



Renfrew
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Bridging Charm and Convenience

**Corporation of the Town of Renfrew
2025-2029 Multi-Year Accessibility Plan
2025/01/01**



Table of Contents

Statement of Commitment..... 1

Definitions..... 1

Introduction.....2

Legislative Background4

Compliance Overview5

 Customer Service Standards5

 Integrated Accessibility Standards Regulation and Information and Communications Standards.....6

 Employment Standards.....7

 Transportation Standards.....8

 Design of Public Spaces Standards (Accessible Standards for the Built Environment)8

 Purchasing and Tendering 10

Departmental Goals 10

 Office of the CAO and Town Clerk..... 10

 Treasury..... 12

 Renfrew Public Library..... 12

 Parks, Recreation, and Facilities 13

 Development & Infrastructure..... 13

 Renfrew Fire Department..... 14

 McDougall Mill Museum..... 15

Feedback..... 16

 Contact Information 17

Conclusion..... 17



Statement of Commitment

The Corporation of the Town of Renfrew (Town) is committed to fostering a community where accessibility is integrated into every aspect of municipal operations. We are dedicated to ensuring that all individuals can participate fully in our community. From services and programs to facilities, infrastructure, information, and decision-making processes, accessibility is at the core of the Town's planning and delivery. Municipal employees and partners will be trained, equipped, and supported to meet these diverse needs, while our policies and practices will prioritize inclusivity and equitable access. Our commitment extends to creating environments where everyone is treated with dignity and respect, ensuring that our community remains welcoming and accessible for all.

Definitions

Accessibility: refers to the design of products, services, and environments that ensures individuals with disabilities can participate fully and independently in all aspects of community life. It involves removing barriers and creating inclusive solutions to accommodate diverse needs.

Accessibility Plan: referred to in this document as the "Plan", is a strategic document that outlines the actions and measures an organization will take to improve accessibility and remove barriers for individuals with disabilities over a specified period. It details the goals and strategies for achieving a more inclusive Town of Renfrew.

Accessible Formats: are alternative ways of presenting information to ensure it is accessible for individuals with disabilities. Examples may include large print, braille, audio formats, and electronic formats compatible with screen readers. Where accessible formatting is available, accessible formatting shall be provided at a cost that is no more than the regular cost charged to other persons.

Accommodation: involves making modifications or adjustments to enable individuals with disabilities to perform essential functions or access services. This may include changes to physical spaces, the provision of assistive devices, or alterations to policies and practices to meet the needs of individuals with disabilities.

Assistive Devices: are tools or equipment used by individuals with disabilities to assist in performing tasks or activities. Examples may include wheelchairs, hearing aids, and screen readers.

Barrier(s): are anything that prevents individuals with disabilities from fully participating in community activities or accessing services. Barriers can be physical, informational, communicational, or attitudinal.



Disability: as defined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), a disability includes any degree of physical or mental impairment that affects a person's ability to participate in daily activities. This encompasses physical disabilities, sensory disabilities, developmental disabilities, learning disabilities, and mental health conditions. It includes conditions that are visible or invisible and may be permanent or temporary.

Service Animal: an animal that has been trained to perform specific tasks to assist an individual with a disability. In Ontario, service animals are recognized as those trained to help with tasks related to the individual's disability, such as guiding, alerting, or providing support.

Temporary Disruption: a short-term interruption in the availability or accessibility of services, facilities, or resources that individuals, including those with disabilities, typically rely on. Under the AODA, organizations are required to promptly notify users of any such disruptions, including the expected duration and any alternative arrangements available to minimize the impact on accessibility.

Introduction

The Town of Renfrew is a small community in eastern Ontario with a population of approximately 8,200 people. Renfrew sits along the Bonnechere River, only an hour west of Ottawa. Originally built around the lumber industry, Renfrew has grown into a service hub for surrounding areas, offering a blend of commercial businesses and recreational amenities.

Renfrew combines urban conveniences with rural charm, making it an appealing location for residents and visitors alike. The Town is committed to fostering a community that is inclusive and accessible to everyone. In line with the AODA, the Town of Renfrew continually enhances its facilities, services, and communications to meet diverse accessibility needs.

Accessibility is a guiding principle in all aspects of community planning, from public events to parks and recreation. The Town prioritizes creating an environment where everyone, regardless of their requirements, can fully participate in community life and access the opportunities Renfrew offers. By focusing on these goals, Renfrew ensures that it remains a welcoming and supportive community for all.

In Canada, persons with disabilities represent a substantial portion of the population, and Renfrew is no exception. Recognizing this, the Town is dedicated to fostering an inclusive community for persons with disabilities. Our commitment aligns with the goals of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). This plan updates our



previous multi-year strategy and reflects our ongoing efforts to enhance accessibility for everyone, including both residents and visitors.

The Town of Renfrew is committed to providing an accessible municipality, while remaining compliant with the AODA and meeting the needs of persons with disabilities in a timely and friendly fashion. The Town will continue to develop, implement, and maintain best practices regarding accessibility.

The Town of Renfrew recognizes the importance of planning and development of our community; our streets, parks, public buildings, elections, service, and much more. The Town's role also included enforcing barrier-free access requirements under the Ontario Building Code to ensure new development considers accessibility everywhere possible.

To demonstrate the Town of Renfrew's commitment to accessibility, the Town Council incorporated accessibility measures into the Community Improvement Plan in 2015. The Accessibility Improvement Grant promotes property upgrades, such as access ramps, wider entrances, accessible bathrooms and pathway repairs, with an expectation that improvements exceed Ontario Building Code requirements. The grant offered up to \$3500 or 50% of the cost, encouraging commercial and mixed-use properties to enhance accessibility.

In 2017, Renfrew's Downtown reconstruction eliminated steps, replaced paving stones with level concrete panels, installed twizzles for smooth transitions between sidewalk and street, widening sidewalks and added benches. Pedestrian crosswalks were improved with curb bump outs and flashing audible signals to increase safety.

In 2022, The Renfrew Public Library enhanced accessibility by rearranging its main floor, adding lower shelving, and providing two accessible washrooms. The library also offers outreach programs to seniors and accessible collections, including large print, audio, and CELA resources.

In 2024, the newly expanded Ma-te-Way Park / myFM Centre opened and included several new amenities including an accessible ice rink, indoor walking track, accessible play structure and a newly designed fitness centre which included accessible equipment.

Additional accessibility initiatives have included installing accessible washrooms and automatic door openers at Town Hall, Library and myFM Centre, as well access to information through the town's newly designed website, and newly established partnerships developed through community outreach.

In summary, these efforts reflect Renfrew's ongoing dedication to improving accessibility for residents and visitors alike.



Legislative Background

The development of the Plan is shaped by several key legislative frameworks aimed at promoting accessibility and inclusivity. These laws provide the foundation for ensuring that the Town meets its obligations under provincial regulations. This section outlines the primary legislative frameworks that guide Renfrew's accessibility initiatives, including the AODA and its IASR, as well as relevant provisions from the *Municipal Act, 2001* and the *Ontario Human Rights Code*. Together, these laws ensure that Renfrew's accessibility efforts are compliant and focused on creating a barrier-free community for all.

1. Accessibility for Ontarians with Disabilities Act, 2005 (AODA):

- The AODA is a provincial law enacted to improve accessibility for individuals with disabilities across Ontario. It mandates the creation of accessibility plans by public sector organizations, such as the Town of Renfrew, and outlines standards for various aspects of accessibility, including the IASR.

2. Integrated Accessibility Standards Regulation (IASR):

- Under the AODA, the IASR sets out specific standards that organizations must follow to ensure accessibility. This includes requirements for:
 - Customer Service Standard
 - Information and Communication Standard
 - Employment Standard
 - Transportation Standard
 - Design of Public Spaces Standard

3. Municipal Act, 2001:

- The Municipal Act provides the framework for the operation and responsibilities of municipalities in Ontario. It includes provisions related to municipal governance and public services, reinforcing the need for municipalities to ensure accessibility in their services and facilities.

4. Human Rights Code (Ontario):

- The Ontario Human Rights Code prohibits discrimination based on disability and requires organizations to accommodate individuals with disabilities to the point of undue hardship. This legislation complements the AODA by reinforcing the rights of people with disabilities and the obligation for organizations to provide accessible services.



These four legislative requirements form the foundations of the Town of Renfrew's accessibility initiatives ensuring that the Plan aligns with provincial standards and promotes an inclusive community for all residents and visitors.

Compliance Overview

This section will highlight the Town's commitment to remaining in compliance with the relevant legislation governing accessibility. As previously mentioned, the IASR, under the AODA, sets out specific standards that the Town must follow to ensure accessibility:

Customer Service Standards

The Town is committed to maintaining compliance with the six customer service standards outlined in the Integrated Accessibility Standards Regulation (IASR).

Establishment of Policies

Our Accessible Customer Service Policy ensures that our goods, services, and facilities are provided in a way that respects the dignity and independence of people with disabilities. We integrate these services with those provided to others, except when an alternative is necessary to ensure accessibility. We offer equal opportunities for all individuals to access and benefit from our services. Our communication with individuals with disabilities takes their specific needs into account, and we support the use of assistive devices. We also make information about our policies readily available to anyone who requests it.

Use of Service Animals and Support Persons

We welcome individuals with disabilities who are accompanied by service animals or support persons. Service animals are permitted in our facilities unless excluded by law. If excluded, we provide other measures to ensure access to our services. Support persons are allowed to accompany individuals with disabilities, and we only require them to be present when necessary to ensure safety. Any fees associated with the support person's admission are communicated in advance, and when required, these fees are waived. We make our policies regarding service animals and support persons available upon request.

Notice of Temporary Disruptions

We strive to minimize disruptions in our services, but when they occur, we provide clear notices that explain the reason, expected duration, and any alternative services available. We document our procedures for handling disruptions and make this information available to the public as needed.

Staff Training



Our staff receives comprehensive training to ensure they can effectively serve individuals with disabilities. This training covers how to interact with individuals with various disabilities, use assistive devices, and address accessibility challenges. We update our training as needed and maintain records of all training provided. We make information about our training practices available to the public upon request.

Feedback on Customer Service

We value feedback on how we provide services to individuals with disabilities. Our feedback process is accessible and easy to use, with provisions to offer accessible formats upon request. We ensure that any complaints are addressed promptly and make information about our feedback process readily available to everyone.

Format of Documents

When providing documents to individuals with disabilities, we offer them in accessible formats or with communication support, ensuring that the process is timely and affordable. We work closely with the individual to determine the best format for their needs.

Integrated Accessibility Standards Regulation and Information and Communications Standards

The Town is compliant with the IASR and all relevant requirements within through the following elements:

Policy Development

The Town of Renfrew is committed to continually improving and updating its Accessible Customer Service Policy to better serve the community. The Town recognizes that its policies must evolve to meet the changing needs of residents and visitors and is dedicated to making necessary adjustments to ensure accessibility for all. The Town is also currently looking at implementing a new accessibility policy to incorporate new items from this plan while also including things that are not in the current Accessible Customer Service Policy.

Multi-Year Accessibility Plans

The Town is required to establish, implement, maintain, and document a multi-year accessibility plan. This plan outlines the Town's strategy for preventing and removing barriers, as well as meeting all relevant accessibility requirements under applicable legislation. The Town ensures that the current plan is posted on its website and is available in accessible formats upon request. The Town is committed to reviewing and updating each plan every five years to ensure continuous improvement. The 2025-2029



Plan renews the previous efforts from the 2020-2024 plan, reinforcing the Town's dedication to creating a more accessible community.

Procuring or Acquiring Goods, Services, and Facilities

In alignment with the Town's Procurement Policy, it incorporates the requirements of the Ontarians with disabilities Act, 2001 (ODA), the AODA, and Ontario Regulation 191/11 in our procurement activities. When it is not feasible to include accessibility criteria in procurement, an explanation will be provided upon request. Additionally, it is the responsibility of the successful bidders to ensure they meet all AODA requirements and associated guidelines.

Self-Service Kiosks

Currently, the Town of Renfrew does not have any self-service kiosks. However, should we install any in the future, the Town is committed to ensuring they are fully accessible.

Website

In early 2024, the Town launched a new website that complies with the WCAG 2.0 Level AA Standards, as required by the IASR. We continuously update the website to maintain these standards and ensure that all staff involved in website management are trained to incorporate accessible features into all uploaded documents. If any information is not presented in an accessible format, it will be made available upon request and modified to meet accessibility standards wherever possible.

Emergency Procedures, Plans, or Public Safety Information

The Town provides public emergency information in accessible formats upon request. We are actively working to ensure that all Town facilities adhere to guidelines for assisting persons with disabilities during emergencies.

Employment Standards

Recruitment Process

The Town practices accessible recruitment from start to finish. We notify both employees and the public about the availability of accommodations for applicants with disabilities. When applicants are selected for further consideration, they are informed that accommodations are available upon request for any part of the recruitment process. If a request for accommodation is made, we consult with the applicant to provide suitable arrangements that address their accessibility needs. Additionally, when offering employment, the Town informs successful applicants of our policies for accommodating employees with disabilities.



Employee Support

The town is committed to supporting all employees, including those with disabilities. We inform all employees of our policies related to job accommodations as part of the Town's onboarding process and as updates require. When an employee with a disability requests it, we provide accessible formats and communication support for job-related information and general workplace information. Furthermore, we provide individualized workplace emergency response information for employees with disabilities, ensuring that assistance is available if needed. This information is reviewed regularly, especially when an employee's role or location changes, or when general emergency response policies are updated.

The Town also has a process in place for developing documented individual accommodation plans for employees with disabilities, which complies with all IASR requirements. For employees returning to work after an absence due to a disability, we follow a comprehensive return-to-work process, again adhering to all IASR requirements. During performance management, career development, advancement, and redeployment, the Town considers the accessibility needs of employees with disabilities to ensure they are supported in their professional growth.

Transportation Standards

The Town does not currently provide conventional transportation services; however, the Town does support the Sunshine Coach through allocated provincial funding received through the gas tax program. Additional support requests are considered on an as need basis and reviewed through our Grants to Community Partners program.

Design of Public Spaces Standards (Accessible Standards for the Built Environment)

The Design of the Public Spaces Standards addresses accessibility across a diverse range of public areas, including trails, beach access routes, outdoor dining areas, playgrounds, and accessible parking. It also covers exterior travel paths like sidewalks, accessible pedestrian signals, service counters, queuing systems, waiting areas, and the ongoing maintenance of accessible elements in public spaces, whether for emergencies or regular upkeep.

1. Recreation Trails and Beach Access Routes

The Town is committed to ensuring newly constructed and redeveloped recreational trails are compliant with the IASR. The Town does not currently have any beach access routes.



2. Outdoor Public Eating Areas

The Town is committed to ensuring public eating areas are accessible for all newly constructed or redeveloped existing areas, as per the IASR. In addition, the Town is committed to providing accessible washrooms and picnic tables for outdoor events.

3. Outdoor Play Spaces

The Town is committed to creating accessible outdoor play spaces for all new construction and redevelopments. The Town installed parks with accessibility in mind in Horton Heights in 2015, Legion Park in 2017, and updated the splash pad and play structure at Ma-te-Way Park in 2022/2023.

4. Exterior Paths of Travel

The Town is committed to creating accessible exterior paths of travel that are new or redeveloped, as per the IASR. In 2017-2019, the Town of Renfrew revitalized the Downtown core providing the following accessible features:

- Accessible curb ramps and tactile walking surface indicators (TWSI) at all cross walks;
- Where possible, modification of the grade of the sidewalk to eliminate steps and provide accessible transition from sidewalk to storefronts: Accessible benches with appropriate clear floor space for mobility devices;
- New pedestrian signals in accordance with Section 80.28 of the AODA, which includes audible locator tones, as well as audible and vibro-tactile walk indicators;
- Universally accessible tree grates, with all seams and openings meeting criteria set out by the AODA;
- All sidewalk cross-falls were kept to a maximum of 4% which is below the AODA's maximum allowable slope of 5%;
- All sidewalks were kept to a minimum of 1.5 metres wide and maintain this dimension as a clear path of travel; and
- Installation of bump outs reduced the distance that pedestrians must cross for their required travel.

5. Parking

The Town is committed to creating accessible parking lots that are new or redeveloped, as per the IASR. The Town has designated accessible parking at most facilities and is reviewing the Town's Parking By-Law to ensure further enhancements are considered.



6. Service Counters, Queuing Guides, and Waiting Areas

The Town is committed to creating accessible service counters, queuing guides, and waiting areas on all new or redeveloped areas. In 2014, the Town lowered the service counter on the main level of Town Hall to ensure it is accessible. During recent renovations, this accessible counter was further enhanced. The front office and other amenities at the myFM Centre have been further constructed to improve accessibility features for persons with disabilities.

7. Maintain the Accessible Parts of Public Spaces

The Town is committed to maintaining and enhancing all accessible features of our public spaces. Accessible washrooms and elevators have been installed and are regularly maintained at the Town Hall, Library and myFM Centre. Town staff work with its garbage and recycling contractors to ensure that paths of travel, specifically sidewalks, are free of cans and boxes for safe and accessible paths of travel. Sidewalks and roads are regularly patrolled to ensure compliance with minimum maintenance standards, and parks and trails are maintained to remove debris or hazardous material.

Purchasing and Tendering

In 2019, the Town added accessibility to the Purchasing and Tendering Policy to ensure accessibility is factored in. In procurement activities of the Town, and in cases where it is deemed not practicable to incorporate accessibility criteria features in procurement activities, an explanation can be provided upon request.

Departmental Goals

The following are previous goals that the Town of Renfrew staff identified as areas that required improvement to help further remove barriers for individuals with disabilities. Some of these barriers have been removed during the duration of the last multi-year accessibility plan, while others have been identified and are outlined as goals to be completed in future. The goals will be broken down by relevant departments and was created through consultation with department heads.

Office of the CAO and Town Clerk

Previous Goals:

1. **Upgrade the Town's Website:** Improve the website to be more mobile-friendly and accessible.
2. **Enhance Document and Social Media Accessibility:** Improve document and social media accessibility through training.



3. **Improve Way-Finding Signage:** Enhance signage for accessible navigation.
4. **Provide Wi-Fi Access:** Expand Wi-Fi coverage for public access.

Status:

1. **Upgrade the Town's Website:** The Town has rebuilt its website to be more mobile-friendly and accessible. The site now meets WCAG 2.0 Level AA standards, addressing issues with accessible reading limitations. The Town has ensured that the website is fully accessible where possible. For documents that are not accessible, individuals can request accessible versions from the Town.
2. **Enhance Document and Social Media Accessibility:** The Town has integrated customer service training for front line employees, including AODA training. Document access and sharing has been enhanced to improve social media accessibility.
3. **Improve Way-Finding Signage:** Some improvements to way-finding signage have been made, particularly around key facilities and in the downtown area. However, further enhancements are needed, particularly at the Town Hall, where new signage is still being installed.
4. **Provide Wi-Fi Access:** Wi-Fi access has been expanded to key locations, including the Renfrew Public Library, myFM Centre and the Town Hall. The broad goal of providing Wi-Fi throughout the downtown core is acknowledged but remains an ongoing area of improvement.

Future Goals:

1. Create a Corporate Accessibility Policy.
2. Establish a more robust Records and Information Management Policy, including accessibility document management.
3. Renew and enhance employee training.
4. Establish an Accessibility Working Group and collect feedback and data on accessibility barriers.
5. Establish Routine Monitoring and Reporting.



Treasury

Previous Goal:

1. **Investigate More Online Payment Options:** Explore additional online payment methods to ensure convenience and accessibility for all individuals, including those unable to physically visit the office.

Status:

The Town has ordered new financial software that will enhance online payment options. This software is expected to be implemented by late 2024 or early 2025. The availability of online payments for garbage tags and parking tickets is still under evaluation.

Future Goals:

1. Introduce credit card payment options at Town Hall.
2. Assess the feasibility of more online payment options.
3. Encourage stakeholder feedback on payment accessibility.

Renfrew Public Library

Previous Goals:

1. **Develop an Emergency and Safety Manual:** Create an accessible emergency manual.
2. **Address Building Accessibility Issues:** Improve access to the library.
3. **Introducing Services for Sensory and Learning Challenges:** Develop programs for sensory and learning challenges.

Status:

1. **Develop an Emergency and Safety Manual:** The library is developing an emergency and safety manual that will include detailed evacuation plans for people with disabilities. This project is ongoing, with progress made in alignment with broader fire safety planning for the Town.
2. **Address Building Accessibility Issues:** The library is addressing accessibility issues by replacing all entrances with new, wider doors and improving walkways. This work is funded by a Trillium grant and is aimed at ensuring better access for all visitors.



3. **Introducing Services for Sensory and Learning Challenges:** The library has successfully added a sensory area for children and increased its collection of specialized books. Additionally, the library has partnered with Help a Girl Out (HAGO) to address period poverty and has established food stations in collaboration with the Renfrew Food Bank. These initiatives support overall accessibility by addressing basic needs and mental health.

Future Goals:

1. Include accessibility in 2025 programming.
2. Continue with building enhancements to address accessibility needs.

Parks, Recreation, and Facilities

Previous Goals:

1. **Accessibility in Recreation Centre Expansion:** Address accessibility in the Recreation Centre and myFM Centre expansion.

Status:

1. **Accessibility in Recreation Centre Expansion:** The new arena features a near-flush ice surface, which supports accessible programming like sledge hockey. The fitness centre includes accessible equipment. Elevators and automatic door openers are installed to provide barrier free access throughout the building. An indoor walking track has been constructed and includes installed and includes a rubber membrane and benches for with rubber membrane and

Future Goals:

1. Complete renovations at the myFM Centre.
2. Update the accessibility plan for the myFM Centre.
3. Create more opportunities for accessible programming.
4. Encourage user feedback to identify accessibility concerns.

Development & Infrastructure

Previous Goals:

1. **Ensure Accessibility of Doors:** Address accessibility issues with doorknobs at the Town Hall.



2. **Promote Accessibility Awareness:** Encourage businesses to use the CIP accessibility grant.
3. **Prioritize Accessibility in Construction Projects:** Exceed Ontario Building Code (OBC) requirements for accessibility in projects.

Status:

1. **Ensure Accessibility of Doors:** The Town plans to address accessibility issues with doors, including the installation of automatic openers where needed.
2. **Promote Accessibility Awareness:** The Town is working to increase awareness of the CIP grant among local businesses.
3. **Prioritize Accessibility in Construction Projects:** The Town aims to exceed the minimum requirements set by the OBC for accessibility in construction projects. Policies are being considered to ensure higher standards for Town facilities.

Future Goals:

1. Conduct staff training on the OBOA Beyond the Code – Accessibility Learning Series.
2. Review and develop accessible building requirement policies that exceeds Ontario Building Code minimum standards.
3. Install automatic door openers and replace doorknobs throughout Town Hall.
4. Create an interactive map highlighting accessible facilities.

Renfrew Fire Department

Previous Goals:

1. **Review and Update Emergency Evacuation Plan:** Incorporate accessibility into the evacuation plan.
2. **Ensure Accessibility at Public Access Events:** Host events in accessible locations.
3. **Compliance of Published Documents:** Ensure document accessibility on the Fire Department's web pages.
4. **Participate in Accessibility Education:** Engage in accessibility training.



Status:

1. **Review and Update Emergency Evacuation Plan:** The Fire Department is in the process of developing an evacuation plan that incorporates accessibility considerations. This work is underway.
2. **Ensure Accessibility at Public Access Events:** Efforts are made to ensure that all public access events, including open houses and training demonstrations, are held in accessible locations.
3. **Compliance of Published Documents:** The Fire Department continues to ensure that all documents published on their web pages comply with accessibility standards.
4. **Participate in Accessibility Education:** Accessibility issues are integrated into public education and fire prevention initiatives to address concerns regarding building evacuation and emergency procedures.

Future Goals:

1. Address accessibility barriers in the Fire Hall as identified in the March 2024 Quartek Group report.

McDougall Mill Museum

Background: The Town of Renfrew recently assumed operational control of the McDougall Mill Museum from the Renfrew & District Historical & Museum Society Inc. (RDHMSI), which retains ownership of the collection. The Museum, a historic 169-year-old stone mill located in O'Brien Park on the Bonnechere River, spans three floors—basement, main floor, and second floor—each with approximately 1,500 square feet of exhibition and operational space. As the Town takes on this new project, enhancing accessibility across all aspects of the Museum is a priority.

Future Goals:

1. **Identify Accessible Parking:** Designate accessible parking spaces near the Museum entrance.
2. **Install Earthen Ramp:** Replace existing stairs to the bandshell in O'Brien Park with an earthen ramp for improved accessibility.
3. **Accessible Picnic Tables:** Provide picnic tables outside the Museum that are accessible to individuals with disabilities.



4. **Pathway to Lookout:** Create a boardwalk or pathway through the grass to the lookout over the Bonnechere River.
5. **Accessible Washrooms:** Relocate or add accessible washrooms within the Museum or in a separate building in O'Brien Park.
6. **Inclusive Exhibits:** Develop a new permanent exhibit designed to be accessible to all users, including those with disabilities.
7. **Outreach Programs:** Expand outreach exhibitions and programs to offer educational opportunities that are accessible to individuals with disabilities.
8. **Online Catalogue:** Create a public access catalogue available online to interact with materials that may not be physically accessible within the Museum.
9. **Access to Basement and Second Floor:** Improve access to the basement and second floor to ensure these areas are accessible to all visitors.

Status: As the Museum is a new project for the Town, the focus is on establishing these accessibility goals from the ground up. The Town is committed to integrating accessibility into every aspect of the Museum's operation and facilities to ensure a welcoming environment for all visitors.

Long-Term Planning:

1. **Accessibility Training:** Provide training for museum staff on accessibility to enhance visitor experiences.
2. **Facility Upgrades:** Implement ongoing facility upgrades based on feedback and accessibility assessments.
3. **Community Engagement:** Actively engage with the community to gather input and feedback on accessibility improvements and needs.
4. **Advancements in Design:** Continuously explore innovative technologies and design advancements to improve accessibility.

Feedback

Your feedback is vital to our ongoing efforts to create an accessible community for everyone. We understand that there may still be barriers we have not yet identified or addressed. If you encounter any accessibility challenges or have suggestions for improvement, we encourage you to reach out to us.

You can contact the Town through various methods: by email, phone, or in person at our front desk. For those who are comfortable using digital tools, AccessE11, our citizen



request system, offers a convenient way to submit your feedback and requests. We value all forms of communication and are committed to addressing any issues you may encounter, ensuring that our community is as inclusive and accessible as possible.

Contact Information

Email: info@renfrew.ca

Phone Number: 613-432-4848

Conclusion

The Town of Renfrew remains committed to fostering an inclusive and accessible community for all individuals, including persons with disabilities. This 2025-2029 Multi-Year Accessibility Plan reflects our ongoing efforts to remove barriers and create an environment where everyone can fully participate in community life. By focusing on key areas such as public spaces, communication, employment, and feedback mechanisms, the Town continues to build on previous progress while looking ahead to future improvements.

Our dedication to accessibility is not static but dynamic, continuously evolving to meet the needs of our residents, visitors, and staff. We understand that accessibility is a journey, and with ongoing input from the community, we will continue to identify and address barriers in a timely and meaningful way.

As we implement the goals outlined in this plan, we invite the community to provide feedback and stay engaged in the process. Together, we can ensure Renfrew remains a welcoming and accessible Town for all.