

THE TOWN OF FORT FRANCES

Section: Accessibility

Standard Operating Procedure:

Preventative and Emergency Maintenance of the Accessible Elements in Public Spaces

Creation Date: December 2017

Revised Date: N/A

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1. PURPOSE:

To provide procedures for preventative and emergency maintenance of the accessible elements in public spaces and for dealing with temporary disruptions when accessible elements are not in working order; as required by the Integrated Accessibility Standards (O. Reg 191/11).

2. RESPONSIBILITY:

All supervisors are responsible for understanding the responsibilities and duties required of this procedure and for ensuring that their staff perform regular monitoring and checks of accessible elements in public spaces.

3. PROCEDURE:

The Town of Fort Frances (“the Town”) will ensure that any new construction or redevelopment of public spaces that the Town intends to maintain meet the requirements set out in section 80 of the IASR.

The Town will maintain the following procedures for preventative and emergency maintenance of the accessible elements in its public spaces:

- a) Staff will perform regular monitoring and checks of accessible elements of public spaces;
- b) Upon identification of any issue impacting accessible elements in the Town’s public spaces, staff will report any findings to building operations management as soon as

reasonably possible for timely remediation and/or emergency maintenance, where necessary.

In addition, and as outlined in the Town's Accessibility Standards for Customer Service Policy, in the event of any temporary disruptions affecting the accessible elements in the Town's public space, due to maintenance or otherwise, the Town will notify the public through the following procedure:

- c) In the event of a planned service disruption to facilities and services that are relied upon by people with disabilities to access goods or services, including accessible elements of the Town's public spaces that are not in working order, reasonable notice of the disruption shall be provided.
- d) In the event of an unexpected disruption, notice may be provided in a variety of ways and will be done as soon as possible. Alternative methods of service may be considered and those impacted by a service interruption will be informed of any alternative methods.
- e) Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities and services that may be available.
- f) Notice may be given by posting the information in a conspicuous place on premises owned or operated by the Town, at customer service counters located at the Civic Centre or departmental sites, and/or posted on the Town's website or by such other method as is reasonable under the circumstances.

As a result of this procedure, Town staff are required to include regular monitoring and checks of accessible elements of the Town's public spaces as part of current facilities monitoring activities to ensure the timely remediation and emergency maintenance of accessible elements in the Town's public spaces when necessary.