



# **Municipality of Marmora and Lake**

## **ACCESSIBILITY PLAN**

**Last Updated: July 15, 2010**

## *A Message from Reeve Terry Clemens*

January 1, 2010

Welcome to the Marmora and Lake Accessibility Plan!

The Municipality of Marmora and Lake is proud to be actively working towards a barrier free accessible community environment. The Accessibility Advisory Committee has been working diligently to ensure that a high quality of life exists for everyone in the community. This accessibility plan promotes the principals of dignity, independence, integration and equal opportunity. These are qualities that all members of our community should enjoy. We look forward to implementing this plan and serving you better!

Yours truly,

Terry Clemens  
Reeve



## **TABLE OF CONTENTS**

Section 1: Municipal Jurisdiction .....	4
1.1 Municipal Information.....	4
1.2 Key Contacts.....	4
1.3 Executive Summary.....	5
1.4 Accessibility Planning Objectives.....	6
1.5 The Marmora and Lake Accessibility Advisory Committee.....	7
Section 2: Legislative (ODA) Content.....	7
2.1 Accessibility for Ontarians with Disabilities Act.....	7
2.2 Customer Service Standards.....	9
Section 3: Accessibility Issues Identified.....	10
3.1 Accessibility Issues Identified.....	10
3.2 Accessibility Renovations 2009.....	13
Section 4: Accessibility Accomplishments to Date.....	13
4.1 Municipality of Marmora and Lake Achievements.....	13
Section 5: Conclusion.....	16
Appendices	
Appendix 1: Glossary of Terms.....	17
Appendix 2: Types of Disability and Functional Limitations.....	18
Appendix 3: Municipality of Marmora and Lake Customer Service Standard.....	22
Appendix 4: Customer Service Feedback Form.....	27
Appendix 5: Accessibility Advisory Committee Terms of Reference.....	29
Appendix 6: Marmora and Lake Accessibility Advisory Committee Terms of Reference.....	30
Appendix 7: Customer Service Training Outline.....	33
Appendix 8: Media Coverage.....	34



## Section 1: Municipal Jurisdiction

### 1.1 Municipal Information

The Accessibility Plan contained on the following pages is relevant to the policies and programs under the jurisdiction of the Corporation of the Municipality of Marmora and Lake.

Population: 3915 as per 2006 Census

### 1.2 Key Contacts

Ron Chittick  
CAO  
Municipality of Marmora and Lake  
12 Bursthall St  
Marmora, ON K0K2M0  
613-472-2629 ext.2227  
1-866-518-2282  
Fax: 613-472-5330  
marmorarc@bellnet.ca

Linda Bracken, Councillor  
Marmora and Lake Accessibility Advisory Committee  
Municipality of Marmora and Lake  
12 Bursthall St  
Marmora, ON K0K2M0  
613-472-2629  
1-866-518-2282  
Fax: 613-472-5330  
marmoralb@bellnet.ca



### 1.3 Executive summary

This document is the Municipality of Marmora and Lake's roadmap to improve accessibility within our community and to meet new government guidelines. This document was prepared in consultation with the Marmora and Lake Accessibility Advisory Committee, various stakeholders and the AMCTO. For more information on when the Marmora and Lake Accessibility Advisory Committee meets please visit our website at [www.marmoraandlake.ca](http://www.marmoraandlake.ca) and choose Accessibility Initiatives from the menu selection.

This plan contains review of accessibility initiatives undertaken to date and offers a summary of barrier prevention measures that the Municipality of Marmora and Lake has in place. Staff will closely monitor the *Accessibility for Ontarians with Disabilities Act*, AODA 2005, implement uncompleted actions and will move forward with new initiatives. Planned strategic actions are outlined in Section 2 of this document.



## 1.4 Accessibility Planning Objectives

The objectives of the Municipality of Marmora and Lake's accessibility planning process are outlined below:

- Work towards becoming a benchmark community in providing barrier free access to citizens and visitors;
- Identify, remove (where possible) and prevent all types of barriers to access for people with disabilities;
- Engage the Marmora and Lake Accessibility Advisory Committee in barrier identification process;
- Cultivate an operating environment to prevent the formation of future barriers;
- Undertake appropriate building retrofits to improve the usability of the physical environment for a wide spectrum of users;
- Meet the requirements as outlined in AODA; and,
- Seek funding opportunities to support these goals.

To achieve these objectives the Accessibility Advisory Committee recommends the following:

- Continue to gather information on barriers from the Accessibility Advisory Committee;
- Continue to raise public education and accessibility awareness;
- Ongoing review of selected policies, programs, practices and services to determine their impact on accessibility;



- Continue to monitor AODA legislation and to comply in a proactive manner; and,
- Continue to source resources to help achieve goals.

## 1.5 The Mandate of the Marmora and Lake Accessibility Advisory Committee

The mandate of the Marmora and Lake Accessibility Advisory Committee is to advise and assist the Municipality of Marmora and Lake, including agencies, boards and commissions, in developing and facilitating a barrier-free community. The goal of this committee is to provide universal access for all people, including all ages and abilities, an overall functional environment, which will benefit everyone and offer equal opportunity to employment, community services and volunteer experiences. The committee is focused on developing policies that promote the principles of dignity, independence, integration and equal opportunity. The committee is comprised of up to 5 citizens representing a broad spectrum of people with and without disabilities, one Councillor and members of staff as required.

All meetings are open to the public and citizens are urged to use these meetings as a forum to explore accessibility issues and initiatives in the community. Visit [www.marmora.info](http://www.marmora.info) to view the Committee's meeting schedule.

## Section 2: Legislative (AODA) Requirements

### 2.1 Accessibility for Ontarians with Disabilities Act

Ontario has an important law. It's called the Accessibility for Ontarians with Disabilities Act, 2005. It's the first of its kind in Canada. People with disabilities



should have the same kind of opportunities as everyone else. They should be able to do the things that most of us take for granted — going to work or school, shopping, taking in a movie or eating out. That's the goal of Ontario's legislation. Businesses and organizations who provide goods and services to people in Ontario will have to meet certain accessibility standards in five important areas of our lives: Customer service, transportation, information and communications, built environment, employment. The Customer Service Standard Policy is the first standard that we are required to comply to. The Municipality of Marmora and Lake has developed this policy and are ensuring that all staff and volunteers in the community are trained.

Provincial Standards will be set in both the public and private sectors to address the full range of disabilities – including physical, sensory, mental health, developmental and learning. Each standard will be developed by a committee that includes people with disabilities or their representatives, representatives of industries or sectors and government ministries. Five sets of standards are planned: Customer Service (January 1 2010), Transportation, Information & Communications, Built Environment and Employment. The AODA is administered by the Accessibility Directorate of Ontario (the "ADO") of the Ministry of Community & Social Services. The ADO can investigate compliance and issue compliance orders. Failure to comply is subject to substantial fines.

The Municipality of Marmora and Lake will be working towards the requirements of the upcoming standards when the details are released from the province

- Transportation Standard
- Information & Communications Standard
- Built Environment Standard



- Employment

## 2.2 Customer Service Standards

The Ontario Government is issuing five sets of standards under the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") to achieve the vision of a barrier-free Ontario by 2025. The first set are the Accessibility Standards for Customer Service, Ontario Regulation 429/07 ("OR 429/07"). These are now the law. By January 1, 2010, municipalities must have policies, practices and procedures for:

- customer service
- assistive devices
- service animals
- support persons
- notice of temporary disruptions
- training, and
- Customer feedback.

Municipalities must also ensure that staff and others delivering services receive appropriate training.



## Section 3: Accessibility Issues Identified

### 3.1: Accessibility Issues Identified

The following table outlines the accessibility issues identified by the Accessibility Advisory Committee.

Accessibility Issue	Action	Responsibility	Timing
Accessibility for Ontarians Act, AODA 2005	Monitor progress of AODA Accessibility standards and ensure compliance with regulations and standards as they become available.  Provide input to AODA Standards Development Committees, AMO and AMCTO  Educate municipal staff on the requirements of the AODA	Accessibility Advisory Committee/CAO	Ongoing
Communications	Ensure that the public is	Accessibility Advisory	Ongoing



Municipality of Marmora and Lake Accessibility Plan

	aware of accessibility issues. Provide updates and educational opportunities.	Committee/CAO/Staff	
Ensure Municipal buildings are accessible/barrier free	<p>Barriers have been identified for the following buildings:</p> <ul style="list-style-type: none"> <li>➤ Town Hall/Municipal Office</li> <li>➤ Tourism Centre</li> <li>➤ Arena/Community Centre</li> <li>➤ Works Office</li> <li>➤ Medical Centre</li> <li>➤ Curling Club</li> <li>➤ Booster Park</li> <li>➤ Beach House</li> </ul> <p><b>* See 3.2 for a listing of needed renovations</b></p>	Accessibility Advisory Committee/CAO/Staff	On-going
Promote the community as accessibility friendly	<p>Develop working relationships with associations for people with disabilities.</p> <p>Establish relationships</p>	Accessibility Advisory Committee/Staff	Ongoing



Municipality of Marmora and Lake Accessibility Plan

---

	with local Community Living Access Centres		
Implement the Municipal Accessibility Plan	Make the policy available at Municipal Office and on the municipal website. Make policy available in print, large print and on the website	Staff	Ongoing
Assist business owners and community organizations in meeting their obligations to AODA	Provide resource material to business owners/community groups.  Post information on website	Staff	Ongoing
Develop more resources to support accessibility initiatives	i.e. Braille Business Cards	Staff	Ongoing



### 3.2: Accessibility Renovations / Planning 2010

The following table represents the renovations that are required to reduce barriers. The Municipality of Marmora and Lake will be applying to the Ontario Trillium Foundation to secure funding to help with these accessibility improvements

<b>Building</b>	<b>Summary of Renovations</b>
Town Hall	Lower level washroom and doorway widening
Curling Club	Door Operators, Washroom Renovations, Ramp, Elevator
Booster Park	Showers/Washrooms
Marmora Beach House	Door operators
Tourist Centre	Entrance operators Estimated cost \$5860.00
Medical Centre	Front entrance ramp door and operators. Lower level washroom and operator. Estimated cost: \$13800.00
Roads Works Office	Operators on Entrance doors. Estimated cost: \$3800.00
Town Works Office	Entry door and operators. Estimated cost: \$4020.00

## Section 4: Accessibility Highlights to Date

### 4.1 Municipality of Marmora and Lake Achievements

The following table outlines the accomplishments made by the Accessibility Advisory Committee and Municipality of Marmora and Lake.

<b>Accessibility Issue</b>	<b>Summary of Measures Taken</b>
Establish an Accessibility Advisory Committee	The Accessibility Advisory Committee was established in 2006. Their goals are to create a barrier free community that contributes to a better quality of life for citizens and visitors.
Identify needs within the community	The Accessibility Advisory Committee identified access issues within the community. This is an ongoing process.
Plan to address	The Accessibility Advisory Committee created a



<p>barriers within the community.</p>	<p>plan that implemented the following improvements to minimize barriers within the community:</p> <ul style="list-style-type: none"> <li>➤ Increased disabled person parking</li> <li>➤ Memorial Park and the Tourist Information Centre is barrier free and meets accessibility standards. The park trail and picnic areas will accommodate wheelchairs and are well maintained. Picnic tables are wheelchair accessible.</li> <li>➤ The Dr Crawford Memorial Arena/Community Centre is equipped with a lift to help transport people to the second floor so they can participate in the various community events that take place at this venue.</li> <li>➤ Council meetings relocated to town hall to support improved access.</li> <li>➤ Sound system installed in town hall to support hearing impaired individuals</li> <li>➤ Marmora and Lake library is wheelchair accessible with a ramp to enter and operators on the doors</li> </ul>
<p>Communications</p>	<p>The Accessibility Advisory Committee has improved public communications. Meeting dates have been posted on the website as well as a link for accessibility initiatives so the public remains informed</p>
<p>AODA Implementation</p>	<p>Developed Customer Service Standard Policy and trained all staff and volunteers within the</p>



Customer Service Standard	organization. Continue to do this on an on-going basis for new staff and volunteers.
Physical Renovations 2009	<p>With the help of an Ontario Trillium Foundation Grant the following renovations were completed in 2009:</p> <ul style="list-style-type: none"> <li>• Arena/Community Hall - Entrance, ice pad operator, viewing pad door operator, main door 2<sup>nd</sup> floor operators, washrooms 2<sup>nd</sup> floor Estimated cost: \$36248.00</li> <li>• Town Hall - Entrance with operators, washrooms widening hall upstairs, rear entrance. Estimated cost: \$16136.00 1<sup>st</sup> floor washroom, inside door widened. Estimated cost: \$7245.00</li> <li>• Deloro Hall - Entrance door and operators, washrooms made accessible. Estimated cost: \$11566.00</li> </ul>
Launched Scent Free Encouragement Program	In 2010 we launched our Municipal Scent-Free Encouragement Program educating staff and visitors on scent related issues.
Accessible Elections	The Accessibility Committee has purchased magnifiers to help people read ballots as needed. Residents have also been informed they can vote by proxy.
Medical Centre Renovations	In 2010 the interior door was made accessible.

## Section 5: Conclusion



Accessibility Planning is about meeting the needs of all citizens. Council, staff and the Marmora and Lake Accessibility Advisory Committee are working hard to make Marmora a caring and inclusive community. Seeking advice from people with disabilities and using that information to bring about change has worked well to break down all types of barriers in Marmora and Lake. Input and partnerships from the community has also increased our knowledge about accessibility issues in the community.

The contributions of those people dedicated to improving access in our community are appreciated and applauded. Working together for a common good is the best way to reach our goals. Thank you for your interest in the Accessibility Program and reviewing the Marmora and Lake Accessibility Plan.

Please contact the Municipality of Marmora and Lake if you have any further questions or visit [www.marmora.info](http://www.marmora.info).

Municipality of Marmora and Lake  
12 Bursthall St  
Marmora, Ontario  
K0K2M0  
Phone: 613-472-2629  
Toll Free: 1-866-518-2282  
Fax: 613-472-5330  
[marmorarc@bellnet.ca](mailto:marmorarc@bellnet.ca)



## Appendix 1: Glossary of Terms

### **What is a disability?**

The AODA adopts the broad definition for disability that is set out in the Ontario Human Rights Code. “Disability” is:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- d) A mental disorder
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act 1997.

### **Barriers**

A “barrier” is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

An example of each of the different kinds of barriers is shown below:

<b>Barrier Type</b>	<b>Example</b>
Physical	A door knob that cannot be operated by a person with limited upper-body mobility and strength
Architectural	A hallway or door that is too narrow for a wheelchair or scooter
Informational	Typefaces that are too small to be read by a person with low vision
Communicational	A professor who talks loudly when addressing a deaf student
Attitudinal	A receptionist who ignores a customer in a wheelchair
Technological	A paper tray on a laser printer that requires two strong hands to open
Policy/Practice	A practice of announcing important messages over an intercom that people with hearing impairments cannot hear



clearly
---------

## Appendix 2: Types of Disability and Functional Limitations

A person's disability may make it physically or cognitively hard to perform everyday tasks. Listed below are different kinds of disabilities and the effects of these limitations on an individual's ability to perform everyday tasks.

### 1. Physical

---

Physical disabilities include minor difficulties moving or coordinating a part of the body, muscle weakness, tremors and in extreme cases, paralysis in one or more parts of the body. Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendonitis.

Physical disabilities affect an individual's ability to:

- Perform manual tasks, such as hold a pen, grip and turn a key, type on a keyboard, click a mouse button, and twist a doorknob
- Control the speed of ones movements
- Coordinate one's movements
- Move rapidly
- Experience balance and orientation
- Move one's arms or legs fully e.g. climb stairs
- Move around independently e.g. walk any distance, easily get into or out of a car, stand for an extended period of time
- Reach, pull, push or manipulate objects
- Have strength or endurance

### 2. Sensory

---

#### Hearing

Hearing loss includes problems distinguishing certain frequencies, sounds or words, ringing in the ears and total profound deafness. A person who is deaf, deafened or hard-of-hearing may be unable to use a public telephone, understand speech in noisy environments or pronounce words clearly enough to be understood by strangers.

#### Speech



Speech disability is a partial or total loss of the ability to speak. Typical voice disorders include problems with:

- Pronunciation
- Pitch and loudness
- Hoarseness or breathiness
- Stuttering or slurring

### **Vision**

Vision disabilities range from slightly reduced visual acuity to total blindness. A person with reduced visual acuity may have trouble reading street signs, recognizing faces or judging distances. They might find it difficult to maneuver, especially in an unfamiliar place. He or she may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night or require bright lights to read. Most people who are legally blind have some vision.

### **Deaf-blind**

Deaf-blindness is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living. Deaf-blind disabilities interfere with communication, learning, orientation and mobility.

### **Smell**

Smell disability is the inability to sense, or a hypersensitivity to odours and smells. A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

### **Taste**

Taste disability limits the ability to experience the four primary taste sensations: sweetness, bitterness, saltiness and sourness. A person with a taste disability may be unable to identify ingredients in food, spoiled food or noxious substances.

### **Touch**

Touch disability alters the ability to sense surfaces and their texture or quality, including temperature, vibration and pressure. Touching sensations may be heightened, limited, absent (numbness), or may cause pain or burning. A person with a touch disability may be unable to detect (or be insensitive to) heat, cold or changing temperatures. Alternatively a person with a touch disability may be hypersensitive to sound, physical vibrations or heated surfaces of air.

## **3. Cognitive**

---



### **Intellectual**

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (Downs Syndrome), exposure to environmental toxins (Fetal Alcohol Syndrome), brain trauma and psychiatric conditions,

A person with an intellectual disability may have difficulty with:

- Language: understanding and using spoken or written information
- Concepts: understanding cause and effect
- Perception: taking in and responding to sensory information
- Memory: retrieving and recognizing information from short or long-term memory
- Recognizing problems, problem solving and reasoning

### **Mental Health**

There are three main kinds of mental health disabilities:

- Anxiety: a state of heightened nervousness or fear related to stress
- Mood: sadness or depression
- Behavioral: being disorganized; making false statements or inappropriate comments; telling distorted or exaggerated stories

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behaviour; be perceived as being pushy or abrupt; start laughing or get angry for no apparent reason.

### **Learning**

Learning disabilities are disorders that affect verbal and non-verbal information acquisition, retention, understanding, processing, organization and use. People with learning disabilities have average or above average intelligence, but take in information, retain it, and express knowledge in different ways. Learning disabilities affect reading comprehension and speed; spelling; the mechanics of writing; manual dexterity; math computation; problem solving; processing speed; the ability to organize space and manage time; and orientation and way finding.

### **4. Other**

---

Disabilities result from other conditions, accidents, illnesses and diseases, including ALS (Lou Gehrig Disease), asthma, diabetes, cancer, HIV/AIDS,



environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.



## **Appendix 3 – Customer Service Standard Policy and Procedures**

### **Municipality of Marmora and Lake Customer Service Standard**

---

#### **1.0 Our mission**

The mission of the Municipality of Marmora and Lake is to provide universal access for all people, including all ages and abilities, an overall functional environment, which will benefit everyone and offer equal opportunity to employment, community services and volunteer experiences.

#### **2.0 Our commitment**

In fulfilling our mission, the Municipality of Marmora and Lake strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

#### **3.0 Providing goods and services to people with disabilities**

The Municipality of Marmora and Lake is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

##### **3.1 Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.



Communications will be available in various formats including; hardcopy, email, in person and by phone.

### **3.2 Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by alternative methods i.e. email, handwriting etc. if telephone communication is not suitable to their communication needs.

### **3.3 Assistive devices**

We are committed to serving people with disabilities, who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. A staff member will be available to assist people with disabilities as needed.

### **3.4 Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request:

- Hard copy
- Large print
- Email

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

### **4.0 Use of service animals and support persons**



We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Municipality of Marmora and Lake's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

#### **5.0 Notice of temporary disruption**

The Municipality of Marmora and Lake will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises. It will also be posted on the municipal website and on the community sign. (See sample service disruption letter in appendix 5.)

#### **6.0 Training for staff**

The Municipality of Marmora and Lake will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in all departments



will be trained. Training will also be provided to volunteers. Training will be provided annually ensuring all new staff and volunteers have participated

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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
- What to do if a person with a disability is having difficulty in accessing the Municipality of Marmora and Lake's goods and services
- The Municipality of Marmora and Lake's policies, practices and procedures relating to the customer service standard.

Applicable staff and volunteers will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff and volunteers will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### **7.0 Feedback process**

The ultimate goal of the Municipality of Marmora and Lake is to meet and surpass customer expectations while serving customers with disabilities. Comments on our



services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Municipality of Marmora and Lake provides goods and services to people with disabilities can be made by completing a customer feedback form (refer to appendix 4). Feedback may also be given in person, by phone and email. Customer feedback forms will be available at the municipal office, the tourism centre and on the website. Feedback forms will be available annually with tax bills. All feedback will be directed to the CAO and the Accessibility Advisory Committee. The Accessibility Advisory Committee will make recommendations to effectively and efficiently remediate any critical issues. This committee meets monthly and will review feedback on a monthly basis.

### **8.0 Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of the Municipality of Marmora and Lake that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### **9.0 Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the CAO and the Accessibility Advisory Committee.



## Appendix 4 – Accessible Customer Service Feedback Form

### Municipality of Marmora and Lake Customer Service Feedback Form

---

Thank you for visiting the Municipality of Marmora and Lake. We value all of our customers and strive to meet everyone's needs.

1. Please tell us the date and time of your visit: \_\_\_\_\_

2. Did we respond to your customer service needs today?

Yes

No

3. Was our customer service provided to you in an accessible manner?

Yes

No (Please explain below)

---

---

---

---

4. Did you have any problems accessing our goods and services?



Yes (Please explain below)

Somewhat (Please explain below)

No

---

---

---

---

5. Please add any other comments you may have:

---

---

---

---

6. Contact information (optional): \_\_\_\_\_

**The Municipality of Marmora and Lake thanks you for your input!**



## Appendix 5 – Sample Documents for Notifying the Public about Disruptions in Service

### Sample 1

---

Dear Customers,

The \_\_\_\_\_ (indicate what will be out of service) \_\_\_\_\_ will be out of service from \_\_ (Date) \_\_\_\_\_ to \_\_ (Date) \_\_\_\_\_ for \_\_\_\_\_ (State Reason) \_\_\_\_\_ . We regret any inconvenience this may cause. If you have questions or concerns, please call 613-472-2629.

Thank you

Municipality of Marmora and Lake  
12 Burstall St  
Marmora, Ontario  
K0K2M0



## **Appendix 6 - Accessibility Advisory Committee Terms of Reference**

### Marmora and Lake Accessibility Advisory Committee Terms of Reference

#### **1. PURPOSE**

The purpose of the Marmora and Lake Accessibility Advisory Committee is to develop and facilitate a barrier free community. The goal of this committee is to provide universal access for all people, including all ages and abilities, an overall functional environment, which will benefit everyone and offer equal opportunity to employment, community services and volunteer experiences. The Marmora and Lake Accessibility Committee, a Committee of Council will make recommendations to Council and the CAO.

#### **2. MEMBERSHIP**

The Marmora and Lake Accessibility Advisory Committee shall be comprised of up to 5 members who are appointed by council. The public will be welcome to attend meetings and share opinions. All decisions will be the responsibility of the appointed committee. The Committee shall comprise:

- One Member of Council
- Up to five (5) Citizen Representatives who represent the disabled community.
- Municipal Staff as required
- A Chairperson of the Committee will be appointed by majority vote of Committee members.

To ensure input from all parts of the municipality the Accessibility Advisory Committee shall make an effort to appoint representatives from the municipality who represent a broad cross-section of the economy and geography.

#### **3. TERM**

The Committee members shall be appointed for the term of Council.



#### **4. DUTIES AND FUNCTIONS**

The following are main duties and functions of Committee members:

- Advising during the development of accessibility improvement strategies and barrier free design initiatives;
- Advising on the development of annual accessibility action plans;
- Identifying accessibility barriers within the community
- Acting as ambassadors/champions for certain new initiatives;
- Being the “eyes and ears” of the Accessibility Advisory Committee within the municipality;

#### **5. TASK GROUPS**

On occasion, the Committee may want to tackle specific issues relating to identifying community barriers and improving accessibility within the community. The Committee may strike “Task Groups” around specific projects when required. A Task Group shall be more implementation oriented, have a defined expiry date and can include interested members of the Committee as well as other interested members of the public or specific organizations who need to be involved.

#### **6. MEETING TIMES AND LOCATIONS**

Meetings will be held on a set day and time as may be determined by the Committee or at the call of the Chair. The location of the meetings will be determined and announced by the Accessibility Advisory Chairperson.

#### **7. MEETING ATTENDANCE**

Any member of the Committee, who misses three consecutive meetings, without being excused by the Committee, may be removed from the Committee and replaced. The Committee must make recommendations, by a report to council for the removal of any member.

#### **8. STAFF SUPPORT**



Staff may be assigned to assist the Accessibility Advisory Committee. They will attend meetings as necessary, act as a staff resource, and provide the Committee with technical assistance, but will not constitute a voting member.

## **9. REPORTS**

Minutes of all meetings of the Committee shall be forwarded to the Municipal Clerk to be placed on a Council agenda to be received for information. Committee recommendations to Council shall be put forward in a written report to Council.

## **10. AMENDMENTS**

These terms of reference may be amended by a majority vote of the Accessibility Advisory Committee. The proposed amendment will be circulated with the Committee agenda in advance of a regularly scheduled meeting to provide all members the opportunity to consider the proposed amendment.



## Appendix 7 – Sample Staff/Volunteers Training Agenda

### Sample Agenda

9:00 – 9:15	Welcome, discuss purpose of training, review materials.
9:15 – 9:30	Awareness Quiz from “Training Resource”
	“Talk To Me” Serving Customers with Disabilities (15min)
9:30 – 10:15	“Serve-Ability” Learning Session (Outline Below)
	<ol style="list-style-type: none"><li>1. Purpose of the act</li><li>2. Requirements of the customer service standard</li><li>3. Serving customers with disabilities</li><li>4. Service animals</li><li>5. Support persons</li><li>6. Assistive devices</li><li>7. If there are difficulties accessing your services</li></ol>
10:15 – 10:30	Test Your Knowledge Quiz
10:30-10:45	Questions and Answers



## Appendix 8 – Media Coverage

### EMC Shield Jan 21<sup>st</sup> 2010



**A January 25 ribbon cutting took place at the Marmora Community Centre to mark the completion of accessibility upgrades to the town hall, Arena/Community Centre and Deloro Community Centre. The work was made possible through \$50,000 in funding from the Ontario Trillium Foundation (OTF). On hand for the occasion were Arena Manager Curtis Trimble, Councillor Cathie Jones, OTF volunteer Marty Halloran, Economic Development Co-ordinator Typhany Choinard, Reeve Terry Clemens, MPP Leona Dombrowsky, Councillor and Chair of the local accessibility committee Linda Bracken, committee member Tom Speiran, Councillor Bonnie Danes and committee member Paul Gabourie.  
Photo: Judy Backus**

By Judy Backus

Marmora - At the outset of the January 25 official ribbon cutting that marked the completion of accessibility upgrades to the town hall, the Arena/Community Centre and the Deloro Community Centre, all of which were made possible through a \$50,000 Ontario Trillium Foundation Grant, Reeve Terry Clemens thanked MPP Leona Dombrowsky for her continued support of Marmora and Lake.

Clemens recognized the efforts of the local accessibility committee, chaired by Councillor Linda Bracken, which worked toward satisfying legislation designed to make the community more accessible to all. He went on to thank municipal staff members, including Building Inspector Reg McCurdy, Arena Manager Curtis Trimble, and Economic Development Co-ordinator Typhany Choinard for their input in the endeavour. Clemens listed the improvements, including the installation of self openers on the building doors, improvements to washrooms, upgrades to the viewing pad and the installation of operators on the ice pad doors at the arena, along with an improved entrance to the Community Centre, all of which are in keeping with the Ontarians With Disabilities Act, designed to ensure that all municipal facilities are accessible to all residents who, as a media release explains, "are trying to access goods, services, recreational and social activities." In the same release, Bracken commented, "On behalf of the Marmora and Lake Accessibility

Committee we would like to express our gratitude and appreciation for the funding. This funding is allowing access for all people including all ages and abilities an equal opportunity to enjoy being able to access each one of our facilities and events independently.” Marty Halloran, in his fifth year as a volunteer with the foundation, explained that it was an agency of the Ontario government and had an annual budget of \$120 million. In congratulating Marmora and Lake on the success of its application, Halloran pointed out that for every dollar given out in the area, the agency is asked for \$6. Dombrowsky explained how the Ontario Lottery Gaming Corporation provided resources to the government of Ontario which has committed \$120 million to support the work of the Ontario Trillium Foundation. She went on to congratulate the municipality for the success of its application, for as she outlined in the media release, “These improvements will provide residents and visitors with easier and safe access to recreational and municipal facilities.”

