

TOWN OF LINCOLN 2003 ACCESSIBILITY PLAN INTRODUCTION THE PURPOSE OF THE ONTARIANS WITH DISABILITIES ACT (ODA) IS "TO IMPROVE OPPORTUNITIES FOR PERSONS 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" (ODA, 2001). ORGANIZATIONS NAMED UNDER THE ACT, ARE REQUIRED TO DEVELOP, ADOPT AND MAKE PUBLIC AN ACCESSIBILITY PLAN. THE PLAN "WILL IDENTIFY BARRIERS IN POLICIES, PROGRAMS, PRACTICES AND SERVICES THAT AFFECT PEOPLE WITH DISABILITIES AND WILL ARTICULATE STEPS TO BE TAKEN TO REMOVE IDENTIFIED BARRIERS AND PREVENT NEW ONES (ODA, 2001). IN COMPLIANCE WITH THE ONTARIANS WITH DISABILITIES ACT (ODA) THIS ACCESSIBILITY PLAN HAS BEEN CREATED BY THE JOINT ACCESSIBILITY ADVISORY COMMITTEE (JAAC). THE JAAC CONSISTS OF REPRESENTATIVES FROM SIX MUNICIPALITIES (LINCOLN, WEST LINCOLN, THOROLD, PELHAM, NIAGARA-ON-THE-LAKE, AND GRIMSBY) WHO HAVE JOINED TOGETHER TO OVERSEE AND DIRECT ODA COMPLIANCE ACTIVITIES. THE COMMITTEE CONSISTS OF A MAJORITY OF PEOPLE WITH DISABILITIES AS WELL AS LOCAL CITIZENS AND LOCAL COUNCIL REPRESENTATIVES. A LISTING OF JAAC MEMBERS IS INCLUDED IN APPENDIX A. ASSISTANCE IN DRAFTING THIS ACCESSIBILITY PLAN WAS GIVEN BY DONNA HERRINGTON OF THE HERRINGTON GROUP WHO WAS HIRED BY THE JAAC MUNICIPALITIES TO ASSIST THE COMMITTEE FULFILL ITS MANDATE. THE HERRINGTON GROUP IS A NIAGARA-BASED CONSULTING FIRM SPECIALIZING IN PLANNING AND MANAGEMENT SERVICES. FOCUS OF THE PLAN THE JAAC CHOSE TO FOCUS ITS FIRST ACCESSIBILITY PLAN ON MUNICIPAL OFFICES AND LIBRARIES. BY DOING SO, WE HOPED TO CREATE ACCESSIBLE FACILITIES, POLICIES AND PRACTICES THAT CAN BE USED AS MODELS FOR OTHER ORGANIZATIONS IN THE COMMUNITY. BY BEGINNING HERE THE PLAN BEGINS AT THE HEART OF EVERY COMMUNITY, IN THOSE PLACES WHERE PEOPLE HAVE OPPORTUNITIES TO PARTICIPATE IN FULL CITIZENSHIP AND ACCESS INFORMATION. LIBRARIES HAD THE OPTION OF CHOOSING WHICH BRANCH WAS AUDITED FOR THIS FIRST PLAN. OTHER BRANCHES, NOT INCLUDED IN THIS REPORT, WILL BE INCLUDED IN SUBSEQUENT PLANS. THE PLAN INCLUDES THE FOLLOWING BARRIER CATEGORIES: INFORMATION/COMMUNICATION/ TECHNOLOGY; ATTITUDINAL/POLICY/PRACTICE AND PHYSICAL ARCHITECTURAL. IT ALSO ADDRESSES PRESENT AND POTENTIAL BARRIERS FACED BY PERSONS LIVING WITH A VARIETY OF DISABILITIES. METHODOLOGIES USED IN BARRIER IDENTIFICATION THE HERRINGTON GROUP'S CREATED A CUSTOMIZED ASSESSMENT TOOL THAT WAS USED BY THE JAAC FOR THIS PROJECT. STANDARDS USED IN THE ASSESSMENT TOOL WERE TAKEN FROM THE CANADIAN STANDARDS ASSOCIATION, THE ONTARIO BUILDING CODE AND VARIOUS DISABILITY- RELATED ORGANIZATIONS INCLUDING THE CANADIAN NATIONAL INSTITUTE FOR THE BLIND, THE CANADIAN HEARING SOCIETY, THE CANADIAN LEARNING DISABILITIES ASSOCIATION AND THE CANADIAN MENTAL HEALTH ASSOCIATION FOR YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY COMMITTEE OF LINCOLN, WEST LINCOLN, THOROLD, PELHAM, NIAGARA-ON-THE-LAKE, AND GRIMSBY THE HERRINGTON GROUP ON OBER 28, 2001 WHEN ADDRESSING ARCHITECTURAL/ PHYSICAL BARRIERS, UNLESS NOTED, THE JAAC CHOSE TO USE THE CANADIAN STANDARDS ASSOCIATION (CSA) - BARRIER-FREE DESIGN (1997) AS THE BASIS FOR ITS RECOMMENDATIONS. (PLEASE NOTE THAT ALTHOUGH THE CSA NAMES ITS GUIDELINES "BARRIER-FREE" THEY ARE BASED ON UNIVERSAL DESIGN PRINCIPLES). "THE UNIVERSAL DESIGN CONCEPT CONSIDERS THOSE CHANGES THAT ARE EXPERIENCED BY EVERYONE AS THEY GROW FROM INFANCY TO OLD AGE" (LEON PASTALAN). UNIVERSAL DESIGN THEREFORE, MOVES US BEYOND "SPECIAL" OR "HANDICAPPED" ACCOMMODATIONS, TO A UNIVERSALLY USABLE FACILITY FOR EVERYONE INCLUDING NOT ONLY PEOPLE WITH DISABILITIES BUT ALSO PREGNANT WOMEN, FAMILIES WITH CHILDREN IN STROLLERS AND OLDER PERSONS WHO MAY HAVE LIMITED STRENGTH, REDUCED AGILITY OR SENSORY DEFICITS. BARRIER-FREE DESIGN, ALTHOUGH USEFUL, FOCUSES ON CREATING SPECIFIED ACCOMMODATIONS ONLY USABLE TO PEOPLE WITH DISABILITIES. THIS OFTEN LEADS TO MODIFICATIONS WHICH ISOLATE INDIVIDUALS BOTH FIGURATIVELY AND LITERALLY (ACCESSIBLE ENTRANCES IN THE BACK OF BUILDINGS, CUMBERSOME AND INEFFECTIVE RAMPING SYSTEMS ETC.). UNIVERSAL DESIGN CREATES MORE EFFECTIVE ACCESSIBLE SPACES AND THROUGH ITS USAGE, CREATES A SENSE OF INCLUSION AND COMMUNITY. THE CSA BARRIER-FREE DESIGN STANDARDS ALLOW FOR GREATER ACCESSIBILITY THAN THE ONTARIO BUILDING CODE (OBC) REQUIREMENTS, WHICH PROVIDE ONLY MINIMUM STANDARDS. THIS DOES NOT IMPLY THAT A FACILITY WHICH MEETS THE ONTARIO BUILDING CODE SPECIFICATIONS IS NOT IN COMPLIANCE. THE JAAC CHOSE THE CSA STANDARDS AS THEY ARE THE MOST COMPLETE AND COMPREHENSIVE TOOL AVAILABLE FOR ACCESSIBILITY REQUIREMENTS IN CANADA TODAY. THEREFORE, IN THE LONG RUN, THE CSA STANDARD WILL ENSURE GREATER ACCESS WITH LESS NEED FOR FUTURE RETROFITS. WHEN ADDRESSING ATTITUDINAL, POLICY AND PRACTICE BARRIERS THE JAAC USED THE CANADIAN STANDARDS ASSOCIATION CUSTOMER SERVICE STANDARD THE MOST COMPREHENSIVE STANDARD AVAILABLE, WHICH WAS CREATED IN PARTNERSHIP WITH THE PROVINCE OF ONTARIO. THE JAAC DREW ON THE EXPERTISE OF DISABILITY ORGANIZATIONS, WHICH HAVE IN-DEPTH

UNDERSTANDING OF DIFFERENT DISABILITY NEEDS. THIS INCLUDES RECOMMENDATIONS FROM ORGANIZATIONS SUCH AS: THE CANADIAN ASSOCIATION FOR COMMUNITY LIVING, THE CANADIAN HEARING SOCIETY, THE CANADIAN MENTAL HEALTH ASSOCIATION; THE CANADIAN NATIONAL INSTITUTE FOR THE BLIND AND THE CANADIAN ASSOCIATION OF INDEPENDENT LIVING CENTRES. WHEN ADDRESSING INFORMATION, COMMUNICATION AND TECHNOLOGICAL BARRIERS THE COMMITTEE APPLIED RECOGNIZED STANDARDS DEVELOPED BY ORGANIZATIONS SUCH AS THE CANADIAN NATIONAL INSTITUTE FOR THE BLIND AND THE CANADIAN HEARING SOCIETY. IN TERMS OF WEB ACCESS, AS RECOMMENDED BY THE MINISTRY OF CITIZENSHIP'S ACCESSIBILITY DIRECTORATE, ACCESS GUIDELINES DEVELOPED BY THE WEB ACCESS INITIATIVE (W3 OR WWW.W3.ORG) WERE USED. THESE GUIDELINES HAVE BEEN ADOPTED WORLDWIDE AS THE STANDARD FOR CREATING FULLY ACCESSIBLE WEB SITES AND INTERNET TOOLS. REVIEW OF PAST ACCESSIBILITY INITIATIVES PART OF THE PLAN'S DEVELOPMENT PROCESS, INCLUDED A "HISTORICAL REVIEW" OF WHAT, IF ANYTHING, THE JAAC MUNICIPALITIES AND LIBRARIES HAD DONE TO DATE TO IMPROVE ACCESS FOR CITIZENS WITH DISABILITIES. MOST MUNICIPAL EFFORTS FOCUSED ON IMPROVING PHYSICAL ACCESSIBILITY: EITHER THROUGH THE CONSTRUCTION OF RELATIVELY NEW FACILITIES OR RETROFITTING EXISTING STRUCTURES, IMPROVING THE AVAILABILITY OF "ACCESSIBLE PARKING SPACES" AND ENSURING POLLING STATION ACCESSIBILITY. ALL LIBRARIES HAD AN AUDIO COLLECTION AND LARGE PRINT COLLECTIONS. ADAPTIVE TECHNOLOGY FOR COMPUTER STATIONS WAS ONLY FOUND IN ONE LIBRARY BUT IS A GOAL FOR MOST IN THEIR CAPITAL GRANT APPLICATIONS. ALL MUNICIPALITIES AND LIBRARIES WERE AWARE OF THEIR OBLIGATIONS TO PROVIDE ACCESS AND FELT OVERALL, THEIR SERVICES WERE ACCESSIBLE. ALL IDENTIFIED THEMSELVES AS "EQUAL OPPORTUNITY EMPLOYERS". FINALLY, ALL LIBRARIES AND MUNICIPALITIES EXPRESSED A COMMITMENT TO IMPROVING ACCESS, AND IN SOME CASES, THIS COMMITMENT IS PART OF THEIR RESPECTIVE STRATEGIC PLANS. DETAILS OF PRIOR EFFORTS TO INCREASE ACCESS FOLLOW. THIS INFORMATION IS REPEATED VERBATIM FROM THE HISTORICAL REVIEW QUESTIONNAIRES COMPLETED BY MUNICIPAL AND LIBRARY STAFF AND PROVIDED TO THE JAAC: FKR YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY COMMITTEE OF IULCOH, WEST LINCOLN, THOMLD, PELHAM, NIAGARA-ON-THE-LAKE, AND GRIMSBY THE HENBGTON GROUP ON OBER 28, 2003 TOWN OF LINCOLN - CURRENT MEASURES IN PLACE TO FACILITATE ACCESS ASSESSMENT CATEGORY SERVICE RELATED AND POLICY RELATED ACCESS PHYSICAL ACCESS ACCESS TO INFORMATION MUNICIPAL OFFICES FACILITIES MANAGER OR TOWN CLERK IS CONTACT FOR ACCESS ENQUIRIES TOWN COLLECTS STATISTICS AND OTHER DATA REGARDING ACCESSIBILITY FEATURES AND REQUIREMENTS OF TOWN MANAGED FACILITIES BUILDING BECAME MUNICIPAL OFFICES AFTER 1990 RENOVATION PARKING BY-LAW GOVERNING NUMBER OF DISABLED PARKING SPACES AVAILABLE AND THEIR CONFIGURATION, PARKING "EXEMPTIONS" FOR DISABLED PARKING PERMIT HOLDERS, AND FINES FOR ABUSE OF DISABLED PARKING SPACES ACCESSIBLE ENTRANCE EXISTS BESIDE MAIN ENTRANCE- HAS DOOR OPENER AND DESIGNATED PARKING SPACES DESIGNATED ACCESSIBLE WASHROOM EXISTS ON MAIN FLOOR DIRECTIONAL SIGNAGE EXISTS AND ALL PUBLIC SERVICES ON MAIN FLOOR FORMS ARE ALL ELECTRONIC (COMPUTER-BASED) CAN BE MADE IN LARGE PRINT UPON REQUEST PUBLIC LIBRARY MOSES F. RITTENHOUSE RANCH (VINELAND) SERVICE POLICY EXISTS BUT NEEDS TO BE UPDATED TO INCLUDE PEOPLE WITH DISABILITIES. GENERAL OPERATING PRACTICES ACKNOWLEDGE AND ACCOMMODATE ACCESS NEEDS (LARGE PRINT AND TALKING BOOK COLLECTION, OUTREACH SERVICES EXIST) ACCESS IS GOAL OF CAPITAL GRANT REQUESTS STRATEGIC PLAN SPECIFIES GOALS TO INCREASE PHYSICAL ACCESS FOR PEOPLE WITH DISABILITIES LIBRARY CEO IS MAIN CONTACT FOR ACCESS ENQUIRIES, WHO FEELS REASONABLY EQUIPPED TO RESPOND TO NEEDS STATISTICS ARE COLLECTED REGARDING USE OF TALKING BOOKS AND LARGE PRINT COLLECTION STAFF HAVE RECEIVED SOME DISABILITY AWARENESS TRAINING IN THE PAST BUILDING CONSTRUCTED IN 1996 PARKING AND MAIN ENTRANCE ACCESSIBLE AND HAS DOOR OPENER ONE-STOREY BUILDING-ALL SERVICES ON ONE FLOOR RECEPTION/CIRCULATION DESK IS ACCESSIBLE HIGH CONTRAST, LARGE PRINT SIGNAGE EXISTS WASHROOMS ARE ACCESSIBLE TO PERSONS USING WHEELCHAIRS MEETING ROOM IS ACCESSIBLE AND CAN BE CONFIGURED TO MEET SEATING NEEDS = WEBSITE HAS TEXT-ONLY OPTION = FORMS ARE COMPUTERIZED AND CAN BE CREATED IN LARGE PRINT UPON REQUEST = COMPUTER STATION IS ACCESSIBLE FOR PERSONS USING WHEELCHAIRS. ALSO EXTENSIVE ADAPTIVE TECHNOLOGY AND LARGE MONITOR (21") AND LARGE PRINT KEYBOARD EXISTS FOR PERSONS WITH VISUAL IMPAIRMENTS (ZOOM TEXT XTRA). TRAINING IN THIS EQUIPMENT IS AVAILABLE. FIFTH YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY COMMITTEE OF LINCOLN, WEST LINCOLN, THOMLD, PELHAM, NIAGARA-ON-THE-LAKE, AND GRIMSBY THE HENBGTON GROUP ON OBER 28, 2003 PLAN FORMAT THIS PLAN IS OFFERED AS A REFERENCE TOOL TO MUNICIPALITIES AND LIBRARIES TO ASSIST THEM IN PLANNING "ACCESS IMPROVING" INITIATIVES. THE PLAN BEGINS WITH REPORTS RELATING TO COMMON BARRIERS FOUND AMONG EACH MUNICIPALITY AND LIBRARY. RESULTS ARE PRESENTED IN A CHART FORM TO FACILITATE EASY REVIEW OF RESULTS BY COUNCILS AND

LIBRARIES. THE CHART PROVIDES ALL NECESSARY INFORMATION, IN A SUCCINCT FORMAT, RELATING TO WHY THE BARRIER EXISTS AND HOW IT CAN BE REMOVED. EACH MUNICIPALITY HAS ITS OWN SECTION IN THE REPORT. THE SECTION PRESENTS RESULTS AND RECOMMENDATIONS FOR MUNICIPAL OFFICES AND LIBRARIES. AT THE END OF EACH SECTION COST GUIDELINES ARE ADDED RELATING TO THE IMPLEMENTATION OF PHYSICAL ACCESS RECOMMENDATIONS. THE COSTS TO IMPLEMENT POLICY AND INFORMATION RELATED RECOMMENDATIONS ARE NOT QUOTED AS EACH MUNICIPALITY MAY DECIDE TO PURSUE THESE DIFFERENTLY, WHETHER THROUGH INTERNAL RESOURCES OR BY CONTRACTING AN OUTSIDE SOURCE. APPENDIX B OFFERS DIAGRAMS WITH EXAMPLES OF RECOMMENDED CHANGES. THESE DIAGRAMS WERE TAKEN FROM THE CSA BARRIER-FREE STANDARD AND ARE OFFERED HERE FOR EASY REFERENCE. THE JAAC RECOGNIZES THE INCREASED PRESSURE AFFECTING MUNICIPALITIES. THE PROVINCE'S PREVIOUS GOVERNMENT DOWNLOADED RESPONSIBILITIES AND SERVICES TO MUNICIPALITIES WHILE AT THE SAME TIME PROVIDING NO ADDITIONAL FUNDING. MUNICIPALITIES ARE COPING WITH INCREASED EXPECTATIONS WITH DECREASED FINANCIAL, HUMAN AND TIME RESOURCES. LIBRARIES ARE FACING THESE SAME ISSUES. THE CURRENT GOVERNMENT'S INTENTION FOR THE ONTARIANS WITH DISABILITIES ACT IS STILL UNKNOWN. WITH THIS IN MIND, IT SHOULD BE NOTED THE RECOMMENDATIONS AND PRIORITY RANKINGS SUGGESTED WITHIN THIS PLAN ARE OFFERED IN ORDER TO COMMUNICATE THE JAAC'S OPINION OF URGENT ISSUES AND THEIR IMPORTANCE FOR PEOPLE WITH DISABILITIES. COUNCILS AND LIBRARIES WILL PLAN IMPLEMENTATION IN A FEASIBLE MANNER TO THEIR OPERATIONS. HOWEVER, IT IS HOPED BY THE JAAC, MUNICIPALITIES AND LIBRARIES WILL USE THIS REPORT AS A GUIDE FOR ALLOCATING RESOURCES AND IMPLEMENTATION ACCORDING TO URGENCY. RANKINGS ARE DEFINED AS FOLLOWS: PRIORITY 1 PRIORITY 2 PRIORITY 3 PRIORITY 4 - CHANGES RECOMMENDED CAN BE MADE WITHIN THE CONFINES OF REGULARLY SCHEDULED MAINTENANCE AND OPERATIONS, FOR EXAMPLE, INSTALLING NEW LIGHT BULBS & WHEN BURNED OUT TO MAINTAIN APPROPRIATE LIGHTING LEVELS, LOWERING AN EXISTING SIGN OR LIGHT SWITCH TO A MORE ACCESSIBLE LEVEL, AND MAKING CHANGES TO EXISTING POLICIES. CHANGES RECOMMENDED ARE URGENT AND NEED IMMEDIATE CONSIDERATION AND ACTION. FOR EXAMPLE, ACTION IS RECOMMENDED WITHIN A SIX (6) MONTH TIME FRAME. FAILURE TO MAKE THESE CHANGES PUTS COUNCIL OR THE LIBRARY AT IMMEDIATE RISK OF CREATING OR MAINTAINING HAZARDS TO PUBLIC SAFETY FOR PEOPLE WITH DISABILITIES OR CREATES IMMEDIATE RISK OF A LEGITIMATE COMPLAINT UNDER THE ONTARIO HUMAN RIGHTS CODE. CHANGES RECOMMENDED ARE NOT URGENT BUT WILL ASSIST IN MORE EFFECTIVELY MEETING THE ACCESS NEEDS OF PEOPLE WITH DISABILITIES. FAILURE TO ADDRESS THESE RECOMMENDATIONS MAY RESULT IN THESE ISSUES ESCALATING INTO PRIORITY TWO CONCERNS. THEREFORE, ACTION IS RECOMMENDED WITHIN SIX TO TWELVE MONTHS (6-12 MONTHS). IMPLEMENTING THE RECOMMENDATIONS WILL RESULT IN LOWER INCIDENTS OF COMPLAINTS AND INCREASED SERVICE LEVELS. CHANGES RECOMMENDED ARE SUGGESTIONS FOR CONSIDERATION IN FUTURE PLANNING AND/OR CAPITAL PROJECTS AS RESOURCES BECOME AVAILABLE. THEY MAY SERVE AS WAYS TO PREVENT FIVE YEAR ACCESSIBILITY PLAN OF HE JOIN ACCESSIBILITY COMMITTEE (E OF LINCOLN, WET LINCOLN, THOMID, P E L H Q NAG--ON-THE-& AND GRIMBY ? HE ~ E - S O N ~ M U P 6 OCTOBER 28, 2003 PLAN IMPLEMENTATION THE JAAC HAS DRAFTED COST ESTIMATES FOR THE IMPLEMENTATION OF PHYSICAL ACCESS IMPROVEMENTS ACCORDING TO THEIR PRIORITY AREA. THE GUIDELINES PRESENTED ARE GENERALIZED AND ARE OFFERED AS A REFERENCE SOURCE FOR PLANNING IMPLEMENTATION OF PHYSICAL PLANT CHANGES. COST ESTIMATES ARE BASED ON THE BARRIER-FREE DESIGN COST GUIDELINES. PUBLIC WORKS AND GOVERNMENT SERVICES CANADA. MARCH 1994 (ADJUSTED TO REFLECT 2003 ESTIMATES) PUBLISHED BY ARCHITECTURAL AND ENGINEERING SERVICES. PRICES LISTED ARE GENERALLY BASED ON TORONTO CONDITIONS, PRODUCTIVITY AND COSTS (AS THIS IS WHAT THE GUIDELINES ARE BASED UPON). PRICES ARE RELATIVELY HIGH AND DO NOT TAKE ACCOUNT OF REPETITION OF PARTICULARLY EASY CIRCUMSTANCES. PRICES INCLUDE MAKE-GOOD, PATCHING AND RE-DECORATING OF ADJOURNING SERVICES, DISPOSAL OF RUBBISH AND CLEANING. AS THESE PRICES ARE APPROXIMATE ONLY, LOCAL CONTRACTORS' COSTS OR INTERNAL COSTS MAY VARY FROM THOSE QUOTED IN THIS REPORT. IT IS THE RESPONSIBILITY OF APPROPRIATE PERSONNEL FROM EACH MUNICIPALITY AND LIBRARY TO OBTAIN ACTUAL COST ESTIMATES FROM CONTRACTORS OR INTERNAL DEPARTMENTS AS DEEMED NECESSARY FOR IMPLEMENTATION. IN A FEW CASES, CHANGES WERE RECOMMENDED WHICH WERE NOT REFERENCED IN THE PUBLIC WORKS DOCUMENT. THEREFORE, THE CONSULTANT ACQUIRED TECHNICAL KNOWLEDGE BASED ON AVERAGE INDUSTRY COSTS FROM ARCHITECTURAL DESIGNERS AS WELL AS CONTRACTORS WHO SPECIALIZE IN UNIVERSAL DESIGN RENOVATION. MUNICIPALITIES AND LIBRARIES SHOULD NOTE THAT ALL REQUIRED CHANGES AND OPTIONS ARE LISTED, AND THEY MAY CHOOSE NOT TO ADDRESS ALL ITEMS WITHIN A PRIORITY AREA AT ONCE. CONCLUSION AS THE ROLE OF THE JAAC WILL CONTINUE FOR SEVERAL YEARS UNTIL ALL BARRIERS TO ACCESS ARE IDENTIFIED,

REMOVED AND PREVENTED, THE COMMITTEE SUGGESTS THAT RELATIONSHIPS BETWEEN THE JAAC AND ADMINISTRATIVE CONTACTS FROM EACH MUNICIPALITY CONTINUE TO BE STRENGTHENED. THE JAAC ADMINISTRATIVE CONTACTS HAVE PROVIDED ESSENTIAL LEADERSHIP TO THIS PROCESS AND IT IS HOPED THEY WILL CONTINUE TO BE ABLE TO BRING OTHER IMPORTANT ISSUES TO THE JAAC'S ATTENTION. IN THE SAME WAY, THE JAAC WISHES TO CONTINUE TO BE A PERTINENT AND SKILLED RESOURCE FOR MUNICIPALITIES AS THEY CONTINUE COMPLYING WITH THE ODA. THE JAAC WISHES TO THANK ALL MUNICIPAL AND LIBRARY STAFF FOR THEIR ASSISTANCE IN PREPARING THIS REPORT. THE COMMITTEE WAS MET WITH A GREAT DEAL OF GOOD WILL AND A SINCERE DESIRE TO LEARN. WE LOOK FORWARD TO CONTINUING OUR TASK AND BELIEVE THE IMPACT OF THIS WORK WILL CREATE A GREATER UNDERSTANDING OF THE NEEDS OF ALL CITIZENS IN OUR COMMUNITIES.

RESPECTFULLY SUBMITTED BY: DONNA L. HERRINGTON THE HERRINGTON GROUP SUPPORT TO THE JAAC FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY COMMITTEE OF LINCOLN, WEST LINCOLN, THOMAS, PELHAM, NIAGARA-ON-THE-LAKE, AND GRIMBY. THE HENNINGTON GMVP OCTOBER 28, 2003 ASSESSMENT CATEGORY 'PHYSICAL ACCESS POLICY AND PROCEDURAL RELATED ACCESS COMMON TO ALL MUNICIPAL OFFICES IDENTIFIED BARRIERS AND RECOMMENDATIONS GOVERNANCE ISSUES BARRIERS IDENTIFIED PARKING: PARKING LOTS PROVIDE A DISABLED PARKING SPACE, PLACED CLOSE TO THE ENTRANCE. THE SPACE CONFORMS TO DIMENSION REQUIREMENTS FOR CARS ONLY. THE REQUIRED AISLE IS NOT PAINTED ADJACENT TO THE SPACE. PURCHASING POLICY DOES NOT INCLUDE ACCESS CONSIDERATIONS POLICY GOVERNING AGREEMENTS WITH OUTSIDE CONTRACTORS = NO ACCESS REQUIREMENTS STATED SITE PLAN AGREEMENT POLICY MENTIONS THAT PLAN ELEMENTS MUST BE ACCESSIBLE (I.E. SIDEWALKS) BUT PROVIDES NO GUIDELINES RECOMMENDATIONS TO REMOVE BARRIERS WIDEN EXISTING SPACE TO 16' WIDE SO THAT IT WILL ACCOMMODATE BOTH VANS AND CARS (THEREBY ONLY REQUIRING ONE DESIGNATED SPACE IN THE LOT); RE-PAINT SPACE IN A CONTRASTING COLOUR FROM OTHER SPACES (YELLOW). PAINT INTERNATIONAL SIGN FOR ACCESSIBILITY (WHEELCHAIR) IN BLUE AND YELLOW. PAINT ACCESS AISLE OF 1500MM WIDE TO ENSURE THE TOTAL PARKING SPACE REMAINS EMPTY. AMEND POLICY TO INCLUDE: "PRIOR TO IMPLEMENTATION ALL PURCHASING DECISIONS WILL BE REVIEWED TO ENSURE THE PRODUCT OR SERVICE WILL NOT CREATE BARRIERS TO ACCESS FOR PEOPLE WITH DISABILITIES" AMEND POLICY TO STATE: "THE MUNICIPALITY WILL ENSURE BARRIERS ARE NOT CREATED FOR PERSONS WITH DISABILITIES AS A RESULT OF GOVERNING AGREEMENTS WITH OUTSIDE CONTRACTORS, WHERE THE AGREEMENT IS APPLICABLE TO PUBLIC OR STAFF ACCESS". REQUIRE ALL SITE PLANS TO MEET CSA ACCESS STANDARDS FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMSBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOMAS AND WEST LINCOLN THE HENNINGTON ~ M U I OCTOBER 28, 2003 PRIORITY 1, 2, 3 OR 4 1 PRIORITY 1-IMMEDIATE ACTION RECOMMENDED- PRIORITY 2 -SHORT TERM ACTION RECOMMENDED PRIORITY 3 -MID-TERM ACTION RECOMMENDED-PRIORITY 4-LONG-TERM ACTION RECOMMENDED ASSESSMENT CATEGORY POLICY AND PROCEDURAL RELATED ACCESS ACCESS TO INFORMATION COMMON TO ALL MUNICIPAL OFFICES IDENTIFIED BARRIERS AND RECOMMENDATIONS GOVERNANCE ISSUES (CONTINUED) BARRIERS IDENTIFIED MEETING PROCEDURES COUNCIL MEETING PROCEDURES PRESENT BARRIERS TO THOSE WITH HEARING, VISUAL, OR ENVIRONMENTAL DISABILITIES TENDERING POLICY NO STATED REQUIREMENT TO MEET ACCESS NEEDS COUNCIL CHAMBERS NO ASSISTIVE LISTENING DEVICE SYSTEM EXISTS IN COUNCIL CHAMBERS TO ASSIST PERSONS WITH HEARING DISABILITIES IN PARTICIPATING IN MEETINGS. INCLUDE IN POLICY AND PRACTICE: OFFER DEAF/BLIND INTERPRETER SERVICES, REAL TIME CAPTIONING, AND AMERICAN SIGN LANGUAGE INTERPRETERS AT MEETINGS UPON REQUEST OF CAPTION VIDEO PRESENTATIONS BEFOREHAND UPON REQUEST OF PROVIDE ALTERNATE FORMATS OF AGENDAS, REPORTS OR DOCUMENTS UPON REQUEST OF BAN COLOGNES OR STRONG SCENTS -MAY CAUSE ALLERGIC REACTION RECOMMENDATIONS TO REMOVE BARRIERS ADD TO TENDERING POLICY THE REQUIREMENT THAT ALL TENDERS STATE HOW THEY COMPLY WITH ODA ACCESS REQUIREMENTS AS DEFINED BY CSA GUIDELINES, WHEN APPLICABLE PRIORITY 1-IMMEDIATE ACTION ASSISTIVE LISTENING DEVICE SUCH AS INDUCTION LOOPS, INFRARED SYSTEMS, OR FM RADIO FREQUENCY SYSTEMS. ALTHOUGH NOT REQUIRED BY CODE, DUE TO THE SIZE OF THE ROOM, ITS INSTALLATION IS RECOMMENDED IN FUTURE TO FACILITATE PARTICIPATION FOR PERSONS WITH HEARING IMPAIRMENTS. INDICATE PRESENCE OF THE SYSTEM BY USING THE UNIVERSAL ACCESSIBILITY SYMBOL - FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMSBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOMAS AND WEST LINCOLN THE HERRINGTON GROUP OCTOBER 28, 2003 PRIORITY 1-IMMEDIATE ACTION RECOMMENDED- PRIORITY 2 -SHORT TERM ACTION RECOMMENDED PRIORITY 3 -MID-TERM ACTION RECOMMENDED-PRIORITY 4 -LONG-TERM ACTION RECOMMENDED ASSESSMENT CATEGORY POLICY AND PROCEDURAL RELATED ACCESS COMMON TO ALL MUNICIPAL OFFICES IDENTIFIED BARRIERS AND RECOMMENDATIONS OPERATIONAL ISSUES BARRIERS IDENTIFIED FORMS AND PUBLICATIONS AND COMMUNICATIONS = APPLICATIONS FORMS (NEEDED FOR LOCAL LICENSES,

PERMITS AND TO ADDRESS COUNCIL) ARE IN LARGE PRINT; USE APPROPRIATE WHITE SPACE AND CLEAR LANGUAGE. ALTERNATIVE FORMATS ARE NOT AVAILABLE. AS AN INTERIM MEASURE TO PURCHASING A TTY (TELETYPE TELEPHONE - USED BY PERSONS WHO ARE DEAF OR HARD OF HEARING), STAFF SHOULD BE FAMILIAR WITH AND UTILIZE THE BELL RELAY SERVICE FIRE SAFETY PLAN EVACUATION SAFETY PLAN OR PROCEDURE SHOULD BE UPDATED TO SPECIFY HOW TO ASSIST PERSONS WITH DISABILITIES IN CASE OF FIRE HUMAN RESOURCES PERSONNEL POLICIES DO NOT HAVE AN ANTI-DISCRIMINATION POLICY OR STIPULATE HOW THE MUNICIPALITY IS AN EQUAL OPPORTUNITY EMPLOYER OR OUTLINES AN ACCOMMODATION POLICY (ALTHOUGH MUNICIPALITY RECOGNIZES AND ACTS ON ITS DUTY TO ACCOMMODATE AS A MATTER OF PRACTICE) RECOMMENDATIONS TO REMOVE BARRIERS DEVELOP AND PUBLICIZE THE EXISTENCE OF AN ELECTRONIC AND/OR LARGE PRINT VERSION OF ALL FORMS. PLACE FORMS ON TOWN'S WEB-SITE IF FEASIBLE. PUBLICIZE THE BELL RELAY SERVICE AS A MEANS OF COMMUNICATION WITH MUNICIPAL STAFF FOR PERSONS WHO ARE DEAF. UPDATE THE FACILITY'S EVACUATION SAFETY PLAN PROCEDURE. CONSULT WITH FIRE DEPARTMENT AS NEEDED. = STATE THE MUNICIPALITY'S COMMITMENT TO EMPLOYMENT EQUITY AND ANTI-DISCRIMINATION HUMAN RESOURCES POLICIES. CREATE OR UPDATE POLICIES TO INCORPORATE ACCOMMODATION POLICIES AND PROCEDURES INCLUDING A MODIFIED JOB DUTIES, WORK SCHEDULE, THE USE OF ASSISTIVE DEVICES ARRANGEMENTS TO FACILITATE EMPLOYEE FULFILLING JOB REQUIREMENTS FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMSBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOMAS AND WEST LINCOLN THE HENINGTON GROUP OCTOBER 28, 2003 PRIORITY 1 PRIORITY 1 - IMMEDIATE ACTION RECOMMENDED - PRIORITY 2 - SHORT-TERM ACTION RECOMMENDED PRIORITY 3 - MID-TERM ACTION RECOMMENDED - PRIORITY 4 - LONG-TERM ACTION RECOMMENDED 1 ASSESSMENT CATEGORY 'POLICY AND 'PROCEDURAL' RELATED ACCESS 2 CONTINUED 'PHYSICAL ACCESS COMMON TO ALL MUNICIPAL OFFICES IDENTIFIED BARRIERS AND RECOMMENDATIONS OPERATIONAL ISSUES (CONTINUED) BARRIERS IDENTIFIED = RECRUITMENT POLICY DOES NOT ARTICULATE HOW MUNICIPALITY ENGAGES IN DIVERSITY MANAGEMENT MANAGEMENT POLICY RELATED TO ATTENDANCE AT CONFERENCES. SEMINARS AND WORKSHOPS ACCOMMODATIONS OR ACCOMMODATIVE SERVICES (SUCH AS ATTENDANT CARE, AMERICAN SIGN LANGUAGE, AND DEAF/BLIND INTERPRETER) ARE NOT INCLUDED AS AUTHORIZED EXPENSES DEPARTMENT AND SERVICE COUNTERS ALTHOUGH SUFFICIENT SIDE AND FRONT APPROACH SPACE EXISTS AT COUNTERS, ALL DEPARTMENTAL RECEPTION COUNTERS ARE TOO HIGH AND DO NOT PROVIDE CLEAR KNEE SPACE FOR A PERSON USING A WHEELCHAIR RECOMMENDATIONS TO REMOVE BARRIERS REVISE OR ESTABLISH RECRUITMENT POLICY/PROCEDURE WHICH OUTLINES HOW POSITIONS ARE ADVERTISED, AND HOW INDIVIDUALS FROM DIVERSE COMMUNITIES (INCLUDING PEOPLE WITH DISABILITIES) WILL RECEIVE ACCESS TO POSTINGS EXPAND THIS POLICY TO INCLUDE THESE ACCOMMODATION RELATED EXPENSES CREATE AT LEAST ONE LOWERED SECTION AT A SERVICE COUNTER TO BE USED BY ALL DEPARTMENTS WHEN SERVING A PERSON IN A WHEELCHAIR OR CREATE A LOWERED SECTION AT ALL COUNTERS CONFORMING TO THE FOLLOWING: O MAXIMUM HEIGHT OF 810-860MM O CLEAR KNEE SPACE HEIGHT UNDER COUNTER OF 680MM, WIDTH ALLOWANCE OF CLEAR KNEE SPACE OF 480MM AND DEPTH ALLOWANCE FOR KNEE SPACE OF AT LEAST 750MM FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMSBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOMAS AND WEST LINCOLN THE HENINGTON GROUP OCTOBER 28, 2003 PRIORITY 1, 2, 3 OR 4 PRIORITY 1 - IMMEDIATE ACTION RECOMMENDED - PRIORITY 2 - SHORT-TERM ACTION RECOMMENDED PRIORITY 3 - MID-TERM ACTION RECOMMENDED - PRIORITY 4 - LONG-TERM ACTION RECOMMENDED 1 ASSESSMENT CATEGORY 'ACCESS TO INFORMATION' = COMMON TO ALL MUNICIPAL OFFICES IDENTIFIED BARRIERS AND RECOMMENDATIONS OPERATIONAL ISSUES (CONTINUED) COMMUNICATION DEVICES I ACQUIRE A TTY DEVICE AND ENSURE STAFF IS TRAINED IN BARRIERS IDENTIFIED NO MUNICIPALITY HAS AND USES A TTY (TELETYPE TELEPHONE - USED BY PERSONS WHO ARE DEAF OR HARD OF HEARING). RECOMMENDATIONS TO REMOVE BARRIERS DISABILITY AWARENESS TRAINING = ALL MUNICIPAL STAFF ARE IN NEED OF THIS TRAINING TO REMOVE AND PREVENT BARRIERS FOR PEOPLE WITH DISABILITIES - ESPECIALLY IN RELATION TO INVISIBLE DISABILITIES (I.E. DEVELOPMENTAL AND MENTAL HEALTH DISABILITIES) ALTERNATIVE VOTING METHOD = ONLY VOTING METHOD IS IN PERSON BY BALLOT. THIS MAY CREATE BARRIERS FOR PEOPLE WITH DISABILITIES ALARM SYSTEMS = AUDIBLE ALARM SYSTEMS CONFORM WITH REQUIREMENTS, BUT NO VISUAL ALARMS ARE INSTALLED IN THE BUILDING ESTABLISHMENT OF ADVANCE POLL NO MENTION THAT POLL IS IN AN ACCESSIBLE LOCATION AND NO PROVISION FOR INCREASING THE ACCESSIBILITY OF THIS NOTICE ITS USE. WIDELY PUBLICIZE ITS AVAILABILITY. PROVIDE IN-HOUSE DISABILITY AWARENESS TRAINING FOR STAFF DEVELOP AN ALTERNATIVE VOTING METHOD WHICH WILL INCREASE ACCESS TO PERSONS WITH A VARIETY OF DISABILITIES (I.E. MOBILITY, HEARING, VISUAL OR COGNITIVE). INSTALL A VISUAL ALARM (WILL FLASH THE LIGHTS) THAT COINCIDES WITH AUDIBLE ALARM AND HAS A FREQUENCY OF NO MORE THAN 2 CYCLES PER SECOND.

(ANYTHING FASTER MAY PROMPT A SEIZURE IN SOMEONE WITH A SEIZURE DISORDER) ENSURE ACCESSIBILITY OF LOCATION AND AVAILABILITY OF ASSISTANCE AT POLLING STATION IS MENTIONED AND WELL PUBLICIZED. INCLUDE NOTICE OF ADVANCE POLL ON WEBSITE AND CIRCULATE NOTICE TO DISABILITY AND SOCIAL SERVICE AGENCIES THROUGHOUT NIAGARA FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF *BY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOML D AND WEST LINCOLN THE HENINGTON GROUP OCTOBER 28, 2003 PRIORITY PRIORITY 1 - IMMEDIATE ACTION RECOMMENDED - PRIORITY 2 - SHORT TERM ACTION RECOMMENDED PRIORITY 3 - MID-TERM ACTION RECOMMENDED - PRIORITY 4 - LONG-TERM ACTION RECOMMENDED FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMSBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOML D AND WEST LINCOLN THE HERRINGTON GROUP OCTOBER 28, 2003 PRIORITY 1 - IMMEDIATE ACTION RECOMMENDED - PRIORITY 2 - SHORT TERM ACTION RECOMMENDED - PRIORITY 3 - MID-TERM ACTION RECOMMENDED - PRIORITY 4 - LONG-TERM ACTION RECOMMENDED ASSESSMENT CATEGORY POLICY AND PROCEDURAL RELATED ACCESS PHYSICAL ACCESS POLICY AND PROCEDURAL RELATED ACCESS COMMON TO ALL LIBRARIES IDENTIFIED BARRIERS AND RECOMMENDATIONS BARRIERS IDENTIFIED 1 RECOMMENDATIONS TO REMOVE BARRIERS FORMS AND PUBLICATIONS AND COMMUNICATIONS APPLICATIONS FORMS (NEEDED TO APPLY FOR LIBRARY CARD OR TO PARTICIPATE IN PROGRAMS) ARE IN LARGE PRINT; USE APPROPRIATE WHITE SPACE AND CLEAR LANGUAGE. ALTERNATIVE FORMATS ARE NOT AVAILABLE. = DEVELOP AN ELECTRONIC LARGE PRINT VERSION OF ALL FORMS TO BE MADE AVAILABLE UPON REQUEST. ENSURE THEIR AVAILABILITY IS WIDELY PUBLICIZED. IF FEASIBLE, ALSO ENSURE FORMS CAN BE FOUND ON THE LIBRARY'S WEB-SITE. AS AN INTERIM MEASURE TO PURCHASING A TTY (TELETYPE TELEPHONE - USED BY PERSONS WHO ARE DEAF OR HARD OF HEARING), STAFF SHOULD BE FAMILIAR WITH AND UTILIZE THE BELL RELAY SERVICE = PUBLICIZE THE BELL RELAY SERVICE AS A MEANS OF COMMUNICATION WITH MUNICIPAL STAFF FOR PERSONS WHO ARE DEAF. PARKING: PARKING LOTS PROVIDE A DISABLED PARKING SPACE, PLACED CLOSE TO THE ENTRANCE. THE SPACE CONFORMS TO DIMENSION REQUIREMENTS FOR CARS ONLY. THE REQUIRED AISLE IS NOT PAINTED ADJACENT TO THE SPACE. FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMSBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOML D AND WEST LINCOLN THE HENINGTON GROUP = WIDEN EXISTING SPACE TO 16' WIDE SO THAT IT WILL ACCOMMODATE BOTH VANS AND CARS (THEREBY ONLY REQUIRING ONE DESIGNATED SPACE IN THE LOT). REPAINT SPACE IN A CONTRASTING COLOUR FROM OTHER SPACES (YELLOW) AND PAINT INTERNATIONAL SIGN FOR ACCESSIBILITY (WHEELCHAIR) IN BLUE AND YELLOW. PAINT ACCESS AISLE OF 1500MM WIDE TO ENSURE THE TOTAL PARKING STALL REMAINS EMPTY. FIRE SAFETY PLAN EVACUATION SAFETY PLAN OR PROCEDURE SHOULD BE UPDATED TO SPECIFY HOW TO ASSIST PERSONS WITH DISABILITIES IN CASE OF FIRE PRIORITY 1, 2, 3 OR 4 1 UPDATE THE FACILITY'S EVACUATION SAFETY PLAN PROCEDURE. CONSULT WITH FIRE DEPARTMENT AS NEEDED. PRIORITY 1 - IMMEDIATE ACTION RECOMMENDED - PRIORITY 2 - SHORT TERM ACTION RECOMMENDED PRIORITY 3 - MID-TERM ACTION RECOMMENDED - PRIORITY 4 - LONG TERM ACTION RECOMMENDED COMMON TO ALL LIBRARIES IDENTIFIED BARRIERS AND RECOMMENDATIONS = RECRUITMENT POLICY DOES NOT ARTICULATE HOW MUNICIPALITY ENGAGES IN DIVERSITY MANAGEMENT ASSESSMENT CATEGORY POLICY, PROCEDURAL RELATED ACCESS CONTINUED POLICIES RELATED TO TRAINING OPPORTUNITIES = ACCOMMODATIONS OR ACCOMMODATIVE SERVICES (SUCH AS ATTENDANT CARE, AMERICAN SIGN LANGUAGE, AND DEAF/BLIND INTERPRETER) SHOULD BE INCLUDED AS AUTHORIZED EXPENSES BARRIERS IDENTIFIED HUMAN RESOURCES POLICIES IN SOME CASES, NO FORMAL HUMAN RESOURCES POLICIES EXIST. EXISTING POLICIES DO NOT HAVE AN ANTI-DISCRIMINATION POLICY OR STIPULATE HOW THE LIBRARY IS AN EQUAL OPPORTUNITY EMPLOYER. NO ACCOMMODATION POLICY EXISTS (ALTHOUGH LIBRARY RECOGNIZES AND ACTS ON ITS DUTY TO ACCOMMODATE AS A MATTER OF PRACTICE) RECOMMENDATIONS TO REMOVE BARRIERS CREATE OR REVISE HUMAN RESOURCE POLICIES. ALTHOUGH A GENERAL PRACTICE, IT IS RECOMMENDED THE COMMITMENT TO EMPLOYMENT EQUITY AND ANTI-DISCRIMINATION BE INCLUDED IN HUMAN RESOURCES POLICIES. POLICIES SHOULD BE DRAFTED OR UPDATED TO INCORPORATE ACCOMMODATION POLICIES AND PROCEDURES INCLUDING: MODIFIED JOB DUTIES AND WORK SCHEDULE, THE PROVISION OF ASSISTIVE DEVICES AND ARRANGEMENTS TO FACILITATE EMPLOYEE FULFILLING JOB REQUIREMENTS. CREATE OR REVISE RECRUITMENT POLICY PROCEDURE WHICH OUTLINES HOW POSITIONS ARE ADVERTISED, AND HOW INDIVIDUALS FROM DIVERSE COMMUNITIES (INCLUDING PEOPLE WITH DISABILITIES) WILL RECEIVE ACCESS TO POSITIONS EXPAND EXISTING POLICY OR CREATE NEW ONE TO INCLUDE THESE ACCOMMODATION RELATED EXPENSES FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMSBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOML D AND WEST LINCOLN THE HENINGTON GROUP ~ PRIORITY 1, 2, 3 OR 4 PRIORITY 1 - IMMEDIATE ACTION RECOMMENDED - PRIORITY 2 - SHORT TERM ACTION RECOMMENDED PRIORITY 3 - MID-TERM ACTION RECOMMENDED - PRIORITY 4 - LONG-TERM ACTION RECOMMENDED

ASSESSMENT CATEGORY 'PHYSICAL ACCESS ACCESS TO INFORMATION COMMON TO ALL LIBRARIES IDENTIFIED BARRIERS AND RECOMMENDATIONS BARRIERS IDENTIFIED DEPARTMENT AND SERVICE COUNTERS ALTHOUGH SUFFICIENT SIDE AND FRONT APPROACH SPACE EXISTS AT COUNTERS, ALL DEPARTMENTAL RECEPTION COUNTERS ARE TOO HIGH AND DO NOT PROVIDE CLEAR KNEE SPACE FOR A PERSON USING A WHEELCHAIR COMMUNICATION DEVICES = NO LIBRARY HAS AND USES A TTY (TELETYPE TELEPHONE DEVICE- USED BY PERSONS WHO ARE DEAF OR HARD OF HEARING). DISABILITY AWARENESS TRAINING = ALL MUNICIPAL STAFF ARE IN NEED OF THIS TRAINING TO REMOVE AND PREVENT BARRIERS FOR PEOPLE WITH DISABILITIES- ESPECIALLY IN RELATION TO INVISIBLE DISABILITIES (I.E. DEVELOPMENTAL AND MENTAL HEALTH DISABILITIES) RECOMMENDATIONS TO REMOVE BARRIERS I CREATE AT LEAST ONE LOWERED SECTION AT A SERVICE COUNTER TO BE USED BY ALL DEPARTMENTS WHEN SERVING A PERSON IN A WHEELCHAIR CONFORMING TO THE FOLLOWING: O MAXIMUM HEIGHT OF 810-860MM O CLEAR KNEE SPACE HEIGHT UNDER COUNTER OF 680MM, WIDTH ALLOWANCE OF CLEAR KNEE SPACE OF 480MM AND DEPTH ALLOWANCE FOR KNEE SPACE OF AT LEAST 750MM I ACQUIRE A TTY DEVICE AND ENSURE STAFF IS TRAINED IN ITS USE. WIDELY PUBLICIZE ITS AVAILABILITY. I PROVIDE IN-HOUSE DISABILITY AWARENESS TRAINING FOR STAFF

FIRST YEAR ACCESSIBILITY PKN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMSBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOMAS AND WEST LINCOLN THE HERRIWN GMUP PRIORITY 1,2,3 OR 4 3 PRIORITY 1-IMMEDIATE ACTION RECOMMENDED- PRIORITY 2 - SHORT TERM ACTION RECOMMENDED PRIORITY 3 -MID-TERM ACTION RECOMMENDED-PRIORITY 4 -LONG-TERM ACTION RECOMMENDED ASSESSMENT CATEGORY ACCESS TO INFORMATION COMMON TO ALL LIBRARIES IDENTIFIED BARRIERS AND RECOMMENDATIONS BARRIERS IDENTIFIED ETINAL COMMUNITY ROOMS NO ASSISTIVE LISTENING DEVICE/SYSTEM EXISTS IN MEETING L COMMUNITY ROOMS TO ASSIST PERSONS WITH HEARING DISABILITIES IN PARTICIPATING IN MEETINGS. RM SVSTMS AUDIBLE ALARM SYSTEMS CONFORM WITH REQUIREMENTS, BUT NO VISUAL ALARMS ARE INSTALLED IN THE BUILDING RECOMMENDATIONS TO REMOVE BARRIERS INSTALL AN ASSISTIVE LISTENING DEVICE SUCH AS INDUCTION LOOPS, INFRARED SYSTEMS, OR FM RADIO FREQUENCY SYSTEMS. ALTHOUGH NOT REQUIRED BY CODE, DUE TO THE SIZE OF THE ROOM, ITS INSTALLATION IS RECOMMENDED IN FUTURE TO FACILITATE PARTICIPATION FOR PERSONS WITH HEARING IMPAIRMENTS. INDICATE PRESENCE OF THE SYSTEM BY USING THE UNIVERSAL ACCESSIBILITY SYMBOL INSTALL A VISUAL ALARM (WILL FLASH THE LIGHTS) THAT COINCIDES WITH AUDIBLE ALARM AND HAS A FREQUENCY OF NO MORE THAN 2 CYCLES PER SECOND. (ANYTHING FASTER MAY PROMPT A SEIZURE IN SOMEONE WITH A SEIZURE DISORDER) FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GDM SBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM THOMAS AND WEST LINCOLN THE HEMINSON GROUP PRIORITY 1,2,3 OR 4 4

OCTOBER 28; 2003 PRIORITY 1-IMMEDIATE ACTION RECOMMENDED- PRIORITY 2- SHOT TTERN ACTION RECOMMENDED PRIORITY 3 -MID-TERN ACTION RECOMMENDED-PRIORITY 4-LONG-TERN ACTION RECOMMENDED ASSESSMENT CATEGORY POLICY AND PROCEDURAL RELATED ACCESS TOWN OF LINCOLN -MUNICIPAL OFFICES IDENTIFIED BARRIERS AND RECOMMENDATIONS GOVERNANCE ISSUES BARRIERS IDENTIFIED PROCEEDING AS OF MEETINGS AND CONDUCT OF MEMBERS NO INDICATION OF AVAILABILITY OF ALTERNATIVE FORMATS OF AGENDAS, REPOIS, MINUTES OR OTHER PUBLIC DOCUMENTS NOTICE OF MEETING CHANGES - NEED TO BE MORE ACCESSIBLE TO CITIZENS RECORDS RETENTION SCHEDULE-PUBLIC ACCESS TO RECORDS NO INDICATION OF AVAILABILITY OF ALTERNATIVE FORMATS RECOMMENDATIONS TO REMOVE BARRIERS PROVIDE ALL AAENDAS. RE-ORTS. MINUTES OR OTHER PUBLIC DOCUMENTS IN ALTERNATE FORMATS AS FEASIBLE (E.G. BRAILLE, LARGE PRINT OR COMPUTER DISK) TO INDIVIDUALS UPON REQUEST. POST ALL THE ABOVE ON THE TOWN'S WEBSITE AS A "TEXT ONLY" DOCUMENT IF FEASIBLE. ENSURE THIS PROCEDURE IS WIDELY PUBLICIZED. INCLUDE NOTICE OF MEETING CHANGES ON THE TOWN'S WEBSITE, IN A TEXT ONLY FORMAT, USING THE SAME NOTIFICATION GUIDELINES AS PRINT NOTICES. MAKE PUBLIC RECORDS AVAILABLE IN ALTERNATE FORMATS AS ABOVE TO INDIVIDUALS UPON REQUEST. ENSURE THIS PROCEDURE IS WIDELY PUBLICIZED FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMSHY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, TBOMAS AND WEST LINCOLN THE HENINETON G M U ~ PRIORITY PRIORITY 1-IMMEDIATE ACTION RECOMMENDED- PRIORITY 2 -SHOT TTERN ACTION RECOMMENDED PRIORITY 3 - MID-TERM ACTION RECOMMENDED- PRIORITY 4 - LONG-TERM ACTION RECOMMENDED ASSESSMENT CATEGORY PHYSICAL ACCESS EXTERNAL ACCESS TO BUILDING INTERIOR ACCESS WITHIN BUILDING LAYOUT: THE BUILDING HAS TWO FLOORS. ALL PUBLIC SERVICES ARE ON MAIN FLOOR. SECOND FLOOR HOUSES STAFF ROOM AND OCCASIONALLY USED STAFF MEETING ROOMS TOWN OF LINCOLN -MUNICIPAL OFFICES IDENTIFIED BARRIERS AND RECOMMENDATIONS OPERATIONAL ISSUES BARRIERS IDENTIFIED PUBLIC ENTRANCE AND PARKING: = COMPLIES WITH STANDARDS HOWEVER, A NO PARKING ZONE SHOULD BE CREATED BETWEEN THE TWO SPACES. SURFACES. ROUTES AND PATHS OF TRAVEL FLOOR SURFACE IS SLIPPERY AND BECOMES

HAZARDOUS IN WET WEATHER. MANY LOOSE CARPETS EXIST, WHICH IS A TRIPPING HAZARD
LIAHTINQ LIGHTING LEVELS ARE NOT CONSISTENT THROUGHOUT BUILDING ESPECIALLY LOW IN
HALLWAY NEAR WASHROOMS AND COUNCIL CHAMBERS RECET-TION/
DEUARTMENTALCOUNTERS RECEPTION DESK HAS A PLANTER INSTALLED WITHIN THE COUNTER
AT THE FAR RIGHT WHICH HAS A SHARP PROTRUDINGCORNER THAT IS NOT EASILY DETECTABLE
SWING DOORS EXIST IN VARIOUS SPOTS OF THE COUNTERS TO ALLOW STAFF TO ENTER AND EXIT
THE DEPARTMENT. THESE OPEN OUTWARDS BUT CANNOT BE DONE EASILY FOR SOMEONE WITH
MINIMAL HAND CONTROL RECOMMENDATIONS TO REMOVE BARRIERS PAINT HASH MARKS IN
YELLOW AND "NO PARKINA" ON THE GROUND IN THE AREA BETWEEN AND AROKD THE TWO
DESIGNATED DISABLED PARKING SPACES. FIND WAYS TO IMPROVE SLIP RESISTANCEOF TILE.
ENSURE CARPETS ARE SECURE ON FLOORS AT ALL TIMES. ENSURE LIGHTING LEVELS
THROUGHOUT SPACE ARE MAINTAINED AT 100X1. TRIM BACK PLANTS, AND PAINT A BORDER OF
THE PLANTER'S EDGE (AT LEAST 3 WIDE) A CONTRASTING COLOUR OR REMOVE/ MODIFY
PLANTER. INSTALLA D-RINGS ON THE OUTSIDE OF EACH SWING DOOR TO ALLOW SOMEONE TO
PULL THE DOOR OPEN AS NEEDED FIRST YEARACCESSIBILITYPLAN OF
THEJOINTACCESSIBILITYADVISORYCOMITTEE OF GRIMSBY,LINCOLN,NIAGARA ONTHE
LAKE,PELHAM,THOMLD ANDWEST LINCOLN THE HENINSON GMUO PRIORITY 1, 2,3 OR 4 I I I I I
PRIORITY 1-IMMEDIATE ACTION RECOMMENDED- PRIORITY2 - SHOLTTERM ACTION
RECOMMENDED PRIORITY3 -MID-TERM ACTION RECOMMENDED-PRIORITY 4 -LONG-TERN ACTION
RECOMMENDED I ASSESSMENT CATEGORY PHYSICALACCESS WASHROOMS THERE IS A SINGLE-
UNIT, DESIGNATED ACCESSIBLE WASHROOM AVAILABLE TO THE PUBLIC. ACCESS TO
INFORMATION TOWN OF LINCOLN -MUNICIPAL OFFICES LIDENTIFIED BARRIERS AND
RECOMMENDATIONS OPERATIONAL ISSUES (CONTINUED) BARRIERS LIDENTIFIED PUBLIC
DESIGNATEDACCESSIBLE WASHROOM LIGHT SWITCH IS TOO HIGH AT 2310MM MOPS, CLEANING
SUPPLIES AND RECYCLING BOXES ARE STORED UNDER SINK AND BESIDE DOOR OBSTRUCTING
MOVEMENT AND ACCESS REQUIREDFIXTURES COAT HOOK AND SHELF ARE MISSING = PAPER
TOWEL DISPENSER IS TOO HIGH AT 2200MM SOAP DISPENSER NOT OPERABLE WITH ONE HAND =
PIPES UNDER SINK NOT INSULATED MEETINCL AND ASSEMBLY ROOMS = COAT RACKS OUTSIDE
COUNCIL AND MEETING ROOMS ARE TOO HIGH WEB SITE = SITE DOES NOT PROVIDE A TEXT
EQUIVALENTFOR EVERY NON-TEXT ELEMENT. SUB MENU PAGES REQUIRE "ALT" DESCRIPTION.
NO BLACK AND WHITE EQUIVALENT EXISTS FOR INFORMATION IN COLOUR. PHOTOS NOT
AVAILABLE WITHOUT COLOUR. - USE OF PRINTED BACKGROUNDS CREATES BARRIER. NOT ABLE
TO TURN OFF APPLETS AND SCRIPTS. JAVASCRIPT LOCATED ON MAIN PAGE. TEXT LINKS FOR EACH
ACTIVE REGIONS OF AN IMAGE MAP NOT PROVIDED RECOMMENDATIONS TO REMOVE BARRIERS
LOWER LIGHT SWITCH AND PAPER TOWEL DISPENSER SO THAT MIDDLE OF APPARATUS IS NO
HIGHER THAN 1200MMFROM FLOOR INSTALL SHELF AND COAT HOOK SO THAT MIDDLE OF
APPARATUS IS NO HIGHER THAN 1200MMFROM FLOOR REPLACE SOAP DISPENSERWITH WALL
MOUNTED UNIT WHICH IS USABLE WITH ONE HAND AND DOES NOT PROTRUDE MORE THAN
100MMFROM WALL INSULATE PIPES REMOVEALL OBSTRUCTIONSAND DO NOT PERMIT THE UNIT
TO BE USED FOR STORAGE IN FUTURE ENSURE A SECTION OF ALL COAT RACKS ARE LOWEREDTO
SO THAT THE HANGER IS NO HIGHER THAN 1200MMFROM THE FLOOR OR INSTALL A NEW
LOWERED COAT RACK. LABEL ALL PHOTOS OR IMAGES FOR IDENTIFICATION CREATE A SEPARATE
PAGE HOLDING ALL PHOTOS IN A BLACK AND WHITE FORMAT USE PLAIN COLOUR
BACKGROUNDSONLY AND DELETE EXISTING WALLPAPER. DELETE JAVASCRIPT ON MAIN. THIS
WILL NOT ALTER WEB OPERATIONS ADD TEXT LINKS AT THE BOTTOM OF SPECIFIC SUB MENU
PAGES FOR EASIER ACCESSIBILITY. FIRSTYEARACCESSIBILITYPLANOF THE
JOINTACCESSIBILITYADVISOTY COMMITTEE OF GRIMSBY,LINCOLN,NIAGARA ONTHE LAKE,
PELHAM,THOMLD ANDWEST LINCOLN THE HENIWTONG M U ~ PRIORITY 1,2,3 OR4 I I I I
PRIORITY1-IMMEDIATE ACTION RECOMMENDED- PRIORITY2 - SHOLTTERN ACTION
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RECOMMENDED I ASSESSMENT CATEGORY 'HYSICAL ACCESS NTERNAL ACCESS TOWN OF
LINCOLN - MUNICIPAL OFFICES LIDENTIFIED BARRIERS AND RECOMMENDATIONS OPERATIONAL
ISSUES (CONTINUED) BARRIERS LIDENTIFIED PATHS OF TRAVEL PLANTERS IN THE MIDDLE OF THE
FOYER ARE DIFFICULT TO SEE FOR SOMEONE WITH A VISUAL IMPAIRMENTAND MAY BE A
TRIPPING HAZARD SIANAAE: WHITE LETTERINO ON OLASS OFFICE WALLS IS DIFFICULT TO R E 2
FOR SOMEONE WITH A VISUAL IMPAIRMENT = DIRECTIONAL SIGNAGE BESIDE COUNCIL
CHAMBERS IS DIFFICULT TO SEE STAFF ENTRANCE: = IS NOT ACCESSIBLE TO PERSON USING
WHEELCHAIR, CURB TO WALKWAY AND DOOR HAS 4" CURB. RECOMMENDATIONS TO REMOVE
BARRIERS - INSTALL DETECTABLEGUARDRAILS (BY CANE AND BY COLOUR AND BY TEXTURE
CONTRAST) AROUND PLANTERS OR REMOVE, OR REPLACE PLANTERS REPLACE LETTERING WITH
ONE THAT HAS A HIGHER COLOUR CONTRAST (E.G. BLACK LETTERING) IMPROVE LIGHTING
ABOVE SIGN, ENSURING THAT IT IS NON- GLARE AND ILLUMINATESTO A MINIMUM OF 200 LX
CENTRE LINE HEIGHT OF SIGNAGE SHOULD BE1500K 25MM FROM FLOOR AVOID ALL CAPS SIGN
SHOULD INCLUDE DIRECTION TO ALL WASHROOMS (INCLUDING ACCESSIBLE ONE) OPTION 1

(SHORT-TERM): CREATE OR DESIGNATE A DISABLED PARKING SPACE AT FRONT ENTRANCE FOR STAFF WITH DISABILITIES. OPTION 2 (LONG-TERM): INSTALL CURB RAMP FROM PARKING LOT TO WALKWAY AND ANOTHER CURB RAMP (OR LEVEL) STAFF DOOR ENTRANCE. INSTALL AUTOMATIC DOOR OPENER AND ENSURE THIS DEVICE IS COMPATIBLE WITH KEY-CARD SECURITY SYSTEM. FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM THOML D AND WEST LINCOLN THE HENIN ET ON GMUR, PRIORITY 1, 2, 3 OR 4 2 3 3 4 PRIORITY 1 - IMMEDIATE ACTION RECOMMENDED - PRIORITY 2 - SHORT TERM ACTION RECOMMENDED PRIORITY 3 - MID-TERM ACTION RECOMMENDED - PRIORITY 4 - LONG-TERM ACTION RECOMMENDED ASSESSMENT CATEGORY 'PHYSICAL ACCESS NASH ROOMS ST 2 ASH ROOMS EXIST IN BOTH FLOORS ARE MULTI-UNIT WES. INTERNAL ACCESS TOWN OF LINCOLN - MUNICIPAL OFFICES IDENTIFIED BARRIERS AND RECOMMENDATIONS OPERATIONAL ISSUES (CONTINUED) BARRIERS IDENTIFIED STAFF WASHROOMS = DO NOT COMPLY WITH ANY ACCESS STANDARDS AND IN THEIR PRESENT CONFIGURATION WOULD NOT PERMIT WHEELCHAIR USER TO ENTER, TURN OR MAKE USE OF FACILITY. STAFF LUNCH BREAK ROOM - THE ROOM AND ITS FACILITIES (SEATING, FRIDGE, CUPBOARDS, VISUAL CONTRAST ETC) ARE ACCESSIBLE EXCEPT THE SINK DOES NOT HAVE LEVER FAUCETS HANDLES. LIGHT SWITCHES, COAT RACKS AND THE TELEPHONE ARE ALSO TOO HIGH STAIRS STAIRWELLS STAIRS LEAD TO STAFF LUNCH ROOM AND MEETING ROOMS. CONFORM TO ALL REQUIREMENTS EXCEPT NO STAIR LIFT OR ELEVATOR EXISTS TO ALLOW ACCESS FOR EMPLOYEE WITH MOBILITY DIFFICULTIES OR WHO USES WHEELCHAIR. RECOMMENDATIONS TO REMOVE BARRIERS NOTE: MAJOR RENOVATION WOULD BE REQUIRED IN THE EVENT A STAFF PERSON USING A WHEELCHAIR REQUIRED THESE FACILITIES. THEREFORE NO SPECIFIC RECOMMENDATIONS ARE OFFERED AT THIS TIME. INSTALL LEVEL TYPE HANDLES ON THE SINK LOWER LIGHT SWITCH SO THAT MIDDLE OF APPARATUS IS NO HIGHER THAN 1200MM FROM FLOOR CREATE A LOWER COAT RACK AREA SO THAT THE TOP IS NO HIGHER THAN 1200MM FROM FLOOR OR MODIFY THE EXISTING RACK TO MEET WITH HEIGHT REQUIREMENTS LOWER EXISTING TELEPHONE UNIT TO ABOVE HEIGHT REQUIREMENTS OR PROVIDE A "TABLE-TOP" UNIT ON AN ACCESSIBLE TABLE (TOP IS NO HIGHER THAN 860MM FROM FLOOR) INSTALL FOLDING STAIR LIFT OR ELEVATOR TO SERVE AS ACCESS TO SECOND FLOOR FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM THOML D AND WEST LINCOLN THE HENIN ET ON GMUR PRIORITY 1, 2, 3 OR 4 4 4 4 PRIORITY 1 - IMMEDIATE ACTION RECOMMENDED - PRIORITY 2 - SHORT TERM ACTION RECOMMENDED PRIORITY 3 - MID-TERM ACTION RECOMMENDED - PRIORITY 4 - LONG-TERM ACTION RECOMMENDED ASSESSMENT CATEGORY PHYSICAL ACCESS TOWN OF LINCOLN - MUNICIPAL OFFICES IDENTIFIED BARRIERS AND RECOMMENDATIONS OPERATIONAL ISSUES (CONTINUED) BARRIERS IDENTIFIED COUNCIL CHAMBERS = NO OBVIOUS WHEELCHAIR OR SPACE FOR A PERSON WITH A GUIDE DOG IS EVIDENT. RECOMMENDATIONS TO REMOVE BARRIERS CREATE DISPERSED ACCESSIBLE SEATING THROUGHOUT ASSEMBLY AREA WHERE POSSIBLE. REMOVE PORTION OF BARRIER WALL AT BOTH ENDS OF THE FIRST ROW OF SEATING IN THE PUBLIC GALLERY AND/OR REMOVE 2 SEATS AT BOTH ENDS OF THE FIRST ROW TO ALLOW ACCESSIBLE SEATING AND INSTALL SIGN WITH UNIVERSAL ACCESSIBILITY SYMBOLS. DIMENSIONS OF SEATING SHOULD BE AS FOLLOWS: SIDE APPROACH - NO < 900MM WIDE, 1525MM LONG FRONT REAR APPROACH - NO < 900 MM, 1220MM LONG SHOULD BE ABLE TO ACCOMMODATE AT LEAST TWO WHEELCHAIRS SIDE BY SIDE FIRST YEAR ACCESSIBILITY PLAN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOML D AND WEST LINCOLN THE HENIN ET ON GMUR PRIORITY 1, 2, 3 OR 4 4 4 PRIORITY 1 - IMMEDIATE ACTION RECOMMENDED - PRIORITY 2 - SHORT TERM ACTION RECOMMENDED PRIORITY 3 - MID-TERM ACTION RECOMMENDED - PRIORITY 4 - LONG-TERM ACTION RECOMMENDED TOWN OF LINCOLN PUBLIC LIBRARY - MOSES F. RITTENHOUSE BRANCH IDENTIFIED BARRIERS AND RECOMMENDATIONS THIS BRANCH HAS A LONG STANDING REPUTATION AS AN ACCOMMODATIVE STAFF AND FACILITY. IT HAS PLAYED A LEADERSHIP ROLE AMONG LIBRARIES IN ITS USE OF ADAPTIVE TECHNOLOGIES AND ALTERNATIVE FORMAT COLLECTION. ASSESSMENT IDENTIFIED BARRIERS CATEGORY PHYSICAL ACCESS CURB RAMP: 1 = PARKING LOT PROVIDES A DISABLED PARKING EXTERNAL ACCESS TO BUILDING SPACE, PLACED CLOSE TO THE ENTRANCE. THE SPACE DOES NOT HAVE A "POST SIGN". = CURB RAMP EXISTS BUT IS NOT EASILY DISTINGUISHABLE FOR PERSONS WITH VISUAL IMPAIRMENTS INTERNAL ACCESS TO BUILDING LAYOUT: THE BUILDING HAS ONE FLOOR ONLY. INTERIOR DOORS LEADING TO LIBRARY ARE GLASS, FRAMES ARE NOT IN A CONTRASTING COLOUR, WHICH PRESENTS BARRIERS TO PERSONS WITH VISUAL DISABILITIES PATHS OF TRAVEL - SPACE BETWEEN STACKS VARIES FROM 840MM WIDE TO 940MM WIDE. A LACK OF CLEAR SPACE EXISTS MOST PROMINENTLY AT THE ROTATING PAPERBACK TURNSTILE STACK. RECOMMENDATIONS TO REMOVE BARRIERS PAINT CURB RAMP'S OUTLINE IN CONTRASTING COLOUR FROM SURROUNDING SURFACE (E.G. YELLOW). POST A SIGN IN FRONT OF THE SPACE CONFORMING TO THE FOLLOWING: - T SIGN LOCATED NEAR CENTRE OF STALL, IS AT LEAST 300X450MM IN DIMENSION, AND IS PLACED 1500- 2500MM FROM THE GROUND + SIGN INDICATES

THAT SPACE IS RESERVED FOR THOSE WITH DISABLED PARKING PERMITS AND THAT THERE IS A FINE OF \$300 FOR PARKING ILLEGALLY. INSTALL A "WARNING STRIPE TAPE" THAT IS 100MM WIDE IN A CONTRASTING COLOUR (E.G. YELLOW OR PATTERNED) FOR FULL WIDTH OF DOOR AT A HEIGHT OF 1.35M FROM FLOOR. CONSIDER WIDENING STACKS TO A MINIMUM WIDTH OF 1060MM AND/OR COMMUNICATE STAFF'S AVAILABILITY TO ASSIST PATRONS IN A VARIETY OF WAYS (E.G. WEB SITE, SIGNAGE BY CIRCULATION DESK, PUBLICATIONS ETC.) FIRST YEAR ACCESSIBILITY PKN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOML D AND WEST LINCOLN THE HENINETONG MUO PRIORITY 1, 2, 3 OR 4 1 PRIORITY 1- IMMEDIATE ACTION RECOMMENDED- PRIORITY 2 - SHORT TERM ACTION RECOMMENDED PRIORITY 3 - MID-TERM ACTION RECOMMENDED- PRIORITY 4 - LONG-TERM ACTION RECOMMENDED ASSESSMENT CATEGORY INTERNAL ACCESS TO BUILDING CONTINUED WASHROOMS THERE IS A WOMEN'S AND MEN'S MULTI-STALL TYPE WASHROOM - IT HAS A DESIGNATED ACCESSIBLE STALL. 30TH WERE AUDITED. TOWN OF LINCOLN PUBLIC LIBRARY - MOSES F. RITTENHOUSE BRANCH IDENTIFIED BARRIERS AND RECOMMENDATIONS BARRIERS IDENTIFIED IN BOTH WASHROOMS (MEN'S AND WOMEN'S) LAVATORY STALL MEETS SPACE REQUIREMENTS, CAN BE OPENED WITH ONE HAND, BUT LOCKING IT WITH ONE HAND IS DIFFICULT. COAT HOOK ON INSIDE OF STALL DOOR, PAPER TOWEL DISPENSER AND SANITARY NAPKIN CONTAINER ARE TOO HIGH. PIPES UNDER SINK ARE NOT INSULATED. LEVER HANDLE EXISTS ON FAUCETS, BUT HOT AND COLD FAUCETS WOULD BE DIFFICULT TO IDENTIFY FOR A PERSON WITH A VISUAL IMPAIRMENT. IN MEN'S WASHROOM THE SOAP DISPENSER WOULD BE DIFFICULT TO REACH FOR A WHEELCHAIR USER. RECOMMENDATIONS TO REMOVE BARRIERS: INSTALL D-TYPE RING ON INSIDE OF DOOR NO HIGHER THAN 1200MM FROM FLOOR = LOWER COAT HOOK, PAPER TOWEL DISPENSER AND SANITARY NAPKIN CONTAINER TO NO HIGHER THAN 1200MM FROM FLOOR. INSULATE PIPES. INSTALL RAISED LETTERING (H & C) ON FAUCETS. RELOCATE SOAP DISPENSER TO ADJACENT WALL AND LOWER SOAP DISPENSER SO THAT ITS MIDLINE IS NO HIGHER THAN 1200MM FROM FLOOR. FIRST YEAR ACCESSIBILITY PKN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOML D AND WEST LINCOLN THE HENINETONG MUR, PRIORITY 1- IMMEDIATE ACTION RECOMMENDED- PRIORITY 2- SHORT TERM ACTION RECOMMENDED PRIORITY 3 - MID-TERM ACTION RECOMMENDED- PRIORITY 4 - LONG-TERM ACTION RECOMMENDED ASSESSMENT CATEGORY POLICY AND PROCEDURAL RELATED ACCESS TOWN OF LINCOLN PUBLIC LIBRARY - MOSES F. RITTENHOUSE BRANCH IDENTIFIED BARRIERS AND RECOMMENDATIONS BARRIERS IDENTIFIED FORMS, PUBLICATIONS AND WEB SITES APPLICATIONS FORMS AND PUBLICATIONS CAN BE MADE INTO LARGE PRINT OR OTHER ALTERNATE FORMATS UPON REQUEST. LIBRARY IS CERTIFIED BY W3 INITIATIVE AND CONFORMS TO ALL WEB ACCESSIBILITY REQUIREMENTS IN GENERAL ACCESSIBILITY OF LIBRARY PROGRAMS IS NOT WELL PUBLICIZED. USER POLICY - RESERVE POLICY MUST BE ADVERTISED AND EXPLAINED TO PATRONS. NO MENTION IS MADE ABOUT HOW THIS IS DONE. CIRCULATION POLICIES: DVD VIDEO COLLECTION STATEMENT OF RESPONSIBILITY MUST BE SIGNED BY EACH PATRON WISHING TO BE ELIGIBLE TO BORROW FROM THIS COLLECTION. RECOMMENDATIONS TO REMOVE BARRIERS: COMMUNICATE THIS PRACTICE TO PATRONS AS WIDELY AS POSSIBLE - E.G. WEB SITE, PUBLICATIONS, NEWSLETTER ETC. ENSURE PROGRAMS' ACCESSIBILITY IS MENTIONED ON ALL PROGRAM ANNOUNCEMENTS. PROVIDE AND PUBLICIZE RESERVE POLICY IN A NUMBER OF FORMATS - E.G. ON WEB SITE, LARGE PRINT ETC. TO ENSURE PATRONS WITH DISABILITIES HAVE ACCESS TO AND UNDERSTAND THIS POLICY. PROVIDE STATEMENT IN A NUMBER OF FORMATS - E.G. ON WEB SITE, LARGE PRINT ETC. TO ENSURE PATRONS WITH DISABILITIES HAVE ACCESS TO, UNDERSTAND AND CAN ABIDE BY THIS POLICY. FIRST YEAR ACCESSIBILITY PKN OF THE JOINT ACCESSIBILITY ADVISORY COMMITTEE OF GRIMBY, LINCOLN, NIAGARA ON THE LAKE, PELHAM, THOML D AND WEST LINCOLN THE HENINETONG MUO PRIORITY 1, 2, 3 OR 4 1 PRIORITY 1- IMMEDIATE ACTION RECOMMENDED- PRIORITY 2 - SHORT TERM ACTION RECOMMENDED PRIORITY 3 - MID-TERM ACTION RECOMMENDED- PRIORITY 4 - LONG-TERM ACTION RECOMMENDED ASSESSMENT CATEGORY PHYSICAL ACCESS INTERNAL ACCESS TO BUILDING TOWN OF LINCOLN PUBLIC LIBRARY - MOSES F. RITTENHOUSE BRANCH IDENTIFIED BARRIERS AND RECOMMENDATIONS BARRIERS IDENTIFIED CURB CUT: = CURB CUT EXISTS FROM ~ ARKINA AREA TO ~ ~ RAMPED WALKWAY LEADING TO FRONT DOOR AND COMPLIES WITH SLOPE AND LENGTHS REQUIREMENTS, BUT IS NOT EASILY DISTINGUISHABLE FOR PERSONS WITH VISUAL IMPAIRMENTS. ENTRANCE: ENTRANCE IS ACCESSIBLE. CONFORMS TO ~ ~ SLOPE AND HAS AUTOMATIC DOOR OPENER. HOWEVER BUILDING ENTRANCE IS DIFFICULT TO LOCATE FROM PARKING LOT. RECOMMENDATIONS TO REMOVE BARRIERS - INSTALL TACTILE WARNING SURFACE AS WIDE AS SIDEWALK AND END 920-1200MM BEFORE CURB CUT BEGINS. TROWEL PARALLEL GROOVES 610MM LONG INSIDE THE CURB RAMP PERPENDICULAR TO TRAVEL ROUTE. SPACE 150MM FROM CENTRE TO CENTRE AT A RADIUS OF 10MM AND DEPTH OF 20MM. CONSIDER INSTALLING A PERMANENT LARGE SIGN ON SIDE OF BUILDING DIRECTING PATRONS TO FRONT DOOR. SIGNS SHOULD CONFORM TO THE FOLLOWING: + SHOULD USE ARABIC NUMBERS AND LETTERS IN SAN SERIF, WIDTH/HEIGHT RATIO SHOULD BE BETWEEN 3:5 AND 1:1,

