



Pickering Museum Village

Multi-Year Accessibility Plan

2023-2025

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Executive Summary

The City of Pickering is proud to share Pickering Museum Village's first Multi-Year Accessibility Plan.

We are committed to listening to our patrons, employees, volunteers, partners and other stakeholders to continuously adapt to make Pickering Museum Village a model accessible heritage site, and a place where people with disabilities can feel supported and welcome. Further, we are committed to continuous improvement to the inclusiveness of our facilities, programs, services, policies and practices.

This is Pickering Museum Village's first Multi-Year Accessibility Plan. Our vision at Pickering Museum Village is that everyone, including people with disabilities, can expect that facilities, programs and services are fully accessible. Intrinsic physical accessibility limitations of a recognized Ontario heritage site will be accommodated through virtual and other strategies such that unmitigated barriers are minimized. We want everyone to be able to enjoy all aspects of the Museum; this includes, patrons, guests, employees, volunteers and other stakeholders. Developing a forward-looking Accessibility Plan will ensure persons with disabilities are fully respected and wholly included at the Pickering Museum Village for years to come.

We articulated this plan's content and established its duration to be coterminous with Pickering's Five-Year Accessibility plan for 2021 – 2025. Since Ontario's legislation and regulations relating to accessibility often specify minimum compliance requirements, the City of Pickering has often found that going above and beyond the letter of the law and seeking best practices makes practical sense in the pursuit of an inclusive community. Pervasive change as a consequence of the COVID-19 pandemic, combined with rapid municipal growth and an aging population are themes that set the stage for Pickering's accessibility planning to 2025.

Further, we consulted with the Pickering Accessibility Advisory Committee (PAAC), the Pickering Accessibility Core Staff Team (ACST), the Durham Abilities Centre, partners and others to develop the Museum's plan. We identified priority areas of the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Standards for Accessibility Regulation (ISAR) and identified desired outcomes for each priority area.

We will next update our plan in 2025. Going forward, the Pickering Museum Village will prepare and publish a multi-year Accessibility Plan at least every 5 years. People with disabilities in our community, as well as experts in inclusion and accessibility, will be well-represented in plan development/renewal and feedback processes. We will publish progress reports in the years between our plans.

We look forward to receiving feedback on additional measures we can take to inform the Museum's ongoing pursuit of excellence in accessibility.

Accessibility Standards & Best Practices

As discussed at length in the City of Pickering's Five-Year Accessibility Plan for 2021 to 2025 Ontario's Legislative, Regulatory and policy context is informed by:

- Ontario Human Rights Code (OHRC) and Ableism Policy
- Accessibility for Ontarians with Disabilities Act (AODA) & Integrated Accessibility Standards Regulation (IASR) which address:
 - Customer Service;
 - Information & Communications;
 - Employment;
 - Transportation;
 - Design of Public Spaces (Built Environment); and,
 - General Provisions.
- Ontario Building Code (OBC)
- best practices from across Ontario, and from other jurisdictions

Alignment with Pickering's Accessibility Priorities - 2023-2025

The City of Pickering's long-term vision is to ensure that Pickering is a caring and responsive community known for its commitment to equity, inclusion and accessibility as well as its achievements in these areas. With the support of City Council, management, staff, the PAAC, volunteers and a broad range of community partners, barrier removal will continue to be a priority in Pickering. Accessibility is everyone's responsibility and will be incorporated by design into the work of the Pickering Museum Village as well as all City Departments.

The Pickering Museum Village's 2023-2025 Multi-Year Accessibility Plan includes both new and continuing initiatives that will contribute to meeting Pickering's commitment to an inclusive community where all residents and visitors have access to City services, programs and facilities in a manner that is integrated and promotes dignity and independence.

In 2023-2025, the Museum will continue to address the areas of accessibility outlined in Ontario's Integrated Accessibility Standards Regulation (IASR) and will also consider barriers to accessibility more broadly, and with reference to best practices and emergent opportunities, seek innovative, inclusive solutions. In addition to the Standards under the IASR, the Museum is committed to going beyond the legislated requirements, where feasible, to ensure that barriers to accessibility are identified and mitigated.

Highlights of the Pickering Museum Village's accessibility priorities for 2023 through 2025 include:

- while maintaining the authenticity of its Heritage character, optimizing the accessibility of Pickering Museum Village's premises - including buildings facilities, grounds and trails; as well as the Museum's range of programs and services;
- leveraging the unique tranquility and therapeutic qualities of the Museum venue to contribute mental and physical wellness of patrons, staff, volunteers and other stakeholders;
- further leveraging partnerships and collaboration to pursue best practices in Heritage site accessibility;
- enhanced website and communications accessibility;
- adoption of emergent adaptive technologies, e-tools and other accessibility best practices;
- accessible transportation to, from and within the Museum site;
- providing community employment, volunteer and development opportunities for people with disabilities; and,
- enhancing on-site accessibility signage and navigation.

Future Outcomes - 2023-2025

General

As set out in the general requirements of the IASR the City of Pickering has established a statement of commitment, accessibility policies, and successive multi-year accessibility plans.

Outcomes

- Clear roles and accountability are established in support of accessibility at all levels and in all segments of the organization.
- The Museum fosters a culture where everyone feels like they belong, that values and includes employees, volunteers and visitors living with disabilities.
- Museum employees and visitors are aware of available resources and accommodations when accessing programs, services and facilities.
- Museum employees and volunteers are supported to identify barriers to accessibility and actively seek solutions to prevent and remove them.

Customer Service

The Accessible Customer Service Standards require the Museum to provide accessible public services for people with disabilities.

Outcomes

- accessible customer service; and,
- dignity, independence, integration and equal opportunity for visitors living with disabilities.

Information & Communications Technologies (ICT)

Information and communication technologies covers all the hardware and software we use which allows our patrons, staff, volunteers and stakeholders to share or do their work. For example:

- our website;
- our web applications, like Outlook;
- documents we use like PDF and MS Word files, and presentations like PowerPoint;
- staff mobile phones and tablets; and,
- virtual meeting platforms like Zoom and Microsoft Teams.

The Information and Communications Standard under the Ontario Integrated Accessibility Standard Regulation (IASR) requires the City to communicate and provide information in ways that are accessible to the public and that are accessible to people with disabilities.

Outcomes

- enhanced accessibility as it relates to communication supports, formats, and websites and web content;
- Museum staff are equipped with the appropriate training, tools and resources to effectively develop information and communications in accessible formats; and,
- the Pickering Museum Village will support the effective delivery of programs and services by delivering information and communications in accessible formats to all patrons, employees, volunteers, partners and other stakeholders;
- patrons, employees, volunteers, partners and other stakeholders can use ICT to enjoy our facility and/or engage in their work.

Employment

The Employment Standards under Ontario's Integrated Accessibility Standard Regulation (IASR) sets out accessibility requirements that the Pickering Museum Village must follow to support the recruitment and accommodation of employees.

Outcomes

- Employment practices and workplaces are accessible for new and existing employees, and volunteers, with disabilities.
- Accommodation practices ensure people with disabilities are able to participate fully and meaningfully as Museum employees or volunteers.

Public Spaces and Facilities (Built Environment)

The Design of Public Spaces Standard under the IASR requires the Pickering Museum Village to ensure that newly-constructed or significantly renovated public spaces are accessible. The Museum also complies with the Ontario Building Code's requirements

for accessibility in the built environment, often exceeding these requirements when feasible.

Importantly, the AODA, IASR and OBC provide certain accessibility exemptions to recognize and maintain the authentic character of designated Ontario Heritage Sites such as the Pickering Museum Village.

Outcomes

- to offer the highest level of accommodation for patrons, employees, volunteers, guests and other stakeholders while maintaining the authenticity of its Heritage character - optimizing the accessibility of Pickering Museum Village's premises - including buildings facilities, grounds and trails; as well as the Museum's range of programs and services; and,
- leveraging the unique tranquility and therapeutic qualities of the Museum venue to contribute mental and physical wellness of patrons, staff, volunteers and other stakeholders.

General

Alternate Formats

Alternate formats are available on demand. To request alternate formats of this plan: Call us at 905-420-4660 or e-mail us.

Feedback

We value the lived experience of people with disabilities. If you have questions or suggestions about our Pickering Museum Village's Multi-Year Accessibility Plan, please send your feedback to the Pickering Accessibility Coordinator.

- Email - thiggins@pickering.ca
- Telephone - 905-420-4660 ext. 3608

Your feedback will be used to advance the objectives in our plan and improve the Museum's overall accessibility. All feedback will be taken seriously. Your feedback will be reflected in our progress reports, published in the years between our updated accessibility plans.

If you wish to remain anonymous, you do not have to include your name when submitting your feedback. We will share your feedback only with those employees directly involved in improving accessibility at Pickering Museum Village.