire services, water, sewer, waste management, roads, etc.) however the City also purchases the following services from the County of:

- Ontario Works
- Children's Services
- Homes for the Aged
- Social Housing
- Land Ambulance
- Health Unit Services is provided by the Renfrew County District Health Unit

As required under the *Accessibility for Ontarians with Disabilities Act*, the County of Renfrew and the Renfrew County and District Health Unit will prepare their own Accessibility Plan covering those services delivered by the County.

Accessibility Policy

This policy is drafted in accordance with the [Integrated Accessibility Standards](#) (Ontario Regulation 191/11) under the [Accessibility for Ontarians with Disabilities Act](#), 2005 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:

- To establish, implement, maintain and document a multi-year plan which outlines a strategy to prevent and remove barriers and to meet the requirements under the Regulation
- to incorporate accessibility criteria and features when procuring or acquiring good, service or facilities;
- to incorporate accessibility features when designing, procuring or acquiring self-service kiosks;
- to provide 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

Accessibility Plans

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.

The plan is posted on the website and will be provided in alternate formats upon request.

The plan, in consultation with the Accessibility Advisory Committee, will be reviewed yearly and updated at least once every five years.

An annual status report on the progress of measures taken to implement the strategy will be posted on the website.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a. All persons who participate in developing the organization's policies; and
- b. All other persons who provide goods, services, or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- Purpose of the *Accessibility for Ontarians with Disabilities Act*, 2005, and the requirements of the Customer Service Standards
- Our policies related to the Customer Service Standards
- How to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services, or facilities.

Communication

We communicate with people with disabilities in ways that consider their disability. We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapist of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services, or facilities

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. A fee will not be charged for support persons.

In certain cases, the City of Pembroke might require a person with a disability to be accompanied by a support person for the health and safety of:

- The person with a disability
- Others on the premises

Before making a decision, the City of Pembroke will:

- Consult with the person with a disability to understand their needs.
- Consider health or safety reasons based on available evidence.
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

If the City of Pembroke determines that a support person is required, we will waive the admission fee for the support person.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the City of Pembroke will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services.

The notice will be made publicly available by posting the notice on the website, at the facility (if feasible) and on social media.

Feedback

The City of Pembroke welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided in the following ways:

- Through the “Report a Concern” feature on the City’s website
- Using the City’s formal Complaint Process which is found on the City’s website
- Using the City’s Accessibility Customer Service Feedback form found on the City’s website
- Calling the Accessibility staff liaison

All feedback, including complaints, will be handled following the City’s Complaint Policy. The City of Pembroke ensures our feedback is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Accessible Formats and Communication Supports

The City of Pembroke will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,

- In a timely manner that takes into account the person’s accessibility needs due to disability, and
- At a cost that is no more than the regular cost charged to other persons.

The City of Pembroke will consult with the person making the request in determining the suitability of an alternative format or communication support.

The City of Pembroke notifies the public about the availability of accessible formats and communication supports. If the City of Pembroke determines that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, the person who requires the information will be provided with an explanation as to why the information or communications are not convertible and a summary of the unconvertible information or communications.

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. When new library materials are acquired, the accessibility needs of the users will be considered.

Self-service Kiosks

The City of Pembroke will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

Procurement

We incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, including self-service kiosks. The consideration of accessibility during the procurement process is ensured through the Purchasing Policy By-law 2023-42, Section 2.2 j).

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.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

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

- In a timely manner, taking not account the person's accessibility needs due to disability; and
- At a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the city determines that information or communications are unconvertible, the city shall provide the requestor with:

- An explanation as to why the information or communications are unconvertible; and
- A summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communications supports.

The city's website meets internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws. The City's website offers the ability to sign up for news and alerts so that information is emailed directly to users. Accessibility checking software has been purchased and used to check the City's website and web content.

The City of Pembroke will make emergency procedures, plans or public safety information available to the public. The information will be in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that takes into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- Information that is needed in order to perform the employee's job; and
- Information that is generally available to employees in the workplace.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a. When the employee moves to a different location in the organization;
- b. When the employee's overall accommodations needs or plans are reviewed; and
- c. When the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Design of Public Spaces

The City of Pembroke will meet accessibility laws during renovation projects and new constructions for city facilities and public spaces. Where applicable and beyond

meeting any technical requirements, the city will consult people with disabilities during the planning and development stages. Our public spaces include the following:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queueing lines and waiting areas.

The city has preventative maintenance procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Transportation

Taxicabs

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, charge a fee for the storage of mobility aids or mobility assistive devices, or charge a fee or refusing service to someone using a service animal.

The City of Pembroke will ensure that owners and operators of taxicabs display vehicle registration and identification information on the rear of their taxicabs.

The City of Pembroke consulted with the Accessibility Advisory Committee (December 5, 2012) who recommended that 10% of the licensed taxicabs in the City of Pembroke become on-demand accessible taxicabs. As of November 2023, no on-demand accessible taxicabs are available in the city. Any progress made toward meeting the need for on-demand accessible taxicabs will be documented in the accessibility plan.

The City of Pembroke is not a provider of specialized or public transit.

Changes to Existing Policies

Any policies of the city that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

Accessibility Plan

Executive Summary

The purpose of the *Ontarians with Disabilities Act, 2001 (ODA)* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* 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 AODA mandates that each Municipality prepare an annual accessibility plan.

This plan was prepared by the Accessibility Advisory Committee (AAC) of the City of Pembroke.

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

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

Aim

This report describes the measures that the City of Pembroke has taken in the past and the measures that the city will take in future years to identify, remove and prevent barriers to people with disabilities who utilize the facilities and services of the city, including staff and members of the community at large. Initiatives identified are both long and short-term; many are ongoing actions or could require implementation over several years.

Objectives

This report:

1. Describes the process by which the City of Pembroke will identify, remove (where possible) and prevent barriers to access for persons 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

In 1994 the City of Pembroke established an Accessibility Advisory Committee (AAC) and this Committee since 1994 has been providing recommendations to various departments to ensure Pembroke is barrier free. Appendix A attached to this document contains a running list of the barriers identified, barriers addressed and barriers yet to be addressed.

Site Audit of Municipally Owned Facilities

In May of 2003, October 2004 and February 2011, the Accessibility Advisory Committee completed a survey of the municipally owned buildings and in particular assessed any barriers that existed and with that any solutions to remove the barriers in order to comply with the current legislation.

On July 28, 2014, the Accessibility Advisory Committee toured some of the municipally owned parks to assess any barriers that may exist and to identify solutions to remove the noted barriers. On August 7, 2015, the Accessibility Advisory Committee toured the newly built police detachment, other municipally owned buildings as well as the updated boardwalk.

During the year of 2016, the Accessibility Advisory Committee was not able to complete its tour of City Parks. Two separate dates were scheduled for the tour however due to circumstances beyond the Committee's control; the tour had to be cancelled on both dates. However, in 2017 the Accessibility Advisory Committee was able to complete its tour of City owned parks and noted potential barriers for accessibility.

In 2019, the Accessibility Advisory Committee toured the newly built Pembroke Fire Department Fire Hall, the Pembroke Memorial Centre, and the sidewalks in the downtown core of Pembroke. A list of identified barriers follows as Appendix A.

Due to the COVID-19 pandemic, proposed tours scheduled for 2020 were cancelled.

In 2024, the ACC toured the following municipally owned sites and facilities; Riverside Park, Waterfront Park/Marina, and City Hall.

In 2025, The ACC toured Victoria Hall (municipally owned) and Festival Hall (owned by the French Public-School Board). Festival Hall was toured by the ACC as the City of Pembroke leases the space and provides oversight to the operation of the facility through a consortium consisting of City of Pembroke, Township of Laurentian Valley and the Town of Petawawa.

Accessible Customer Service Standard

The Accessible Customer Service Standard came into effect on January 1, 2008. The City of Pembroke created an [Accessible Customer Service Policy](#) that Council approved on November 17, 2009.

Appendix A - Barriers Identified, Barriers Addressed and Barriers Yet to be Addressed.

A barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. The identification and removal of barriers will continue to be an ongoing activity for City staff and Committee members. Feedback on the accessibility of its facilities, programs, and goods and services is always welcome. Since the inception of the Accessibility Advisory Committee, a great deal of progress has been made and many barriers have already been eliminated. You will note from the barriers identified, it would not be possible to change the architecture of some of the buildings; therefore, some barriers may always exist. However, the ACC is aware what is required for future development and is committed to bringing this issue to the forefront on all new projects.

The City of Pembroke continues to be proactive in identifying, removing, and preventing barriers to ensure that everyone can participate fully in a diverse community. Barriers encountered by persons with disabilities include:

- Attitudinal – personal attitudes and behaviours and how we interact with persons with disabilities. For example, a receptionist who ignores a customer in a wheelchair.
- Physical or Architectural – design of physical spaces that make it difficult for persons with disabilities to move around easily. For example, a doorway that is too narrow to accommodate entry by a person in a motorized scooter or a doorknob that cannot be operated by a person with limited upper-body mobility and strength.
- Systematic – organizational barriers, often policies or procedures, that unfairly discriminates and possibly prevents persons with disabilities from fully participating. For example, listing a driver's license as an employment qualification for an office position may prohibit persons with visual impairments from applying or a practice of announcing important messages over an intercom that people with hearing limitations cannot interpret clearly .
- Technological – occur when technology or the way it can be used does not consider the needs of people with disabilities. For example, a website that does not provide for increased text size or contrast options or a paper tray on a laser printer that requires two strong hands to open.
- Communication – arise when consideration is not given to how persons with disabilities receive or send information, or when persons with disabilities cannot easily and/or understand information that is available to others. For example, print on a brochure that is too small to read or documents not available in alternative formats.

By addressing such barriers, people with disabilities will be able to maintain their dignity and live more independently in a community that supports them.

The following items represent achievements and initiatives, which have improved accessibility or removed barriers in the City of Pembroke.

Pembroke Memorial Centre

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Colour contrast needed at edge of stair steps	Physical	All stairs should be marked with yellow paint or tape at edges to be more visible to people with low vision	2003 & 2019	2003, 2020, 2021
Exterior steps from Pembroke Street West to Front Entrance of PMC need colour contrast	Physical	All stairs should be marked with yellow paint or tape at edges to be more visible to people with low vision	2003	2006 and 2012, 2020
Telephone too high for someone in a wheelchair	Physical	Telephone to be lowered	2003	2004
Barrier free access doors need repairs and buttons identified (ground floor entrance)	Communication	Buttons should be made more visible and repairs as needed	2003	2003-2004, 2013
Signage indicating handicapped washrooms is too high	Communication	Handicapped washroom sign should be lowered	2003	2003
The toilets in the accessible washrooms are too low	Physical	Higher toilets to accommodate persons in a wheelchair are needed	2011	
Coat hooks in accessible washroom stall should be lowered	Physical	Add a coat hook at a lower height in accessible washroom stalls	2011 & 2019	
Taps on sink in lower-level washrooms difficult to manoeuvre	Physical	One set of taps in the washroom should be lever type rather than twist type	2011 & 2019	
Soap dispenser in lower-level accessible washrooms cannot be reached by an individual in a wheelchair	Physical	Soap dispenser moved closer to the front of the accessible sink	2013	
Signage indicating location of elevator needed at rear entrance.	Communication	Signage should be erected and existing signage more visible.	2011/2019	2011

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Existing elevator sign must be more visible				
Stair railing near Recreation Office ends too close to the trophy case	Physical	Trophy case should be moved to provide room for individuals to reach the top step without hitting the trophy case	2013	2019
International Symbol of Accessibility missing to identify entrance location	Communication	International Symbol of Accessibility sign installed at all accessible entrances	2013	2014
Ticket counters too high	Physical	Lower a ticket counter at each entrance	2013	
Business counter in Recreation Office too high	Physical	Business counter should be lowered	2013	2014
Activity room accessible washroom not equipped with an automatic door opener	Physical	Install automatic door openers	2015 & 2019	
Toilet in accessible washroom in the Activity Room too low	Physical	Higher toilets should be installed	2015	
Red "Exit" signs should be phased out	Communication	Replace older red "exit" signs with new green international "Running Man" signs	2015	2016
Barrier-free access doors open and close too quickly	Physical	Barrier-free access doors need to be adjusted to open/close more slowly	2019	2021
Colour contrast needed on outer edges of sliding doors by the Activity Room (Bogies Bar)	Physical	Edges of sliding doors should be marked with yellow paint to be more visible	2019	
Elevator buttons missing Braille	Communication	Braille should be added to elevator buttons	2019	
Accessible washrooms near Parks & Facilities Office not accessible	Physical	Remove accessible washroom signage for the washrooms near the Office and direct individuals to use	2019	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
		accessible washrooms in the activity room		
Canteen area counters too high and entrance/exit too narrow	Physical	Lower a section of the counter and widen the entrance/exit to allow easier wheelchair access. Due to the age and architecture of this building, this barrier will not be addressed unless major renovations are undertaken	2019	
Visual colour contrast needed on outer edge of rubber mats in lower level	Physical	Edges of rubber mats in lower level should be marked with yellow paint to be more visible	2019	

Pembroke Public Library

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Post on first floor of stairs should be contrasting colour	Communication	Post should be marked with yellow paint or tape at edge to be more visible to people with low vision	2003	2004-2005 2017
Signage indicating washrooms is too small	Communication	Signage should be made more visible	2003	2004-2005
In the upstairs bathroom the sink is too high, and the door is very difficult to open for someone with poor motor skills or in a wheelchair	Physical	The sink should be positioned lower, and the door fixed	2003	2016-2017
There is little contrast in the bathroom fixtures, and it is hard to find for people with low vision	Physical	Bright colour (yellow) could be added to the edges of the fixtures for those with low vision	2003	2004-2005
Toilet in accessible washroom too low	Physical	Higher toilets required	2013	2017-2018
Soap dispenser in accessible washroom cannot be reached by individuals in a wheelchair	Physical	Soap dispenser should be moved near the front of the sink to enable those in a wheelchair to reach	2013	
Coat rack on third floor outside washroom area congests hallway	Physical	Coat rack needs to be removed or moved to another area of the library	2003	2004-2005
Elevator doors are not numbered inside the elevator	Communication	Elevator doors need to be numbered to identify floor for persons with low vision	2003	2022
Electric baseboard heater in washroom is too long	Physical	Electric baseboard heater needs to be moved or replaced with a shorter one	2011	2015
Automatic door is required at back door	Physical	Since the back door is the accessible access, an automatic door to enter and exit the building is required	2011	2012

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Handicap access ramp signage is very faded and not legible	Communication	Signage should be made more visible	2011	2012
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	2011	2012
Signage is needed at front of building to indicate accessible parking is available at the rear of the building	Communication	Without signage, people are not aware that the buzzer will alert staff for help	2011	2012
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	2011	2012, 2016
Signage for accessible washroom not adequately signed	Communication	Once on second level, there is no signage to indicate where the accessible washroom is. Signage is required.	2011	2013
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	2011	2011
Contrasting colour needed for baseboard in washrooms	Physical	Contrasting colour needed between the baseboards and the walls for people with low vision.	2011	2012, 2013
Coat hooks in accessible washroom stall should be lowered	Physical	Add a coat hook at a lower height in accessible washroom stalls	2011	2011
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.	2011	2012

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
		Railing should have a contrasting colour from floor.		
Counter height in lower-level children's/youth area is too high	Physical	Counter height in lower level of Library should be lowered to accommodate people in wheelchairs, scooters, etc.	2011	2016 2023
More visible steps to lower level	Physical	Bright colour (yellow) should be added to the edge of each step to assist those with low vision	2011	2011, 2023
Lift not manned by library staff	Attitudinal	Regulations for lifts require a trained staff member to be in the lift with users of the library	2011	2012
	Physical	Motion light installed to exterior of building		2012
Sign required at back parking lot to assist in locating accessible entrance	Physical	Install sign to identify accessible entrance location	2015	2016
Main floor security gates require contrast colour on edge	Physical	Bright coloured tape or paint should be added to side of security gates for contrast for individuals with low vision	2015	2016, 2022
Computer cords/wires loose on floor could cause a tripping hazard	Physical	Move computer cords/wires or cover them to prevent trips	2015	2019
Some thresholds are uneven (computer area to reference area) and may cause a tripping hazard	Physical	Fix floor or if not possible, paint threshold a bright colour for contrast to assist individuals with low vision	2015	
Accessible washroom door very difficult to open independently	Physical	An automatic door opener should be installed or a buzzer so that staff can come assist	2015	2022
Chair blocking access to ramp to accessible washrooms	Physical	Ensure access to ramp is barrier free	2015	Removed

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Upstairs ramp railing too long and end very blunt	Physical	Remove one iron baluster at the end to enlarge the space between the railing and the wall to assist those in a wheelchair to manoeuvre around the corner. Round the edge of the railing to prevent injuries	2014	
	Physical	Installed an accessible computer desk		2019
	Physical	Repaired accessible rear entrance ramp		2019
	Physical	All toilets replaced with higher toilets		2019

Pembroke City Hall

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Parking Lot- accessible spaces are limited and visitor parking is primarily the furthest from City Hall.	Physical	Recommended that visitor parking be close to the building and staff parking be re-located to the current visitor parking spaces	2024	
Accessible parking in front of City Hall winter weather challenge due to large snowbank between the parking space and sidewalk	Physical	Incorporate challenge/concern into winter maintenance strategy for City Hall. Identify a staff member to remove snow bank barrier as needed	2024	
Parking Lot Entrance Pembroke Street East – potential risk of limited accessibility and pedestrian safety	Physical	Recommended that the one-way entrance be closed to vehicular traffic and made for pedestrian use only. Construction of a pedestrian walkway along the side of the one-way closest to Anthony's (due to ice/snow from City Hall roof in winter)	2024	2025 Completed. One-way entrance is now closed.
If one-way entrance is closed to vehicles recommended that the metered parking in front of City Hall be designated as accessible parking spots	Physical	Designate additional accessible parking space, if feasible and conduct appropriate curb cutting as required.	2024	2025 Spaces are there however not wide enough, by accessible parking criteria
Should it be feasible for one-way to be converted to pedestrian only walkway, wayfinding Signage will be needed for parking at City Hall	Physical	Installation of wayfinding signage at McKay Street and Lake Street entrances to City Hall parking lot.	2024	
Main Floor – lighting is dim.	Physical	Investigate opportunities to brighten the space (e.g. installation of brighter light bulbs etc.).	2024	2025 Changes to brighter lights

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Main Floor Lobby– tripping hazards	Physical	Move hand sanitizer station in front lobby to corner. Remove barrier for line ups and install a “please wait here” sign to direct line ups.	2024	2024
Lift assistance light is not highly visible to staff	Communication	Investigate options to have lift assistance light more visible to staff on second floor	2024	2025
Stairway from main floor to second floor needs additional lighting	Physical	The lighting for the second set of stairs going from the main floor to the second floor requires more lighting for those with reduced visibility.	2003	2009
Signage for Tax Department & Administration Department is too small	Communication	Signage needs to be made larger or sign to be attached to the counter for person in a wheelchair to see and for those with low vision	2003	Signage Removed during 2012 renovations
There is no public washroom on the main floor.	Architectural	The staff bathroom could be made accessible for public use; there is enough room to navigate within this bathroom. Due to the age and architecture of this building, this barrier will not be addressed unless major renovations are undertaken	2003	2026 Plan for new work to address this is part of new floor design
Access to the Council Chambers should be addressed as it would be very difficult for anyone with physical disabilities to climb the staircase	Architectural	Move the Council Chambers to the basement or another location that is wheelchair accessible or install an elevator	2003	2008 – Lift Installed
Signage for washroom on lower level too small	Communication	Signage needs to be made larger	2003	2004-2005

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Fixtures in the washroom on the lower level are the same colour as the walls	Physical	A bright colour (yellow) should be added to the edges of the fixtures (towel holder, soap dispenser, etc.) or paint the walls a contrasting colour	2003	2006
Lower-level accessible washroom toilet too low	Physical	Replace toilet with a higher toilet	2013	
Ramp to exit the lower level is not a safe grade	Physical	An automatic door opener should be installed	2003	2010 – 4 threshold ramps were installed. 2016 interior ramp extended
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.	2011 2024	2012 lower counter available in Building Department
Main Floor Lobby- installation of a sign by the accessible service table that reads “if it is more comfortable for you to sit while completing your transaction please request and our staff will be happy to assist you here”	Communication		2024	2024
Contrasting colour needed for baseboards in some locations of City Hall	Physical	Contrasting colour needed between the baseboards and the walls for people with low visibility	2011	Contrasting colour added as renovations were completed
Stairs and handrails are poorly marked for those with low vision. Edges of steps should be marked	Physical	Bright colour (yellow) should be added to the edge of steps and handrails for those with low vision to	2003	Yellow and Black strips added to edge of steps 2022

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
		know where the steps begin and when they end		
Stairs to second floor – tread tape is faded and replacement is recommended.	Physical		2024	2025 in progress
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	2011	2025 in progress
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 the door	2011	2024
International symbol of accessibility missing	Communication	Install sign to identify entrance location	2013	2025 International symbol added to front door
Main floor hinged door outside small meeting area very difficult to open for those using a wheelchair	Physical	Door opening redesigned or hinges changed	2013	Access closed to the general public as meeting room now an office
Toilet in accessible washroom on second floor too low	Physical	Higher toilet required	2013	2025 in progress
Accessible washroom on second floor requires grab bars	Physical	Install grab bars	2012 & 2024	2025 in progress
Accessible washroom door requires replacement	Physical	Installation of push-pull knob on door, replace with a door that is not weighted	2024	2025 in progress
Soap dispenser in the accessible washroom on second floor out of reach to those in wheelchairs	Physical	Install soap dispenser closer to front of sink for easier access	2013 & 2024	2025 in progress

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Paper dispenser and mirror in accessible washroom (2 nd floor) too high	Physical	Lower mirror and paper dispenser to enable access to individuals in wheelchairs	2013 & 2024	2025 in progress
Accessible door on main level difficult to open independently	Physical	Sliding automatic door repaired to allow access without having to push a button	2016	2016
Red "Exit" signs should be phased out	Communication	Replace older red "exit" signs with new green international "running man" signs	2016	2016

Operations Building

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Buzzer on door does not work	Communication	Buzzer needs to be repaired	2003	2004-2005
Front door is heavy to open	Physical	An automatic door opener could be installed	2003	2019
Depression in curb at front entrance not noticeable	Physical	Depressed area of curb should be painted yellow for people with low vision	2003	2019
The toilets in the accessible washrooms are too low	Physical	Higher toilets to accommodate persons in a wheelchair are needed	2010	
International symbol of Accessibility missing to identify entrance location	Communication	Install sign indicating entrance location	2013	
Hinged doors into main office area too narrow for individuals in wheelchairs	Physical	Remove hinged doors or use alternate entrance door	2013	2019
Mirrors in the accessible washrooms are too high	Physical	Lower mirrors	2013	
Garbage can and other objects stored on the accessible washroom floor decreases turning floor space for wheelchairs	Physical	Install a wall mounted garbage can and remove other objects stored under the bathroom sink	2013	
Red "Exit" signs should be phased out at the Pollution Control Centre	Communication	Replace older red "exit" signs with new green international "running man" signs	2016	2016
Access to Barrier Free Washroom	Physical	Hall widened for unassisted access		2019
Counter Height not Accessible	Physical	Counter removed and new accessible counter installed		2019

Pembroke and Area Community Centre

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Entrance steps are all the same colour	Physical	A contrasting colour should be applied at the end of the entrance steps for people with low vision	2003	2008, 2011, 2012, 2020
International symbol of accessibility sign missing at main entrance	Communication	Install sign indicating entrance location	2013	2015
Automatic door openers at main entrance are not visible due to fading	Communication	Automatic door openers should be highlighted with coloured paint to indicate their location	2013	
Red accessible washroom signs not visible in Activity Room and Canteen area	Communication	Update signs using international blue symbol	2013	2015
Accessible washroom door near the activity room is very heavy to open	Physical	Automatic door openers should be installed	2013	
Accessible washroom signs not visible	Communication	Accessible washroom signs should point to activity room. Signs should be posted in lobby	2003	2004-2005 & 2011
Wheelchair ramp blends in/not as visible	Communication	Wheelchair ramp should have contrasted colour added to bottom edge	2003	2004-2005
Stairs and handrails are poorly marked for those with low vision	Communication	All stairs and handrails should be marked with yellow paint or tape at edges to more visible to people with low vision	2003	2008, 2011 & yearly thereafter
Handrail is too short	Physical	Handrail should be extended by 12" past top and bottom of step	2003	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Yellow lines along entrance steps are becoming faded	Physical	A contrasting colour should be applied at the entrance steps for people with low vision	2011	2011 and yearly thereafter
The "Caution Automatic Door" sticker should be replaced on Activity Room door	Communication	Sticker is ripped and it should be replaced	2011	2011
Accessible washroom toilet is too low	Physical	Install a higher toilet	2013	
Accessible washroom mirror too high	Physical	Lower mirrors to enable individuals in wheelchairs access	2013	
Accessible Washroom soap dispenser out of those in wheelchairs	Physical	Install soap dispenser closer to front of sink for easier access for those in wheelchairs	2013	
Garbage cans same colour as walls	Physical	Paint garbage cans a contrasting colour or paint a contracting band of colour to assist those with low vision	2013	
Accessible entrance door does not open fully to allow a wheelchair to enter	Physical	Automatic door opener should be repaired to allow entrance door to open fully	2015	2018
Volume control telephone symbol is missing to identify the public phone	Communication	Install volume control telephone sign	2015	2019
Food sales counter too high	Physical	When renovating, lower a section of the food sales counter	2015	
Accessible washrooms in Activity Room not equipped with automatic door openers	Physical	Install automatic door openers	2015	
Soap dispenser in Activity Room accessible washrooms cannot be	Physical	Soap dispenser moved closer to the front of the accessible sink	2015	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
reached by an individual; in a wheelchair				
Paper dispenser & mirror in Activity room accessible washroom too high	Physical	Lower mirror and paper dispenser to enable access to individuals in wheelchairs	2015	
Edge of ramp in the Activity Room accessible viewing area a trip hazard	Physical	Coloured paint on ramp edge should be installed to assist those with low vision	2015	2019

Victoria Hall – Senior’s Center (273 Victoria Street)

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Front Entrance Ramp & Stairs	Physical	Handrail requires repair Uneven concrete entrance way High visibility tape required on stairs	2025	
Lack of designated handicap parking spaces	Physical	A parking space should be delineated as a handicap parking space somewhere near the front entrance to the Hall. Consider making front area parking an accesable parking space – (ideally a van-accessible parking stall with wider dimensions).	2025	
Lack of accessible washrooms in this building	Physical	Consider making gender neutral washrooms to allow ease of access to larger washroom for those with mobility issues.	2025	
Stairs from first floor to second floor	Physical	High visibility tape required on stairs.	2025	
Lift from first floor to second floor	Physical	Lift mechanics are dated and will need a complete replacement in the near future to ensure reliability of the equipment.	2025	

Pembroke Fire Department (200 International Drive)

In December of 2018, the Pembroke Fire Department began operating out of their new Fire Station. The Accessibility Advisory Committee conducted a tour of the new facility on April 26, 2019, and no barriers were identified.

Pembroke Police Department (169 William Street)

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Lack of accessible washrooms in this building	Physical	Accessible washrooms required since building is used by the public. Due to the age and architecture of this building, this barrier will not be addressed unless major renovations are undertaken	2011	2013 – City moved to OPP services and new Detachment Building Built
Accessible ramp has a trip ledge near entrance to building	Physical	Trip ledge should be removed or levelled off	2011	2013 – City moved to OPP services and new Detachment Building Built

Pembroke OPP Department (77 International Drive)

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
International Symbol of Accessibility missing to identify entrance location	Communication	International Symbol of Accessibility sign installed at all accessible entrances	2015	2015
Outside telephone does not have TTY available	Communication	OPP contacted to explore the possibility of making telephone accessible	2017	

Kinsmen Pool

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Automatic door opener at front door time not long enough	Physical	Timer should be extended (if possible)	2003	2004-2005
Doors to change rooms on the pool side blend with the colour of the walls	Communication	Change room doors should be painted a contrast colour for those visually impaired and to create more light	2003	2004-2005
Taps on sinks difficult to manoeuvre	Physical	Taps should be lever type rather than twist type	2003	2008
Paper towel dispenser difficult to reach	Physical	Paper towel dispenser should be lowered or another one installed at a lower height	2003	2004-2005
Poor lighting in washroom stalls	Physical	Additional light fixtures to be installed	2003	
Emergency Lighting	Physical	Needs to be upgraded in both change rooms	2010	
No automatic door opener from change rooms to pool area	Physical	Automatic door openers should be installed at these locations to aid people with mobility aids easier access to pool and change rooms. Due to the age and architecture of this building, this barrier will not be addressed unless major renovations are undertaken, and humidity issue is resolved	2011	
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	2011	2011 edge painted bright yellow to be more visible

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Outside cement entrance ramp & walkway sections broken which could result in a tripping hazard	Physical	Resurface the walkway	2023	2023
End lockers near pool entrance in ladies' change room should be designated for those with physical disabilities	Physical	The end lockers near the door to access the pool in the ladies' change room should be reserved for people with disabilities as this area is large enough to accommodate a wheelchair	2011	
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	2011	2011
Counter Height at main entrance	Physical	Counter height in pool entrance should be lowered to accommodate people in wheelchairs, scooters, etc. Due to the age and architecture of this building, this barrier will not be addressed unless major renovations are undertaken	2011	
Automatic Door Openers at front door and lobby entrance are not visible	Physical	Automatic door openers should be highlighted with coloured arrows to indicate their location to people	2011	2011
International symbol of accessibility missing to identify entrance location	Communication	Install sign indicating entrance location	2013	2015
Accessible washroom in ladies change room missing door handle	Physical	Install a "D" style door pull on bathroom door	2013	2018

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Accessible washrooms too small for those in wheelchairs	Physical	Due to the age and architecture of this building, this barrier will not be addressed unless major renovations are undertaken	2013	

City of Pembroke Parks

The City of Pembroke holds and maintains 24 public parks, amounting to 142 acres of beautifully green space. Each of the parks offers a unique experience, some parks provide grounds for sports while others offer a quiet place to relax and enjoy the beautiful green space.

Riverside Park

On the shores of the Ottawa River, Riverside Parks offers 75 acres of sports fields, baseball diamonds, sandy beach, playground and splash pad, a campground with mini-golf, Dog Park and green space. It also has a walking trail linking Riverside Park to the Waterfront Park.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Accessible Play Structure	Physical	Construction of accessible play structure required. Replace with a ground surface that is firm, stable and has impact attenuating properties	2004	2008
Ground surface of the age 0-5 years play centre not accessible (sand)	Physical	When redeveloping the play space, replace sand with a ground surface that is firm, stable and has impact attenuating properties. When tendering for replacement include a minimum number of accessible features for final project. Note: The surface of the play ground will be replaced at time of renewal of play equipment	2014 & 2024	
Age 0-5 years play centre does not incorporate accessibility features such as sensory and	Physical	When redeveloping the play space, install accessible play centre	2014	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
active play components for children with disabilities				
Colour contrast needed on edging surrounding play centres	Physical	Edges should be marked with bright coloured paint or tape to be more visible for individuals with low vision	2014	
Camper's Washroom	Physical	Renovations to building to allow accessible washrooms		2012
Entrance doors to camper's washroom are difficult to open for wheelchair users	Physical	Install automatic door openers	2014	
Accessible shower in camper's washroom has 2 steps to get into the shower area	Physical	When renovated, ensure shower is accessible	2014	
Accessible bathroom in camper's washroom is not identified with International Symbol of Accessibility	Communication	Ensure bathroom stall door has an International Symbol of Accessibility sign	2014	2019
Washroom wall and stall doors in the camper's washroom require a contrast colour	Physical	Paint wall or bathrooms tall doors a contrast colour to assist those with low vision	2014	
International Symbol of Accessibility does not identify the phone location	Communication	Post International Symbol of Accessibility above phone location	2014	
Kiwanis Fieldhouse public washroom wall and floor colours require contrast	Physical	Paint walls a contrast colour to assist those with low vision	2014	
No parking spaces identified at the beach area with International Symbol of	Communication	Identify parking spaces with the International Symbol of Accessibility	2014 & 2024	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Accessibility reserved vehicles carrying persons with disabilities		Note: Recreation Department will investigate the matter with Planning and Building Department in 2025		
No accessible access or walkway from parking lot to play centres and splash pad	Physical	Install a clearly marked accessible pedestrian route from the parking space to the play centre area	2014 and 2024	
There is no accessible route that connects all the amenities in the park	Physical	Install an accessible pathway to connect all amenities in the park	2014 and 2024	
Area approaching and surrounding picnic area is not accessible to person using mobility aids	Physical	When redeveloping the outdoor eating area, ensure surface leading to and under table area is level, firm and stable Note: Partnership with Algonquin college has been established to construct accessible picnic tables, staff will strive to continue to grow this partnership and stock of accessible picnic tables through budgetary approvals	2014 and 2024	
Tables do not allow for adequate knee clearance	Physical	When redeveloping the outdoor eating area, ensure a minimum of 20% of the new tables are accessible	2014	2019-2020 - 4 tables purchased
Accessible benches and picnic tables are limited in park space(s)	Physical	Increase the number of accessible benches and picnic throughout park area. Installation of elongated base under some benches to allow a wheelchair to sit beside bench.	2024	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
		Note:		
Bleachers on sports field have no accessible seating	Physical	Installation of hard pack surface to enable access for mobility aids	2024	
Accessible washroom not available at the beach area	Physical	When renovating or replacing the beach area washroom, ensure that washrooms are accessible. 2024- add yellow tape or paint to edge of washroom entrance steps, in lieu of accessible washroom investigate cost to rent accessible portable washrooms on site for the busy season, drainage issues in front of washrooms (water is pooling), consider having bathrooms be unisex with identical amenities	2014 & 2024	
Kiwanis Fieldhouse public washroom entrance doors are heavy and difficult to open for wheelchair users	Physical	Install automatic door openers	2014	
Kiwanis Fieldhouse public washroom doors are narrow	Physical	When renovating, ensure entrance doors are wide enough for an individual using a wheelchair	2014	
Kiwanis Fieldhouse public washroom entrance doors have a step to get into the washroom area	Physical	When renovating, ensure that the entrance to the washrooms is level	2014	
Kiwanis Fieldhouse public washroom accessible toilet is too low	Physical	Install a higher toilet	2014	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Kiwanis Fieldhouse public washroom soap dispenser & hand dryer in the accessible washroom cannot be reached by individuals in a wheelchair	Physical	Soap dispenser & hand towels should be moved lower and near the front of the sink to enable those in a wheelchair to reach	2014	Washrooms now closed to the Public.
Ball Diamond Scoreboard requires replacement	Physical & Communication	Replace the scoreboard. Scoreboard replaced with one which includes translucent white LED digits.		2023
Field bleachers not accessible	Physical	Replace bleachers with lower tiered bleachers to allow easier egress		2023
Kiwanis building - no elevator access to second floor	Physical	Install elevator to enable access to second floor	2024	2024
Kiwanis building parking lot – limited availability for accessible parking	Physical	Creation of a strategic parking plan for the building that includes accessible parking spaces and efficient flow of traffic	2024	

Rotary Park

Rotary Park is located in a residential area on the corner of James and Mary Streets. This active park offers residents a variety of recreational opportunities. This neighbourhood park has tennis courts, playground equipment, a splash pad, green space and in the winter, it hosts two outdoor rinks.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
No parking lot therefore no available parking spaces available with the International Symbol of Accessibility reserved for vehicles carrying persons with disabilities	Physical	If a parking lot is installed, ensure a parking space is identified with the International Symbol of Accessibility	2014	
There is no accessible route that connects all the amenities in the park	Physical	Install an accessible pathway to connect all amenities in the park	2014	
Ground surface of the play centre not accessible (sand)	Physical	When redeveloping the play space, replace sand with a ground surface that is firm, stable and has impact attenuating properties	2014	
Play centre does not incorporate accessibility features such as sensory and active play components for children with disabilities	Physical	When redeveloping the play space, install accessible play centre	2014	
Area approaching and surrounding picnic area is not accessible to persons using mobility aids	Physical	When redeveloping the outdoor eating area, ensure surface leading to and under tables area is level, firm and stable	2014	
Tables do not allow for adequate knee clearance	Physical	When redeveloping the outdoor eating area, ensure a minimum of 20% of the tables are accessible	2014	2020 – 1 table purchased

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Coat hook in public accessible washroom is too high	Physical	Lower coat hook to enable an individual in a wheelchair to reach	2014	
Grab bars are missing in public accessible washroom	Physical	Install grab bars	2014	
Hand towels in public washroom are too high	Physical	Lower hand towel dispenser	2014	
Stairs leading up into the gazebo need a contrasting colour and handrails	Physical	Handrails and colour strips on step edges should be installed or painted to assist those with low vision	2014	
Seats around edge of gazebo do not have backs – this could be a potential safety hazard	Physical	Backs for the bench seating around the edge of the gazebo should be installed	2014	
Gazebo not accessible to persons using mobility aids	Physical	A ramp should be installed to allow access to the gazebo to persons with mobility aids	2014	

Kinsmen Park

Kinsmen Park is located at 426 Herbert Street and is home to Kinsmen Pool. The Park includes a ball field, a playground structure, a multi-sport facility and green space. It also offers an outdoor rink in the wintertime.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
There is no accessible route that connects all the amenities in the park	Physical	Install an accessible pathway to connect all amenities in the park	2014	
Ground surface of the play centre not accessible (sand)	Physical	When redeveloping the play space, replace sand with a ground surface that is firm, stable and has impact attenuating properties	2014	
Colour contrast needed on edging surrounding play centre	Physical	Edges should be marked with bright coloured paint or tape to be more visible for individuals with low vision	2014	
Play centre does not incorporate accessibility features such as sensory and active play components for children with disabilities	Physical	When redeveloping the play space, install accessible play centre	2014	
Area approaching and surrounding picnic area is not accessible to persons using mobility aids	Physical	When redeveloping the outdoor eating area, ensure surface leading to and under table area is level, firm and stable	2014	
Tables do not allow for adequate knee clearance	Physical	When redeveloping the outdoor eating area, ensure a minimum of 20% of the tables are accessible	2014	

Centenary Park & Pembroke Waterfront

The Centenary Park located by Pembroke's waterfront is primarily a grassed green space area. The Waterfront Park hosts a boardwalk, a walking trail along the Ottawa River that connects to Riverside Park, an amphitheatre, bandstand, picnic areas, woodland chapel, a children's playground, and the Pembroke Marina. The area also hosts a fully accessible washroom.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Boat ramp, dock and gas pumps are not accessible for someone with a physical disability	Physical	Wheelchair ramp to be extended to these areas	2003	
Docks are not accessible	Physical	Installation of docks outside of breakwater wall. Strategy to install docks should consider accessibility features (e.g. pathway to access docks and railings)	2024	
Public washrooms, laundry and shower are not accessible for someone with a physical disability	Physical	Barrier free access to be extended to these areas	2003	
Benches attached to the Boardwalk blend into the boardwalk	Physical	Colour strips on bench should be installed or painted to assist those with low vision	2014	
Boardwalk joints are larger than 20 mm	Physical	When replacing boardwalk, ensure joints are not larger than 20mm	2014	2015
Boardwalk and trail require edge protection where its constructed adjacent to water or a drop-off	Physical	When redeveloping the boardwalk, install edge protection to prevent users of the trail from slipping over the edge	2014	
Signage providing length of trail, type of surface, average	Communication	When redeveloping existing boardwalk, signage with the	2014	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
and minimum trail width, average and maximum running slope and course slope and location of amenities should be installed		required information must be placed at each trailhead.		
There is no accessible route that connects the picnic and amphitheatre seating area to the walkway	Physical	Install an accessible pathway to connect all amenities in the park	2014	
Ground surface of the play centre not accessible (sand)	Physical	When redeveloping the play space, replace sand with a ground surface that is firm, stable and has impact attenuating properties	2014	
Play Centre does not incorporate accessibility features such as sensory and active play components for children with disabilities	Physical	When redeveloping the play space, install an accessible play centre	2014	
Tables do not allow for adequate knee clearance	Physical	When redeveloping the outdoor eating area, ensure a minimum of 20% of the tables are accessible	2014	2023 – 5 accessible picnic tables added
Area approaching and surrounding picnic area is not accessible to persons using mobility aids	Physical	When redeveloping the outdoor eating area, ensure surface leading to and under table area is level, firm and stable	2014	
Boaters' washroom is not accessible	Physical	When renovating or replacing the boater's washroom, ensure washroom is accessible	2014	
Stairs at amphitheatre (seating area) do not have a railing	Physical	Ensure at least one set of stairs has a railing.	2014 and 2024	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Amphitheatre stage does not have accessible access	Physical	Installation of accessible access to amphitheatre stage	2024	
Colour contrast needed at edge of stairs at amphitheatre (seating area)	Physical	All stairs should be marked with bright coloured paint or tape at edges to be more visible for individuals with low vision	2014	
Entrance to boardwalk joint not flush	Physical	Fill gap with material to ensure joints are flush with boardwalk	2015	2017
Accessible access to general amenities in park is missing	Physical	Strategic installation of hard pack surfaces to connect to general amenities, park, key sites in arboretum (waterfall and garden)	2024	
Accessible access from downtown to waterfront park is missing	Physical	Creation of a strategy to create a trail head with accessible walkway to tie downtown to waterfront park from skate park location is recommended. Input from Director of Operations will be needed regarding the installation of sidewalks. Note: a grant to address issues was submitted in October 2024	2024	
East end parking lot (access to lighthouse and boat launches) - no accessible parking spaces	Physical	Creation of accessible parking spaces.	2024	
Entrance to pathway to access lighthouse is not accessible. There is also a chain to limit large vehicle access to the pathway.	Physical	Removal of metal box and concrete fixtures. Paint the chain with bright paint to prevent tripping hazards.	2024	

Pansy Patch Park

Pansy Patch Park is a 10-acre island grassed park where residents of all ages can come and enjoy an afternoon of relaxing under one of the many trees planted in the park. The park is accessed by Dickson Street off Mackay Street and is adjacent to the Muskrat River

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
There is no pedestrian accessible trail in the park	Physical	An asphalt loop pathway should be made around the periphery of the park and connect to the Mary Street walkway	2017	
There is no dedicated picnic area in the park	Physical	Install an accessible picnic area	2017	2019 – Accessible benches installed
Portable Toilet not accessible	Physical	Replace existing portable toilet with an accessible toilet	2017	

Harvey Fraser Park

Harvey Fraser Parks is a forested park surrounded by residential properties. The only amenity is a natural pathway weaving under the tree canopies from Cecelia Street to Elizabeth Street.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Improve the natural trail with a barrier free substance	Physical	Upgrade pathway to be fully accessible	2017	
Limited seating area in the park	Physical	Install an additional accessible park bench	2017	

War Memorial Park

The War Memorial Park is located on the corner of Pembroke Street East and Mackay Street. It is a shaded grassy area with a bench and hosts Pembroke's war memorial. No barriers were noted in this Park.

Coronation Park

Coronation Park is located between Pembroke Street West and Lake Street and runs beside the Muskrat River. A shaded grassy area hosts a fountain that was established as part of the City's Centennial celebrations.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
There is no accessible route that connects all the amenities in the park	Physical	Install an accessible pathway to connect all amenities in the park	2014	
There are not accessible benches or picnic tables in the park	Physical	Install an accessible bench and picnic table	2017	

The following park areas are smaller spaces (parkette); some are just green space while others offer limited amenities.

Cecil Street Park

Cecil Street Park is located on Cecil Street. This is a neighbourhood park offers residents opportunities to enjoy a playground and basketball court.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
There is no accessible route that connects all the amenities in the park	Physical	Install an accessible pathway to connect all amenities in the park	2017	
Ground surface of the play centre not accessible (sand)	Physical	When redeveloping the play space, replace sand with a ground surface that is firm, stable and has impact attenuating properties	2017	
Play centre does not incorporate accessibility features such as sensory and active play components for children with disabilities	Physical	When redeveloping the play space, install an accessible play centre	2017	
There are no accessible benches	Physical	Install an accessible bench	2017	

Rondeau Park

Rondeau Park is a parkette located on the corner of Christie Street and Everett Street. It has a pathway connecting the two streets and a park bench.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
The existing pathway needs improvement to fix cracks/bumps	Physical	Repair pathway	2017	
There are no accessible benches	Physical	Install an accessible bench	2017	

Golfview Park

Golfview Parks is a neighbourhood park located on Moss Drive with a playground.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
There is no accessible route that connects to the amenities in the park	Physical	Install an accessible pathway to connect all amenities in the park	2017	
Ground surface of the play centre not accessible (sand)	Physical	When redeveloping the play space, replace sand with a ground surface that is firm, stable and has impact attenuating properties	2017	
Play Centre does not incorporate accessibility features such as sensory and active play components for children with disabilities	Physical	When redeveloping the play space, install an accessible play centre	2017	

Shamrock Park

Shamrock Park is a small-grassed parkette located in the midst of downtown Pembroke on the corner of Moffat Street and Pembroke Street West. It offers some shade, a picnic table and a bench.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
There are no accessible benches	Physical	Install an accessible bench	2017	
There is no accessible route to access the picnic table	Physical	When adding an accessible bench and picnic table, install an accessible pathway to access the amenities	2017	
There is no accessible parking in the parking lot adjacent to the park	Physical	When redeveloping the parking lot, install an accessible parking spot	2017	

Alfred Street Parkette

Alfred Street Parkette is a small-grassed area located on the corner of Alfred Street and Cecelia Street. It has two benches and garbage receptacles.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
There is no accessible benches in the parkette	Physical	Install an accessible bench	2017	

Dunlop Park

Dunlop Park is located on the corner of Mackay Street and Herbert Street. It has mature trees and park benches.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
There are no accessible benches in the parkette	Physical	Install an accessible bench	2017	

Hillcrest Park

Hillcrest Park is located on Almira Street that provides residents with a neighbourhood park containing a playground, shade trees and a basketball court.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
There is no accessible route that connects all the park amenities	Physical	Install an accessible pathway to connect all amenities in the park	2017	
There are no accessible benches or picnic tables in the park	Physical	Install an accessible bench and picnic table	2017	
Play centre does not incorporate accessibility features such as sensory and active play components for children with disabilities	Physical	When redeveloping the play space, install an accessible play centre	2017	
Ground surface of the play centre not accessible (sand)	Physical	When redeveloping the play space, replace and with a ground surface that is firm, stable and has impact attenuating properties	2017	

Memory Garden, B.F.O. Park

The Memory Garden Park is a one-acre park located on Mary Street that serves as a place to remember deceased loved ones and friends in a special way. The park offers benches, walking paths, lawns, and a gazebo.

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
The existing pathway needs improvement	Physical	Repair pathway	2017	

The following Parkettes were not assessed, as they do not contain any amenities.

D'Youville Park

D'Youville Park is the common greenspace for the surrounding subdivision. It consists of lawn and a treed area with no amenities.

Eganville Road Parkette

Eganville Road Parkette located at the corner of Eganville Road and Boundary Road is a grassed parkette without any amenities due to its awkward terrain.

IOF Park

The IOF Park is a parkette located on the corner of River Road and Townline Road that offers a landscaped display.

Lea Street Park

Lea Street Park is located in the City's west end offering green space with some shade from mature trees.

McGee Street Parkette

The McGee Street Parkette is located on the corner of Boundary Road and McGee Street. It features a shaded area and a flowerbed.

River Road Parkette

River Road Parkette is located on River Road that consists of lawn.

Whitewood Park

Whitewood Park is a parkette located on Garden Street offering a common greenspace with a treed area for the surrounding residential area.

Sidewalks

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Christie Street	Physical	Sidewalk from Mary Street to Christie Street Bridge now fully accessible		2009
Pembroke Street West	Physical	Sidewalk from Trafalgar Road to Forced Road now fully accessible		2009
Pembroke Street East (1019) Slant on sidewalk is very steep and difficult to maneuver with wheelchair/powerchair	Physical	Correcting sidewalk slant for easier access	2024	
Isabella Street	Physical	Sidewalk from Moffat Street to Church Street now fully accessible		2009
Alexander Street Parking Lot has no accessible sidewalk access	Physical	Universally accessible ramp from parking lot to sidewalk		2010
Cecelia Street	Physical	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		2011
Frank Nighbor Extension	Physical	Accessible sidewalks built on the east and west side of Lake Street to new Algonquin College property		2011
Metcalf Street	Physical	Accessible sidewalks from Mackay Street and Centre Street		2012
Nelson Street	Physical	Accessible sidewalk built on north and south side of Nelson Street at McKay Street		2011
Chamberlain Street	Physical	Accessible sidewalk between Cecelia Street and Peter Street		2012

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Herbert Street	Physical	Accessible sidewalk built on the south side of Herbert Street from Cecelia Street to front entrance of High View School		2013
Pembroke Street West	Physical	Accessible crosswalk installed with audible signals & accessible sidewalk (near 1127 Pembroke Street West)		2013
Munro Street	Physical	Accessible sidewalk built on the east and west sides from Pembroke Street West to Isabella Street		2014
Isabella Street	Physical	Accessible sidewalk built on the north and south sides from Munro Street to James Street		2014
James Street	Physical	Accessible sidewalk built on the east and west sides from Pembroke Street West to Mary Street		2014
James Street	Physical	Accessible sidewalks built on the east side from Mary Street to McGee Street, including the accessibility ramps east/west direction on both sides of Mary Street intersection, Miller Street intersection, and on the south side of McGee Street		2015
Trafalgar Road	Physical	Accessible sidewalks built on the west side of Trafalgar Road and sidewalk upgrades or installed from Pembroke Street West to Boundary Road		2013-2015

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Welland Street	Physical	Accessible sidewalks installed on the east side from Moffat Street to the Dead End of Welland Street		2015
Renfrew Street	Physical	Accessible sidewalks installed on the south side of Renfrew Street from Hincks Street to Moffat Street		2015
Trafalgar Road	Physical	Accessible sidewalks installed on the east side from Isabella Street to Pembroke Street West		2015
Isabella Street	Physical	Accessible sidewalks installed on the North and South sides from Christie Street to Monroe Street		2015
Renfrew Street	Physical	Accessible sidewalks installed on the south side between Moffat Street to Church Street and east side of Church Street intersection including Tactile Walking Surface Indicators		2016
Isabella Street	Physical	Accessible sidewalks from Trafalgar Road to Mary Street north and south sides including accessibility ramps at Dominion Street with Tactile Walking Surface Indicators		2016
Agnes Street	Physical	Accessible sidewalks installed at both ends of Agnes Street on all corners (between Pembroke Street West and Lake Street). Tactile Walking Surface Indicators installed at each corner		2016
Doran Street	Physical	Accessible sidewalks installed on both sides of Doran Street from Mary Street to Miller Street, east side of Doran Street from Miller Street		2016

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Metcalfe Street	Physical	Accessible sidewalk installed on north side of Metcalfe Street between Centre Street and Maple Avenue		2016
Murray Street	Physical	Accessible sidewalk installed on both east and west sides of Murray Street between Mary Street and Isabella Street		2016
Angus Campbell Drive	Physical	Accessible sidewalk installed		2017
Hincks Street	Physical	Accessible sidewalk installed from Pembroke Street West to Isabella Street at Murray Street		
Isabella Street	Physical	Accessible sidewalk installed from Murray Street to Doran Street. New sidewalk installed around business located at 361 Isabella Street to Renfrew Street.		2017
Boundary Road	Physical	Accessible Boulevard installed on the north side of Boundary Road from Bennett Street to Almira Street and Trafalgar Road to Francis Street		2019
Pembroke Street West	Physical	Accessible Sidewalk installed on north side from Crandall Street to Jeanne-Lajoie School		2019
Everett Street	Physical	Paved shoulder on south side of road installed from Norman Street to Bennett Street		2019
Victoria Street	Physical	Accessible Sidewalks installed at Pembroke Street intersection. Tactile Walking Surface Indicators installed at each corner.		2019

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Maple Avenue	Physical	Accessible Sidewalks installed from Alfred Street to Esther Street		2019
Nelson Street	Physical	Accessible Sidewalk installed on the south side from Cecelia Street to William Street		2022
Nelson Street	Physical	Accessible Sidewalk installed on the south side from William Street to Mackay Street		2023
Everett Street	Physical	Accessible sidewalk installed on the south side from Eganville Road to Horace Street		2023
Murray Street	Physical	Accessible sidewalk installed on the east side from D/Arcy Street to end of the street		2023
First Avenue	Physical	Accessible sidewalk installed on the east side from Mary Street to Gordon Street		2023
Large Piece of Concrete missing in front of 15 Pembroke Street West	Physical	Sidewalk repaired	2019	2022
Square cut in the sidewalk in front of 23 Pembroke Street West resulting in a fair size hole – tripping hazard	Physical	Repair sidewalk	2019	2022
Sidewalk in disrepair in front of 45 Pembroke Street West	Physical	Repair sidewalk	2019	
Sidewalk on Prince Street very narrow and areas are in poor repair with large holes	Physical	Fix areas that can be repaired. Prince Street is one of the connector streets waiting for reconstruction and once complete, sidewalks would be addressed at that time	2019	
Sidewalk on the corner of Lake and Prince Streets requires a ramp	Physical	Ramp to be installed once Prince Street is reconstructed	2019	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Sidewalk at rear entrance to Runge Stationers in disrepair	Physical	Repair sidewalk	2019	
No sidewalk on Albert Street between Lake Street and Waterfront Park	Physical	Sidewalk to be installed when Albert Street is reconstructed.	2019	
Curb cut requires a repair on Pembroke Street East and Moffat Street	Physical	Repair curb cut	2019	2022
Sidewalk in front of 140 Pembroke Street West in disrepair	Physical	Repair sidewalk	2019	2023
Curb cut near 130 Pembroke Street West in disrepair	Physical	Repair curb cut	2019	2022
Church Street between Pembroke Street West and Renfrew Street in disrepair	Physical	Fix areas that can be repaired. Sidewalk to be updated with Church Street reconstruction.	2019	2022
Sidewalk in front of 82 Pembroke Street West in disrepair	Physical	Repair sidewalk	2019	2022
Only two accessible parking spaces on Pembroke Street in downtown corridor (near 122 Pembroke St. West and 1 Pembroke St. East)	Physical	Re-evaluate location of accessible parking spaces and install additional accessible parking spaces where feasible	2019	
No audible pedestrian signals in the downtown corridor	Communication	Replace pedestrian signals with audible pedestrian signals	2019	
No accessible sidewalk available on Carmody Street sidewalk	Physical	Install accessible sidewalk where previous sidewalk ends and connect existing sidewalk at the school		2020
No accessible sidewalk available on Pembroke Street West	Physical	Install accessible sidewalk between Crandall Street and Blakely where sidewalk is missing.		2020
No Tactile Walking Surface Indicators available at the following	Physical	Install Tactile Walking Surface Indicators at each noted intersection		2020

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
intersection on Pembroke Street East (PSE): Howard/PSE; Cecelia and PSE; Mackay/PSE				
No Tactile Walking Surface Indicators on Pembroke Street West intersections between Crandall Street to City limits	Physical	Install Tactile Walking Surface Indicators		2020
No Tactile Walking Surface Indicators at the intersection of River Road/Bennett Street/Townline Road/Paul Martin Drive	Physical	Install Tactile Walking Surface Indicators		2020
No Tactile Walking Surface Indicators at the intersection of Paul Martin Drive and Boundary Road	Physical	Install Tactile Walking Surface Indicators		2020
River Road The Sidewalk has a lip	Physical	Removal of lip on sidewalk	2024	

Audible Pedestrian Signals

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Identified	Year Barrier Addressed
No Audible Pedestrian Signal at the Howard Street/Pembroke Street East intersection	Communication	Upgrade Traffic Signal to include audible pedestrian signal		2020
No Audible Pedestrian Signal at the Cecelia Street/Pembroke Street East intersection	Communication	Upgrade Traffic Signal to include audible pedestrian signal		2020
No audible Pedestrian Signal at the Mackay Street/Pembroke Street East intersection	Communication	Upgrade Traffic Signal to include audible pedestrian signal		2020
No audible Pedestrian Signal at the River Road/Bennett Street/Townline Road/Paul Martin Drive intersection	Communication	Upgrade Traffic Signal to include audible pedestrian signal		2020
No audible Pedestrian Signal at the Paul Martin Drive/Boundary Road intersection	Communication	Upgrade Traffic Signal to include audible pedestrian signal		2020
No audible Pedestrian Signal at the Riverside Drive/Crandall Street intersection	Communication	Upgrade Traffic Signal to include audible pedestrian signal		2021
No audible Pedestrian Signal at the Riverside Drive/Pembroke Street West intersection	Communication	Upgrade Traffic Signal to include audible pedestrian signal		2021
No audible Pedestrian Signal at the Forced Road/Pembroke Street West intersection	Communication	Upgrade Traffic Signal to include audible pedestrian signal		2022
No audible Pedestrian Signal at the Christie Street/Pembroke Street West intersection	Communication	Upgrade Traffic Signal to include audible pedestrian signal		2023

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Identified	Year Barrier Addressed
No audible Pedestrian Signal at the Miramichi Lodge Entrance/Pembroke Street West intersection	Communication	Upgrade traffic signal to include audible pedestrian signal		2023

Pedestrian Crossings

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Identified	Year Barrier Addressed
Pedestrian Crossing required near the Bell Street/Fellowes High School front entrance area	Physical	Install a pedestrian crossing	2018	2018
Pedestrian Crossing in disrepair at the Elizabeth Street and Pembroke Street East intersection	Physical	Upgrade the pedestrian crossing	2019	2020
Pedestrian Crossing required at the William Street/Pembroke Street East intersection	Physical	Install an upgraded pedestrian crossing		2020
Pedestrian Crossing required at the William Street/Nelson Street intersection	Physical	Install an upgraded pedestrian crossing		2021
Pedestrian Crossing in disrepair on Pembroke Street West in front of the Mall	Physical	Upgrade the pedestrian crossing		2022
Pedestrian Crossing in disrepair at the James Street/Pembroke Street West intersection	Physical	Upgrade the pedestrian crossing		2023
Nelson Street (by Metro) Crosswalk button is not accessible, the pole is in the ditch area. In the winter the snow is piled in front of the button, and it cannot be reached.	Physical	Placement of crosswalk button to an easier to access space on sidewalk and strategy to clear snow from crosswalk areas in winter.	2024	

Parking

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Identified	Year Barrier Addressed
Market Square Parking Lot accessible parking spots to be upgraded to new design standards	Physical	Upgrade Accessible Parking Spots		2018

Public Transportation - Ottawa River Transit

The City of Pembroke remains dedicated to enhancing the accessibility and inclusiveness of our newly implemented (August 2025) city run public transit offering, Ottawa River Transit. This service is a first for the City of Pembroke and is running as a 3 year pilot program, with the objective to provide an equitable, flexible, and reliable transit solution for city residents.

Ottawa River Transit introduces a modern public transit option that operates without fixed routes or schedules. It offers an experience where residents can request rides at their convenience, dispatched to their chosen locations. Operating on a first-come, first-served basis, this service ensures fair and open access for everyone. Our collaboration with Mobility Transportation Specialists (MTS) brings professional drivers, well-maintained vehicles, and dedicated customer service to this initiative.

Backed in part by City of Pembroke property taxes, the On-Demand Transit service operates exclusively within city limits, featuring numerous virtual stops for optimal convenience. Riders can request rides through an app, by computer or by a phone call to a customer service. Pick up and drop off locations are determined by the software within pre-defined parameters (example: walking distance not to exceed 400 meters). For an enhanced transit experience, residents are encouraged to use the Blaise app for real-time bus tracking and updates.

The Pembroke Handi-Bus, an external and separately governed transportation organization (in partnership with the City of Pembroke), also offers a specialized transportation service focused on delivering fully accessible, door-to-door transit services for residents with disabilities. This service ensures attendants can travel free of charge and is available for non-residents registered with similar services. It facilitates transportation for medical appointments, shopping, church services, and social activities. Contact information for the Pembroke Handi-Bus can be found below:

Address: 170 Ellis Ave, Pembroke Ontario K8A 2H9

Telephone: 613-735-6998 Crisis: 613-401-4580

E-mail: pembrokehandibus@hotmail.com

Together, these initiatives reflect our steadfast commitment to fostering a more inclusive, accessible, and connected community across Pembroke and beyond.

Ottawa River Transit (ORTC) – Integrated Accessibility Standards Regulation (IASR) Notes

Section of Regulation	Note
s.42 (1a-b)	<p>Process for Estimating Demand for Specialized Transportation Services:</p> <ul style="list-style-type: none"> •As the Ottawa River Transit system is newly launched in 2025, the rider data will initially be brand new. The City plans to closely monitor and analyze this data as it becomes available, focusing on ride requests, peak usage times, and user demographics to forecast demand accurately. •Feedback and registration requests from the transit service for riders (including those with disabilities) in Pembroke will continue to inform ORTC demand estimation and operations. •Ongoing collaboration with community organizations serving individuals with disabilities will continue to enhance our understanding of service demand. •The City of Pembroke has an Accessibility Advisory Committee that will be actively involved upon the launch of the service. We will work closely with them to test and tour the system, ensuring it meets practical accessibility usage for riders with disabilities. The valuable feedback will assist in improving operations. <p>Steps to Reduce Wait Times for Specialized Transportation Services:</p> <ul style="list-style-type: none"> •With the new transit system, our real-time scheduling and dispatch software will play a critical role in efficiently allocating vehicles and minimizing wait times for riders. •Our Transit Liaison staff member will closely monitor the system during its initial weeks and months of operation. The liaison is empowered to make necessary modifications promptly to ensure smooth, efficient service. •Awareness initiatives for the booking application aim to encourage advance bookings, helping balance demand and relieve same-day scheduling pressures.

Section of Regulation	Note
s.43(1)	<p>Procedures for Dealing with Accessible Equipment Failures</p> <p>Routine Maintenance and Inspections</p> <p>All accessibility equipment on ORTC transit vehicles undergoes regular inspections and maintenance checks to ensure functionality and reliability. This proactive approach minimizes the likelihood of equipment failures.</p> <p>On-Board Equipment Testing</p> <p>Drivers receive training to perform preliminary tests of accessibility equipment before beginning their routes each day. This ensures any potential issues are identified and addressed rapidly.</p> <p>Immediate Response Protocols</p> <p>In the event of an equipment failure, the driver contacts the office immediately, and another available vehicle is dispatched to the breakdown site. The system will be updated and routes configured via the app technology accordingly. The affected vehicle is then taken out of service for repairs to be carried out promptly.</p> <p>Accessible Feedback Loop</p> <p>In collaboration with our Accessibility Advisory Committee, we will gather feedback from users in the event of equipment issues to refine and improve our response strategies continuously.</p> <p>Integration with New Transit Infrastructure</p> <p>The new Ottawa River Transit system's initial launch phases will be closely monitored. In the case of accessibility equipment failure, the Transit Liaison can make swift modifications and enhancements. This empowerment plays a critical role in minimizing service disruptions.</p>

Total Cost for Barrier Removal Completed Between 2006-2025

Year Barriers were addressed	Total Cost to remediate barriers
2006	\$45,270.00
2007-2008	\$113,638.39
2009	\$187,200.00
2010	\$12,365.00
2011	\$111,875.00
2012	\$209,724.42
2013	\$66,550.00
2014	\$26,700.00
2015	\$79,550.00
2016	\$128,180.15
2017	\$41,000.00
2018	\$109,392.50
2019	\$208,845.00
2020-2021	\$4,575,000.00
2022	\$243,957.85
2023	\$733,200.89
2024	\$191,000
2025	\$25,575
Total	\$7,109,024

Accessibility Advisory Committee Goals

The overall goal of the City of Pembroke Accessibility Advisory Committee (AAC) is to recommend and advise City Council on matters to improve opportunities for persons with disabilities and to provide for involvement in the identification, removal, and prevention of barriers to fully participating in the community.

Since 2014, the Accessibility Advisory Committee has set yearly goals as follows:

2014

- conduct a tour of some of the municipal owned parks to assess any barriers that may exist and to identify solutions to removing those barriers.
- review and update the Multi-year Accessibility Policy and Plan

2015

- conduct a tour of the newly built police detachment to identify any barriers that may be present.
- conduct a tour of the updated boardwalk to identify any barriers that may be present.
- review and update the Multi-year Accessibility Policy and Plan

2016

- conduct an inventory of audible traffic signals within the City.
- develop a map that illustrates the current accessible parking locations within the downtown core.
- review and update the Multi-year Accessibility Policy and Plan

2017

- conduct a tour of City parks to identify any barriers that may be present.
- review and update the Multi-Year Accessibility Policy and Plan
- review and amend the 2018 Municipal Election Accessibility Plan
- ensure staff who prepare documents for the City's website receive training to ensure all new documents uploaded to the website are in an accessible format.

2018

- review all site plan applications.
- review and update the Multi-Year Accessibility Policy and Plan
- following the Municipal Election, review the 2018 Municipal Election Accessibility Plan
- ensure that all City communications indicate that alternate formats are available upon request.

2019

- conduct a tour of the Pembroke Memorial Centre to identify any barriers that may be present.
- conduct a tour of the downtown Pembroke sidewalks to identify any barriers that may be present.
- conduct a tour of the new Fire Hall to identify any barriers that may be present.
- conduct a tour of the City's crosswalks to identify any barriers that may exist.
- review and update the Multi-Year Accessibility Policy and Plan

2020

- conduct a tour of the City's crosswalks to identify any barriers that may exist.
- conduct a "test run" of the newly installed accessible pedestrian signals at the intersections of Mackay Street/Metcalf Street and Mackay Street/Alfred Street.
- conduct a tour of Riverside Park and the Waterfront Park to identify any barriers that may be present.
- review and update the Multi-Year Accessibility Policy and Plan
- prepare an annual status report on the progress of measures taken to comply with the Regulation.

On March 11, 2020, the World Health Organization declared a pandemic due to the worldwide spread of COVID-19 and on March 17, 2020, the Province of Ontario declared a state of emergency under the Emergency Management and Civil Protection Act. As the COVID-19 pandemic continued to evolve quickly and unpredictably, all external advisory committee meetings were paused to protect the health and safety of all individuals. Therefore, the goals set out by the Committee for 2020 were not met.

2021

The COVID-19 pandemic continued to cause difficulties throughout 2021 and prevented the AAC from holding in-person meetings. An in-person meeting was held on November 10, 2021, where Committee goals were set for 2022. Throughout 2021, the Committee continued to review Site Plan and Community Improvement Plan applications and recommendations were made.

2022

- Tour of Riverside Park and Waterfront Park
- Invite the HR Coordinator to a meeting to review City of Pembroke employee accessibility/accommodation policies.
- Review and update the Multi-year Accessibility Plan
- Review and update the Municipal Election Accessibility Plan
- Review Site Plan applications and Accessibility Community Improvement Plan applications

2023

- Invite a representative from the Operations Department to discuss the upcoming 2023/2024 Capital Projects in the City
- Invite the Chief Building Official to a meeting to provide an update on Accessibility and the Ontario Building Code
- Add Accessibility as a drop-down menu item on the City's "Report a Concern" area on the website and ensure it is part of the new Access E11 Program
- Complete a 'test run' of the newly installed accessible pedestrian signals to ensure they all work appropriately and work consistently.
- Research other established groups i.e., CNIB to see what information is available on safe pedestrian crossing and if there is a need, investigate the possibility of producing in conjunction with YourTV a tutorial video on safe pedestrian crossing.
- Create a promotional video recognizing local businesses that show leadership in highlighting accessibility and promoting inclusion in the city.
- Review and update the Multi-year Accessibility Policy and Plan
- Continue to review Site Plan applications and Accessibility Community Improvement Plan applications.

2024

A list of overall items resulting from 2024 that can be goals and/or brought to the attention of staff/committee to be addressed in 2025 and onward:

- Keep ACC updated with progress on connecting trail entrance from downtown to Waterfront Park project as/if it progresses
- Invite Roads Patroller staff member to attend an ACC meeting in Q.1-2
- Invite Chief Building Official to attend an ACC meeting for insight on Ontario Building Code and how it pertains to accessibility requirements
- Liaise with Director of Parks and Recreation for information on the finalization of Recreation Masterplan

2025

- Keep ACC updated with progress on connecting trail entrance from downtown to Waterfront Park project as it progresses.
- Liaise with Director of Parks and Recreation for information on the finalized Recreation Masterplan.
- Work with the Municipal Clerk to review election accessibility plan and provide comment for the 2026 municipal elections.
- Review the newly implemented Ottawa River Transit framework and provide feedback to the coordinator.

Conclusion

The City of Pembroke's long-term vision is to ensure that Pembroke is a caring and responsive community known for its commitment to equity, inclusion, and accessibility. With the support of City Council, staff, the Accessibility Advisory Committee and community partners, barrier removal continues to be a priority in Pembroke.