

Tecumseh Accessibility Advisory Committee Meeting Agenda

Thursday, February 27, 2025, 1:00 pm
Electronic Meeting

Pages

- A. Roll Call
 - B. Call to Order
 - C. Land Acknowledgement
 - D. Disclosure of Pecuniary Interest
 - E. Delegations
 - 1. Phil Bartnik, Director Public Works and Engineering Services and Alessia Mussio, Engineering Project Manager
 - a. PWES-2025-05 Lesperance Road and Little River Boulevard Trails - Project Update 2 - 27
- Recommendation**
Moved by _____
Seconded by _____
That Report PWES-2025-05 entitled “Lesperance Road and Little River Boulevard Multi-Use Trails – Project Update” be received.
- F. Communications
 - G. Reports
 - H. Unfinished Business
 - I. New Business
 - 1. National AccessAbility Week May 25 - 31, 2025
 - 2. Accessible Customer Service Policy Review 28 - 35
 - J. Next Meeting
 - K. Adjournment



The Corporation of the Town of Tecumseh

Public Works & Engineering Services

To: Mayor and Members of Council

From: Phil Bartnik, Director Public Works & Engineering Services

Date to Council: January 28, 2025

Report Number: PWES-2025-05

Subject: Lesperance Road & Little River Boulevard Multi-Use Trails
Project Update

Recommendations

It is recommended:

That Report PWES-2025-05 entitled “Lesperance Road & Little River Boulevard Multi-Use Trails – Project Update” **be received**;

Background

In March 2022, Council authorized Administration, under report [PWES-2022-11](#), to submit an application for funding under the Active Transportation Fund (ATF) for a future commitment to install a multi-use recreational trail on the west side of Lesperance Road (from Riverside Drive to First Street) and on the north side of Little River Boulevard (from Lesperance Road to Gauthier Street). Following the meeting, an application for funding was submitted and ultimately approved by the funding agency. The maximum amount of federal funding available for this project is \$2,616,000 which will offset Town funds for the total project costs.

Additionally, the Tecumseh Road Main Street CIP Streetscaping and Landscaping Beautification – Lesperance North project will be incorporated as part of the trails project. The maximum amount of provincial funding available from Ontario’s Rural Economic Development (RED) program is \$240,000 which will assist with the costs of

street tree installation, landscaping and decorative lighting along Lesperance Road from First Street to McNorton Street.

At the February 13, 2024, Regular Meeting of Council, Council approved recommendations of Report [PWES-2024-07](#) titled “2024-2028 Public Works & Engineering Services Five-year Capital Works Plan” that authorized Administration to finalize the design and tender in 2024 and proceed with construction in 2025 for the Lesperance Road & Little River Boulevard Multi-Use Trail project (Motion: RCM-05/24).

Comments

The Town’s consultant, RC Spencer, has progressed to the 80% design stage with Administration providing a comprehensive review and comments in November 2024. The design includes the alignment of a 3.0-meter-wide pathway on the west side of Lesperance Road from First Street to Riverside Drive encompassing an approximate total length of 2.0 kilometers and a 3.0 meter wide pathway on the north side of Little River Boulevard from Lesperance Road to Gauthier Drive for a length of 0.3 kilometers.

The path design features components such as:

- Accessible landings at street intersections;
- Improved street lighting and improvements to crossings at side streets;
- Connectivity with other pathways along Riverside Drive and Little River Boulevard;
- Parking improvements, streetscaping and landscaping beautification between McNorton Street and First Street;
- The installation of trees along both sides of the trail where possible.

Administration and the Town’s consultants have worked together on the integration of the Lesperance Road multi-use trail network with proposed improvements to Col. Paul Poisson Park as well as to the Town Hall /OPP/Fire Station One Campus. Key proposed project features are in further details below. Final project features will be subject to project budget, vendor response to the tender and timing of construction and completion.

Key Project Features

- 1) **Multi-Use Trail: Lesperance Road (Riverside to McNorton) & Little River Boulevard (Lesperance to Gauthier)**

A 3.0-metre wide asphalt multi-use trail is proposed on Lesperance Road (Riverside Drive to McNorton Street) and Little River Boulevard (Lesperance Road to Gauthier Street). The trail alignment is set off the curb so that boulevard trees can be planted on either side of the trail.

2) Col. Paul Poisson Park

Col. Paul Poisson Park, located on the southwest corner of the Lesperance Road and Riverside Drive intersection, will incorporate the multi-use pathway into its improvements. The improvements will include features such as new landscaping and seating areas. This park will also help connect the Riverside Drive multi-use pathway to the new Lesperance Road multi-use pathway as an integrated active transportation system.

3) Controlled Pedestrian Crossings (Pedestrian Crossovers – PXOs)

With the installation of the multi-use trails, a review of pedestrian crossings within the Lesperance Road corridor (Riverside Drive to First Street) was conducted. In addition to the existing controlled crossings (traffic signals) at Riverside Drive and McNorton Street, three new pedestrian crossovers (PXOs) are proposed at Little River Boulevard, Clapp Street and St. Thomas Street. These locations are depicted in Attachment 1.

4) Multi-Use Trail: Lesperance Road (McNorton to First)

A 3.0-metre wide concrete multi-use trail is proposed on Lesperance Road (McNorton Street to First Street) and will become a 'continuous pathway' which gives trail users priority over motor vehicles at crossings of driveway entrances and side streets. It will provide enhanced safety and improved user experience and will benefit this stretch since most of the intersections with the pathway are driveways or parking lot entrances. Examples of a 'continuous pathway' are included within Attachment 2.

Decorative lighting, boulevard trees and trees within the hardscape are also a key component of the design within this section of Lesperance Road and have been recognized as such in the awarded funding programs.

With the desired alignment of the trail to be set back from the curb, it is proposed that the existing parking lots in front of Town Hall and the Ontario Provincial Police (OPP) station be removed and relocated.

The Town's consultant undertook a parking evaluation throughout this section of Lesperance Road and concluded that the peak parking demand was only 28 of 93 total available spaces, which suggests that the corridor currently exhibits a parking surplus of 65 spaces. The net loss of 27 parking spaces will not have an impact on the public's ability to access Town Hall or the OPP Station. It is also

noted that the Town Hall public parking is utilized mostly during times of council meetings, when additional staff parking spots can also be used. The relocation of the Town Hall and OPP parking is depicted on page 6 of Attachment 1.

The municipal parking lots south of the Tecumseh Fire Station No.1 will be repaved, slightly readjusted to accommodate the new trail, and have updated decorative lighting and landscaping features.

5) Town Hall / OPP Campus Improvements

In addition to the relocated parking lot between Town Hall and the OPP station, additional landscaping and soft-scaping features are proposed fronting this area, such as landscaped grass areas, trees, decorative lighting and street furniture. The proposed campus improvements are depicted on page 6 of Attachment 1.

Next Steps

Next steps for the project will be the completion of detailed design and tendering in February 2025 for construction to begin in the Spring 2025.

The grant deadlines for both the Active Transportation Fund and the Rural Economic Development program will greatly influence the timing of construction. To receive the project grants, all final grant documents must be submitted by March 31, 2026. Therefore, in order to meet this deadline, construction will need to be completed by the Fall of 2025.

Consultations

Community & Recreation Services
Development Services
Financial Services
R.C. Spencer Associates Inc.
Ron Koudys Landscape Architects Inc.

Financial Implications

At the February 13, 2024, Regular Meeting of Council, Council approved \$5,050,000 for the Lesperance Road (Riverside to First) and Little River Boulevard (Lesperance to Gauthier) project under report PWES-2024-07 titled "2024-2028 Public Works & Engineering Services Five-Year Capital Works Plan" (Motion: RCM-21/24).

This project is supported by the Federal Active Transportation Fund (ATF) with a contribution up to \$2,616,000 and the Provincial Rural Economic Development (RED) program with a contribution up to \$240,000.

The project will be tendered in early February and Administration will report back to Council in March with the tender results and refinements to the project features and budget based on actual costs.

Link to Strategic Priorities

Applicable	2023-2026 Strategic Priorities
<input type="checkbox"/>	Sustainable Growth: Achieve prosperity and a livable community through sustainable growth.
<input checked="" type="checkbox"/>	Community Health and Inclusion: Integrate community health and inclusion into our places and spaces and everything we do.
<input checked="" type="checkbox"/>	Service Experience: Enhance the experience of Team Tecumseh and our citizens through responsive and respectful service.

Communications

Not applicable

Website

Social Media

News Release

Local Newspaper

This report has been reviewed by Senior Administration as indicated below and recommended for submission by the Chief Administrative Officer.

Prepared by:

Alessia Mussio, P. Eng.
Engineering Project Manager

Reviewed by:

Brian Hillman, MA, MCIP, RPP
Director Development Services

Reviewed by:

Beth Gignac, BA Hons
Director Community & Recreation Services

Reviewed by:

Tom Kitsos, CPA, CMA, BComm
Director Financial Services & Chief Financial Officer

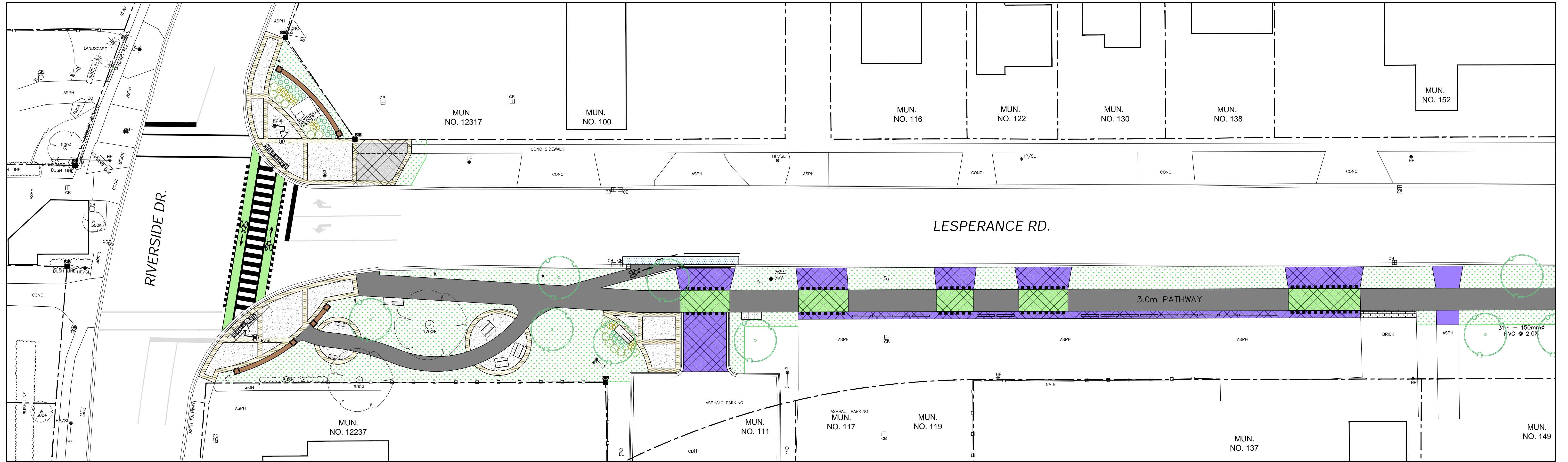
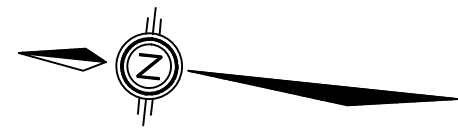
Reviewed by:

Phil Bartnik, P.Eng.
Director Public Works & Engineering Services

Recommended by:

Margaret Misek-Evans, MCIP, RPP
Chief Administrative Officer

Attachment Number	Attachment Name
1	Lesperance Road & Little River Boulevard Multi-Use Trails – 80% Design Drawings
2	Examples of Continuous Pathway Designs



POISSON PARK

LEGEND:

- DENOTES NEW ASPHALT MULTI-USE PATHWAY & PARKING LOT
- DENOTES NEW WHITE CONCRETE SIDEWALK
- DENOTES ASPHALT DRIVEWAY REPLACEMENT
- DENOTES CONCRETE DRIVEWAY REPLACEMENT
- DENOTES NEW GRASS AREA
- DENOTES NEW LANDSCAPED AREA
- DENOTES NEW DECORATIVE CONCRETE
- DENOTES NEW ASPHALT ROADWAY

RC SPENCER ASSOCIATES INC.
Consulting Engineers

Windsor: 800 University Ave. W. - Windsor, ON N9A 5R9
Leamington: 18 Talbot St. W. - Leamington, ON N8H 1M4
Chatham: 49 Raleigh St. - Chatham, ON N7M 2M6

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Ontario

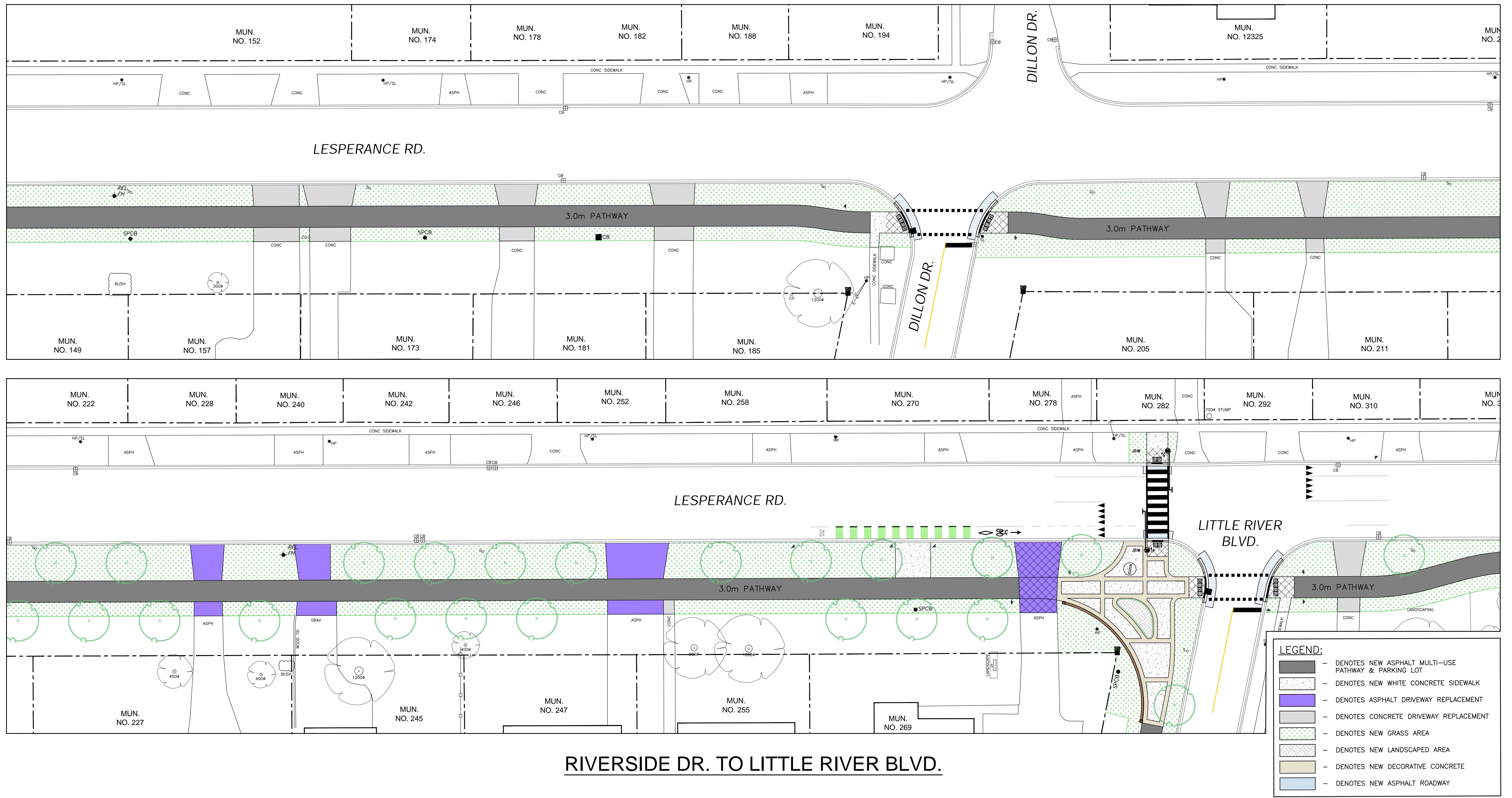
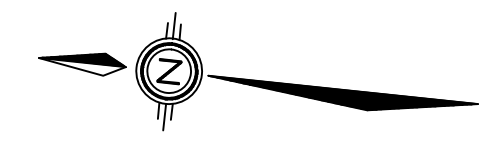
LESPERANCE ROAD MULTI-USE PATHWAY

RIVERSIDE DRIVE TO LARAMIE STREET

TOWN OF TECUMSEH

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LANDSCAPE
ARCHITECTS INC.

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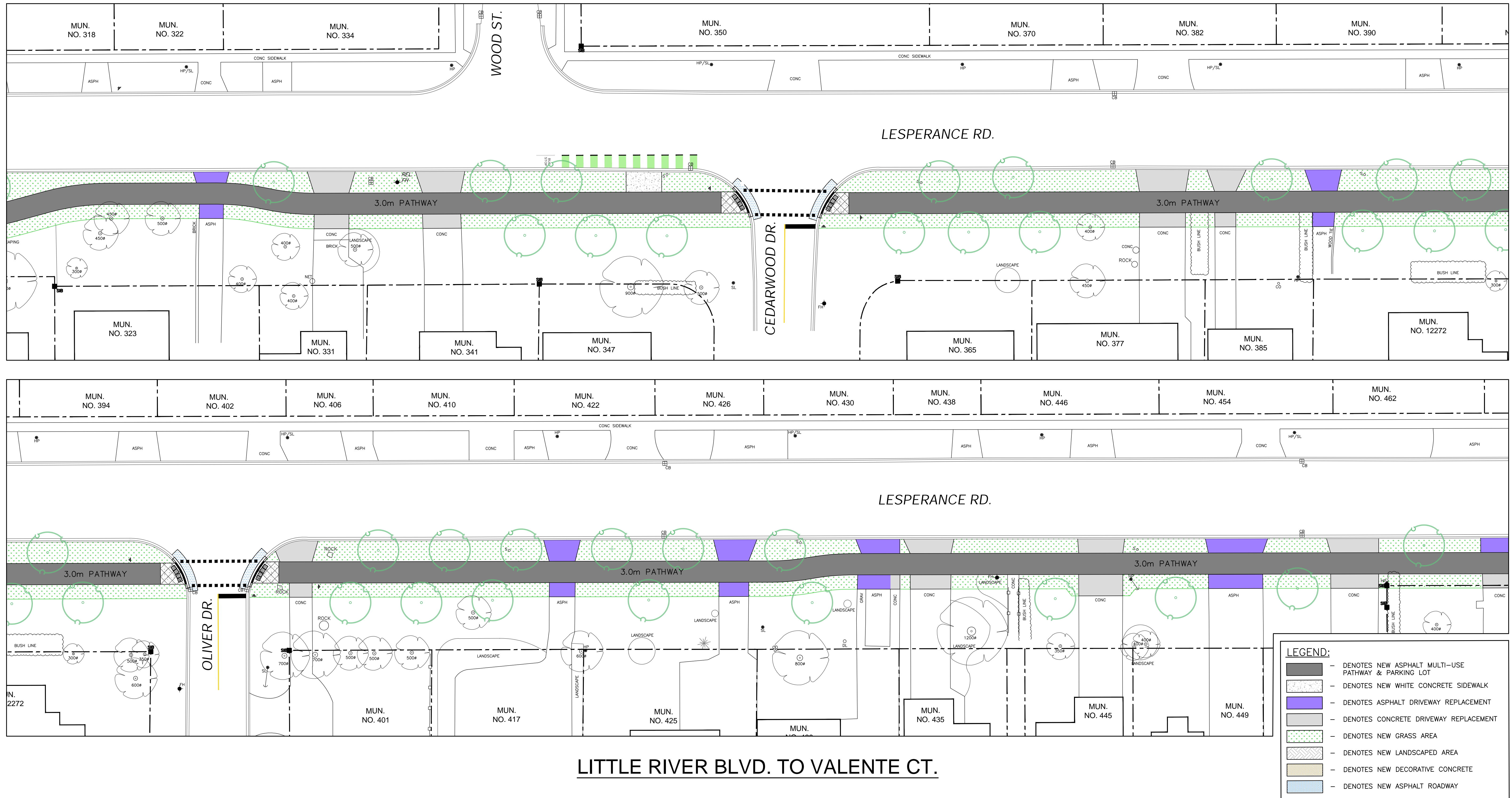
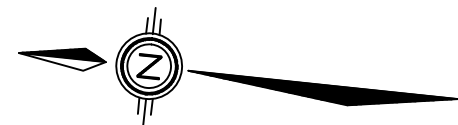
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 RIVERSIDE DRIVE TO LARAMIE STREET

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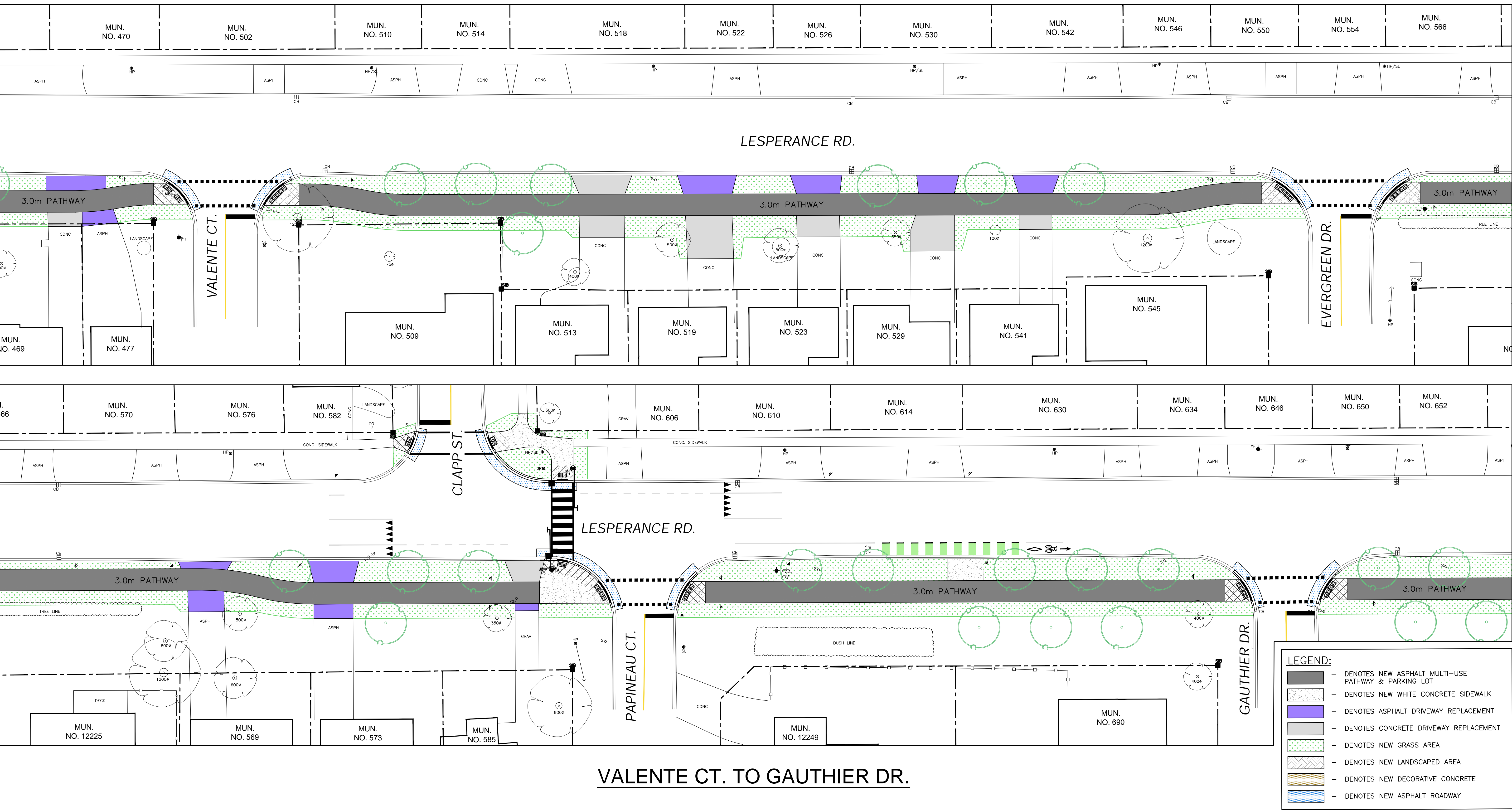
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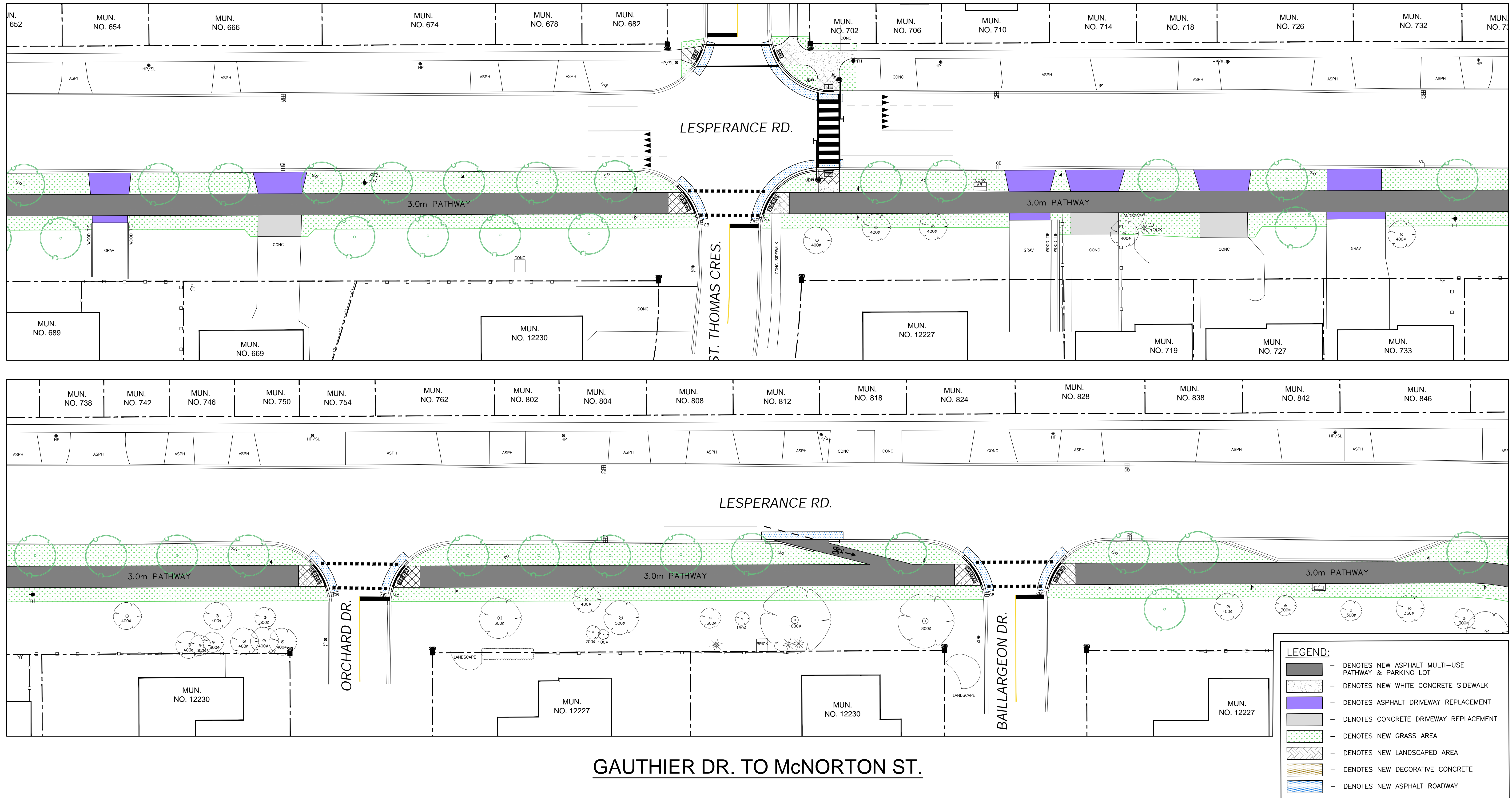
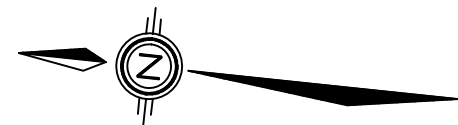
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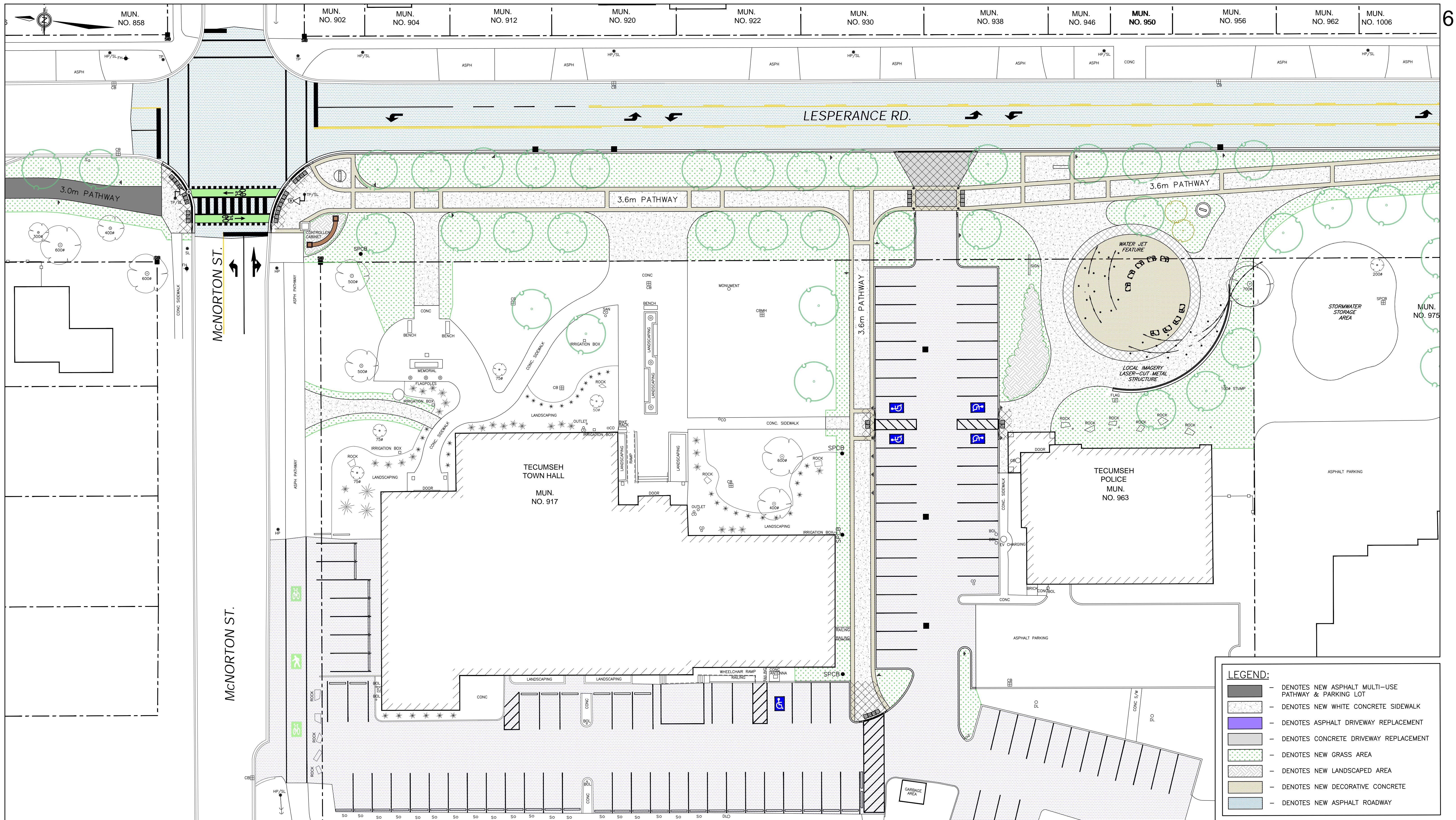
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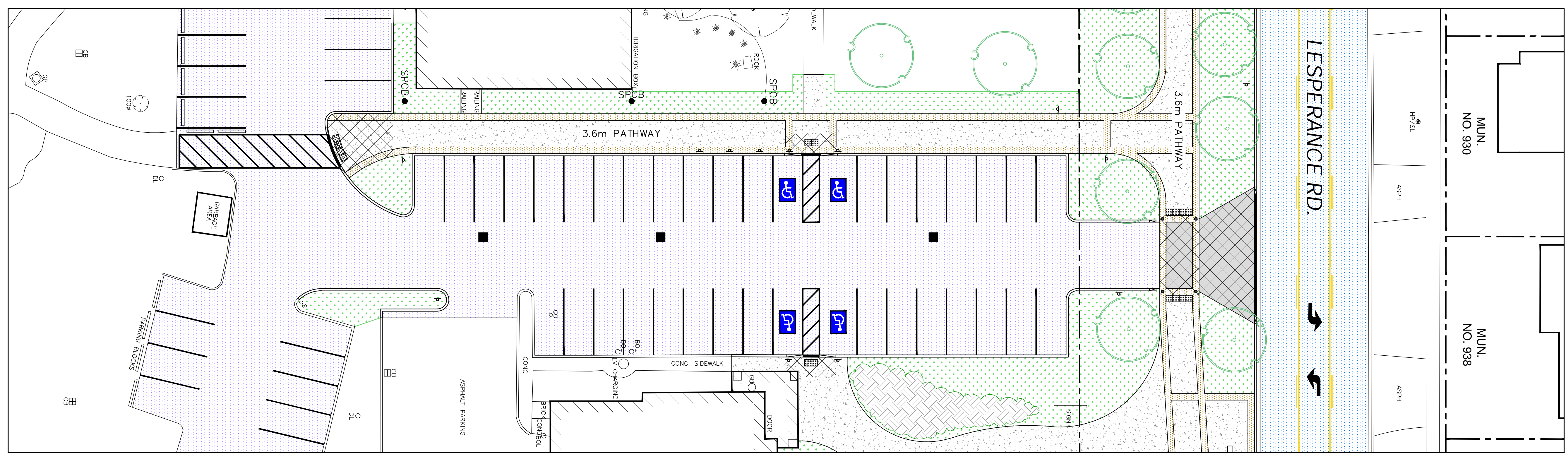
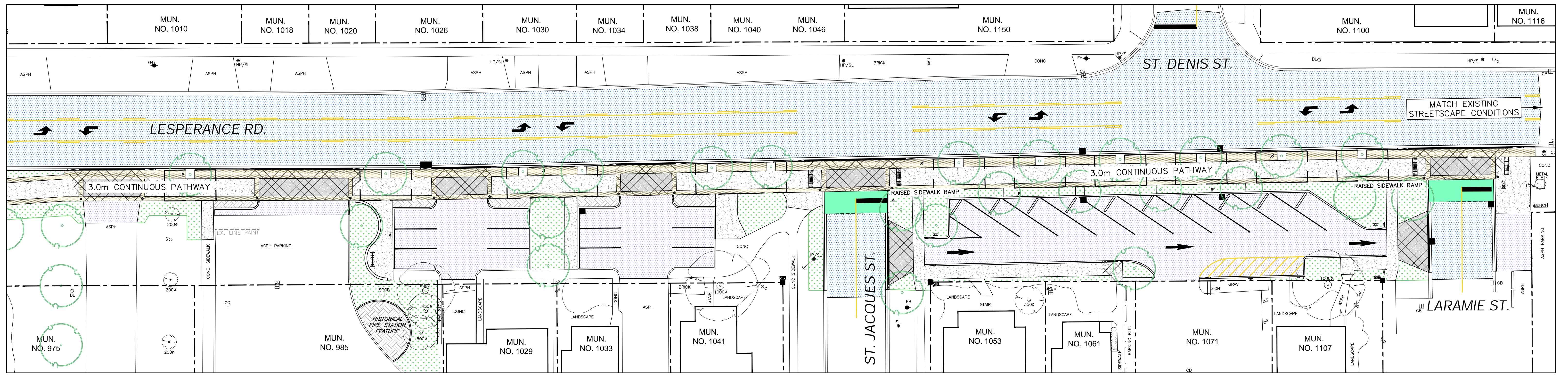
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RIVERSIDE DRIVE TO LARAMIE STREET

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McNORTON ST. TO LARAMIE ST.

LEGEND:

- DENOTES NEW ASPHALT MULTI-USE PATHWAY & PARKING LOT
- DENOTES NEW WHITE CONCRETE SIDEWALK
- DENOTES ASPHALT DRIVEWAY REPLACEMENT
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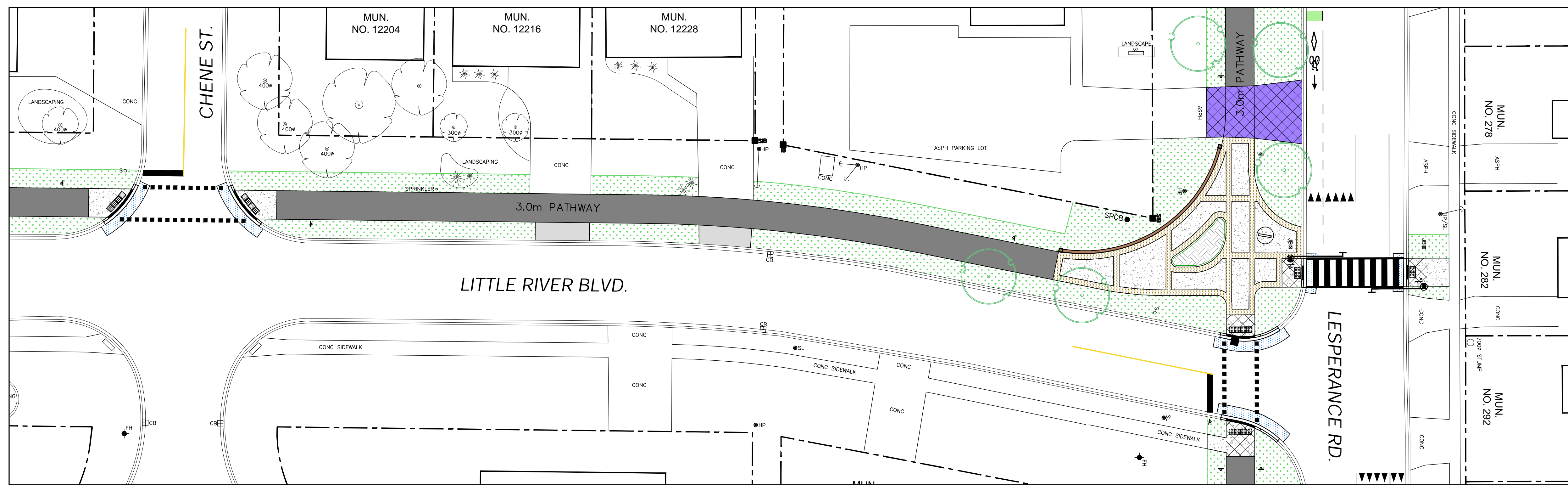
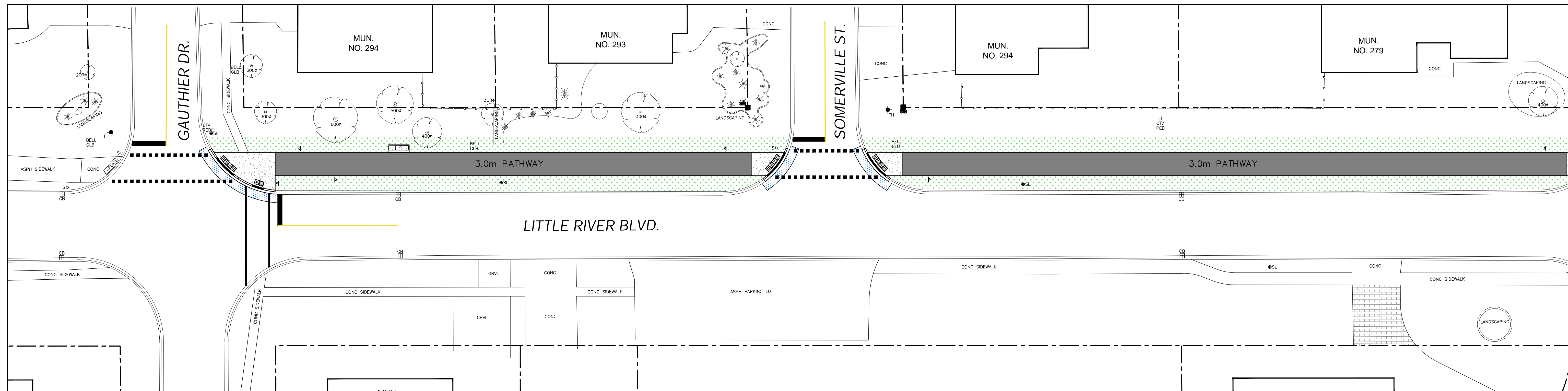
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LESPERANCE ROAD MULTI-USE PATHWAY
 RIVERSIDE DRIVE TO LARAMIE STREET

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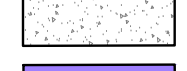



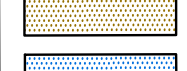


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GAUTHIER DR. TO LESPERANCE RD.

LEGEND:

-  - DENOTES NEW ASPHALT MULTI-USE PATHWAY & PARKING LOT
-  - DENOTES NEW WHITE CONCRETE SIDEWALK
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LESPERANCE ROAD MULTI-USE PATHWAY
 LITTLE RIVER BOULEVARD CONNECTION

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Continuous Sidewalks and Bike Paths

This briefing does not represent technical guidance. Rather, it describes an emerging practice that is not used widely across Canada and is not addressed in TAC's technical publications, but that has been applied sufficiently in Canadian contexts to assess its general applicability and effectiveness.

This briefing is intended both to acknowledge the emerging practice and to help qualified practitioners conduct further testing and evaluation. It may be updated or withdrawn as more information becomes available.

Introduction

Continuous sidewalks and bike paths prioritize pedestrians and cyclists over turning motor vehicles at crossings of local streets. They are best known from the Netherlands (see Figure 1), and contrast with typical North American designs (see Figure 2). The first known uses of this treatment in Canada were in the Town of Canmore, Alberta in 2016 and the City of Vancouver in 2018. The City of Nanaimo, BC took the concept further in 2020 by adopting continuous sidewalks and bike paths as a standard design for local street intersections and building several in the Metral Drive corridor (a project that won a 2020 TAC Technical Achievement Award¹). Several other Canadian communities are either considering or implementing this design treatment.

The designs of continuous sidewalk and bike path treatments in Canada have varied, and this briefing provides a synthesis of the techniques used and lessons learned. It also identifies several examples and references. It is important to note that continuous sidewalks and bike paths are already used widely at residential and commercial driveway crossings and laneways. However, the purpose of this document is to specifically address their use at the intersection of two public rights-of way, where at least one is a local street.

Figure 1: Continuous sidewalk and bike path in Rotterdam, Netherlands



Roy Symons

Figure 2: Typical pedestrian crossing at a local street intersection in North America



Roy Symons

Description

Continuous sidewalk and bike path designs communicate to people walking and cycling that they have an uninterrupted travel path, while also communicating to drivers that they are crossing a space for walking and cycling. This is the reverse of a conventional local street intersection, where the sidewalk and in-boulevard bike path terminate and pedestrians and cyclists must cross the paved roadway. Figure 3 highlights some basic features of continuous sidewalks and bike paths.

Figure 4 visually contrasts a conventional crosswalk with a raised crosswalk, a continuous sidewalk, and a continuous sidewalk and bike path, while Table 1 highlights key differences between conventional, raised and continuous sidewalks. It is worth noting that raised crosswalks and continuous sidewalks share several aspects and thus may confuse some stakeholders; the key distinguishing feature of a continuous sidewalk is that the major street curb and sidewalk material remain uninterrupted through the crossing.

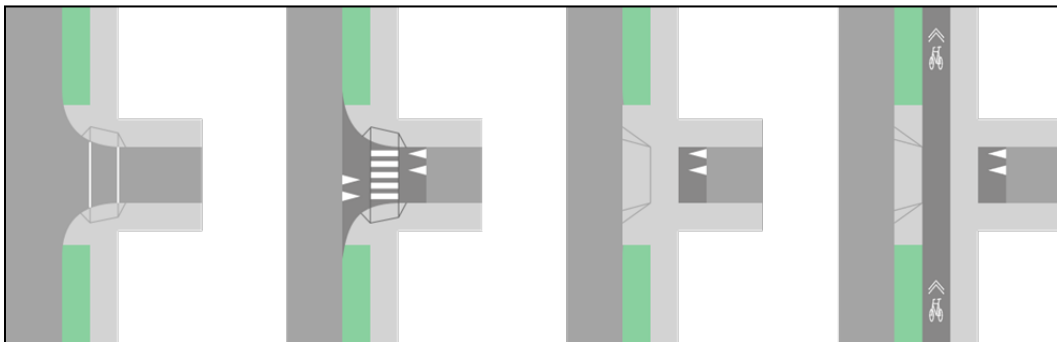
Continuous sidewalk and bike path treatments are intended to improve the safety and comfort of people walking or riding bicycles. They can also have a traffic calming effect by transferring the mental workload of watching for conflicts from pedestrians and cyclists to motorists. **For this reason, they are only appropriate in situations where crossing pedestrians and cyclists have the right-of-way over turning vehicles at all times** (see more information under Applicability).

Figure 3: Basic features of a continuous sidewalk and bike path (Nanaimo, BC)



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Figure 4: Conventional crosswalk, raised crosswalk, continuous sidewalk and continuous sidewalk and bike path



Roy Symons

Table 1: Typical differences between conventional, raised and continuous sidewalks

Conventional crosswalk	Raised crosswalk	Continuous sidewalk
Pedestrians feel they are crossing a vehicle space. They are encouraged to take responsibility for their own safety.	Pedestrians feel they are crossing a vehicle space. Traffic calming provides some assurance that motorists will yield.	Pedestrians feel motorists are crossing a pedestrian space. They feel they have an uninterrupted route.
Sidewalk ramps down to roadway before crossing.	Sidewalk remains raised or may lower to an intermediate height (e.g., 100 mm).	Sidewalk remains raised at full height through crossing.
Major street curb is interrupted.	Major street curb is interrupted.	Major street curb is continuous, as at driveways.
Curb radii are used to define the turning path for vehicles.	Curb radii are used to define the turning path for vehicles.	Curb radii are not provided, creating an intentionally ambiguous turn path for vehicles.
Entering/exiting vehicles travel on a flat grade.	Entering/exiting vehicles encounter ramps on both sides of the crossing.	Entering/exiting vehicles encounter ramps on both sides of the crossing, possibly in advance of the crossing.
Surface is the same as the roadway (e.g., asphalt).	Surface is often the same as the roadway but may be concrete.	Surface is the same as the sidewalk (e.g., concrete).
Pavement markings may define the crossing.	“Zebra” crosswalk markings are typically provided.	No pavement markings are typically provided on the crossing itself.

Outcomes

There is a need for more field studies to assess the outcomes of continuous sidewalk and bike path treatments that have been implemented in North America. However, several positive outcomes can be reasonably anticipated, largely based on experience with similar treatments such as raised crosswalks.

Comfort for pedestrians and cyclists. Pedestrians and cyclists are anticipated to perceive a less stressful walking environment due in part to improved motor vehicle yielding. Continuous bike paths also increase comfort for cyclists by eliminating vertical deflections at curb returns, and the continuous surface eliminates roadway ponding at pedestrian crossing points.

Accessibility. Continuous sidewalks remove the requirement for pedestrians and people using mobility devices to navigate two points of elevation change (typically, curb ramps). Pedestrians with sight loss no longer need to negotiate a crossing; that task is transferred to drivers.

Safety. Continuous sidewalks effectively create a speed hump effect that is anticipated to reduce the speed of crossing motor vehicles and increase rates of yielding to pedestrians and cyclists; initial observations on Metral Drive in Nanaimo showed a considerable drop in vehicle turning speeds (from about 22 km/h at crossings with a curb return to about 10 km/h at crossings with a continuous sidewalk and bike path treatment). Other features that are anticipated to slow motor vehicles and increase driver awareness of pedestrians and cyclists include the visual impact of removing or reducing curb radii and the use of materials other than asphalt for continuous sidewalks and bike paths.

The accelerating use of continuous sidewalks and bike paths in Canada could soon provide more directly measured outcomes including impacts on legibility for users, vehicle turn speeds and yielding rates, near misses and crashes. Future evaluations could also engage different user groups in site visits and usability testing to understand how continuous sidewalks and bike paths can impact accessibility.

Applicability

Continuous sidewalks and bike paths are intended to reinforce the priority of pedestrian and cyclist movements in locations where it already exists in law. In Canada, continuous sidewalks and bike paths have been considered appropriate for the following locations:

- To reinforce yield or stop controls at minor or local street intersections along roads with a design speed of 50 km/h or less
- At laneway or alley intersections, where legislation already requires exiting drivers to yield or stop
- At setback crossings, to manage turning conflicts

Some locations may require careful consideration to determine appropriateness, such as:

- Along a bus route, or a designated truck or emergency response route
- On two perpendicular legs of an intersection
- On more than two legs of an intersection
- In combination with a roundabout or traffic circle
- Where the minor street is multi-lane and/or arterial

Finally, the following locations have thus far been considered not appropriate:

- Where the sidewalk is also a signal-controlled crosswalk
- Across uncontrolled approaches to an intersection
- Where equal right-of-way is intended, such as at intersections that are fully signalized or have all-way stop or yield controls

These conditions distinguish continuous sidewalks from raised crosswalks (which can be used, for example, at mid-block locations or across uncontrolled legs of an intersection) and raised intersections (which can be used, for example, at all-way stop locations).

Implementation issues

The following paragraphs identify several issues that could contribute to the suitability and successful design of continuous sidewalk and bike path treatments.

Effective curb radius. A straight flared design, as implemented by the City of Nanaimo, is likely more effective than curb returns. Spring Creek Drive in Canmore provides an effective curb radius of 8.5 m, while Nanaimo provides an effective radius of around 3 m.

Design and control vehicle. Tighter effective curb radii may require large vehicles (e.g., garbage or fire trucks) to cross the centre line when turning. Vehicles that cut a tight corner could impact the boulevard (e.g., damage landscaping elements).

Emergency access. It is important to consult with emergency responders, particularly along primary response routes. Jurisdictions may retain the safety benefits of continuous sidewalks and bike paths by permitting emergency vehicles to use the entire roadway width.

Accessibility. Pedestrians with sight loss use changes in sidewalk level (e.g., curb ramps) to identify the location of crossings (and potential conflicts) on both minor and major streets. Because continuous sidewalks eliminate such cues, Dutch design guidance recommends the use of directional tactile warning surface indicators (TWSIs) leading up to the minor street crossing. Additional cues may also be needed to indicate the location

of a perpendicular crossing of the major street. It is not yet clear that TWSIs provide sufficient warning of a crossing in the absence of a change in sidewalk level.

Departure sight lines. Locating the minor road stop bar behind the continuous sidewalk, bike path and ramp may make typical sight triangles infeasible. In a given situation, it may be permissible to assume that drivers pull forward after the stop bar to gain sufficient sight distance; ideally, this would be in combination with a bend-in/out configuration that reduces conflicts with pedestrians and cyclists.

Bend-in and bend-out offset width. Continuous sidewalks and bike paths may benefit from an offset distance from the major road (i.e., greater than that simply required to accommodate the vehicle ramp) to prevent temporarily stopped turning vehicles from blocking the continuous crossing.

Roadway ramp grade. Ramps on either side of the crossing should be designed to avoid vehicles bottoming out.

Drainage. Stormwater on the major roadway is conveyed along the straight curb and gutter, but the minor roadway may require catch basins on each side of the ramps leading up to the sidewalk.

Winter maintenance. Jurisdictions where snow is a typical design condition should consider snow clearing equipment and maintenance procedures. One benefit of continuous sidewalk and bike path treatments is that they eliminate the potential for icy curb ramps and roadway ponding at pedestrian crossing points.

Legislation. Provincial or territorial legislation may not align with continuous sidewalk and bike path treatments. Practitioners should review relevant laws to confirm that continuous sidewalks and bike paths are legal in their jurisdiction; if not, enabling local bylaws may be required.

Examples of use

Three examples of continuous sidewalks and bike paths in Canada (Canmore, AB; Nanaimo, BC; and Edmonton, AB) are discussed briefly in this section. The TAC volunteer project report “Synthesis of Emerging Practice: Continuous Sidewalks and Bike Paths”² contains more details on these and other Canadian applications, including jurisdictions that are working on projects in the planning or design phases (Vancouver, BC; Medicine Hat, AB; Kitchener, ON; Halifax, NS).

² See <http://library.tac-atc.ca/librarysearch/en/catalogue/permalink/27255/>

Canmore, AB – Spring Creek Drive

The continuous sidewalk and bike path at the intersection of 8 Street and Spring Creek Drive, constructed in 2016, is believed to be the first application of this approach in Canada (see Figure 5). Both streets are collector roads. The continuous sidewalk and bike path acts as a gateway feature to lead people to commercial and residential development south of the intersection. The design featured:

- A cycle track bend-out to improve sight lines between drivers and cyclists
- Yield sign on Spring Creek Drive leading to the continuous sidewalk and bike path
- Bollards to protect cyclists and prevent vehicles from making wide turns in or out

Figure 5: Example in Canmore, AB



Roy Symons

Nanaimo, BC – Metral Drive

The City of Nanaimo recently updated its *Manual of Engineering Standards and Specifications* to include continuous sidewalks and bike paths at local street intersections where drivers do not need to enter or exit the local street at speed. At about the same time, the Metral Drive Complete Street Project became a local showcase for the new standard (see Figure 6). Local street intersections along that project featured:

- Stop control on the local street and speed hump markings on the ramp up to the sidewalk
- Flared driveway ramps located in the boulevard
- TWSIs for pedestrians with sight loss, indicating the presence of a local street crossing or high-volume commercial driveway
- A stamped, textured concrete buffer between the sidewalk and bike path, providing a “shoreline” for pedestrians with sight loss

Figure 6: Example in Nanaimo, BC



City of Nanaimo

Edmonton, AB – 112 Avenue NW and 65 St NW

A continuous sidewalk was built in the Highlands neighbourhood, along 112 Avenue NW (an arterial road) at 65 St NW (a local street) to enhance pedestrian priority between businesses and to delineate a new plaza space (see Figure 7). The design was challenging due to the existing local street grade of about 5% and the need to match grading of the recently re-built arterial road. The project has been embraced by the community and businesses, and observations have shown a positive impact on yielding behaviour, particularly on vehicles turning off the arterial road.

Figure 7: Example in Edmonton, AB



City of Edmonton (Maggie Boeske)

Resources

The following technical resources provide technical guidance relevant to continuous sidewalk and bike path design treatments:

- City of Nanaimo. 2022. [Manual of Engineering Standards and Specifications, Edition 14](#).
- CROW (Netherlands). [Design Manual for Bicycle Traffic](#).
- Ministry of Transportation, Ontario. 2021. [Ontario Traffic Manual – Book 18 – Cycling Facilities](#). (See page 199, “Continuous Cycle Track”)
- Province of British Columbia. 2017. [B.C. Community Road Safety Toolkit, Module 1: Protecting People Walking and Cycling](#). (See page 26, “Raised Crossings”)
- H. Solomon, B. Malone, J. Garcia et al. 2017. [Canadian Guide to Traffic Calming, Second Edition](#). Ottawa, ON: Transportation Association of Canada.

The following editorial resources provide additional context for continuous sidewalk and bike path treatments:

- A. Fipke and R. Symons. “[Nanaimo Goes Dutch: Adopting Raised Local Intersections within the City’s Engineering Standards](#)”. Article in *Transportation Talk*, Volume 43, Number 4, Winter 2021-2022. ITE Canada.
- R. Weetman. 2018. “[Nicer Cities, Liveable Places – Design Details 1](#)” (blog post)
- Not Just Bikes. 2020. “[The Dutch Solution for Safer Sidewalks – Continuous Sidewalks](#)” (video)

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Ce document est aussi disponible en français.



The Corporation of the Town of Tecumseh

POLICY MANUAL

POLICY NUMBER: 66	EFFECTIVE DATE: June 28, 2016
SUPERCEDES: RCM- 417/09 November 24, 2009	APPROVAL: June 28, 2016 (RCM-228/16)
SUBJECT: ACCESSIBLE CUSTOMER SERVICE	

PURPOSE:

- 1.1 The Corporation of the Town of Tecumseh (Town) is committed to being responsive to the needs of all its residents and visitors. To do this, we must recognize the diverse needs of all of our residents and visitors by striving to provide services and facilities that are accessible to all. As a provider of goods and services, the Town is committed to ensuring its goods and services are provided in an accessible manner.
- 1.2 The Town will promote accessibility through the development of policies, procedures and practices and by ensuring they consider people with disabilities. To do this we will make reasonable effort to ensure all policies, procedures and practices address **integration, independence, dignity and equal opportunity**.

PRINCIPLES:

Reasonable efforts will be made to ensure the following:

- 2.1 That goods and services be provided in a manner that respects the dignity and independence of persons with disabilities.
- 2.2 The provision of goods and services to persons with disabilities will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.

- 2.3 Persons with disabilities will be given an equal opportunity to obtain, use and benefit from the goods and services.

DEFINITIONS:

3.1 **Assistive Device**

Is a technical aid, communication device or medical aid that is used to increase, maintain, or improve the functional abilities of people with disabilities, in seeing, hearing, speaking, mobility, walking, breathing, performing manual tasks, learning, working, or self-care. This type of device can be used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the *Accessibility Standards for Customer Service (Ontario Regulation 429/07)*.

3.2 **Persons with Disabilities**

For the purpose of this policy 'disability' is defined according to the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* as:

- 3.2.1 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, physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- 3.2.2 a condition of mental impairment or developmental disability,
- 3.2.3 learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- 3.2.4 a mental disorder, or
- 3.2.5 an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

3.3 **Regulated Health Professional**

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

- i. College of Audiologists and Speech-Language Pathologists of Ontario
- ii. College of Chiropractors of Ontario
- iii. College of Nurses Ontario
- iv. College of Occupational Therapists of Ontario
- v. College of Optometrists of Ontario
- vi. College of Physicians and Surgeons of Ontario
- vii. College of Physiotherapists of Ontario

- viii. College of Psychologists on Ontario
- ix. College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

3.4 **Service Animals**

For the purpose of this policy, a 'service animal' is defined as either:

3.4.1 A "guide dog," as defined in Sections 1 of the *Blind Persons Rights Act*, or

3.4.2 A "service animal" for a person with a disability:

- (a) If it is readily apparent that the animal is used by the person for the reasons relating to his or her disability (i.e. it wears a harness, vest, or other visual indicator), or
- (b) If you cannot easily identify that the animal is a service animal, you can ask the person to provide documentation from a *regulated health professional*. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

3.5 **Support Persons**

For the purpose of this policy, a support person is defined as another person who accompanies a person with a disability in order to help him or her with communication, mobility, personal care or medical needs or with access to goods or services.

3.6 **Town**

When used in this policy refers to The Corporation of the Town of Tecumseh.

SCOPE:

- 4.1 Applies to all departments, divisions, or sections within the Town, including members of Council.
- 4.2 Applies to all employees, unionized and non-unionized.
- 4.3 Applies to all volunteers and contractors who interact with the public on behalf of the Town.

PROCEDURES AND PRACTICES:

Departmental policies, procedures and practices will strive to reflect or achieve the following:

- 5.1 Communications will be considered in a manner that takes into consideration a person's disability.
- 5.2 All employees, committee members, local boards, members of council and volunteers of the Town will be trained on accessible customer service and how to interact with people with different disabilities.
- 5.3 Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by the Town that are typically open to the public unless the animal is otherwise excluded by law.
- 5.4 In certain cases, a person with a disability might require to be accompanied by a support person for health or safety reasons. Before making a decision, the Town will:
 - 5.4.1 Consult with the person with a disability to understand their needs;
 - 5.4.2 Consider health or safety reasons based on available evidence;
 - 5.4.3 Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.
- 5.5 If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the Town will ensure that the admissions fee or fare is waived for the support person.
- 5.6 Notice will be provided to the public when facilities or services that people with disabilities rely on to access the Town's services are temporarily disrupted.
- 5.7 The Town will establish a process for receiving and responding to feedback to allow people to provide feedback on whether the Town is providing accessible goods and services.
- 5.8 The Town acknowledges that persons with disabilities may elect to use their own personal assistive devices to obtain, use or benefit from the services offered by the Town of Tecumseh.
- 5.9 This document will be made available upon request in a variety of accessible formats.

FEEDBACK PROCESSES:

- 6.1 Should a member of the public wish to make a complaint regarding the accessible provision of goods or services they have received, the member of the public can advise the Town of their complaint or concern through any of the following means:
- i. Make a submission through the on-line feedback form available on the Town of Tecumseh website www.tecumseh.ca;
 - ii. Send an e-mail outlining the nature of the complaint or concern to the following e-mail address: accessibility@tecumseh.ca;
 - iii. Contact by telephone the Department Head or designate responsible for delivering the goods or services for which there is a complaint or comment;
 - iv. Attend the office and meet the Department Head or designate responsible for delivering the goods or services for which there is a complaint or comment.
- 6.2 The Town will ensure that the feedback process is accessible by providing or arranging for accessible formats and communication supports, upon request.
- 6.3 A response will be provided to anyone providing a complaint or comment regarding the provision of accessible goods and services, in the same manner as the complaint or comment was received, within thirty (30) days.
- 6.4 If deemed appropriate, a complaint or comment regarding the provision of accessible goods and services may be directed to the Tecumseh Accessibility Advisory Committee for recommendations on how to address the complaint or comment.
- 6.5 If agreement on the resolution of a complaint can not be reached between the appropriate Department Head or designate and the complainant, the matter will be directed to the Chief Administrative Officer for disposition.
- 6.6 If the Chief Administrative Officer is unable to provide a satisfactory resolution to the complaint, the complainant has the option of presenting the complaint to Town Council for final disposition.

SERVICE DISRUPTION:

- 7.1 If, in order to obtain, use or benefit from the Town's goods or services, persons with disabilities usually use particular facilities or services (for example, elevators) and if there is a planned temporary disruption in those facilities or services in whole or in part, the Town shall give notice of the disruption to the public.

- 7.2 Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or service, if any, that are available.
- 7.3 Notice will be given by posting the information about the service disruption at a conspicuous place on premises owned and operated by the Town, as well as by posting the information on the Town's website (www.tecumseh.ca) and providing audio messages by the automated telephone attendant for the facility where the service disruption is going to take place. If deemed appropriate and time permits, planned disruptions of services may also be published in local newspapers and broadcast on local radio stations.
- 7.4 If a temporary service disruption of the website is planned, advance notice to the extent possible, keeping with the conditions of the disruption section of this policy, shall be provided.
- 7.5 In the event of an unplanned service disruption, notice will be given as soon as feasibly possible in the manner described in this section.

FORMAT OF DOCUMENTS:

- 8.1 Should the Town be requested to provide a copy of a document to a person with a disability, the Town shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.
- 8.2 Material printed in-house and publications produced on behalf of the Town should contain a note indicating "alternate formats are available upon request" and include relevant contact information.
- 8.3 The Town will consult the person requesting the document to determine what an accessible alternate format of the document or information would be, in accordance with the provisions of this policy.
- 8.4 The time frame attached to the conversion process varies depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents shall be returned in a timely manner depending on the factors previously noted.
- 8.5 Conversion shall be processed in-house wherever possible. When a member of the public requests a Town document, or portion thereof, in an alternate format, the department of origin shall be responsible for the cost of the conversion, materials and distribution, not the public requestor.
- 8.6 In-house printing, where possible, should adhere to the CNIB's Clear Print Standards or any subsequent accessible information and communication policies.

TRAINING:

- 9.1 The Town shall ensure that the following persons are trained on the policies, practices and procedures establishing the accessible provision of its goods and services to persons with disabilities:
 - 9.1.1 Every person who deals with members of the public or other third parties on behalf of the Town, whether the person does so as an employee, agent, volunteer or otherwise.
 - 9.1.2 Every person who participates in developing the Town's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- 9.2 This training will include a review of the purposes of the AODA and the requirements of this policy and instruction about the following matters:
 - 9.2.1 How to interact and communicate with persons with various types of disabilities, as outlined in this policy and associated practices and procedures.
 - 9.2.2 How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person, as outlined in this policy and associated practices and procedures.
 - 9.2.3 How to use equipment or devices available on premises owned or leased by the Town otherwise provided by the Town that may help with the provision of goods or services to a person with a disability.
 - 9.2.4 What to do if a person with a disability is having difficulty accessing goods or services provided by the Town.
- 9.3 Training will be provided to each person as soon as practicable after he or she is assigned the applicable duties.

Training will also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- 9.4 The Town will log and maintain records which will record the details of the training provided, as well as the name of the person, location, and date the training was completed.

ASSISTIVE DEVICES:

- 10.1 The Town acknowledges that persons with disabilities may elect to use their own personal assistive devices to obtain, use or benefit from the goods and services offered by the Town.
- 10.2 Should a person with a disability be unable to access the Town's goods and services through the use of their own personal assistive device, the Town will ensure the following measures:
 - 10.2.1 Determine if the provision of the good or service is inaccessible, based upon the individual's requirements.
 - 10.2.2 Assess potential accessible service delivery options to meet the needs of the individual.
 - 10.2.3 Notify the person with a disability of an alternative method of providing the goods or services and how they can access the alternative, temporarily or on a permanent basis.

NOTE:

- 11.1 This policy is available in alternative formats, upon request. Please contact the Director Corporate Services & Clerk at lmoy@tecumseh.ca