

## **AGENDA**

**Date:** Thursday August 24, 2023

**Location:** Memorial Arena Auditorium, 80 Wilson Avenue

**Time:** 9:00 a.m. (To Follow Joint Meeting with the Elgin County-Central Elgin Joint Accessibility Advisory Committee)

### **DISCLOSURES OF INTEREST**

### **ADOPTION OF MINUTES**

1. Confirmation of the July 18, 2023 Minutes.

### **OLD BUSINESS**

1. Remembrance Day Special Event & Road Closure
2. Tablecloth quotes for Open House
3. Accessible Parking near St. Thomas Public Library **Page 2**

Extract from Council Report ES-49-23 attached.

Consideration of accessible parking spots is being undertaken following a site visit on July 25, 2023. The Traffic and Parking By-law has already been amended to delineate an accessible on-street parking lay-by location on Curtis Street.

### **REPORTS of COMMITTEES**

1. Budget:

Consideration of Guest Speaker Donation to Canada Helps

Consideration of Dreams Come True Music Studio Performance - \$200 Cost

2. Special Events:

3. Site Plan Control:

### **NEW BUSINESS**

1. 2023 Accessibility Plan **Pages 3-22**

### **NEXT MEETING**

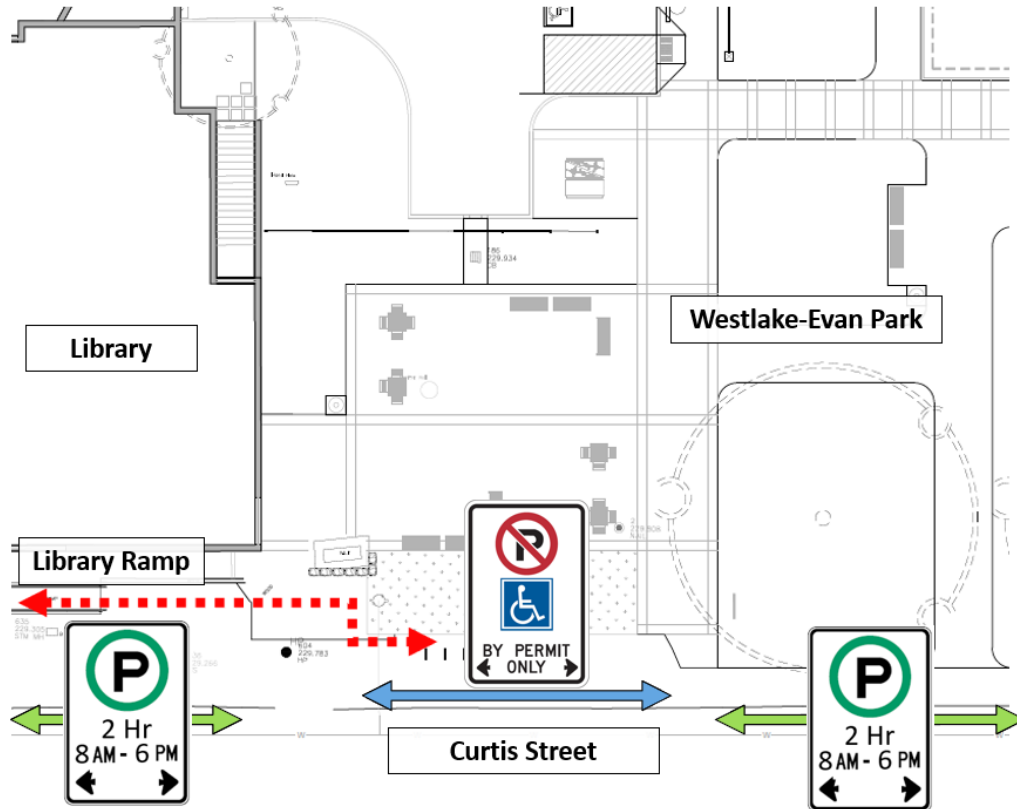
To be determined.

### **ADJOURNMENT**

Curtis Street Accessible on street parking

Staff attended a multistakeholder site meeting on July 25, 2023 at the new Westlake-Evans Park which included representation from the Municipal Accessibility Advisory Committee (MAAC) to address the lack of accessible parking in the area.

The parties reached a consensus that an on-street parking lay-by would be the best solution to add additional accessible on-street parking near the library entrance ramp, in addition to the three (3) accessible parking spaces located within the Westlake-Evans parking lot. The accessible on-street parking lay-by can be accommodated without adjusting the existing 2 hour parking along the north side of Curtis Street. **Figure 2** illustrates the location of the proposed accessible on-street parking lay-by. An amendment to the Traffic and Parking By-law is needed to delineate the accessible on-street parking lay-by location.



**Figure 2: Proposed location of the accessible on-street parking lay-by on north side of Curtis Street**

Grand Central Place - Lane Behind 300 Talbot St Block

At Council’s meeting of June 19, 2023 a request was made to have municipal stop signs posted in the lane behind the 300 block of Talbot St. (Grand Central Place).

Staff have reviewed the request and determined traffic control signage is appropriate to install considering the number of vehicles utilizing the lane from the apartment parking garage and adjacent surface parking lot.

Stop control signage will be posted for eastbound traffic behind the 300 Talbot St. Block, in the lane at its intersection with Elgin Street and Stop control signage will be posted for the westbound traffic at the intersection of the lane and Metcalfe Street as shown in **Figure 3**. An amendment to the Traffic and Parking By-law is needed to facilitate the installation of the Stop Control in the lane behind the 300 Talbot St. Block



**Figure 3: Proposed Traffic Control for lane south of Talbot Street 300 Block**



**Accessibility for Life**

# **2023 Accessibility Plan**

## **City of St. Thomas**

**This publication is available in alternate formats upon request.**



OFFICE OF THE MAYOR

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Everyone should feel safe and welcome in the City of St. Thomas. Staff and Council are committed to this goal and achieving it starts with ensuring our public spaces are built to encourage participation for all.

The City identifies potential accessibility barriers every year and works hard to address them so that everyone can enjoy our home to the fullest, regardless of their age or ability.

In 2022, the City addressed several issues which had been identified in previous plans. These projects included: a new pedestrian bridge and rehabilitated trail at Waterworks Park, parking lot repaving at the JC Pool, a fully accessible trail at Melrose to Southdale and a repair of the recreational trail at Pinafore Park, lowered bookshelves that are wheelchair accessible at the St. Thomas Public Library, as well as a wide range of sidewalk repairs and pedestrian crosswalk installations on roads all throughout St. Thomas.

We're continuing work on many priority projects and have identified a whole new set of challenges to address in the coming year. We are committed to doing the work and will continue to make improvements to ensure St. Thomas is a place where everyone can work, play, and visit.

A handwritten signature in blue ink that reads "Joe Preston".

Joe Preston

Mayor

## **Municipal Accessibility Advisory Committee**

Again, the year has given us many challenges. We have new committee members with less meetings. Our Accessibility Forum at the Seniors' Center and the annual audits were cancelled.

Due to Covid 19, the committee held virtual meetings, while working diligently to advise the City on new and existing challenges that the citizens of St. Thomas may face in everyday living.

Our existing mandate is to advise the City of St. Thomas to become an inclusive and barrier free environment, so that all residents can fully participate in our community's programs and services. The Municipal Accessibility Advisory Committee is raising awareness and addressing changes so that our community and businesses are accessible to everyone.

Accessibility benefits all of us.

Sincerely,

A handwritten signature in cursive script that reads "Cathy Topping". The signature is written in black ink on a white background.

Cathy Topping

Chair – MAAC Committee

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## **Section 1: Municipal Overview**

### **1.1 Municipality**

The City of St. Thomas is located in the heart of Southwestern Ontario, approximately halfway between Toronto and Detroit, and approximately 25 kilometers south of London and 13 kilometers north of the Lake Erie shoreline.

St. Thomas is a single tier municipality within Elgin County with a population of approximately 43,000. Surrounding St. Thomas are numerous picturesque towns, lakeside villages and historic hamlets, each with their own unique charm.

The Council of the City of St. Thomas is comprised of nine members – one Mayor and eight Councillors. Under the guidance and leadership of the Mayor and City Council, the City Manager and City Departments provide administrative and operational services considered essential for living.

### **1.2 Executive Summary**

Statistics Canada reports that approximately 1.85 million Ontarians have disabilities – over 15% of the population including more than 40% of people over age 65.

Municipal governments play an important role in the planning and development of communities: in our streets, parks, libraries, social housing, programs, services, public buildings and elections. The Province of Ontario recognized that accessibility is a shared responsibility and passed the Ontarians with Disabilities Act, 2001 (ODA) on December 14, 2001. In addition, municipalities with populations of 10,000 and over must have an Accessibility Advisory Committee.

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, is to achieve accessibility for Ontarians with Disabilities in five important areas of their lives within specified time limits:

- Customer Service
- Transportation
- Information and Communication
- Employment
- Built Environment

On June 3, 2011, the Ontario government passed the Integrated Accessibility Standards Regulation 191/11. The regulation, which combines accessibility standards in three areas – Information and Communication, Employment and Transportation, came into force July 1, 2011.

The Integrated Accessibility Standards Regulation 191/11 was amended on December 12, 2012 to include the Design of Public Spaces Standard.

On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, Ontario Regulation 332/12, to include new accessibility amendments. The effective date of the amendment was January 1, 2015.

Amendments were also made to the Customer Service Standard effective July 1, 2016.

Effective January 1, 2021, all public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions).

Council is committed to ensure that persons with disabilities share the same rights, freedoms and obligations so that they may live as independently as possible and are able to participate in all that the City of St. Thomas has to offer. The annual accessibility plan plays an important role in recognizing the needs of persons with disabilities that reside in St. Thomas.

This Accessibility Plan was prepared in consultation with the St. Thomas Municipal Accessibility Advisory Committee (MAAC), the City of St. Thomas Accessibility Technical Committee, City staff, the Province of Ontario and other municipalities.

This Plan contains a review of accessibility initiatives undertaken in 2022, a summary of barrier prevention measures the City currently has in place, and a description of strategic actions planned for 2023.

Information about accessibility is also available on the City of St. Thomas' website at [www.stthomas.ca](http://www.stthomas.ca).

### **1.3 Accessibility Objectives**

The objectives of the City of St. Thomas in regards to accessibility are:

- To promote public awareness and sensitivity to all persons with disabilities;
- To encourage co-operation between all service and interest groups;
- To identify and document relevant issues and concerns;



- To create a community that provides opportunities for barrier-free access to housing, transportation, education, recreation, health care and employment;
- To embrace the concept of universal design to include the needs of disabled citizens and an aging population;
- To ensure that policies and practices are maintained in relationship to the development and redevelopment of services and facilities that have regard to persons with disabilities and aging population statistics;
- To ensure that the City receives the maximum economic benefits from building an accessible City including an increased potential for tourism, retail business and accommodating conventions.

To achieve these objectives, the 2023 Accessibility Plan involves the following:

- Information sharing with the Municipal Accessibility Advisory Committee, Province of Ontario, other Ontario municipalities and the general public;
- Representation of City Departments on the Accessibility Technical Committee;
- Ongoing review of selected City of St. Thomas by-laws, policies, programs practices and services to determine their impact on accessibility;
- Monitoring the legislated AODA, 2005 Accessibility Standards, 2009 Customer Service Standard, 2011 Integrated Accessibility Standards, 2013 Design of Public Spaces Standard, 2015 Accessibility Amendments to Ontario's Building Code and 2016 Amendments to the Customer Service Standard; and
- Continued allocation of dedicated capital funds to remove barriers in municipal buildings.

#### **1.4 Municipal Accessibility Advisory Committee**

The mandate of the Municipal Accessibility Advisory Committee (MAAC) is to advise and assist the City of St. Thomas, including the City's agencies, boards and commissions, in developing and facilitating a barrier-free St. Thomas. As required by the Act, a majority of the members of MAAC include persons with disabilities.

Duties of the Committee under the *Accessibility for Ontarians with Disabilities Act* Section 29(4) of the Committee shall,

- a) Advise Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the Council may seek its advice under subsection (5);
- b) Review Special Events applications to ensure that organizations adhere to accessibility requirements;
- c) Review in a timely manner the site plans and drawings described in section 41 of the *Planning Act* that the Committee selects; and
- d) Perform all other functions that are specified in the regulations.

### **1.5 Accessibility Technical Committee**

The Accessibility Technical Committee consists of seven members from the following departments in the City with knowledge of the following standards:

- Human Resources – Employment Standard, Information and Communication Standard
- City Clerk’s – Customer Service Standard
- Environmental Services – Transportation Standard & the Road Infrastructure Portion of the Accessibility Amendments to the Building Code, Design of Public Spaces Standard
- Building Services– Accessibility Amendments to the Building Code, Design of Public Spaces Standard
- Parks, Recreation and Property Management – Accessibility Amendments to the Building Code, Design of Public Spaces Standard
- Library – Information and Communication Standard
- Valleyview – Accessibility Amendments to the Building Code, Information & Communication Standard, Design of Public Spaces Standard

The Committee works with the Municipal Accessibility Advisory Committee toward the improvement of accessibility issues in the City and reports directly to the City Manager. Committee members meet to discuss issues, provide updated information on accessibility initiatives and suggestions to the City Manager. A representative attends MAAC meetings.

### **Section 2: Legislative Requirements** (*Integrated Accessibility Standards, Regulation 191/11*)

This section of the Accessibility Plan captures the City’s commitment to accessibility and contains:

- A report on measures taken to remove barriers in 2022;
- A summary of measures adopted to identify, remove and prevent barriers to access; and,
- A list of initiatives to be undertaken in 2023.

#### **2.1 2022 Accessibility Report**

Measures achieved under the 2022 Accessibility Plan are highlighted in this section which is organized based on the City’s departmental structure. Suggestions from the Municipal Accessibility Advisory Committee are also included in this portion.

### City Clerk

Accessibility Issue	2022 Action that Took Place	Status
2022 Accessibility Plan	2022 Plan produced in recommended font and available in accessible formats upon request.	Completed
2022 Municipal Election	Municipal Election Accessibility Plan produced in recommended font and available in accessible formats upon request. Measures will be designed to ensure 2022 Municipal Election process meets accessibility needs of voters and candidates.	Completed

### Environmental Services

Accessibility Issue	2022 Action that Took Place	Status
2022 Annual Road Rehabilitation	- Install new surface to improve road crossing for all modes of transportation	Completed
2022 Construction Projects	- Install new sidewalks to fill in missing links and replace narrow or poor condition sidewalks - Install tactile warning plates at intersections - Install new surface to improve road crossings for all modes of transportation - New pedestrian crosswalks to be installed in various locations	Completed
New Developments	- Ensure designs are in conformance with provincial AODA requirements	Completed

### Fire Department

Accessibility Issue	2022 Action that Took Place	Status
Accessible Public Entrance into Vestibule and Office Area - 305 Wellington Street	Ramping of exterior door entry, door opening assistive devices, lowering of window at the dispatch office	Not Completed

### Mayor's Office

Accessibility Issue	2022 Action that Took Place	Status
Website Accessibility	Ongoing monitoring and purchase of accessibility software for website compliance	Ongoing
Customer Service Software	Implementation of Citizen Request module to allow for better two-way communication	Completed

### Parks Division

<b>Accessibility Issue</b>	<b>2022 Action that Took Place</b>	<b>Status</b>
Orchard Park Playground	Full install of inclusive Playground	Ongoing
Shaw Valley Park Playground	Full install of inclusive Playground	Ongoing
Waterworks Park Trail system	Full rehabilitation of trails and replacement of pedestrian bridge	Completed
Shaw Valley Park Recreational Trail Phase 1	Fully accessible 3m wide trail connecting to existing trail at playground	Ongoing
Optimist Park Playground Upgrade	Partial replacement of playground equipment to bring up to current CSA standards, improve inclusivity	Completed
Addition of Section 'J' of Angus Mckenzie Trail	Fully accessible 3m wide trail connecting to existing trail at Sauvé to link Hickory	Ongoing
Melrose to Southdale Recreational Trail	Fully accessible 3m wide trail connecting to existing trail at Melrose to Southdale	Completed
Repair of Recreational Trail in Pinafore Park	Fully accessible 3m trail in Pinafore from entrance to memory garden to be replaced	Completed
Solar Lighting Trial along L&PS Trail	450m lighting trial to be installed along busy recreational trail	Completed

### Parks Division - Emslie Field

<b>Accessibility Issue</b>	<b>2022 Action that Took Place</b>	<b>Status</b>
Physical - Bleachers	No ramp to covered bleacher area	Not Completed
Physical - Showers	Change room showers not accessible	Not Completed
Physical – Clubhouse; change room and concession	Accessibility upgrades	Not Completed
Physical – grade changes	Any trip hazards/grade changes to be marked with a contrast colour	Not Completed

### Planning and Building Services Department

Accessibility Issue	2022 Action that Took Place	Status
Policy Constraints/Land Use Regulations in the new Official Plan	Accessibility policies will be reviewed and recommendations will be made at the time a report is made to Council.	Ongoing
Policy Constraints/Land Use Regulations in the new Official Plan	This is part of an internal review and consolidation of the Official Plan.	Ongoing
Standards and definitions in the Zoning By-law 50-88 supporting barrier-free access (i.e. ramps, parking, signage)	Part of an internal review and consolidation of Zoning By-law 50-88. Barrier-free access provisions will be recommended for implementation at the time a report is presented to Council.	Ongoing

### Property Management

Accessibility Issue	2022 Action that Took Place	Status
New build that will meet accessibility standards	Construction of new Childcare Centre	Ongoing

### Recreation Division

Accessibility Issue	2022 Action that Took Place	Status
Physical, JC Pool	Parking lot repaving and line painting	Completed
Physical, JC Pool	Front stairway tread colour (top / bottom treads only)	Ongoing

### St. Thomas Public Library

Accessibility Issue	2022 Action that Took Place	Status
Dyslexia Supports required	Dyslexia friendly materials to be purchased	Not Completed
	Cloud Library (e book and e audiobook provider) needs dyslexia friendly font	Not Completed
Bookshelves on main level are too high for wheelchair access	Shelves to be cut down in order for them to be full accessible to those in wheelchairs	Completed

Diversity, Equity and Inclusion Audit is required	DEI Committee comprised of board and staff to be formed and audit to begin	Ongoing
Dyslexia Supports required	Dyslexia friendly materials to be purchased	Not Completed

## 2.2 Accessibility Measures

The City of St. Thomas has conducted a comprehensive review of its many by-laws, practices, policies, procedures and services to ensure that consideration for accessibility takes place where appropriate. This section of the report contains a summary of measures and practices in place that ensure consideration for accessibility routinely takes place.

Accessibility Issue	General Municipal Practice/Procedure
Consideration for accessibility is an element of the corporate culture	<p>The Corporate Policy was approved by Council on November 12, 2013. This policy outlines the City's responsibilities related to the integrated accessibility standards under the <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i>.</p> <p>Accessibility awareness information is delivered to staff throughout the Corporation.</p> <p>MAAC provides feedback on municipal capital projects, Special Events applications, site plan applications and Facility Audits.</p> <p>The Accessibility Technical Committee ensures interdepartmental cooperation for accessibility initiatives.</p> <p>The Multi-Year Accessibility Plan is regularly monitored by MAAC, staff, the ATC, and Council.</p> <p>Documents are available in alternative formats upon request.</p>
Consideration for accessibility is built into municipal decision making processes	Staff respond to accessibility concerns in reports.
Accessibility is given consideration during the procurement process	<p>The following clause is included in bid documents for the City of St. Thomas: The Bidder shall ensure that all its employees and agents receive training regarding the goods and services contemplated herein to persons with disabilities in accordance with Section 6 of the Ontario Regulation 429/07 and Section 7 of Ontario Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act, 2005, as amended. The Bidder shall ensure that such training includes, without limitation, a</p>

	<p>review of the purposes of the Act and the requirements of the regulation, as well as instruction regarding all matters set out in section 6 and section 7 of the applicable Regulation.</p> <p>In addition, designated public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.</p>
Municipal Policy and Planning	A member of the Accessibility Technical Committee attends the MAAC meetings to address accessibility policies and concerns.
Recreational Programs	Individuals with a disability may bring their own volunteer support to the recreation programs at no charge.

### 2.3 2023 Strategic Actions

The following tables outline the City's 2023 accessibility initiatives based on the Department with the responsibility for "delivering the initiative". Suggestions from the Municipal Accessibility Advisory Committee are also included in this portion.

#### City Clerk

Accessibility Issue	2023 Action to be Taken	Timing	Role of MAAC
2023 Accessibility Plan	2023 Plan produced in recommended font and available in accessible formats upon request.	2023	Advisory and Approval

#### Environmental Services

Accessibility Issue	2023 Action to be Taken	Timing	Role of MAAC
2023 Annual Road Rehabilitation	- Install new surface to improve road crossing for all modes of transportation	2023	
2023 Construction Projects	<ul style="list-style-type: none"> <li>- Install new sidewalks to fill in missing links and replace narrow or poor condition sidewalks</li> <li>- Install tactile warning plates at intersections</li> <li>- Install new surface to improve road crossings for all modes of transportation</li> </ul>	2023	

	- New pedestrian crosswalks to be installed in various locations		
New Developments	- Ensure designs are in conformance with provincial AODA requirements	2023	
Water Pollution Control Plant	<p>Areas of Concern Identified by MAAC:</p> <ul style="list-style-type: none"> <li>- Trip hazard and no ramp at office entrance</li> <li>- Trucks without back-up alarm</li> <li>- Washroom not accessible – one door is pull, other is difficult to push, no handrails or bars and the shower is step-in</li> <li>- Fountain has no push bar and is not at appropriate height for wheelchair use</li> <li>- No designated accessible parking space</li> </ul>		

#### Mayors Office

<b>Accessibility Issue</b>	<b>2023 Action to be Taken</b>	<b>Timing</b>	<b>Role of MAAC</b>
Website Accessibility	Ongoing monitoring and purchase of accessibility software for website compliance	Ongoing	
Accessible Communications	Ongoing efforts to enhance and create accessibility community engagement and corporate communications activities	Ongoing	

#### Parks Division

<b>Accessibility Issue</b>	<b>2023 Action to be Taken</b>	<b>Timing</b>	<b>Role of MAAC</b>
Pinafore Park	Fully accessible 3m trail sections in Pinafore arboretum to be replaced	Summer 2023	
Pinafore Park	Fully accessible 3m trail in front of admin building to be replaced	Summer 2023	



Emslie Field Grandstand	Building Condition assessment to be completed to determine replacement timing	Summer 2023	
South Pavilion	Building Condition assessment to be completed to determine replacement timing	Summer 2023	
Lions Club Dog Park Sign	Replace existing sign with new sign that includes an accessibility font size	Spring 2023	
Waterworks Park	Tecumseh Hill fully accessible 3m wide trail to be repaired	Summer 2023	
1Password Park	Fully accessible 3m trail to be repaired by mini fields	Summer 2023	
Burwell Park Playground	Full replacement of inclusive playground	Fall 2023	
Pinafore Park Tennis and Pickleball courts	Resurfaced to reduce cracks	Spring 2023	
1Password Park	Picnic tables to be marked accessible	Summer 2023	
1Password Park	Signs on accessible stalls for washroom	Summer 2023	
City wide Recreational Trails	Installation of memorial benches for rest areas along trails	Ongoing	

### Planning and Building Services Department

Accessibility Issue	2023 Action to be Taken	Timing	Role of MAAC
Policy Constraints/Land Use Regulations in the new	Accessibility policies will be reviewed and recommendations will be made at the time a report is made to Council	Ongoing – will be reviewed as part of the	Consultation

Official Plan Policy		new Official Plan update	
Constraints/Land use Regulations in the new Official Plan	This is part of an internal review and consolidation of the Official Plan	Ongoing – will be reviewed as part of the new Official Plan update	Consultation
Standards and definitions in the Zoning By-law 50-88 supporting barrier-free access (i.e. ramps, parking, signage)	- Part of an internal review and consolidation of Zoning By-law 50-88 - Barrier-free access provisions will be recommended for implementation at the time a report is presented to Council	Ongoing – will be included when the City adopts a new Zoning By-law (post Official Plan update)	Consultation

### Property Management - City Hall

Accessibility Issue	2023 Action to be Taken	Timing	Role of MAAC
West side accessible entrance ramp is too narrow for wheelchairs	Obtaining pricing and options from contractor on possible solutions for replacing the railing	Depends on scale of project; planning late 2023 or spring 2024	
Poor lighting on level one entrance poses safety concerns and makes signage hard to read	Lights will be upgraded with new LED bulbs	Spring / summer 2023	

Colour of railing is the same as the ramp –yellow paint could identify level changes, including on curb cuts	When doing railing replacement, will plan for black railings and yellow paint markings on ground for level changes	Railings late 2023 or spring 2024. Paint - summer 2023	
Need more tactile signage, identification of floors on elevator	Tactile signage installed on each floor by the elevator	Completed	
NO clear signage for location of elevators and stairs	Signage updated on first floor to indicate elevator and stairs	Completed	
Consider permanent cut-out at customer service counter for use by wheelchair users	There is currently a solution in place where there is an accessible counter near the counter. A permanent cut-out will be considered for in the future.	Deferred to future year	
Glass Doors on all levels should have line at 5' level (black) across the glass for people with low vision	Will investigate options and implement solution to make the glass more visible.	Summer 2023	

**St. Thomas Public Library**

<b>Accessibility Issue</b>	<b>2023 Action to be Taken</b>	<b>Timing</b>	<b>Role of MAAC</b>
No accessible washroom signs	Purchase and hang accessible washroom signs	March 2023	
Elevator Signs Needed	Post elevator signs so that the elevator is easily found	June 2023	
OPAC computer on main floor is too high	Needs to be lowered	June 2023	
Lower bookshelves are not accessible	Post sign encouraging people to ask for assistance if needed	April 2023	
Pull down cords in Maker Lab are not accessible	Post a sign encouraging people to ask for assistance if needed	April 2023	
Issues with visibility and safety on southwest stairs on the main level	Yellow strips should be added to risers and yellow paint added to the handrail	September 2023	
Lighting is low in the family washroom on the lower level	Dimmer switch added so that light is adjustable according to need	October 2023	
Ramp to lower level should be wider for larger wheelchairs and scooters	Handrails could be incorporated in the retaining walls to make the ramp wider	October 2023	

Water cooler refill station space is not delineated	Paint floor under water cooler to delineate the space	November 2023	
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### **Conclusion**

The City of St. Thomas' long term vision is to ensure that St. Thomas will be a caring and responsive community known for its accessibility. With the commitment of City Council, staff, the Accessibility Technical Committee, the Municipal Accessibility Advisory Committee and community partners, barrier removal continues to be a priority in St. Thomas.

DRAFT

## Appendix 1 – Glossary of Terms

### What is a disability?

“Disability” is:

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

### Barriers

A “barrier” is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice. An example of each of the different kinds of barriers is shown below:

Barrier type	Example
Physical	A door knob that cannot be operated by a person with limited upper-body mobility and strength
Architectural	A hallway or door that is too narrow for a wheelchair or scooter
Informational	Typefaces that are too small to be read by a person with low-vision
Communicational	A professor who talks loudly when addressing a deaf student
Attitudinal	A receptionist who ignores a customer in a wheelchair
Technological	A paper tray on a laser printer that requires two strong hands to open