

Peterborough Museum & Archives

# Accessibility Plan

## 2017 to 2022



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

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# Peterborough is transforming into an **accessible** city.

We are thinking-researching-consulting about accessibility at the start of every process. Existing barriers are being removed and we are preventing new ones.

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## A Message from the Accessibility Compliance Coordinator

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The Peterborough Museum & Archives has made great progress to be more accessible and this is something the City can be proud of. The 2012 to 2016 Accessibility Plan highlighted a five year accessibility work plan with many ambitious goals. Their approach to accessibility planning has effectively identified, removed and prevented barriers.

Accessibility is built into many of our key processes and strategies. This includes budget planning, purchasing of goods and services, facility projects, policy development and strategic planning.

The City is thinking-researching-consulting about accessibility at the start of every process. Existing barriers are being removed and we are preventing new ones.

Everyone is likely to be affected by a disability at some point in their lives. It may be a direct personal experience or an indirect experience through family, friends or coworkers. Accessibility helps everyone. It strengthens our society, our economy and our quality of life. Most important, an accessible Peterborough will demonstrate our shared commitment to each other and reinforce the values of decency, fairness and respect for individual dignity.

With the help of committed staff, thoughtful input from the Museum & Archives Advisory Committee and support from the community, I applaud the Peterborough Museum & Archives for continuing to make accessibility a part of the way they do business every day.



Mark Buffone

Accessibility Compliance Coordinator  
City of Peterborough

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## Introduction

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In May 2013, the Peterborough Museum & Archives published the 2012 to 2016 Accessibility Plan. The plan outlined a strategy to prevent and remove barriers to accessibility. It was a five year road map to help the Peterborough Museum & Archives become accessible by 2025, contributing to the AODA goal of an accessible Ontario.

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

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

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

[Peterborough Museum & Archives Accessibility Plans, Policies, Reports](http://www.peterboroughmuseumandarchives.ca/accessibility)  
([www.peterboroughmuseumandarchives.ca/accessibility](http://www.peterboroughmuseumandarchives.ca/accessibility))

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## Overview of Accessibility Legislation

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Three pieces of complementary legislation have a major impact on accessibility in Ontario: Ontario's Human Rights Code (HRC), Ontario's Building Code (OBC) and the Accessibility for Ontarians with Disabilities Act (AODA).

The HRC has primacy and sets out the legal duty to accommodate people with disabilities. The OBC sets minimum accessibility standards for buildings. The AODA came into force in 2005 and sets out a clear goal and timeframe to make Ontario accessible by 2025.

The AODA is no ordinary piece of legislation. It is an ambitious means to ensure the inclusion of people with disabilities. Ontario is the first jurisdiction in the world to enact specific legislation establishing a goal and time-frame for accessibility. Ontario is also the first jurisdiction to make accessibility reporting the law and has established standards so people living with disabilities can enjoy increased participation in their communities.

The following sections highlight notable accomplishments and actions taken by the Peterborough Museum & Archives to comply with the requirements of accessibility legislation.

## The **AODA** is the Accessibility for Ontarians with Disabilities Act, passed in 2005

This Act is meant to create accessibility for all Ontarians with disabilities by January 1, 2025.



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## Notable 2012 to 2017 Accomplishments of the Museum

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Accessibility is included as part of the planning process for many events and projects that are initiated every year. The work includes **thinking** about the fine details, **researching** best practices and **consulting** with the right people using an accessibility lens. The following list highlights important accomplishments that helped to identify, remove and prevent barriers to accessibility at the Peterborough Museum & Archives (PMA).

### Events

- Snofest Carnival on the Hill: provided accessible paths of travel and services.
- Muse International Fine Films: provided accessible venue, box office, parking and seating.
- Exhibition Openings: provided accessible parking and venues.
- Children's Programs: provided accessible indoor and outdoor learning facilities.

### Partnerships

- Toronto International Film Festival: provided accessible venue, parking, and seating; regularly provided films with subtitles.
- Sustainable Peterborough: provided accessible venue for exhibition and launch of Sustainability Plan.
- Fleming College: provided accessible learning spaces for Arts and Heritage programs.
- Doors Open Peterborough: provided accessible tours for visitors.
- Indigenous organizations: provided access to PMA grounds for development of Sacred Fire and Ceremonial Lodge (\*the Fire and Lodge are not accessible for mobility aids).
- Peterborough and Kawartha Tourism: provided an accessible cultural site for all visitors.
- Village Business Improvement Area (VBIA): provided accessible childrens' activities during Snofest and Canada 150 Heritage Day celebrations.

### Visioning Plans

Integrated accessibility into the following plans related to the PMA:

- Vision 2025: strategic plan for recreation, parks, arena and culture.
- Municipal Cultural Plan: a vision for Peterborough, highlighting economic prosperity, social progress, and quality of life.

### Customer Service

- Provided an accessible voting facility in the 2014 municipal election.
- Provided accessible tourism ambassador services to visitors, 7 days per week, 360 days per year.

## Employment

- Performed ergonomic assessment and retrofitted Archives workstation to be accessible.
- Provided an Employment Accommodation Plan to an employee.
- Identified and removed barriers for unpaid workers (volunteers).
- Supported an Accommodation Plan for a Fleming Arts and Heritage student.

## Information and Communications

- Completed accessible document workshops.
- Received website accessibility training.
- Continuously audited website for accessibility errors and made repairs.
- Developed a site plan for Heritage Pavilion renters, identifying accessible parking.

## Park Area, Walkway, Driveway and Parking Projects

- Ashburnham Memorial Park playground: accessible play components, seating.
- Asphalt walkway connecting the drop-off driveway to the playground.
- Accessible parking space connected directly to the walkway serving the Main building.
- Concrete walkway connecting the exterior front of the Main building to the lower level.
- Concrete walkway connecting the rear of the Main building to the front door of the Curatorial Centre.
- Accessible parking spaces (2) connected directly to the front door of the Curatorial Centre.
- Maintain accessible access to the modular buildings, the Fine Annex and the Fleming Annex.
- Located bicycle rack between the Fine Annex and the Fleming Annex in a manner that maintains a clear path of travel on the walkway.

## Building Projects

Planned and constructed projects to be compliant with Ontario's Building code and the AODA:

- Interior renovations to Main building (washrooms, elevator, learning spaces, galleries).
- HVAC upgrades to Main building.
- Exterior façade upgrades to Main building (accessible doors, new windows, new insulation and cladding).
- Provided interior wayfinding in the Main building.
- Provided exterior address signage.
- New 9,000 square foot storage building, the Curatorial Centre.

**The City of Peterborough is committed to demonstrate **leadership** for accessibility in the community.**

**Our goal is to meet the diverse needs of all people, and follow the principles of dignity, independence, integration and equal opportunity.**

**We will strive to achieve an inclusive environment for our facilities, goods, services, employment, information and transportation.**

Statement of Commitment to Accessibility  
City of Peterborough

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## Feedback from the 2017 Accessibility Plan Consultation Survey

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In August 2017, the City consulted with the public to collect feedback that will inform updates to the City of Peterborough's current Accessibility Plan. The survey included the following relevant questions:

**Question 17.1: How do you rate accessibility for the Art Gallery and Peterborough Museum & Archives buildings?**

Score = 3.47 (1 = poor, 5 = excellent)

✓ PMA scored second highest out of 12 building categories.

**Question 19.5: How do you rate accessibility for services provided at the Art Gallery and the Peterborough Museum & Archives?**

Score = 3.35

✓ PMA scored highest out of 13 service categories.

The survey had numerous open ended questions to allow the public to provide custom feedback. Of the 486 comments related to City owned buildings and City services, there were only six comments related to the PMA, two being very positive. This speaks volumes to the number of accessibility improvements completed over the past 5 years. The following comments were received through the survey:

"Museum can be difficult to access for walkers (long high hill). Doesn't encourage drop in".

"The interior entrance has low lighting levels, and some of the exhibit areas have low light too (although it could have changed. I haven't been through the exhibits for a few years)".

"Fine if someone can drop me off, but I'm independent and still drive my own car, so need to park. Peterborough Museum & Archives ok unless there's lots of people".

"Too bad washroom is in lower level in Museum".

"Museum is not bad at all".

"The museum has good access".

The consultation survey also included questions related to how the City provides information in print, digital, audio and video formats. The following summarizes the findings:

**Question 13: Do you need support to see, hear, speak, read or understand information?**

4%	Always
7%	Most of the time
13%	Sometimes
12%	Not very often
31%	Never
32%	Not applicable

**Question 14: What supports and formats would allow you to access information?**

7%	Sign language
4%	Braille
23%	Large print
16%	Text-to-speech software
25%	Easy to read, simple language
11%	Assisted listening device
12%	Captioned video (describe dialogue, noises, sound effects)
10%	Described video (narration that describes visual elements)
55%	Not applicable
7%	Other

**Question 15: How could the City improve how we communicate in person, by phone and by email?**

Sample relevant responses:

- Be aware that every audience will have someone with a disability
- Staff need to speak slowly and clearly, especially over the phone
- Provide texting numbers along with voice phone numbers
- Include contact numbers or email addresses on all information

**Question 16: How could the City make our websites, social media and print media more accessible?**

Sample relevant responses:

- No text on images
- Avoid requiring public to print documents to access resources
- I like your website, but could be less 'formal' language
- Put articles and notices in Peterborough This Week
- Many seniors do not use computers so info from web is useless
- Larger text
- Free wi-fi. Those with disabilities are often financially challenged
- Always updating twitter feed and facebook
- Bulletin boards with job postings and media releases

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## **Overview of the Integrated Accessibility Standards Regulation (IASR)**

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The IASR is a very broad regulation. The requirements range from limiting the amount of flashing on a website to requiring organizations to consult with people with disabilities on the design and placement of benches along walkways. It is the IASR regulation that is having a major impact on making information, employment, transportation, public spaces and customer service accessible in Ontario.

With so many requirements in the IASR, this part of the Accessibility Plan starts off with a summary chart listing the requirements that apply to the Peterborough Museum & Archives (PMA), listing the compliance deadline and compliance status. The chart also includes customer service standards to reflect the current status of the IASR. On July 1, 2016, the Accessibility Standards for Customer Service regulation 429/07 was revoked and the customer service standards were moved to the IASR. The summary chart is followed by a more detailed break down of the IASR requirements that apply to the Peterborough Museum & Archives, listing new actions required and a background narrative to help understand the requirement.

# IASR

## Summary of IASR requirements

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

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## Detailed Breakdown of the IASR requirements

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### Establishment of Accessibility Policies

AODA reference:	<b>IASR section 3</b>
Deadline and status:	January 1, 2013 deadline - <b>Compliant</b>
Action(s) required:	1. Provide a web link from the PMA website to the policies

**Background:** The PMA applies the City of Peterborough's policies on Accessible Customer Service and Integrated Accessibility Standards. These policies facilitate compliance with accessibility legislation in Ontario. The PMA will continue to apply the policies to identify, remove and prevent barriers to people with disabilities.

### Accessibility Plans

AODA reference:	<b>IASR section 4</b>
Deadline and status:	January 1, 2013 deadline - <b>Compliant</b>
Action(s) required:	1. Provide a link on the PMA website to the PMA plan, City of Peterborough Accessibility Plan and annual status reports.

**Background:** The first PMA Accessibility Plan was created in 2012 to strengthen its adherence to the Ontario Ministry of Tourism, Culture and Sport guidelines and to better fulfill its mandate as an inclusive public institution. The inclusive lens used to build the Accessibility Plan has significantly helped the PMA to identify, remove and prevent new barriers. The City of Peterborough has a separate Accessibility Plan and annual status reports, to address accessibility planning at the City level.

### Procuring/Acquiring of Goods, Services or Facilities

AODA reference:	<b>IASR section 5</b>
Deadline and status:	January 1, 2013 deadline - <b>Compliant</b>
Action(s) required:	1. Continue to incorporate accessibility into purchasing.

**Background:** The PMA applies the City of Peterborough's corporate procedure on how to incorporate accessibility into all purchases. The bid solicitation process clearly outlines the accessibility scope of work for organizations we do business with, including accessibility training requirements and the specific accessibility features required.



## Self-service Kiosks

AODA reference:	<b>IASR section 6</b>
Deadline and status:	January 1, 2014 deadline - <b>Compliant</b>
Action(s) required:	1. Incorporate accessibility into future kiosk purchases.

**Background:** There are many accessible features that can be incorporated into self-service kiosks. For example, automated banking machines installed in various facilities across the City include a beeping feature to acknowledge when a button is pressed. The PMA will incorporate accessibility into any new self-serve kiosk purchases, which may include exhibit kiosks, point of sale systems or vending machines.

## Training

AODA reference:	<b>IASR section 7</b>
Deadline and status:	January 1, 2014 deadline - <b>Compliant</b>
Action(s) required:	1. Continue to deliver and record accessibility training.

**Background:** Training is provided to all employees, volunteers and organizations that the City does business with. Mandatory AODA courses are automatically assigned to all new employees through the City's learning management system. Some employees need to complete additional courses specific to their duties, such as a hands-on Accessible Document workshop.

## Feedback

AODA reference:	<b>IASR section 11</b>
Deadline and status:	January 1, 2014 deadline - <b>Compliant</b>
Action(s) required:	1. Continue to deliver a high level of customer service. 2. Provide a link on the PMA website to the Request for Information in an Accessible Format Form.

**Background:** The PMA welcomes feedback from the community on our programs, services and facilities. Accessible formats and communication supports are available to help people provide their feedback and receive information back from staff.

## Accessible Formats and Communication Supports

AODA reference:	<b>IASR section 12</b>
Deadline and status:	January 1, 2015 deadline - <b>Compliant</b>
Action(s) required:	1. Notify the public that accessible formats are available.

**Background:** The PMA makes accessible formats and communication supports available for people with disabilities. The PMA does not charge more than the regular cost charged and works with the person to determine the most appropriate accessible format or communication support. A 'Request for Information in an Accessible Format Form' is available on the City's main website. The PMA website will be updated with a link to the form.

# Accessible Website and Web Content

AODA reference:	<b>IASR section 14</b>
Deadline and status:	January 1, 2014 deadline (Level A) - <b>In Progress</b> January 1, 2021 deadline (Level AA) - <b>In Progress</b>
Action(s) required:	1. Refresh the PMA website to comply with WCAG 2.0. 2. Provide captions for pre-recorded videos on the website.

**Background:** The PMA must meet international website standards known as WCAG 2.0.

The PMA has made great strides towards making the website accessible. Audits are performed weekly to ensure new content added to the website is accessible. However, there are accessibility issues that exist on most of the City’s websites that are out of the City’s control, due to limitations of the current content management system.

Most of the City’s websites are beginning to lag behind current expectations in both function and design. As a key communication tool for the PMA, a website refresh will ensure full compliance with the AODA requirements for website accessibility. The refresh will also present an opportunity to make the website more mobile and tablet friendly, which greatly enhances access to information for people with disabilities.

## What does WCAG 2.0 mean?

The WCAG standard explains how to make web content more accessible. It is divided into three conformance levels: A, AA, and AAA. The more A’s, the more accessible the website will be.

Colour contrast example:

**Level A** – colour must not be used as the only way to make information stand out

**Level AA** – text and images must have a good mid-range contrast

**Level AAA** – requires extremely high contrast and limits the choice of colours

## Planned Initiatives for Current Website

- Add an Accessibility section to the website
- Reformat text to remove serif fonts and italics
- Increase contrast for “Peterborough” text on background with blue gradient
- Review alt tags to ensure the text description of all images is appropriate
- Review links to ensure the text describing the destination is appropriate

## Photo

Screen shot of the PMA website.



## Educational and Training Resources and Materials

AODA reference:	<b>IASR section 15</b>
Deadline and status:	January 1, 2013 deadline - <b>Compliant</b>
Action(s) required:	1. Continue to provide accessible information as required.

**Background:** Fleming College provides accessible resources for the Arts and Heritage Programs, based in the Fleming Annex, on the PMA grounds. The City of Peterborough provides a Guide to Accessible Documents, which is used for the development of all in-house and outreach learning materials.

## Training to Educators

AODA reference:	<b>IASR section 16</b>
Deadline and status:	January 1, 2013 deadline - <b>Compliant</b>
Action(s) required:	1. Continue to provide accessibility training to educators.

**Background:** All PMA workers (paid and unpaid) are required to complete the City's AODA training modules, including all educators (instructors, Youth Leaders and programming volunteers), as well as provide a Vulnerable Sector Police Check. Fleming College ensures all faculty for the Arts and Heritage Programs, based in the Fleming Annex, on the PMA grounds, are trained in accessibility.

## Producers of Educational or Training Material

AODA reference:	<b>IASR section 16</b>
Deadline and status:	January 1, 2020 deadline - <b>Compliant</b>
Action(s) required:	1. Continue to produce accessible information as required.

**Background:** Fleming College provides accessible educational and training material for the Arts and Heritage Programs, based in the Fleming Annex, on the PMA grounds. The City of Peterborough provides a Guide to Accessible Documents, which is used for the development of all in-house and outreach learning materials.

## Recruitment

AODA reference:	<b>IASR sections 22 and 23</b>
Deadline and status:	January 1, 2014 deadline - <b>Compliant</b>
Action(s) required:	No action required.

**Background:** The PMA applies the City's Recruitment and Selection procedure that outlines how the City provides accommodations to applicants with disabilities who request them. The City includes "accommodation, upon request" statements on job advertisements and as part of phone call scripts to invite applicants to interviews.

## Notice to Successful Applicants

AODA reference:	<b>IASR section 24</b>
Deadline and status:	January 1, 2014 deadline - <b>Compliant</b>
Action(s) required:	No action required.

**Background:** The PMA applies the City's Recruitment and Selection procedure and notifies successful job applicants of policies for accommodating employees with disabilities when making offers of employment.

## Informing Employees of Supports

AODA reference:	<b>IASR sections 25</b>
Deadline and status:	January 1, 2014 deadline - <b>Compliant</b>
Action(s) required:	No action required.

**Background:** New PMA employees are notified by offer letters that the City has policies to support employees with disabilities. Existing PMA employees are notified when new processes are created or there is a change to existing policies and procedures. All documents are available on the City intranet.

## Accessible Formats and Supports for Employees

AODA reference:	<b>IASR section 26</b>
Deadline and status:	January 1, 2014 deadline - <b>Compliant</b>
Action(s) required:	No action required.

**Background:** Where a PMA employee with a disability requests it, the City will consult with the employee to provide and arrange for accessible formats and communication supports for information needed to perform the employee's job and information that is generally available to employees in the workplace.

PMA managers and supervisors will work with Human Resources to consult with the employee making the request and determine the suitability of an accessible format or communication support. This information will be documented in an individual accommodation plan.

## Workplace Emergency Response Information

AODA reference:	<b>IASR section 27</b>
Deadline and status:	January 1, 2012 deadline - <b>Compliant</b>
Action(s) required:	No action required.

**Background:** The PMA provides emergency response plans for employees with disabilities who need it, as soon as the PMA becomes aware of the need for one. The intent is to prepare for the specific needs that employees with disabilities may have in emergency situations.

## Documented Individual Accommodation Plans (IAPs)

AODA reference:	<b>IASR section 28</b>
Deadline and status:	January 1, 2014 deadline - <b>Compliant</b>
Action(s) required:	1. Apply the City's General Accommodation Procedure.

**Background:** The PMA is required to have a written process to develop an IAP for employees with disabilities. The process for developing IAPs includes various details, such as how the employee and a representative from their bargaining agent can participate in creating the IAP, how requests for accommodation are denied and the frequency of when the IAP needs to be reviewed.

The City uses an IAP template that is incorporated into a new General Accommodation Procedure. The PMA will apply the procedure for all accommodations moving forward.

## Return to Work Process

AODA reference:	<b>IASR section 29</b>
Deadline and status:	January 1, 2014 deadline - <b>Compliant</b>
Action(s) required:	1. Use IAPs as part of the return to work process.

**Background:** The PMA applies the City's Return to Work/Employment Accommodation (RTW/EA) Program for employees who have been absent from work due to a disability and require accommodations in order to return to work. The program outlines the steps to facilitate the employee's successful return to work.

## Performance Management, Career Development and Advancement, Redeployment

AODA reference:	<b>IASR sections 30, 31 and 32</b>
Deadline and status:	January 1, 2014 deadline - <b>Compliant</b>
Action(s) required:	1. Use IAPs throughout the employment life-cycle.

**Background:** The PMA takes into account the needs of employees with disabilities, as well as their individual accommodation plans throughout the employment life-cycle, including when completing annual performance reviews for employees, adding responsibilities to a position, or moving an employee to another position in the organization.

## Recreational Trails

AODA reference:	<b>IASR sections 80.6 to 80.15</b>
Deadline and status:	January 1, 2016 deadline - <b>Compliant</b>
Action(s) required:	1. Incorporate accessible features into future trail projects.

**Background:** There are currently no recreational trails on the PMA site. The PMA uses an accessibility lens throughout the planning and design stages of all projects. The PMA will ensure any future trail projects meet technical requirements such as width and slope of trail, surface material, maps, signage and thoughtful planning of rest area locations. The PMA will consult with the Accessibility Office and the Accessibility Advisory Committee on any future trail projects and will consult with the public where required.

## Outdoor Public Use Eating Areas

AODA reference:	<b>IASR sections 80.16 to 80.17</b>
Deadline and status:	January 1, 2016 deadline - <b>Compliant</b>
Action(s) required:	1. Incorporate accessible tables into future eating areas.

**Background:** The Heritage Pavilion at the PMA is a flexible outdoor space that can be rented as a large public use eating area. When not rented, the Heritage Pavilion setup incorporates picnic tables located on a level concrete surface. The Pavilion is currently not connected to the accessible walkway network, but there are plans to connect the Pavilion, complete with waste/recycling bins and a bicycle rack along the connection path.

### Planned Initiatives for Outdoor Public Use Eating Areas

- Provide minimum 20% accessible picnic tables in the Heritage Pavilion.
- Connect the Heritage Pavilion to the walkway network, complete with waste/recycling bins and a bicycle rack along the connection path.
- Add an accessible outdoor staff lunch area.



**Photo** - Accessible picnic tables installed under the Hunter Street Bridge.

# Outdoor Play Spaces

AODA reference:	<b>IASR sections 80.18 to 80.20</b>
Deadline and status:	January 1, 2016 deadline - <b>Compliant</b>
Action(s) required:	1. Incorporate accessible features into future play spaces.

**Background:** A new playground was installed adjacent to the PMA in Ashburnham Memorial Park. The play space incorporates accessible ground play features, ramped access to some elevated play features, contrasting colours, and engineered wood fibre ground surfacing. The project included a new accessible pathway connected to new benches, existing parking, and the main entrance to the PMA.

## Planned Initiatives for Outdoor Play Spaces

- Provide a garbage and recycling bin adjacent to the play structure, on a hard surface, along the existing accessible path.
- Provide a bicycle rack adjacent to the play structure, on a hard surface, along the existing accessible path.



**Photo** - Ashburnham Memorial Park playground.

## Exterior Paths of Travel

AODA reference:	<b>IASR sections 80.21 to 80.31</b>
Deadline and status:	January 1, 2016 deadline - <b>Compliant</b>
Action(s) required:	1. Incorporate accessibility into future walkway projects.

**Background:** The PMA currently has a network of paths that connect the Main building to various amenities on the site. New or renovated walkways, stairs and ramps will have to meet many requirements such as minimum width, maximum slope, incorporate rest areas, and use tactile attention indicators to help people with vision loss navigate through the site.

### Planned Initiatives for Exterior Paths of Travel

- Connect to the Hunter Street East sidewalk.
- Add accessible benches with shade.
- Modify the parking lot so pedestrians don't have to cross Museum Drive or navigate behind parked vehicles.
- Add accessible waste and recycling bins.



**Photo** - Public Works employee installing a tactile attention indicator.



## Accessible Parking

AODA reference:	<b>IASR sections 80.32 to 80.39</b>
Deadline and status:	January 1, 2016 deadline - <b>Compliant</b>
Action(s) required:	1. No action required.

**Background:** Ontario accessibility legislation now mandates accessible parking space details that are of a higher standard than the City’s current zoning by-law. A significant renovation to the existing parking lot would trigger the need to have two types of accessible parking spaces. A Type ‘A’ space is a larger 3.4m wide space with a 1.5m pedestrian access aisle and is intended to accommodate a person who uses a vehicle equipped with a mechanical lift or wheelchair ramp. A smaller Type ‘B’ space has a similar width as a regular parking space but includes a 1.5m pedestrian access aisle just like the Type A space. It is intended to accommodate people who use assistive devices but don’t need the extra space for a vehicle lift or ramp.

### Planned Initiatives for Accessible Parking

- Add a second accessible parking space to serve Main building (currently scheduled for 2019)
- Retrofit the existing accessible parking space to meet new Type A and Type B requirements.



**Photo** - Type ‘A’ accessible parking signage.

## Obtaining Services

AODA reference:	<b>IASR sections 80.40 to 80.43</b>
Deadline and status:	January 1, 2016 deadline - <b>Compliant</b>
Action(s) required:	1. No action required.

**Background:** Ontario accessibility legislation now mandates that new and retrofitted service counters, queuing guides and waiting areas are designed to accommodate people with various disabilities. The existing service counters in the PMA buildings are fully accessible. They accommodate mobility aids with an accessible counter height, have sufficient knee clearance and provide plenty of clear floor space in front of the counters.

## Maintenance of Accessible Elements

AODA reference:	<b>IASR sections 80.44</b>
Deadline and status:	January 1, 2016 deadline - <b>Compliant</b>
Action(s) required:	No action required.

Having in place a procedure for preventative and emergency maintenance of the accessible elements within the PMA's public spaces is a new accessibility requirement mandated under Ontario legislation. The following outlines how the PMA will maintain accessible elements within the site:

### **Recreational Trails**

Currently not applicable.

### **Outdoor public eating areas**

Public Works maintains the accessible features of the Heritage Pavilion: access for events, picnic table maintenance, garbage and recycling, as well as snow removal. The existing roof and lighting are scheduled for replacement in 2018.

### **Outdoor play spaces**

Public Works maintains the accessible playground, through regular inspections by City playground inspector, the top up of engineered wood fibre surface, garbage and recycling, grass cutting. The playground is not intended for use during the winter months.

### **Exterior paths of travel**

The City contracts a provider to ensure the accessible features of the walkways (snow removal, de-icing). City and PMA staff ensures lighting maintenance, the repair of heaved walkways, paint markings maintenance and clear access.

### **Accessible parking**

The City contracts a provider to ensure the accessible features of the walkways (snow removal, de-icing). City and PMA staff ensures lighting maintenance, the repair of heaved walkways, paint markings maintenance and clear access.

### **Service areas**

PMA staff inspect the accessible features of the service counters, such as the de-clutter of reception counter, maintenance of clear paths of travel to the reception desk, clear space in the reception counter knee space, and so on, at least twice daily.

### **Public Transportation**

City Transit provides drop-off and pick-up at the sidewalk to the PMA Main building, upon request, via the Ashburnham Street bus. Handi-Van bus service is also available upon request.

The PMA applies a City process to deal with temporary service disruptions when accessible elements in public spaces are not in working order. The PMA submits a Notice of Service Disruption to the Accessibility Office that includes information on what is out of service, when it's out of service, why it's out of service, what alternative services are available and the contact information to discuss the service disruption with an appropriate staff person. All service disruptions are posted on the main City website.

## Establishment of Customer Service Policies

AODA reference:	<b>IASR section 80.46</b>
Deadline and status:	January 1, 2010 deadline - <b>Compliant</b>
Action(s) required:	No action required.

**Background:** The PMA applies the City of Peterborough's policies and procedures on Accessible Customer Service Standards. These documents outline how the PMA provides goods, services and facilities to people with disabilities in a manner that follows the principles of dignity, independence, integration and equal opportunity.

## Use of Service Animals and Support Persons

AODA reference:	<b>IASR section 80.47</b>
Deadline and status:	January 1, 2010 deadline - <b>Compliant</b>
Action(s) required:	No action required.

**Background:** The PMA applies the City of Peterborough's procedures on Service Animals for People with Disabilities and Support Persons for People with Disabilities. The procedures outline many details such as how to identify service animals, how to treat service animals, where and when service animals are permitted, how to identify a support person, where support persons are permitted, how a support person shall behave, and admission fee for a support person.

## Notice of Temporary Service Disruptions

AODA reference:	<b>IASR section 80.48</b>
Deadline and status:	January 1, 2010 deadline - <b>Compliant</b>
Action(s) required:	No action required.

**Background:** The PMA applies the City of Peterborough's procedure on Temporary Service Disruptions. The procedure outlines when a notice of temporary service disruption is required, how to provide the notice and what is included in the notice.

## Accessible Customer Service Training

AODA reference:	<b>IASR section 80.49</b>
Deadline and status:	January 1, 2010 deadline - <b>Compliant</b>
Action(s) required:	No action required.

**Background:** The PMA applies the City of Peterborough's procedure on Accessible Customer Service Training. The procedure outlines the required content for training, record keeping requirements, who receives training, and training timelines.

## Feedback Process for Accessible Customer Service

AODA reference:	<b>IASR section 80.50</b>
Deadline and status:	January 1, 2010 deadline - <b>Compliant</b>
Action(s) required:	No action required.

**Background:** The PMA applies the City of Peterborough's procedure on Feedback for Accessible Customer Service. The procedure outlines how feedback can be received, how to respond to feedback, and how to notify the public about the feedback process.

## Format of Documents

AODA reference:	<b>IASR section 80.50</b>
Deadline and status:	January 1, 2010 deadline - <b>Compliant</b>
Action(s) required:	No action required.

**Background:** The PMA applies the City of Peterborough's procedure on Availability of Accessible Customer Service Documents. The procedure outlines that customer service policies and procedures will be available in accessible formats, in a timely manner, and at a cost that is no more than the regular cost charged to other people.

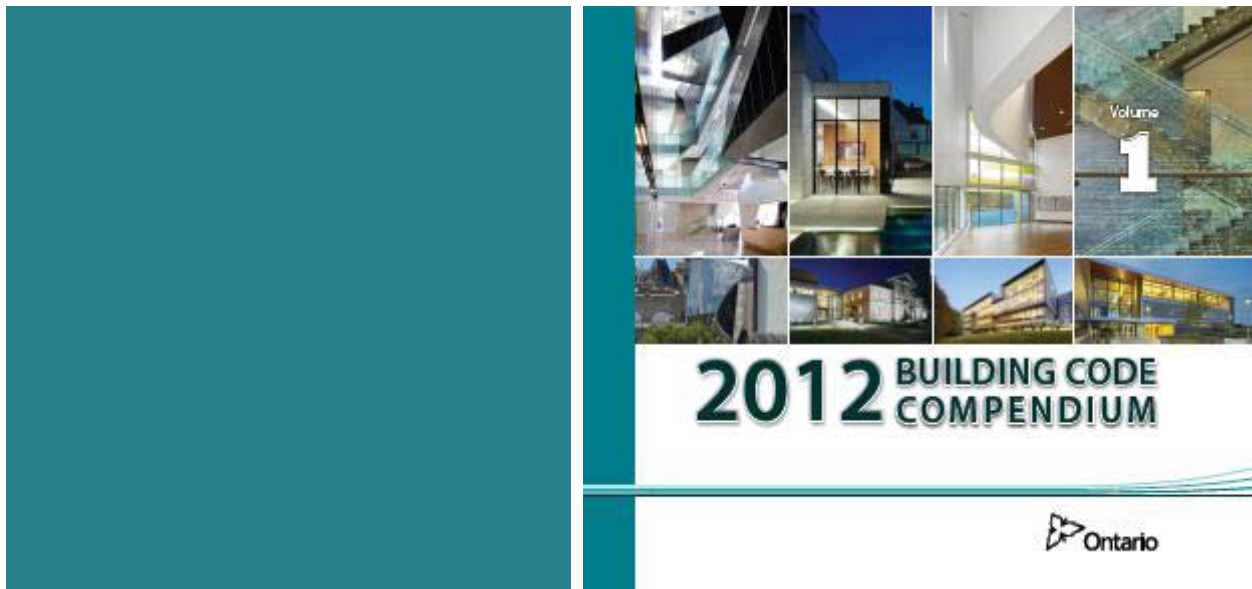
## Accessibility Reports

AODA reference:	<b>IASR sections 86.1</b>
Deadline and status:	Every 2 years - <b>Compliant</b>
Action(s) required:	1. City to file an accessibility report by December 31, 2017

The City is required by Ontario legislation to submit an accessibility report every two years. The latest accessibility report was filed in December 2017.



**Push button for the barrier-free door operator at the new Curatorial Centre**



### **Ontario's 2012 Building Code was amended on January 1, 2015**

The latest building code requirements have substantially enhanced accessibility through the Museum Renewal Project. The new 9,000 square foot Curatorial Centre and renovations to about 3,000 square feet of the Peterborough Museum & Archives' Main building are fully compliant with current accessibility legislation.

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## Status Report on Ontario's Building Code

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### Ontario Regulation 332/12 (OBC)

The OBC now substantially enhances accessibility in newly constructed buildings and existing buildings that are extensively renovated, maintaining Ontario's leadership role in barrier-free design.

The new 2015 requirements include better access to all storeys within a building, enhanced barrier-free paths of travel, and requirements that make apartment buildings easier to visit. For more information, refer to the [Ministry of Municipal Affairs and Housing's Ontario Building Code website](#).

([www.ontario.ca/laws/regulation/110191](http://www.ontario.ca/laws/regulation/110191))

The PMA consults with the Accessibility Office and the City's Accessibility Advisory Committee for all renovation and new construction projects to ensure an accessibility lens is applied throughout the project.

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## Resources

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Numerous resources can be found in the Accessibility section of the City's website at:  
[www.peterborough.ca/accessibility](http://www.peterborough.ca/accessibility)

### Quick Links

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

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

### Contact

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**Accessible service counter in the Peterborough Museum & Archives Main building.**

Peterborough Museum & Archives  
Accessibility Plan  
2017 to 2022

