

GLANMORE NATIONAL HISTORIC SITE

MULTI-YEAR ACCESSIBILITY PLAN 2023-2027



Approved by

Glanmore National Historic Site Advisory Committee

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This document is available in an alternate format upon receipt of a request.

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1.0 Introduction

Glanmore National Historic Site is owned by the City of Belleville and operated by the Community Services Department. Glanmore is dedicated to achieving and maintaining compliance with Ontario's accessibility legislation.

Heritage properties like Glanmore have some challenges, but the Museum continues to seek solutions for its barriers.

2023 represents important anniversaries for Glanmore – 140 years since its construction and 50 years as a community museum. It is time to renew the Museum's commitment to high quality visitor experiences for persons of all capabilities. This commitment is highlighted in Glanmore's Community and Physical Plant policies.

A highlight of the Museum's new multi-year accessibility plan is the construction of an outbuilding that will house the site's universal washroom. It is scheduled for completion in 2024.

2.0 Background

Glanmore was designated a National Historic Site in 1969, while still a family home. It was designated because of its outstanding Second Empire style of architecture. In 1971, the last owner of the house sold Glanmore to the City of Belleville and the County of Hastings. In 1998, the City became the sole owner of the 9000 square foot building and its property.

In addition to telling Glanmore's own story, the site also serves as Belleville's community museum. Glanmore hosts public programs, including special events and travelling exhibitions.

2.1 Alignment with City of Belleville Accessibility Policy and Commitment

Glanmore's multi-year accessibility plan was written by the Manager of Museum Services and the Accessibility for Ontarians with Disabilities Act (AODA)

Coordinator for the City of Belleville. Consultation with the City's Accessibility Advisory Committee will be ongoing to ensure the rights of persons with disabilities are reflected at the Museum.

Glanmore's plan aligns with the City's plans, policies and procedures. The City will be releasing its updated multi-year accessibility plan later this year.

The most recent multiyear accessibility plan for the City of Belleville is available online at:

[City of Belleville Multiyear Accessibility Plan](#)

The City of Belleville's current Corporate Accessibility Policy (2019) can be viewed here:

[City of Belleville Corporate Accessibility Policy](#)

City of Belleville Corporate and Internal Policies (applicable to Glanmore):

- Accessibility Standards for Customer Service
- Information and Communication Standard and Guide

3.0 General Provisions

3.1 Statement of Commitment

"Glanmore National Historic Site believes that treating all visitors with respect and fairness is central to our role as a community museum and a national historic site. This belief extends to our role as a workplace and the inclusive environment we offer for staff and volunteers.

We work to ensure that people of all capabilities can participate in and access our Museum. We will continue to identify and address barriers that prevent quality experiences at Glanmore.

As we approach our work in exhibitions, public programs, collections development and heritage preservation, we will do so in a way that

promotes dignity, independence, integration and equal opportunity for all."

3.2 Training

The City of Belleville has shown the importance of training by purchasing an enterprise license from HR Downloads in 2023 for all employees. At the end of April, 2023, all Glanmore employees were contacted to set up an HR Downloads account and given their first assignments. This was an AODA training bundle including the following:

HR Downloads Webinar Courses:

- AODA Customer Service Standards Training (Comprehensive Content, Immersive) (CST)
- Understanding Human Rights Training (AODA Edition, Immersive) (UHRT)
- Both of these courses include a quiz with a minimum score of 70% to pass.

The bundle also includes all Corporate and internal accessibility policies. The webinar courses, Accessibility Standards for Customer Service and tip sheets created by Corporate Services address how to serve customers with diverse abilities including: physical, hearing, vision, language and developmental, mental health. This training also addresses the correct way to serve customers that use assistive devices, service animals and support persons. 83% of Glanmore's full-time and part-time employees have completed the training, with the remainder set to complete it within the next two weeks.

3.3 Assistive Devices

Glanmore National Historic Site welcomes the various types of assistive devices that visitors may use.

3.4 Communication

Museum employees and volunteers will communicate with people with disabilities in ways that take into account their disability.

3.5 Service Animals

Persons with disabilities are welcome to bring their service animals anywhere in the Museum that is open to the public.

3.6 Support Persons

Glanmore understands that support persons may be paid professionals, volunteers, family members or friends. A support person who accompanies a visitor in order to assist them will be admitted to the Museum at no charge.

3.7 Notice of Temporary Disruptions

The Museum will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason for the disruption, anticipated length of the disruption, and any alternative services. The notice will be posted at the main entrance, posted on Glanmore's website, and also shared on the Museum's social media channels.

3.8 Feedback Process

Visitors are welcome to provide feedback on Glanmore's services to people with disabilities. This may be done in-person at our reception desk or through email. All comments will be directed to the Manager of Museum Services.

4.0 Specific Provisions

This section outlines both the current provisions in place for making Glanmore accessible as well as plans for future improvements. Many of these also make the Museum more accessible to staff and volunteers with disabilities, in addition to visitors.

4.1 Access for Persons with Physical Disabilities

Persons with physical disabilities may include those who require the use of a wheelchair or who are ambulatory but require some assistance through use of walkers, canes or frequent rest stops.

Current provisions

- A vertical lift allows access to the main level
- A virtual tour shows all exhibit areas and can be accessed at the museum or online at glanmore.ca
- Many of Glanmore's collections are shared on glanmore.ca
- Chairs are provided throughout the site for rest stops
- Adequate space is allowed in main floor exhibit areas for movement of walkers and wheelchairs
- Rope-barriers and storyboards are placed at appropriate height for accessibility
- Public programs can be adjusted to be delivered on the main floor
- An accessible portable washroom is kept on the grounds year-round

Plans for future improvements

- Accessible picnic table and interpretive signage for the grounds
- A permanent accessible/universal washroom

4.2 Access for Persons with Visual Disabilities

Current provisions

- Attention is paid to font sizes on text and labels
- Magnifying glasses and flashlights are available for visitors
- There are objects designated for "touch tours"
- Accessibility guidelines are followed in the design of Glanmore's website – glanmore.ca
- Audio guides are available for some tours

Plans for future improvements

- Continue the development of large-print guides and audio tours
- Improve lighting in problem spots
- Continue to update indoor and outdoor signage, designed for accessibility

4.3 Access for Persons who are Deaf or have a Hearing Impairment

Current provisions

- Employees are trained to speak clearly and directly, and to face visitors who are lip-reading or are hard of hearing
- Museum information is provided in print form, including captions for the virtual tour
- With notice of two weeks or more, Glanmore will try to arrange an ASL interpreter; the Museum pays for this service
- When an ASL interpreter is at the Museum, employees and volunteers will direct their conversation to the visitor and not the ASL interpreter

Plans for future improvements

- Investigate visual alarms

4.4 Access for Persons with Intellectual or Learning Disabilities

Current provisions

- Exhibits are visually interesting with many objects
- Labels and audio tours are written in plain language and are kept brief
- For group visits, Museum employee(s) consults with the teacher or staff in charge of the group to plan and implement any adjustments

5.0 Implementation Schedule

An implementation schedule for Glanmore has been set for the next five years.

Year	Project	Related Initiative	Funding
2023	AODA Customer Service Training for Staff/Volunteers	HR Downloads Platform	2023 Operating Budget
2023	Museum Needs Feasibility Study, (will address accessibility along with other challenges)	Glanmore Strategic Plan (2019)	2023 Operating Budget
2023-2024	Universal/Accessible Washroom	Grounds Improvement	2023 Capital Budget
2024	Indoor Accessible Interpretive Panels/Investigate inclusion of Braille	Interpretive Planning	Operating Budget
2024-2025	Outdoor Accessible Interpretive Panels	Grounds Improvement	Possible Grant Application
2024-2025	Accessible Picnic Table	Grounds Improvement	Possible Grant Application
2026	Investigate Visible Alarms (i.e. Fire)	Emergency Planning	Operating Budget
Ongoing	Continue large print guides and audio tours	Exhibit Planning	Operating Budget
Ongoing	Continue lighting adjustments as needed	Routine Maintenance	Operating Budget

In the future, similar improvements planned for other City owned buildings may be bundled with Glanmore to achieve cost savings. This could have an impact on proposed timelines.

6.0 Conclusion

Glanmore's multi-year accessibility plan is proactive and includes actions that align with Ontario's accessibility legislation, the Ontario Human Rights Code and the City of Belleville accessibility program and policies. Glanmore National Historic Site is committed to providing a welcoming and inclusive experience for all and will continue to support the dignity and independence of employees, volunteers and visitors.

7.0 Appendices

City of Belleville Accessibility Standards for Customer Service

City of Belleville Information and Communication Standards Policy

City of Belleville Information and Communications Guide