

Accessibility Policy and Plan

Corporation of the City of Pembroke



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 Coordinator](#) at 613.735.6821 extension 1330

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Legislation

In June 2005, the Ontario Government passed the [Accessibility for Ontarians with Disabilities Act](#) (AODA) setting the goal of a fully Accessible Ontario by 2025.

Ontario has set standards in the five areas of [customer service](#), [employment](#), [information and communications](#), [public transportation](#) and [public spaces](#) (built environment).

Accessibility Standards for Customer Service

The Accessibility Standards for Customer Service came into effect on January 1, 2008, making them the first to become law under the AODA. This regulation required all municipalities to be in compliance by January 1, 2010 and all private and not-for-profit sectors to follow suit by January 1, 2012. Customer Service joins the four other standards as part of the [Integrated Accessibility Standards](#) (Ontario Regulation 191/11).

Integrated Accessibility Standards

The Integrated Accessibility Standards came into effect on July 1, 2011. This law applies to all organizations – public, private and non-profit sectors. Each of the five areas of the regulation is phased-in through time for each sector. Each Standard provides guidelines and deadlines for organizations in the Province, with one or more employees, to follow and meet. The [Accessibility Directorate](#) has created a [Guide to Ontario's Accessibility Regulations](#) to assist organizations with planning.

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 complaints—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 goal of the Code is to provide for equal rights so as to create a climate of respect where everyone feels part of the community and can

contribute fully. 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 establishes a compliance framework that applies to all public, private and not-for-profit organizations with at least one employee. 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 the principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* and to meeting the needs of people with disabilities, in a timely manner, through the implementation of the requirements of the Act. The City has moved steadily towards providing a higher level of accessibility to 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.

City of Pembroke Accessibility Advisory Committee (AAC)

The City of Pembroke Accessibility Advisory Committee (AAC) is legislated by the Province of Ontario under the AODA and recommends and advises 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 full participation in the community.

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

- Oversee the development and preparation of the Annual Accessibility Plan
- Review and monitor federal, provincial and municipal directives and regulations as they relate to persons with disabilities;
- Research and make recommendations to City Council concerning the identification, removal and prevention of barriers to persons with disabilities within the City of Pembroke.

It is important to recognize the work of the AAC. Each member dedicates a countless number of hours, volunteering their assistance and expertise as they advocate for the needs of people with a disability to Council and to staff.

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 13,882 people (2016 Stats Canada). With an aging population, an estimated 20 percent of our population are people with disabilities, which represents approximately 2,776 individuals! 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 and is not responsible for the

delivery of certain services. The County of Renfrew is responsible for the delivery of the following services:

- 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 will prepare its own Accessibility Plan covering those services delivered by the County.

The City created a working group, known as the Accessibility Advisory Committee (AAC), to work on this Accessibility Plan. More than half of the Committee Members have a disability.

The Committee has identified barriers that will be addressed and has reviewed initiatives by the City to removing and preventing barriers.

Accessibility Policy

This policy is drafted in accordance with the Integrated Accessibility Standards Standards (Ontario Regulation 191/11) 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:

- the establishment, implementation, maintenance and documentaiton of a multi-year accessibility plan, which outlines the City of Pembroke's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- the incorporation of accessibility criteria and features when procuring or acquiring good, service or facilities;
- the incorporation of accessibility features when designing, procuring or acquiring self-service kiosks;
- 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

General

(1) Accessibility Plans

- I. 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;
- II. The plan is posted on the website, and will be provided in alternate formats upon request;
- III. The plan will be reviewed yearly and updated at least once every five years;
- IV. The plan has been created in consultation with the Accessibility Advisory Committee
- V. An annual status report on the progress of measures taken to implement the strategy will be posted on the website.

(2) **Procuring/acquiring goods, services or facilities** – Compliance by January 1, 2013

- I. Accessibility criteria and features are incorporated when procuring or acquiring good, services or facilities, except where it is not practicable to do so;
- II. 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.

(3) **Self- Service Kiosks** – Compliance January 1, 2013

- I. Accessibility features are incorporated when designing, procuring or acquiring self-service kiosks.

(4) **Training** – Compliance January 1, 2014

- I. The City of Pembroke ensures that training is provided on the requirements of accessibility standards referred to within the Integrated Accessibility Standards (Ontario Regulation 191/11) and on the *Human Rights Code* as it pertains to persons with disabilities to,
 - a. All employees and volunteers;
 - b. All persons who participate in developing the organization’s policies; and

- c. All other persons who provide goods, services or facilities on behalf of the organization.
- II. The training provided is appropriate to the duties of employees, volunteers and other persons.
- III. Training is provided as practicable to employees, volunteers and other persons.
- IV. Where there are changes to the Integrated Standards Accessibility Policy, training will be provided with regard to those changes.
- V. The City of Pembroke will maintain a record of the dates of when training is provided and the number of individuals to whom it was provided.

Information and Communication Standards

(5) Feedback – Compliance January 1, 2014

- I. The City of Pembroke's Customer Feedback process is accessible to persons with disabilities and does provide or arrange for the provision of accessible formats and communication supports upon request.
- II. The public is notified regarding the availability of accessible formats and communication supports.

(6) Accessible Formats and Communication Supports – Compliance January 1, 2015

- I. The City of Pembroke will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,
 - a. In a timely manner that takes into account the person's accessibility needs due to disability, and;
 - b. At a cost that is no more than the regular cost charged to other persons.
- II. The City of Pembroke will consult with the person making the request in determining the suitability of an alternative format or communication support.
- III. The City of Pembroke notifies the public about the availability of accessible formats and communication supports.

(7) Emergency plans/public safety information - Compliance January 1, 2012

- I. Where the City of Pembroke prepares emergency procedures, plans or public safety information and makes that information available to the public, the information will be in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

(8) **Websites and web content** – Compliance by January 1, 2021 (all websites and content – Level AA)

- I. The City of Pembroke's new internet, intranet websites and web content on those sites conforms with the WCAG 2.0 Level AA, with the following explanations;
 - a. Success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (pre-recorded) are exceptions- due January 1, 2020,
 - b. All internet websites and web content will comply to the WCAG 2.0 Level AA (with the above exception) by January 1, 2016,
 - c. As of January 1, 2020 all internet, intranet and web content will conform with the WCAG 2.0 Level AA,
 - d. Where websites and web content, including web-based applications, that the City controls directly or through a contractual relationship that allows for modification of the product, are included in this timeline, where practicable,
 - e. Where practicable, web content published on a website after January 1, 2012 is included in this timeline.

The City's website currently conforms to WCAG 2.0 Level AA.

(9) **Public Library** – Compliance by January 1, 2013

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

Employment Standards

III. (10) Recruitment_– Compliance by January 1, 2014

- I. The City of Pembroke notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process;
- II. During the recruitment process, applicants who are individually selected to participate in an assessment or selection process, are notified that accommodations are available upon request in relation to the materials or processes used;
- III. If a selected applicant requests an accommodation, the City of Pembroke consults with the applicant, having regard for the applicants accessibility needs, on the provision of a suitable accommodation;
- IV. When making an offer of employment, the City of Pembroke will notify the successful applicant of its policies for accommodating employees with disabilities.

(11) Accessible formats and communication supports for employees - Compliance by January 1, 2014

- I. Where an employee requests it, the City of Pembroke will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
 - a. Information that is needed in order for the employee to perform the employee's job; and
 - b. Information that is generally available to employees in the workplace.
- II. The City of Pembroke will consult with the employee making the request in determining the suitability of an accessible format or communication support.

(12) Workplace emergency response information – Compliance by January 1, 2012

- I. The City of Pembroke provides individual workplace emergency response information to employees who have a disability;
 - a. Where the disability is such that individual information is necessary, and

- b. Where the City of Pembroke is aware of the need for accommodation due to the employee's disability.
- II. If an employee with individualized information requires assistance and provides consent, the City of Pembroke will provide the individualized information to the person designated by the City of Pembroke to provide assistance to the employee.
- III. Individualized information is provided as soon as practicable after the City of Pembroke becomes aware of the need for accommodation due to an employee's disability.
- IV. The City of Pembroke will review the individualized workplace emergency response information;
 - a. When the employee moves to a different location
 - b. When the employee's overall accommodation needs or plan are reviewed
 - c. When The organization reviews its general emergency response policies

(13) **Documented individual accommodation plans** - Compliance by January 1, 2014

- I. The City of Pembroke will prepare a written process for the development of Individual Accommodation Plan for employees with disabilities if required.

(14) **Return to work** - Compliance by January 1, 2014

- I. The City of Pembroke has a documented return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

(15) **Performance Management** - Compliance by January 1, 2014

- I. Where the City of Pembroke uses performance management in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

(16) **Career Development and Advancement** - Compliance by January 1, 2014

- I. Where the City of Pembroke uses career development and advancement in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

(17) **Redeployment** - Compliance by January 1, 2014

- I. Where the City of Pembroke uses career development and advancement in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

Transportation

(18) **Taxicabs**

- I. 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 or charge a fee for the storage of mobility aids or mobility assistive devices. - Compliance by January 1, 2011
- II. The City of Pembroke will ensure that owners and operators of taxicabs display vehicle registration and identification information on the rear of their taxicabs. - Compliance by January 1, 2012

(19) **Accessible Taxicabs** - Compliance by January 1, 2013

- I. The City of Pembroke will consult with the AAC to determine the proportion of on-demand accessible taxicabs required in the community. The Accessibility Advisory Committee met on December 5, 2012 and recommended that 10% of the licensed taxicabs in the City of Pembroke should become on-demand accessible taxicabs. As of November 2019, no on-demand accessible taxicabs are available within the City.
- II. Progress made toward meeting the need for on-demand accessible taxicabs will be documented in the accessibility plan.

Design of Public Spaces - Compliance by January 1, 2016

The standard for the design of public spaces only applies to new construction and major changes to existing features.

Following are the highlights of what the standard covers and the City will endeavor to implement these regulations:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds
- Exterior paths of travel, like sidewalks, ramps, stairs, curb ramps, and rest areas
- Accessible parking
- Maintenance and restoration of public spaces
- Service-related elements like service counters, fixed queuing lines and waiting areas

Accessibility Plan

Executive Summary

The purpose of the *Ontarians with Disabilities Act, 2001 (ODA)* and the *Accessibility for Ontarians with Disabilities Act, 2005* 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 ODA 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.

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 provided recommendations to various departments to ensure Pembroke was barrier free. Initiatives that were recommended by the Committee and approved by the City are as follows:

1. All Site Plans must be barrier free prior to signing an agreement with the developer;
2. All municipal projects, such as the Waterfront Walkway is designed to provide barrier free access;
3. All sidewalks are built with curb cuts for barrier free and tactile warning strips are installed.

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.

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

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 following items represent recent 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
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 wheel chair	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

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
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. Existing elevator sign must be more visible	Communication	Signage should be erected and existing signage more visible.	2011/2019	2011
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	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
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	
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 accessible washrooms in the activity room	2019	
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
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	
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	2016
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	2004-2005
Electric baseboard heater in washroom is too long	Physical	Electric baseboard heater needs to be moved or replaced with a shorter one	2011	
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
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
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
Computer cords/wires loose on floor could cause a tripping hazard	Physical	Move computer cords/wires or cover them to prevent trips	2015	
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	
More visible steps to lower level	Physical	Bright colour (yellow) should be added to the edge of each step for those 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	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Chair blocking access to ramp to accessible washrooms	Physical	Ensure access to ramp is barrier free	2015	
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 manoeuver 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	
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	
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	
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	
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	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
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 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	Communicant	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 contrasting colour added to bottom edge	2003	2004-2005
Stairs and hand rails 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

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Handrail is too short	Physical	Handrail should be extended by 12" past top and bottom of step	2003	
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 contrasting 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	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Soap dispenser in Activity Room accessible washrooms cannot be reached by an individual; in a wheelchair	Physical	Soap dispenser moved closer to the front of the accessible sink	2015	
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
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
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	2014	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
		more visible for individuals with low vision		
Camper's Washroom	Physical	Renovations to building to allow accessible washrooms		2012
Entrance doors to campers 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	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
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	
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 are level	2014	
Kiwanis Fieldhouse public washroom accessible toilet is too low	Physical	Install a higher toilet	2014	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Kiwanis Fieldhouse public washroom soap dispenser & hand dryer in the accessible washroom cannot be reached by individuals in a wheelchair	Physical	Soap dispenser & hand towels should be moved lower and near the front of the sink to enable those in a wheelchair to reach	2014	Washrooms now closed to the Public.

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	Wheel chair 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 requires 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	
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 boaters 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	
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	Physical	When redeveloping the play space, install an accessible play centre	2017	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
active play components for children with disabilities				

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 is 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		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
Large Piece of Concrete missing in front of 15 Pembroke Street West	Physical	Sidewalk repaired	2019	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
Square cut in the sidewalk in front of 23 Pembroke Street West resulting in a fair size hole – tripping hazard	Physical	Repair sidewalk	2019	
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	
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	
Sidewalk in front of 140 Pembroke Street West in disrepair	Physical	Repair sidewalk	2019	
Curb cut near 130 Pembroke Street West in disrepair	Physical	Repair curb cut	2019	
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	
Sidewalk in front of 82 Pembroke Street West in disrepair	Physical	Repair sidewalk	2019	
Only two accessible parking spaces on Pembroke Street n downtown	Physical	Re-evaluate location of accessible parking spaces and install additional	2019	

Barrier Identified	Type of Barrier	Strategy for Removal or Prevention	Year Barrier Identified	Year Barrier Addressed
corridor (near 122 Pembroke St. West and 1 Pembroke St. East)		accessible parking spaces where feasible		
No audible pedestrian signals in the downtown corridor	Communication	Replace one pedestrian signal with audible signals every year	2019	

Total Cost for Barrier Removal Completed Between 2005-2019

Year Barriers were addressed	Total Cost
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	\$7,000
Total	\$1,340,290.40

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