

Corporation of the City of Pembroke Accessibility Policy and Plan



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

Submitted to: Pembroke City Council, City of Pembroke

Revised and/or reviewed on the following dates:

December 2004
November 2005
November 2006
January 2008
January 2009
January 2010
January 2011
December 2011
September 2012
November 2012
December 2012
December 2014
December 2015
December 2016
December 2017
December 2019
December 2021
December 2023

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Introduction

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

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

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

Legislation

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

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

The Ontario Human Rights Code:

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

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

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

City of Pembroke Statement of Organizational Commitment

The City of Pembroke is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

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

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

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

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

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

Council Commitment to Accessibility Planning

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

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

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

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

City of Pembroke Accessibility Advisory Committee (AAC)

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

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

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

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

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

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

Accessibility Partnerships

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

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

Description of the City of Pembroke

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

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

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

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

Accessibility Policy

This policy is drafted in accordance with the [Integrated Accessibility Standards](#) (Ontario Regulation 191/11) under the [Accessibility for Ontarians with Disabilities Act](#), 2005 and addresses how the City of Pembroke achieves or will achieve accessibility through meeting of the requirements of the regulation. The requirements will be met within the timeframes set up within the Regulation.

The requirements of the Regulation include:

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

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

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

Mandatory Requirements

Accessibility Plans

The multi-year City of Pembroke Accessibility Plan (“the plan”) outlines the strategy to prevent and remove barriers, and to meet its requirements under the regulation.

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

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

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

Training

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

In addition, we will train:

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

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

Training includes:

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

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

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

Assistive Devices

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

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

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

Communication

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

Service Animals

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

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

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

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

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

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

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

Support Persons

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

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

- The person with a disability
- Others on the premises

Before making a decision, the City of Pembroke will:

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

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

Notice of Temporary Disruption

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

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

Feedback

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

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

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

Accessible Formats and Communication Supports

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

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

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

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

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

Self-service Kiosks

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

Procurement

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

Where it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, the City of Pembroke will provide, upon request, an explanation.

Information and Communications

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

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

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

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

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

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

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

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

Employment

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

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

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

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

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

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

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

We will review the individualized workplace emergency response information:

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

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

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

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

Design of Public Spaces

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

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

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

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

Transportation

Taxicabs

The City of Pembroke will ensure that owners and operators of taxicabs do not charge a higher fare or an additional fee to people with disabilities, charge a fee for the storage of mobility aids or mobility assistive devices, or charge a fee or refusing service to someone using a service animal.

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

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

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

Changes to Existing Policies

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

Accessibility Plan

Executive Summary

The purpose of the *Ontarians with Disabilities Act, 2001 (ODA)* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The Integrated Accessibility Standards (Ontario Regulation 191/11) requires the following:

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

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

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

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

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

Aim

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

Objectives

This report:

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

Barrier – Removal and Prevention Initiatives

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

Site Audit of Municipally Owned Facilities

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

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

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

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

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

Accessible Customer Service Standard

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

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

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

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

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

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

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

Pembroke Memorial Centre

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

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

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

Pembroke Public Library

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

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|---|-----------------|--|-------------------------|------------------------|
| Handicap access ramp signage is very faded and not legible | Communication | Signage should be made more visible | 2011 | 2012 |
| Storage of strollers at back door entrance congests hallway | Physical | Strollers need to be removed from this area and moved to another area of the library | 2011 | 2012 |
| Signage is needed at front of building to indicated accessible parking is available at the rear of the building | Communication | Without signage, people are not aware that the buzzer will alert staff for help | 2011 | 2012 |
| More visible step outside main entrance door as well as delineating potential trip ledge | Physical | Bright colour (yellow) could be added to the trip ledge and step for those with low vision | 2011 | 2012, 2016 |
| Signage for accessible washroom not adequately signed | Communication | Once on second level, there is no signage to indicate where the accessible washroom is. Signage is required. | 2011 | 2013 |
| Light switch in washrooms not visible | Physical | Light switch on inside of washroom not visible to someone with visibility issues. A motion light should be installed | 2011 | 2011 |
| Contrasting colour needed for baseboard in washrooms | Physical | Contrasting colour needed between the baseboards and the walls for people with low vision. | 2011 | 20123 |
| Coat hooks in accessible washroom stall should be lowered | Physical | Add a coat hook at a lower height in accessible washroom stalls | 2011 | 2011 |
| Railing should be continued down accessible ramp from second floor washrooms and be more visible | Physical | The ramp has only a partial railing and a small lip, which is not enough o, prevent accidents. The ramp should be redesigned, or the railing continued to the end of the ramp. | 2011 | 2012 |

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

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

Pembroke City Hall

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|---|-----------------|---|-------------------------|---|
| Stairway from main floor to second floor needs additional lighting | Physical | The lighting for the second set of stairs going from the main floor to the second floor requires more lighting for those with reduced visibility. | 2003 | 2009 |
| Signage for Tax Department & Administration Department is too small | Communication | Signage needs to be made larger or sign to be attached to the counter for person in a wheelchair to see and for those with low vision | 2003 | Signage Removed during 2012 renovations |
| There is no public washroom on the main floor. | Architectural | The staff bathroom could be made accessible for public use; there is enough room to navigate within this bathroom. Due to the age and architecture of this building, this barrier will not be addressed unless major renovations are undertaken | 2003 | |
| Access to the Council Chambers should be addressed as it would be very difficult for anyone with physical disabilities to climb the staircase | Architectural | Move the Council Chambers to the basement or another location that is wheelchair accessible or install an elevator | 2003 | 2008 – Lift Installed |
| Signage for washroom on lower level too small | Communication | Signage needs to be made larger | 2003 | 2004-2005 |
| Fixtures in the washroom on the lower level are the same colour as the walls | Physical | A bright colour (yellow) should be added to the edges of the fixtures (towel holder, soap dispenser, etc.) or paint the walls a contrasting colour | 2003 | 2006 |
| Lower-level accessible washroom toilet too low | Physical | Replace toilet with a higher toilet | 2013 | |

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|---|-----------------|---|-------------------------|--|
| Ramp to exit the lower level is not a safe grade | Physical | An automatic door opener should be installed | 2003 | 2010 – 4 threshold ramps were installed. 2016 interior ramp extended |
| Counter Height in Tax Department and Building Department | Physical | Counter height in Tax Department and Building Department should be lowered to accommodate people in wheelchairs, scooters, etc. | 2011 | 2012 lower counter available in Building Department |
| Contrasting colour needed for baseboards in some locations of City Hall | Physical | Contrasting colour needed between the baseboards and the walls for people with low visibility | 2011 | Contrasting colour added as renovations were completed |
| Stairs and handrails are poorly marked for those with low vision. Edges of steps should be marked | Physical | Bright colour (yellow) should be added to the edge of steps and handrails for those with low vision to know where the steps begin and when they end | 2003 | Yellow and Black strips added to edge of steps 2022 |
| Lower-Level Committee Room should have an entrance ramp to access the room | Physical | A ramp is needed since there is a lip that could reduce access to the room | 2011 | |
| Door to exit the lower level is difficult to open | Physical | An automatic door opener should be installed or a buzzer so that staff can come and open the door | 2011 | |
| International symbol of accessibility missing | Communication | Install sign to identify entrance location | 2013 | International symbol added to front door |

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|---|-----------------|---|-------------------------|---|
| Main floor hinged door outside small meeting area very difficult to open for those using a wheelchair | Physical | Door opening redesigned or hinges changed | 2013 | Access closed to the general public as meeting room now an office |
| Toilet in accessible washroom on second floor too low | Physical | Higher toilet required | 2013 | |
| Accessible washroom on second floor requires grab bars | Physical | Install grab bars | 2012 | |
| Soap dispenser in the accessible washroom on second floor out of reach to those in wheelchairs | Physical | Install soap dispenser closer to front of sink for easier access | 2013 | |
| Paper dispenser and mirror in accessible washroom (2 nd floor) too high | Physical | Lower mirror and paper dispenser to enable access to individuals in wheelchairs | 2013 | |
| Accessible door on main level difficult to open independently | Physical | Sliding automatic door repaired to allow access without having to push a button | 2016 | 2016 |
| Red "Exit" signs should be phased out | Communication | Replace older red "exit" signs with new green international "running man" signs | 2016 | 2016 |

Operations Building

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

Pembroke and Area Community Centre

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

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

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

Pembroke Fire Department (273 Victoria Street)

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|---|-----------------|---|-------------------------|-------------------------------|
| Lack of accessible washrooms in this building | Physical | Accessible washrooms required since building is used for public tours. Due to the age and architecture of this building this barrier will not be addressed unless major renovations are undertaken | 2011 | 2018 – moved to new Fire Hall |
| Lack of designated handicap parking spaces | Physical | A parking space should be delineated as a handicap parking space somewhere near the Fire Hall. Due to the age and architecture of this building, this barrier will not be addressed unless major renovations are undertaken | 2011 | 2018 – moved to new Fire Hall |
| No accessible main entrance | Physical | If major renovations are completed, install an accessible main entrance | 2013 | 2018 – moved to new Fire Hall |

Pembroke Fire Department (200 International Drive)

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

Pembroke Police Department (169 William Street)

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

Pembroke OPP Department (77 International Drive)

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

Kinsmen Pool

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

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|---|-----------------|---|-------------------------|------------------------|
| Outside cement entrance ramp & walkway sections broken which could result in a tripping hazard | Physical | Resurface the walkway | 2023 | 2023 |
| End lockers near pool entrance in ladies' change room should be designated for those with physical disabilities | Physical | The end lockers near the door to access the pool in the ladies' change room should be reserved for people with disabilities as this area is large enough to accommodate a wheelchair | 2011 | |
| No paper towel dispenser in women's accessible washroom | Physical | Paper towel dispenser should be installed since a sink is located in this washroom stall | 2011 | 2011 |
| Counter Height at main entrance | Physical | Counter height in pool entrance should be lowered to accommodate people in wheelchairs, scooters, etc. Due to the age and architecture of this building, this barrier will not be addressed unless major renovations are undertaken | 2011 | |
| Automatic Door Openers at front door and lobby entrance are not visible | Physical | Automatic door openers should be highlighted with coloured arrows to indicate their location to people | 2011 | 2011 |
| International symbol of accessibility missing to identify entrance location | Communication | Install sign indicating entrance location | 2013 | 2015 |
| Accessible washroom in ladies change room missing door handle | Physical | Install a "D" style door pull on bathroom door | 2013 | 2018 |

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

City of Pembroke Parks

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

Riverside Park

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

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|---|-----------------|--|-------------------------|------------------------|
| Accessible Play Structure | Physical | Construction of accessible play structure required. Replace with a ground surface that is firm, stable and has impact attenuating properties | 2004 | 2008 |
| Ground surface of the age 0-5 years play centre not accessible (sand) | Physical | When redeveloping the play space, replace sand with a ground surface that is firm, stable and has impact attenuating properties | 2014 | |
| Age 0-5 years play centre does not incorporate accessibility features such as sensory and active play components for children with disabilities | Physical | When redeveloping the play space, install accessible play centre | 2014 | |
| Colour contrast needed on edging surrounding play centres | Physical | Edges should be marked with bright coloured paint or tape to be more visible for individuals with low vision | 2014 | |
| Camper's Washroom | Physical | Renovations to building to allow accessible washrooms | | 2012 |

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|--|------------------------|---|--------------------------------|-------------------------------|
| Entrance doors to camper's washroom are difficult to open for wheelchair users | Physical | Install automatic door openers | 2014 | |
| Accessible shower in camper's washroom has 2 steps to get into the shower area | Physical | When renovated, ensure shower is accessible | 2014 | |
| Accessible bathroom in camper's washroom is not identified with International Symbol of Accessibility | Communication | Ensure bathroom stall door has an International Symbol of Accessibility sign | 2014 | 2019 |
| Washroom wall and stall doors in the camper's washroom require a contrast colour | Physical | Paint wall or bathrooms tall doors a contrast colour to assist those with low vision | 2014 | |
| International Symbol of Accessibility does not identify the phone location | Communication | Post International Symbol of Accessibility above phone location | 2014 | |
| Kiwanis Fieldhouse public washroom wall and floor colours require contrast | Physical | Paint walls a contrast colour to assist those with low vision | 2014 | |
| No parking spaces identified at the beach area with International Symbol of Accessibility reserved for vehicles carrying persons with disabilities | Communication | Identify parking spaces with the International Symbol of Accessibility | 2014 | |
| No access or walkway from parking lot to play centres | Physical | Install a clearly marked accessible pedestrian route from the parking space to the play centre area | 2014 | |
| There is no accessible route that connects all the amenities in the park | Physical | Install an accessible pathway to connect all amenities in the park | 2014 | |

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|--|------------------------|--|--------------------------------|-------------------------------------|
| Area approaching and surrounding picnic area is not accessible to person using mobility aids | Physical | When redeveloping the outdoor eating area, ensure surface leading to and under table area is level, firm and stable | 2014 | |
| Tables do not allow for adequate knee clearance | Physical | When redeveloping the outdoor eating area, ensure a minimum of 20% of the new tables are accessible | 2014 | 2019-2020 - 4 tables purchased |
| Accessible washroom not available at the beach area | Physical | When renovating or replacing the beach area washroom, ensure that washrooms are accessible | 2014 | |
| Kiwanis Fieldhouse public washroom entrance doors are heavy and difficult to open for wheelchair users | Physical | Install automatic door openers | 2014 | |
| Kiwanis Fieldhouse public washroom doors are narrow | Physical | When renovating, ensure entrance doors are wide enough for an individual using a wheelchair | 2014 | |
| Kiwanis Fieldhouse public washroom entrance doors have a step to get into the washroom area | Physical | When renovating, ensure that the entrance to the washrooms is level | 2014 | |
| Kiwanis Fieldhouse public washroom accessible toilet is too low | Physical | Install a higher toilet | 2014 | |
| Kiwanis Fieldhouse public washroom soap dispenser & hand dryer in the accessible washroom cannot be reached by individuals in a wheelchair | Physical | Soap dispenser & hand towels should be moved lower and near the front of the sink to enable those in a wheelchair to reach | 2014 | Washrooms now closed to the Public. |

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|--|--------------------------|---|--------------------------------|-------------------------------|
| Ball Diamond Scoreboard requires replacement | Physical & Communication | Replace the scoreboard. Scoreboard replaced with one which includes translucent white LED digits. | | 2023 |
| Field bleachers not accessible | Physical | Replace bleachers with lower tiered bleachers to allow easier egress | | 2023 |

Rotary Park

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

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

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

Kinsmen Park

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

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

Centenary Park & Pembroke Waterfront

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

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|---|-----------------|--|-------------------------|------------------------|
| Boat ramp, dock and gas pumps are not accessible for someone with a physical disability | Physical | Wheelchair ramp to be extended to these areas | 2003 | |
| Public washrooms, laundry and shower are not accessible for someone with a physical disability | Physical | Barrier free access to be extended to these areas | 2003 | |
| Benches attached to the Boardwalk blend into the boardwalk | Physical | Colour strips on bench should be installed or painted to assist those with low vision | 2014 | |
| Boardwalk joints are larger than 20 mm | Physical | When replacing boardwalk, ensure joints are not larger than 20mm | 2014 | 2015 |
| Boardwalk and trail require edge protection where its constructed adjacent to water or a drop-off | Physical | When redeveloping the boardwalk, install edge protection to prevent users of the trail from slipping over the edge | 2014 | |
| Signage providing length of trail, type of surface, average and minimum trail width, average and maximum running slope and course slope and location of amenities should be installed | Communication | When redeveloping existing boardwalk, signage with the required information must be placed at each trailhead. | 2014 | |

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|---|-----------------|---|-------------------------|---|
| There is no accessible route that connects the picnic and amphitheatre seating area to the walkway | Physical | Install an accessible pathway to connect all amenities in the park | 2014 | |
| Ground surface of the play centre not accessible (sand) | Physical | When redeveloping the play space, replace sand with a ground surface that is firm, stable and has impact attenuating properties | 2014 | |
| Play Centre does not incorporate accessibility features such as sensory and active play components for children with disabilities | Physical | When redeveloping the play space, install an accessible play centre | 2014 | |
| Tables do not allow for adequate knee clearance | Physical | When redeveloping the outdoor eating area, ensure a minimum of 20% of the tables are accessible | 2014 | 2023 – 5 accessible picnic tables added |
| Area approaching and surrounding picnic area is not accessible to persons using mobility aids | Physical | When redeveloping the outdoor eating area, ensure surface leading to and under table area is level, firm and stable | 2014 | |
| Boaters' washroom is not accessible | Physical | When renovating or replacing the boater's washroom, ensure washroom is accessible | 2014 | |
| Stairs at amphitheatre (seating area) do not have a railing | Physical | Ensure at least one set of stairs has a railing | 2014 | |
| Colour contrast needed at edge of stairs at amphitheatre (seating area) | Physical | All stairs should be marked with bright coloured paint or tape at edges to be more visible for individuals with low vision | 2014 | |

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|---------------------------------------|-----------------|--|-------------------------|------------------------|
| Entrance to boardwalk joint not flush | Physical | Fill gap with material to ensure joints are flush with boardwalk | 2015 | 2017 |

Pansy Patch Park

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

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

Harvey Fraser Park

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

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

War Memorial Park

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

Coronation Park

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

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

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

Cecil Street Park

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

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

Rondeau Park

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

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

Golfview Park

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

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

Shamrock Park

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

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

Alfred Street Parkette

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

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

Dunlop Park

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

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

Hillcrest Park

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

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

Memory Garden, B.F.O. Park

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

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

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

D'Youville Park

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

Eganville Road Parkette

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

IOF Park

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

Lea Street Park

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

McGee Street Parkette

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

River Road Parkette

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

Whitewood Park

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

Sidewalks

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Barrier Identified | Year Barrier Addressed |
|--|-----------------|---|-------------------------|------------------------|
| Christie Street | Physical | Sidewalk from Mary Street to Christie Street Bridge now fully accessible | | 2009 |
| Pembroke Street West | Physical | Sidewalk from Trafalgar Road to Forced Road now fully accessible | | 2009 |
| Isabella Street | Physical | Sidewalk from Moffat Street to Church Street now fully accessible | | 2009 |
| Alexander Street Parking Lot has no accessible sidewalk access | Physical | Universally accessible ramp from parking lot to sidewalk | | 2010 |
| Cecelia Street | Physical | Accessible sidewalks from Esther Street and Irving Street; on Alfred Street and Catherine Street; on Herbert Street between Cecelia Street and Catherine Street; and on Esther Street between Peter Street and Cecelia Street | | 2011 |
| Frank Nighbor Extension | Physical | Accessible sidewalks built on the east and west side of Lake Street to new Algonquin College property | | 2011 |
| Metcalfe Street | Physical | Accessible sidewalks from Mackay Street and Centre Street | | 2012 |
| Nelson Street | Physical | Accessible sidewalk built on north and south side of Nelson Street at McKay Street | | 2011 |
| Chamberlain Street | Physical | Accessible sidewalk between Cecelia Street and Peter Street | | 2012 |
| Nelson Street | Physical | Accessible sidewalks built on the north and south side of Nelson Street at Mackay Street. | | 2011 |

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

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

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

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

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

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

Audible Pedestrian Signals

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

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

Pedestrian Crossings

| Barrier Identified | Type of Barrier | Strategy for Removal or Prevention | Year Identified | Year Barrier Addressed |
|--|-----------------|---|-----------------|------------------------|
| Pedestrian Crossing required near the Bell Street/Fellowes High School front entrance area | Physical | Install a pedestrian crossing | 2018 | 2018 |
| Pedestrian Crossing in disrepair at the Elizabeth Street and Pembroke Street East intersection | Physical | Upgrade the pedestrian crossing | 2019 | 2020 |
| Pedestrian Crossing required at the William Street/Pembroke Street East intersection | Physical | Install an upgraded pedestrian crossing | | 2020 |
| Pedestrian Crossing required at the William Street/Nelson Street intersection | Physical | Install an upgraded pedestrian crossing | | 2021 |
| Pedestrian Crossing in disrepair on Pembroke Street West in front of the Mall | Physical | Upgrade the pedestrian crossing | | 2022 |
| Pedestrian Crossing in disrepair at the James Street/Pembroke Street West intersection | Physical | Upgrade the pedestrian crossing | | 2023 |

Parking

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

Total Cost for Barrier Removal Completed Between 2005-2023

| Year Barriers were addressed | Total Cost to remediate barriers |
|------------------------------|----------------------------------|
| 2006 | \$45,270.00 |
| 2007-2008 | \$113,638.39 |
| 2009 | \$187,200.00 |
| 2010 | \$12,365.00 |
| 2011 | \$111,875.00 |
| 2012 | \$209,724.42 |
| 2013 | \$66,550.00 |
| 2014 | \$26,700.00 |
| 2015 | \$79,550.00 |
| 2016 | \$128,180.15 |
| 2017 | \$41,000.00 |
| 2018 | \$109,392.50 |
| 2019 | \$208,845.00 |
| 2020-2021 | \$4,575,000.00 |
| 2022 | \$243,957.85 |
| 2023 | \$733,200.89 |
| Total | \$6,892,449.00 |

Accessibility Advisory Committee Goals

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

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

2014

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

2015

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

2016

- conduct an inventory of audible traffic signals within the City.

- develop a map that illustrates the current accessible parking locations within the downtown core.
- review and update the Multi-year Accessibility Policy and Plan

2017

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

2018

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

2019

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

2020

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

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

2021

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

2022

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

2023

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

Conclusion

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