

# The City of Kingston



## Year 2 Accessibility Plan: “Doors Are Opening”

Submitted to City Council September 21, 2004

This publication is available in accessible formats  
upon request.

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Draft 4, finalized Sep. 8-04.

This document was prepared by Barry Kaplan, Accessibility Project Co-ordinator, for the City of Kingston. The reports from the Sub-Committees of the Accessibility Advisory Committee of the City of Kingston were prepared by a member of the sub-committee in July. The full Accessibility Advisory Committee discussed this document through the month of August, and ratified the plan by email voting on August 30, 2004. The City of Kingston's Executive Management Team discussed the plan on Sep. 8-04 and agreed to forward it to City Council for final discussion and ratification.

"You can't solve a problem on the same level that it was created. You have to rise above it to the next level."

*Albert Einstein*

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# Executive Summary

## ***Introduction***

This is the second accessibility plan of the City of Kingston. The purpose of the plan is:

- 1) To review 2004 municipal accessibility activities, with the goal of demonstrating the City's accountability to the public; and
- 2) To present anticipated municipal accessibility activities for 2004/5, with the goal of motivating financial and operational support from City Councillors and City Staff for the various activities.

## ***Barrier Identification and Removal***

Managers across the Corporation of the City of Kingston were asked in June 2003, and again in June 2004, to evaluate accessibility initiatives in their respective departments and divisions. In 2002/3, 59 barriers were removed or reduced. In 2003/4, 41 were removed or reduced.

## ***Activities of the 2004 Accessibility Advisory Committee***

The 2004 Accessibility Advisory Committee decided to focus on four accessibility areas – Accessibility Audits, Safety and Emergency Preparedness, Communications, and Transportation, and created sub-committees to address those areas. The 15 member plenary meets quarterly, and each of the four sub-committees meets monthly.

## ***Activities of the Sub-Committees***

Two of the 2004 sub-committees focused on large-scale research projects – “Safety and Emergency Preparedness” and “Accessibility Audits”. Both projects studied the following City-owned buildings: City Hall, Counter Street, Midland Avenue, and Montreal Street. The recommendations in the Safety and Emergency Preparedness report are based, in part, on a comprehensive staff survey. The Safety and Emergency Preparedness report makes 19 recommendations addressing corporate strategy, facilities and equipment, operational policies and procedures, training and exercises, “buddy systems” and “wardens”, and self-preparedness.

Through the guidance of the Accessibility Audit sub-committee, the company hired was “SPH Planning and Consulting”, Shane Holten – Access Consultant and Principal Investigator. The Accessibility Audit report is in the process of being finalized. The Accessibility Audit report will provide recommendations to guide remediation of the buildings to an easier-to-achieve 70% compliance level standard, and a more costly 90% compliance standard.

The 2004 Communications sub-committee formulated five recommendations for improving the accessibility of the City's external communications. The five recommendations are: “Provision of Sign Language Interpretation and Assistive Technology”, “Use of Electronic Media”, “Notification of Availability of Alternate Formats”, “Print Production Guidelines”, and “Website Accessibility”.

The 2004 Transportation sub-committee's main focus was research associated with "audible traffic signals" and "accessible bus routes".

The operationalization of the "Safety and Emergency Preparedness" and "Accessibility Audits" reports, and the recommendations from the Communications Sub-Committee, should begin in 2005, with the establishment of divisional plans and budgets, within funding envelopes approved by City Council, which will address some of the recommendations in this plan. The Accessibility Advisory Committee will monitor and provide advice to City staff on implementation activities.

### ***Strategy for 2005***

The approach for municipal accessibility activities in 2005 (Year 3) will be: to operationalize recommendations from the Year 1 and Year 2 plans; and to undertake a small set of new initiatives as suggested in the Year 1 plan. Key follow-throughs will be in the area of *building retrofits*, as defined in the "Accessibility Audit" and "Safety and Emergency Preparedness" reports.

It is expected that the Accessibility Advisory Committee will focus on some of the following in sub-committee activity: Tourism, Programming, and Public Housing. The Transportation sub-committee is expected to continue its work on an "accessible bus route" and "accessible taxis".

In the third quarter of 2005, as some of the key recommendations are implemented, and as most of the recommendations from the Year 1 plan are expected to have been addressed to some degree, there may be a consultation with staff and the community to discuss "next steps" for municipal accessibility.

## Introduction

The *Ontarians with Disabilities Act, 2001* requires that all municipalities across the province produce an annual accessibility plan. Municipalities with populations exceeding 10,000 are also required to recruit and support an Accessibility Advisory Committee<sup>1</sup>. The objective of the municipal accessibility plan is to identify barriers, and to highlight what has been or will be done to remediate those barriers.

The City of Kingston's first accessibility plan (2003) attempted to understand municipal accessibility in several ways:

- Technical and operational issues: Managers across the Corporation of the City of Kingston were asked to evaluate accessibility in their respective departments and divisions.
- Local service provider perspective: Over 20 community organizations connected with accessibility were interviewed.
- Concerned citizen perspective: Many people communicated with the City through a series of focus groups.
- Literature review: Books, periodicals, and websites were reviewed to contextualize some of the issues, and to identify "best practices" of other municipalities.

From the consultation and analysis seven accessibility issues for the City of Kingston, prioritized into 3 themes, were identified for further attention:

- "Safety and Emergency Preparedness";
- "Infrastructure and Service Delivery", including Accessibility Audits, Transportation, Training, Programming, Communications and Information Technology; and
- "Outreach", including Public Education, and Tourism.

The information contained in the City's first accessibility plan set the foundation for the second year activities. The 2004 Accessibility Advisory Committee of the City of Kingston decided that given the capabilities of its members, and the amount of time available to do the required work, four sub-committees would be struck to address key issue areas. The four areas selected for further investigation in 2004 were:

- Safety and Emergency Preparedness;
- Accessibility Audits and Site Plan Review;
- Transportation; and
- Communications and Information Technology.

The Accessibility Advisory Committee also decided that the other issue areas identified in the Year 1 accessibility plan (Training, Programming, Public Education, and Tourism) would be deferred until Year 3 (2005).

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<sup>1</sup> The majority of members of an Accessibility Advisory Committee are required to be people with a self-declared disability. Municipalities also are required to communicate their accessibility plan to the public.

The efforts of the 2004 Accessibility Advisory Committee, the 2003 Accessibility Advisory Committee, and a wide range of City of Kingston staff, have improved accessibility in our community. The section on barrier identification and remediation in the Year 2 accessibility plan shows that the “doors are opening” in the City of Kingston. Activities for 2005, outlined in this plan, show how the momentum can be maintained.

## **Barrier Identification and Removal**

Managers across the Corporation of the City of Kingston were asked in June 2003, and again in June 2004, to evaluate accessibility initiatives in their respective departments and divisions. In 2002/3, 59 barriers were removed (Refer to Appendix 1: 2002/3 Barrier Identification and Removal). In 2003/4, 41 were removed. The staff reports are below.

### Corporate-wide, 2003-4

- “Municipal Accessibility Advisory Committee” is now a phone listing in the local Bell Directory, under City of Kingston.
- The City’s internal electronic bulletin board, KingNet, has an “awareness tips for specific disabilities” info link.
- Communications Advisors in the City’s Corporate Communications Department have begun compiling inventories of departmental web-based material that is difficult for screen reader software to translate, in preparation of future policies for remediation of this problem.
- The Planning Division and Client Services Division have begun to investigate ways of improving complaint/enquiry management and tracking, related to accessibility.
- The Information Systems Division and Client Services Division have begun to investigate the feasibility of installing TTY hardware or software at certain locations throughout City-owned facilities.
- The City’s 4 Commissioners, the Director of Strategic Initiatives, the Chief Administrative Officer, the Mayor, and the Accessibility Project Co-ordinator have business cards with critical information embossed in Braille.
- Wheelchairs to be used as a courtesy, or in an emergency, have been purchased for use at City Hall, Midland Avenue, and Counter Street locations.
- A portable assistive listening system has been purchased for use at public meetings and events organized by the City.
- A digital recorder has been purchased to enable meeting proceedings and requested City documents to be produced in an audio format.
- The City passed a noise by-law which restricts activities that cause noise in residential areas at all times.

### Buildings and Properties, 2003-4

- Installed two sets of automated doors at the Market Street entrance of City Hall.

### Cultural Services, 2003-4

- The Grand Theatre’s “Grand Restoration” project will incorporate the need for accessible seats and an assistive listening sound system.
- The accessible play structure in City Park is expected to be completed by the end of August.
- A swing with an accessible seat has been installed in Rotary Park. The Rotarians plan to finance the completion of path improvements (wider walkways) in August. Additional benches and picnic tables in the play vicinity will be accessible from the

paths. Picnic tables will have longer overhangs at the ends of the table to accommodate wheelchair use.

#### Engineering, 2003-4

- An Audible Traffic Signal will be installed at Bath and Sir John A. Macdonald by year end.
- 19 new sidewalk ramps/curb cuts have, or will be installed, in 2004.

#### Housing, 2003-4

- Survey among social housing providers completed in November 2003. Accessibility modifications in social housing projects were identified.
- Pilot project to include two special needs housing providers completed in partnership with the Social Housing Registry - November 2003.
- Modified unit locations were mapped in partnership with Geographic Information Systems department and available on the Intranet - January 2004.
- Reference was made to the *Ontarians with Disabilities Act, 2001* in the Request for Proposal for water testing in public housing buildings - April 2004.
- The Housing Division maintains the library for housing providers including CMHC manuals on special needs.
- The Housing Division prepared the second edition of the Guide to Special Needs Housing under the Social Housing Reform Act - May 2004.
- The Housing Division prepared the first edition of the Guide to Modified Units - May 2004.
- Training Session on Special Needs Housing delivered in partnership with Commissioner's Office/Accessibility Project Co-ordinator, Ministry of Health and Long-Term Care, with supporting resources from the Ministry of Municipal Affairs and Housing, Canada Mortgage and Housing Corporation - May 2004.

#### Human Resources, 2003-4

- The "Disability Sensitivity" information sheet, used in the Human Resources' training session, is now included in orientation packages provided to new employees, including summer students.
- Four half-day sessions on "disability awareness" were offered in 2004.

#### Kingston Access Services (KAS), 2003-4

- The manual swing doors at the entrance of the KAS office building have been replaced with an accessible option.
- KAS' printed information available is now available in accessible formats.
- Passengers and manufacturers of certain wheelchairs and scooters have been notified that these devices cannot be conveyed safely in parallel transit vehicles because they lack anchor points for attaching restraints

#### Parking, 2003-4

- On-street "Pay & Display" meters are being installed to replace the traditional parking meter. However, we are leaving the existing meters at designated spaces so that the customer who has a disability has the opportunity to use either meter.

- Even in high demand areas, where on-street rates are going to \$1.50 per hour, the designated spaces for people with disabilities will remain at \$1.00 per hour.
- A map showing all the parking spaces designated for people with disabilities is available for viewing or printing in the Parking Division sub-section of the City's website. Website information includes an explanation of the "designated spaces" system and how a person can obtain a designated permit.

#### Rideaucrest Long Term Care Facility, 2003-4

- The small print on our newsletters was replaced with a larger, simpler font.
- Installed an extended delay (within Ontario Building Code standards) on our elevator doors to allow more time for those with mobility aids to get through.

#### Social Services, 2003-4

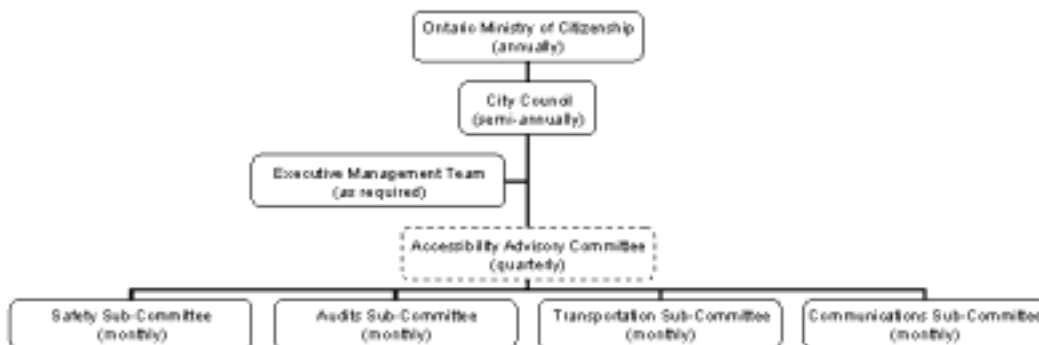
- Arrangements have been finalized with Kingston and District Immigrant Services for those clients requiring interpretive services.
- All Ontario Works staff have completed the provincially-sponsored "Advanced Case Management" training; inclusive of eight days of training for each individual. Eighty-six staff members participated. Several relevant training modules offered to staff were: Understanding Hard-to-Employ Characteristics and Issues, Assessing Employability Skills, Problem-Solving and Coaching.
- A speech pathologist from the Health Unit visits Oakwood Preschool Centre weekly and provides specific services to ten individual children.
- Social Services Supervisors and Managers have attended the half-day "Disability Awareness" workshop module in the City's Corporate training program.
- Before year-end, we will establish a Health and Wellness working group to discuss and implement strategies to promote staff well-being. A nutritionist will be at Social Services in the fall, presenting information at a staff forum. Currently, a Wellness web page is underway on the Social Services GO Intranet site.

## Activities of the 2004 Accessibility Advisory Committee

The 2004 Accessibility Advisory Committee was recruited through the months of November and December 2003. Its first meeting in January 2004 was an orientation session. At its second meeting, the Accessibility Advisory Committee decided to focus on four accessibility areas, and created sub-committees to address those areas. Activities of the full Accessibility Advisory Committee are listed below.

- Recruiting activities for 2004 Accessibility Advisory Committee members utilized a variety of print and electronic media (radio, television, newspaper, City-owned billboard, City website), and information was made available in alternate formats.
- A half-day training session was provided to Accessibility Advisory Committee members, with presentations from Ministry of Citizenship representatives and City staff.
- Recognizing the quantity and complexity of the issues to be investigated, The City of Kingston increased its efforts to “build the capacity” of the 2004 Accessibility Advisory Committee. The Accessibility Advisory Committee grew from 6 to 15 members, including a City Councillor.
- The 15 member plenary meets quarterly, and each of the four sub-committees meets approximately monthly.
- The reporting relationships among the four sub-committees, plenary, staff, and politicians, are shown in the chart below:

### City of Kingston Accessibility Advisory Committee: Reporting Relationship



- An *ad hoc* sub-committee was formed following the second plenary meeting to look into public relations issues identified at that meeting. Over three monthly meetings, this sub-committee offered advice to the Accessibility Project Co-ordinator on 2 proposed education events:
  - A ribbon cutting ceremony for the newly-installed automated doors at City Hall; and
  - Activities to be developed for “The United Nation’s International Day for People with Disabilities”. This sub-committee will likely be integrated with the Communications sub-committee in the upcoming year.
- The 2004 Accessibility Advisory Committee has established formal information-sharing links with Kingston Access Services and the advisory committee of Kingston Transit.
- The City of Kingston organized a public education event on “accessibility plans by public sector organization in Kingston” on December 3<sup>rd</sup>, corresponding to the 2003 United Nation’s International Day for People with Disabilities. The event was attended by over 100 people.
- The Accessibility Advisory Committee participated in the June 2003 and June 2004 Spinal Cord Reunion public education events at St. Mary’s on the Lake Hospital.
- The accessibility section of the City’s website (<http://www.cityofkingston.ca/accessibility/>) has grown since its inception in July 2003, and now contains 8 sub-sections. The “Latest News” sub-section is regularly updated. Information in the site is fully accessible – PDF files are available in HTML and text formats, there are no data tables, graphical material is accompanied with text information describing the graphic.
- The Accessibility Advisory Committee has provided commentary on the following:
  - “Animal” and “Encroachment” by-laws;
  - Large Venue Entertainment Centre;
  - The former “Symposium Café” (site plan review of the business at Barrie and Princess Streets); and
  - The “Cycling & Pathways” and “Master Transportation Plan” consultant reports.
- The City of Kingston’s 2003 accessibility plan is profiled on the Ministry of Citizenship’s Accessibility Directorate website, as a “best case” example.

## **Activities of the Sub-Committees**

### **1) Accessibility Audits/Site Plan Review Sub-Committee Report**

(Prepared by Jane Tudor)

#### Sub-Committee Scope of Work:

The main focus the sub-committee took this year was to hire a qualified company or companies to perform a physical audit of city buildings identified as the most in need of being fully accessible. The following outlines our progress to date:

#### Work Completed To Date:

March: Secure funding; Identify procurement procedures

- Funding of \$15,000 has been allocated for this project.
- The Asset Management Group was hired to help conceptualize the Request for Proposal process and prepare the Tool Kit.

April: Approve Request for Proposal

- The Audit Sub-committee met and approved the Request for Proposal for distribution.

May: Advertise Request for Proposal

- The Request for Proposal was advertised in the Kingston Whig Standard.
- It was also uploaded to the internet and e-mailed to interested parties.

June: Review Request for Proposal submissions

- Applications were evaluated using a “consultant eligibility/merit evaluation” checklist, the scores were entered into a computer database, and the results tabulated.
- Two companies were short-listed to be invited to participate in final submissions.

July: Selection of final company/companies

- The Accessibility Audit Sub-Committee met and selected “SPH Consulting”.

## **2) Safety and Emergency Preparedness Sub-Committee Report**

(Prepared by Jennifer Wilson)

### Sub-Committee Scope of Work:

1. To review the Emergency Preparedness questionnaire for City of Kingston staff/contractors.
2. To review current City of Kingston policies and procedures, where available to this sub-committee, related to safety and emergency preparedness and provide input as it relates to disability issues / needs of staff, contractors, customers and clients.
3. To provide input regarding devices, training and other methods of addressing disability needs regarding internal safety and emergency preparedness.
4. To provide information / recommendations to mock emergency preparedness exercises for the City of Kingston.

### Work Completed To Date:

#### *2004-05 Workplan:*

- Review of anticipated workplan and task list for the subcommittee was conducted. Three City of Kingston sites will be reviewed in the next year: City Hall, Counter St. and Midland Ave.
- It was suggested by the committee that the Department of Social Services (362 Montreal Street) be included in this year's review, to replace the Midland site.
- Other sites will be reviewed over the next two years.

#### *Surveys:*

- Sub-committee members reviewed and made recommendations to the draft of the Emergency Preparedness Surveys that are scheduled to be distributed later in May.
- Results will be brought back to the next two meetings of this committee.

#### *Policies/Procedures:*

- Primary goal of work in this area is to provide disability-specific review/recommendations to current City of Kingston policies / procedures.
- Three primary areas for potential recommendations have been identified: technology aids, staff training / designated staff roles to emergency events, and reviewing policies /procedures for disability needs.
- Information from sub-committee members' own policies/procedures is being made available for information sharing purposes. Queen's University and Ontario March of Dimes information was presented at April's meeting; CFB Kingston and Independent Living to be presented at June's meeting.
- Information regarding technology aids is also being assembled.
- Preliminary input for the City of Kingston's Technical committee has been provided, covering the following points:
  - ❖ Methods for evacuating people with mobility disabilities
  - ❖ Methods for evacuating people who are deafened or hard of hearing

- ❖ Methods for evacuating people with visual disabilities
- ❖ Methods for evacuating people with other/invisible disabilities

*Staff Training:*

- Identify existing safety and emergency preparedness training that could incorporate disability awareness / procedures (such as Health & Safety representatives, fire wardens).
- Broadening and / or cross-training the number of staff with roles / responsibilities in these areas (such as staff working with a person with a disability being responsible in cases of evacuation); potentially drawing on City expertise (fire department, ambulance etc.).
- Implement additional disability-specific training if required.

Upcoming Committee Work:

1. To review City of Kingston policies / procedures regarding safety and emergency preparedness.
2. To examine models of “safe refuge”; and examine the feasibility to making recommendations for this concept at City sites.
3. To provide input / recommendations / review of upcoming mock disaster exercise.
4. To meet with City of Kingston Technical Committee, if required.
5. To review responses to emergency preparedness questionnaire.
6. To review results of upcoming accessibility audit for integration into the work of this committee.

### **3) Transportation Sub-Committee Report**

(Prepared by Eleanor Hands)

#### Sub-Committee Scope of Work:

Each sub-committee member is investigating a different issue and reports back to the committee for further discussion.

#### Work Completed To Date:

##### *Issue #1 Audible Pedestrian Traffic Signals*

Speros Kanellos, Manager – Engineering Divisions, attended the last 2 sub-committee meetings. He presented the top 10 locations for audible pedestrian signals. He stated the signal at Bath and Sir John A Macdonald will be installed in 2004. Speros reported that Queens University is hoping to redevelop University and Union Streets and will pay for Audible Traffic Signals in this block.

##### *Issue #2 Sensitivity Training*

Tim Eichholz will continue his investigation of disability sensitivity training for private sector taxi drivers and will try to get copies of the education information currently provided to these drivers. Representatives of the taxi companies have been invited to a sub-committee meeting in the fall. Tim has talked to Malcolm Morris – Manager, Kingston Transit, and has presented an eight module program, on this topic for consideration. One section focuses on special needs, and this is being reviewed to see if it can be adapted to Kingston Transit. Sensitivity training for Kingston Transit drivers is scheduled to be completed in the near future.

##### *Issue #3 Signage/Notification*

Malcolm Morris, who has attended the last 2 sub-committee meetings, has also agreed to investigate the possibility of having non-protruding signs attached to bus stop posts, approximately at chest height, that would contain text in raised and Braille lettering identifying the bus route. The second option being investigated is the use of cards or signs given to the estimated 400 people in Kingston who are blind, who could raise them in the air when they are within 15 meters a bus stop, alerting the driver to stop for them.

##### *Issue #4 Accessible Bus Route*

It is most exciting that Malcolm Morris has consented to make Route 1 & 1a: ([http://www.cityofkingston.ca/residents/transportation/transit/maps/Route\\_01/](http://www.cityofkingston.ca/residents/transportation/transit/maps/Route_01/) and [http://www.cityofkingston.ca/residents/transportation/transit/maps/Route\\_1A/](http://www.cityofkingston.ca/residents/transportation/transit/maps/Route_1A/)) accessible to people with canes, walkers, and guide dogs.<sup>2</sup> But there are many hurdles to jump through before the plan is put into action. The first item will be sensitivity training for the drivers. Communications with riders and the disabled community about the

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<sup>2</sup> The issue of transporting wheelchairs on KT vehicles will be deferred probably until mid-2005, after the logistics of the proposed pilot can be evaluated, and more research done on quick and effective securement systems for wheelchairs in public buses.

Accessible Route will also be an important undertaking. We will continue to encourage Kingston Transit to provide greater accessibility than is currently provided.

*Other*

On June 9<sup>th</sup>, Barry Kaplan – Accessibility Project Co-ordinator, and I met with Ken Steele – Supervisor, Transit, at the city transit yard. We viewed the accessible buses and how they would operate on Route 1.

This sub-committee has had wonderful co-operation from Speros Kanellos and Malcolm Morris and see that they are willing to help us fulfill our dreams in helping make Kingston more inclusive for people with disabilities.

## **4) Communications Sub-Committee Report**

(Prepared by Dale Mundt)

### Scope Of Work:

1. Review communication services provided by the City of Kingston (especially Client Services)<sup>3</sup>, and in other communities (“best case” examples).
2. Identify various types of assistive communications devices available.
3. Make recommendations for improving work processes and policies associated with corporate communications for the City of Kingston.

### Research:

- On March 15th, some members of the Communications Sub-Committee attended a “TTY & Pocket Talker Demonstration” at the Canadian Hearing Society office (Kingston) by Mrs. Joanne Brassard. The demonstration was very informative regarding tele-typewriter (TTY) and pocket talker (sound amplification) apparatus commonly used by persons with hearing disabilities.
- Test access to information/services at various Client Services sites for the City of Kingston to see how effective they are, especially for disabled persons, to obtain the information/services they require.
- Miss. Katherine Porter presented the results of her group’s tests of the accessibility of the City’s website. The three people with developmental or cognitive disabilities who conducted the test found the site difficult to navigate, and found the experience frustrating. Miss Katherine Porter concluded that easy-to-identify graphical items (a logo, for example) would help her clients navigate the website easier, and that a simplification of how the website was organized would also help. Mr. Barry Kaplan will pass along these comments to Community Service’s Communications Advisor.

### Future Sub-Committee Work:

1. Collect data/information regarding communications services/equipment required (especially for persons with disabilities), those offered by the City of Kingston and other cities, in order to determine what the City of Kingston needs to do to improve its communications services/equipment especially for persons with disabilities.
2. Further testing of access to information/services at various Departments of the City of Kingston by persons with different disabilities in order to recommend improvements to the policy, methods, training of staff and other issues.
3. Develop a strategy to elevate the prominence of the Community Information Centre’s link in the Accessibility section of the City’s website, with respect to its significance in helping readers/site visitors answer questions about “accessibility in Kingston”, will be passed along to Community Service’s Communications Advisor for further investigation. The Communications Sub-Committee will begin to develop a process

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<sup>3</sup> Client Services, because they are the front-line access point for people seeking information about the City of Kingston, were seen by the sub-committee as the optimal point to improve the City’s capacity to effectively communicate with people with disabilities.

to have a City of Kingston Accessibility Advisory Committee logo created, to be used in its external communication material.

4. Investigate methods of training City of Kingston staff, especially those who provide information/services directly to the public, regarding ways to communicate with persons with disabilities. All City of Kingston staff should be provided with training to develop an appreciation for the needs of persons with disabilities.

Recommendations:

Five recommendations were formulated by this sub-committee for ratification by City Council. The recommendations are:

- ❖ “Provision of interpretation services and assistive technology at public events convened by the City”.
- ❖ “Use of electronic media”.
- ❖ “Notification of document availability in alternate formats”.
- ❖ “Improved City of Kingston website accessibility”.
- ❖ “Print production guidelines”.

# Communications Sub-Committee Recommendations: Discussion

## *1. Provision of interpretation services at public events convened by the City of Kingston*

### Background

- On November 4, 1997, City Council endorsed the following: “The Corporation agrees to put in place, by April 24, 1998 a policy on providing sign language interpreters for services the Corporation provides under statute. The Corporation agrees that when the policy is in place, staff of the City will be trained with respect to implementing the policy as it pertains to the needs of the deaf community.” It appears that the City does not consistently follow this policy. Additionally, in keeping with the spirit of the *Ontarians with Disabilities Act, 2001*, the policy should offer this service at all meetings and events convened by the City where public input is invited.
- The current thinking regarding inclusiveness, as articulated by the Canadian Hearing Society, stresses the need for full accessibility to meetings for people who are deaf, deafened, or hard-of-hearing, also requires the use of specially trained notetakers and captionists and the provision of assistive listening devices; and
- The Corporation of the City of Kingston has already purchased an assistive listening system and a digital voice recorder that can be used at its public meetings.

### Recommended Action

- That the Corporation of the City of Kingston agrees to provide and or pay for sign language interpreter services from registered providers for all meetings and events convened by the City where public input is invited beginning as soon as possible.
- Once this level of service has been achieved, that the City then budget to provide and or pay for notetakers and captionists for these same public meetings and events.
- That the City communicates the availability of these services “upon request”.

### Costing

- “Sign language interpretation” would require new money, in that there is no division currently budgeting for sign language interpretation at this level of commitment.
- The cost per meeting would be approximately \$300.<sup>4</sup>
- The provision of this service is being recommended on an ‘as needed’ basis. The Canadian Hearing Society, the principal supplier of this service, has a 48-hour, no cost to client, cancellation policy.

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<sup>4</sup> Two interpreters @ \$50/hr. x 3 hr. meeting.

- There is a high probability that funds allocated for interpretive services would not be spent, in that there may not be the demand for sign language interpretation at every event-meeting the City schedules.

## 2. “Use of electronic media”

### Background

- *The Ontarians with Disabilities Act, 2001* (ODA) defines barriers to include “communications”; and one of the objectives contained in the City of Kingston’s 2003 Accessibility Plan, endorsed by City Council in September 2003, is to be able to provide information in alternate formats, in a timely manner.
- The City of Kingston has generally used local newspaper as a primary media channel for communicating with the public on matters of broad concern (for example, tax information, recreational programming, and garbage collection). Electronic media is already extensively used throughout the corporation, with ‘Planning’ and ‘Cultural Services’ divisions being big radio advertisers. Most divisions utilize the City’s website and communicate with stakeholders via email.
- Many people in our community who have a vision or developmental disability do not, or can not, read a newspaper; and many people in our community who have a vision or developmental disability use electronic media as their preferred entertainment and information source.

### Recommended Action

- That when the target audience for City of Kingston external communications is broad, that a communication strategy be developed and implemented that utilizes appropriate radio and television outlets in addition to newspaper, to communicate that information about the event/program/issue is available in various formats.

### Costing

- Given that money is already being allocated by divisions (albeit inconsistently) for communications in electronic media, it is expected that little new money would need to be allocated for this recommendation.
- What the Use of Electronic Media recommendation addresses is the need for a formal directive for all divisions to be consistent and comprehensive in their use of electronic media (as a necessary adjunct to print advertising). This could be accomplished through a centralized media buying function within Corporate Communications.
- Centralized media buying could also produce savings not presently realized, through economies of scale, and more favourable pricing, as a result of tougher negotiating on the media buying unit within the corporation.

### ***3. Notification of document availability in alternate formats***

#### **Background**

- *The Ontarians with Disabilities Act, 2001* (ODA) defines barriers to include “communications” and one of the objectives contained in the City of Kingston’s 2003 Accessibility Plan, endorsed by City Council in September 2003, is to be able to provide information in alternate formats, in a timely manner.

#### **Recommended Actions**

- That all departments and divisions of the City of Kingston add a line of text to all external communications produced in their area (newspaper, radio; direct mail inserts, HR recruitment forms) using wording similar to the following:

<p>The information contained in this notice/document is available in alternate formats. Please contact xxxx at xxxx for more information.</p>
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- That delivery of the information in alternate formats to those requesting it be completed in as timely a manner as is reasonable.

#### **Costing**

- Print notices could have this information in the header or footer of the advertisement.
- It is expected that with some reduction of size of other graphic elements in existing advertisements, the inclusion of a line or two of text should not require significant amounts of new money.

#### *4. Print production guidelines*

##### Background

- The City of Kingston has generally communicated with the public in print, in vehicles such as newspaper advertisements, program catalogs, staff and consultant reports, and tax bills. The design of these communications vehicles is often not accessible to people with vision or developmental disabilities (for example, the use of readable typefaces, large font sizes, and “plain language”); and
- The Canadian National Institute for the Blind has researched and developed a set of design guidelines to assist organizations in producing accessible print vehicles

##### Recommended Action

- That divisions of the City of Kingston adopt the Canadian National Institute for the Blind guidelines for producing accessible print vehicles as soon as possible, and eventually ensure that all City of Kingston’s external print vehicles are produced using the Canadian National Institute for the Blind guidelines.

##### Costing

- The most frequently requested form of “alternate formatted material” is electronic, in the form of an email attachment or website (non-PDF) download. This enables the reader to adjust font size, colors, etc. at their own discretion. There would be no cost involved in transmission of electronic documents.
- Braille can be done on an as-needed basis. Price estimates and lead times for printing would need to be determined for each project. The City has used two Braille suppliers who can accommodate an as-needed requirement, and one of the two suppliers can accommodate multi-volume production orders.
- After evaluating Braille costs for some period of time, the City could consider purchasing a Braille printer, which operates in a manner similar to an ink-jet printer. Costs are \$2,000 to \$15,000, with the cost being dependant on the volume of material needed to be printed.

## 5. Website accessibility

### Background

- One of the objectives contained in the City of Kingston's 2003 Accessibility Plan, endorsed by City Council in September 2003, is to be able to provide information in alternate formats, in a timely manner; and many components of the City of Kingston's website, as currently designed, are not fully translatable by screen-reader technology widely used by people with vision disabilities (for example: PDF files, data tables, maps).
- The City currently provides a similar function for translating graphics within its website, where a text box pops up when the mouse cursor is positioned over it. The text describes the graphic in a word format that is translatable by screen-reader technology.

### Recommended Actions

- That divisions of the corporation the City of Kingston ensure that a line of text, readable by screen-readers, is added as a pop-up text box, to all inaccessible components of their section of the City of Kingston website as soon as possible. The suggested text could read:

The information contained in this section of our website is available in alternate formats. Please contact xxxx at xxxx for more information.

- Once that level of accessibility has been achieved, that all information in the City's website be enhanced to provide information in various formats, thereby allowing viewers to use the format modalities of their choice.

### Costing

- Programming costs for the City's webmaster for affixing a text pop-up box are expected to be small.
- Divisions can adjust work processes associated with producing HTML data-tables (for example, bus schedules), to produce a simple-text list in addition to the table. Costs are expected to be small in this regard.
- It is not known if there will be significant increased hard drive storage costs associated with uploading this additional information.

## **Other Municipal Accessibility Projects in 2004**

Two of the sub-committees focused on large-scale research projects – “Safety and Emergency Preparedness” and “Accessibility Audits”. The “Safety and Emergency Preparedness” report studied the following City-owned buildings: City Hall, Counter Street, Midland Avenue, and Montreal Street. The recommendations in the report are based, in part, on a comprehensive staff survey. The report makes 20 recommendations in the following areas: corporate strategy, equipment and facilities, policies and procedures, training and exercises, buddy systems and wardens, and self-preparedness.

The Accessibility Audits also focused on City Hall, Counter Street, Midland Avenue, and Montreal Street. The Accessibility Audits report provides recommendations to guide remediation to an easier-to-achieve 75% compliance level standard, and a more costly 100% compliance standard.

### ***Safety and Emergency Preparedness Project***

#### Background

- The Safety and Emergency Preparedness report was motivated by a need for the City of Kingston to determine if it was adequately prepared to attend to the needs of its staff and visitors with disabilities in its owned and leased buildings in the event of an emergency. In the City of Kingston’s 2003 Accessibility Plan, one of the three key recommendations for further investigation was “safety and emergency preparedness”, as described in section 7.3.1 of the plan.
- “Staff” and “municipal accessibility advisory committee” teams were established to provide strategic direction to the project, and to review early drafts of the report. A literature review on “accessibility and emergency preparedness” was conducted, as was a review of internal City of Kingston documents on this same subject. Primary research on accessibility and emergency preparedness took the form of a staff survey in 4 City-owned buildings.

#### Recommended Action: Strategic Level

- Commit organizational resources to address the items associated with the “equipment and buildings” and “training” categories identified in the Literature Review and from the Safety and Emergency Preparedness Sub-Committee, as identified in this study. Implementation could be realized using a Staff Committee, under the coordination of the Accessibility Project Co-ordinator.

## Recommended Action: Operational Level

### *1) Equipment & Facilities*

- Provide staff and volunteers who interact extensively with the public cellular phones to use in the event of an emergency.
- Provide respirator masks as a component of the widely distributed first aid kits. This could be a responsibility of the Joint Health and Safety Committees.
- Ensure that “areas of safe refuge” are designated in all buildings, and are equipped with assistive and emergency devices.
- Purchase and integrate “wayfinding aids” into facilities structures.

### *2) Policies & Procedures*

- Revise Emergency Procedures for City Hall.
- Develop Emergency Procedures for Counter and Midland.<sup>5</sup>
- Vacate the Stephen Street location as soon as possible, as outlined in the Master Accommodation Plan.
- Develop a process for assisting staff who have requested help, based on further consultation with this group.
- Remove the hazards identified in this report to improve safety and reduce legal liability, and inform staff of the improvements and any changes to emergency procedures resulting from those remediations.
- Ensure that members of the Joint Health and Safety Committee maintain ALL the first aid boxes (WSIB-sanctioned and divisional first aid kits).

### *3) Training & Exercises*

- Provide “emergency response” and “disability sensitivity” training to the City Staff First Responders, to improve their ability to assist people with disabilities.
- Provide “emergency response” and “disability sensitivity” training to the members of the Joint Health and Safety Committee.
- Provide “emergency response” and “disability sensitivity” training to the Tour Guides.
- Schedule paper tests and fire drills regularly with all staff in all locations.

### *4) Buddy System, Wardens*

- Define the roles for First Responders, Wardens and Buddies.
- Recruit and train City Staff First Responders and Buddies for each location.
- Develop administrative structures for coordinating buddy systems in each location, and through the Joint Health and Safety Committees. Alternatively, Managers in every division could be required to develop buddy systems in their division.

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<sup>5</sup> Circulate lists of “First Responders” to those staff requesting special assistance, and post this information on “safety information” notice boards. These lists could also show a photo of the First Responder and the Buddies, in addition to name and phone number.

### 5) *Self-Preparedness*

- Develop a corporate-wide communications strategy to encourage Staff, Volunteers, and Councillors to self-prepare for a possible evacuation.

### Costing

- The operationalization of the Safety and Emergency Preparedness report will begin in 2005, with the establishment of departmental plans and budgets, within funding envelopes approved by City Council.
- The Accessibility Advisory Committee will monitor and provide advice to City staff on implementation activities.

## ***Accessibility Audits Project***

### Background

- The City of Kingston's 2003 Accessibility Plan contained 46 key Action Items. The focus of the 2004 accessibility audit project intended to expand on those action items through more thorough barrier identification and remediation planning related to section 7.3.2 of the 2003 Accessibility Plan - the "Infrastructure and Service Delivery" section.
- The City of Kingston invited proposals from vendors interested in conducting accessibility audits for 216 Ontario Street (City Hall), 211 Counter Street (Utilities Kingston), 1425 Midland Avenue (Planning and Engineering), 362 Montreal Street and 84 Stephen Street (Social Services).
- The Accessibility Audits of these 4 buildings integrates with studies already completed for the City of Kingston: 1) The Master Accommodation Plan; and 2) The Safety/Emergency Preparedness Study.
- The skills sought from the consultant, necessary to complete the work included the following:
  - Architectural, civil engineering, interior design experience
  - Familiarity with the Ontario Building Code and Canadian Standards Association criteria
  - Experience with historical sites
  - Familiarity with issues of people with disabilities
  - Familiarity with design issues associated with emergency preparedness
  - Clear, convincing writing
  - Experience working with municipalities
  - Ability to make financial and policy recommendations in a municipal context.
- Through the guidance of the Accessibility Audit sub-committee, the company hired was "SPH Planning and Consulting", Shane Holten – Access Consultant and Principal Investigator.
- In that Midland and Stephen Street are scheduled for decommissioning, no costly accessibility assessment or recommendations were made related to remediation.
- Data collection for the audits was accomplished in August and the final report is expected in early October.

- The Accessibility Audit report will provide recommendations to guide remediation to an easier-to-achieve 70% compliance level standard, and a more costly 90% compliance standard.

# Summary of Recommendations

## Communications

1. That the Corporation of the City of Kingston agrees to provide and or pay for sign language interpreter services from registered providers for all meetings and events convened by the City where public input is invited beginning as soon as possible.
2. Once this level of service has been achieved, that the City then budget to provide and or pay for notetakers and captionists for these same public meetings and events.
3. That the City communicates the availability of the interpretation and assistive technology services “upon request”.
4. That when the target audience for City of Kingston external communications is broad, that a communication strategy be developed and implemented that utilizes appropriate radio and television outlets in addition to newspaper, to communicate that information about the event/program/issue is available in various formats.
5. That all departments and divisions of the City of Kingston add a line of text to all external communications produced in their area (newspaper, radio; direct mail inserts, HR recruitment forms) using wording similar to the following:

The information contained in this notice/document is available in alternate formats.  
Please contact xxxx at xxxx for more information.

6. That delivery of the information in alternate formats to those requesting it be completed in as timely a manner as is reasonable.
7. That divisions of the City of Kingston adopt the Canadian National Institute for the Blind guidelines for producing accessible print vehicles as soon as possible, and eventually ensure that all City of Kingston’s external print vehicles are produced using the Canadian National Institute for the Blind guidelines.
8. That divisions of the corporation the City of Kingston ensure that a line of text, readable by screen-readers, is added as a pop-up text box, to all inaccessible components of their section of the City of Kingston website as soon as possible. The suggested text could read:

The information contained in this section of our website is available in alternate formats. Please contact xxxx at xxxx for more information.

9. Once that level of accessibility has been achieved, that all information in the City’s website be enhanced to provide information in various formats, thereby allowing viewers to use the format modalities of their choice.

## ***Safety and Emergency Preparedness***

1. Commit organizational resources to address the items associated with the “equipment and buildings” and “training” categories identified in the Literature Review and from the Safety and Emergency Preparedness Sub-Committee, as identified in this study. Implementation could be realized using a Staff Committee, under the coordination of the Accessibility Project Co-ordinator.
2. Provide staff and volunteers who interact extensively with the public cellular phones to use in the event of an emergency.
3. Provide respirator masks as a component of the widely distributed first aid kits. This could be a responsibility of the Joint Health and Safety Committees.
4. Ensure that “areas of safe refuge” are designated in all buildings, and are equipped with assistive and emergency devices.
5. Purchase and integrate “wayfinding aids” into facilities structures.
6. Revise Emergency Procedures for City Hall.
7. Develop Emergency Procedures for Counter and Midland.<sup>6</sup>
8. Vacate the Stephen Street location as soon as possible, as outlined in the Master Accommodation Plan.
9. Develop a process for assisting staff who have requested help, based on further consultation with this group.
10. Remove the hazards identified in this report to improve safety and reduce legal liability, and inform staff of the improvements and any changes to emergency procedures resulting from those remediations.
11. Ensure that members of the Joint Health and Safety Committee maintain ALL the first aid boxes (WSIB-sanctioned and divisional first aid kits).
12. Provide “emergency response” and “disability sensitivity” training to the City Staff First Responders, to improve their ability to assist people with disabilities.
13. Provide “emergency response” and “disability sensitivity” training to the members of the Joint Health and Safety Committee.
14. Provide “emergency response” and “disability sensitivity” training to the Tour Guides.
15. Schedule paper tests and fire drills regularly with all staff in all locations.
16. Define the roles for First Responders, Wardens and Buddies.
17. Recruit and train City Staff First Responders and Buddies for each location.
18. Develop administrative structures for coordinating buddy systems in each location, and through the Joint Health and Safety Committees. Alternatively, Managers in every division could be required to develop buddy systems in their division.
19. Develop a corporate-wide communications strategy to encourage Staff, Volunteers, and Councillors to self-prepare for a possible evacuation.

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<sup>6</sup> Circulate lists of “First Responders” to those staff requesting special assistance, and post this information on “safety information” notice boards. These lists could also show a photo of the First Responder and the Buddies, in addition to name and phone number.

## Strategy for 2005

In general terms, the approach for municipal accessibility activities in 2005 (Year 3) will be: to operationalize recommendations from the Year 1 and Year 2 plans; and to undertake a small set of new initiatives as suggested in the Year 1 plan. Key follow-throughs will be in the area of “building retrofits”, as defined in the Accessibility Audit and Safety and Emergency Preparedness reports. It is expected that “task forces”, comprised of key City of Kingston staff, and coordinated by the Accessibility Project Coordinator, will implement the recommendations from the Year 2 plan, and the Accessibility Audit and Safety and Emergency Preparedness reports.

The Accessibility Audit sub-committee will likely turn its attention to “site plan review”. The Safety and Emergency Preparedness sub-committee will likely dissolve with the submission of the Safety and Emergency Preparedness report. The Transportation sub-committee will continue, focusing on issues including “accessible taxis”, “piloting of an accessible bus route”, and “fare equity”. It is expected that there will new sub-committees formed, attending to some of the following themes: Tourism, Programming, Public Education, and Housing.

In the third quarter of 2005, as some of the key recommendations are implemented, and as most of the recommendations from the Year 1 plan are expected to have been addressed to some degree, there may be a consultation with staff and the community to discuss “next steps in municipal accessibility”. From a staff perspective, there may be work process and training issues as a result of the accessibility remediations that could be identified by the staff consultation. The consultation with the public could identify new barriers to be remediated in Kingston, and could suggest approaches the City might employ to improve the public’s understanding of municipal accessibility issues. The consultation could also probe the level of support for the City to take a more proactive and aggressive stance, related to barrier removal, with private sector organizations that it licenses or regulates.

"You are always free to choose what you do first, what you do second, and what you do not do at all."

*Brian Tracy*

For more information on the City of Kingston accessibility project, visit:  
<http://www.cityofkingston.ca/accessibility/>

Or contact the Accessibility Project Co-ordinator directly:

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**Fax:** 613-546-3004

**Email:** [bkaplan@cityofkingston.ca](mailto:bkaplan@cityofkingston.ca)

## Appendix 1: 2002/3 Barrier Identification and Removal

### Corporate-wide, 2002-3

- The City of Kingston's Strategic Plan's "Vision Statement" proclaims: *Kingston is a healthy community where history and innovation thrive. People are our most valuable asset so we take pride in our local government and ensure prosperity is widely shared among our residents.*
- The City hired a fulltime term employee as Accessibility Project Co-ordinator June 2, 2003 on an 18-month contract.
- Voice activated call routing is available on both the City's 546-0000 and 546-4291 phone lines. A voice-activating phone line has been installed at the Planning Development Services Department on Midland Avenue... 384-1770.<sup>7</sup>

### Buildings and Properties, 2002-3

- Retrofits to washrooms on the main floor of City Hall (for wheelchair accessibility) have been made.
- An assisted listening system (wireless microphone and earphone hardware) is available in Council Chambers.
- An automated door and wheelchair ramp have been installed at Memorial Centre.
- The Portsmouth Olympic Harbour building has been made wheelchair accessible.

### Cultural Services, 2002-3

- Rotary Park (near Lemoine Point) has an accessible playground.
- McCullough Park (west side of Portsmouth, south of Bath) has accessible swings.
- City Park (south of the Provincial Court House) will get an accessible playground, with construction set to begin in November.
- City Park will get accessible splash pads, with construction set to begin in the spring of 2005.
- Pathways are being widened to accommodate a variety of mobility issues, at the point in their lifecycle that they need to be replaced.

### Engineering, 2002-3

- A Pedestrian Countdown Device was tested at Sir John A. MacDonald and Elmwood (next to the Loblaw's Supermarket). At wide and busy intersections, these devices can increase the comfort level of pedestrians by providing an indication of the amount of crossing time available.
- The current process of installing curb cuts involves public consultation and communication. The City's Construction Supervisor is in regular contact with wheelchair users regarding their "problem" intersections. This information is integrated with suggestions coming from City Councillors, City Staff, and the general public. Potential remediation is prioritized based on vehicle and pedestrian traffic volume, and proximity to facilities such as transit, seniors' residences, and schools. The list of planned curb cuts is published annually in a pull-out section of the bi-

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<sup>7</sup> Voice activation provides concise information about services and contact persons, based on speech input.

weekly newspaper, *Kingston This Week*. This information is also posted on the City's website, and bulletins are distributed to residents in the vicinity of the curb cuts.

- 18 new sidewalk ramps/curb cuts were installed in 2003.

#### Housing, 2002-3

- In June 2003 the City of Kinston, as the Service Manager, adopted a broad "cascading age" policy to ensure an inclusive tenant selection process for a vacant geared-to-income accommodation. This initiative increased the availability of rent-geared-to-income units for older adults, including individuals with disabilities.
- A "modified units" inventory, by unit size, is being developed. Currently, 13 designated supportive housing providers offer "special needs" housing. Sixty-nine households were accommodated in modified units with wheelchair accessibility and 97 households received supportive services.
- Maps with project locations were prepared and are available at the Social Housing Registry and Urban and Rural Access Points for all applicants who seek affordable housing in the service area.
- Housing Providers have been made aware of the *Ontarians with Disabilities Act* and amendments to the Social Housing Reform Act with respect to accessible units. As a part of the 2003 training program, a revised Ministry of Municipal Affairs and Housing "Guide to Special Needs Housing" was delivered to 13 designated supportive housing providers.
- A 24-page public information guide "Rent-Geared-to-Income Assistance and Special Needs Housing" has been published and is available through the Social Housing Registry. The guide is provided as a part of the application package for rent-geared-to-income assistance.

#### Human Resources, 2002-3

- Policies have been established regarding Employment Equity for designated groups – women, native people, and people with disabilities, visible and ethnic minorities.
- Corporate training is offered to all employees regarding Human Rights issues, and various workshops have been offered that serve to raise awareness about people with disabilities.
- Managers and Supervisors across the corporation have been offered training on "commitment to accommodate".
- Human Resources staff involved in return-to-work issues have received special training.
- Employee Assistance Program information is made available to all employees through a print orientation package upon hiring and through regular updates via the City's electronic newsletter, "eCity News".

#### Kingston Access Services (KAS), 2002-3

- A KAS website provides information about services.
- Rider feedback forms are available on all buses.
- A complaint tracking/customer service system is well-established and reviewed periodically by the KAS Board of Directors.

- All drivers receive five days of training prior to their job commencement, a half-day of which is an education session where they experience being in a wheelchair. Drivers also receive training in safety, courtesy, disability awareness, and first aid.

#### Kingston (Norman Rogers) Airport, 2002-3

- Installed automatic sliding doors, a dedicated parking space for people with disabilities, curb cuts, and a TTY Bell payphone.
- Made washrooms accessible.
- Airport staff and staff at car rental agency in the airport have received a 1-hour self-training session on interacting with people with disabilities (refresher training is given every 2 years).

#### Kingston Area Recycling Services, 2002-3

- Installed a dedicated parking space for people with disabilities and a wheelchair access ramp.

#### Municipal Elections, 2002-3

- A working group was formed to investigate “best case” practices in other municipalities.
- A “roving” poll was established enabling people with a disability to vote from home.
- A communication campaign encouraged people with disabilities to vote at advance polls and thereby avoid delays and receive more comprehensive attention.
- A dedicated phone line, and a TTY phone line, was established to assist people with disabilities.
- Workers received training related to people with disabilities.
- Print enlargers were available at voting locations.
- All locations were wheelchair accessible.

#### Parking, 2002-3

- Public consultation activities on accessibility, resulting from the recommendations of the Parking Advisory Committee, have been conducted.
- Greater effort is being focused on enforcement related to the misuse of designated parking spaces.
- Research is planned to: determine the need for off-street disabled parking spaces; review the appropriateness of current dimensions of disabled spaces; and to examine the pricing policies for designated parking for people with disabilities.
- The City has provided more than the minimum required number of designated spaces.
- It has located many of the designated spaces in its parking garages on ground level and close to building exits.

#### Purchasing, 2002-3

- City procedures for tendering and evaluating Requests for Proposals have been modified to accommodate the *Ontarians with Disabilities Act* obligations (s.13).<sup>8</sup>

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<sup>8</sup> Regarding "purchasing", Section 13 of the Act states: *In deciding to purchase goods or services through the procurement process for the use itself, its employees or the public, the council of every municipality shall have regard to the accessibility for persons with disabilities to the goods and services.*

- Up to 3% of the overall merit of a submitted proposal to the City will be based on the assessment of the vendor's stated accessibility-friendly policies and facilities.

#### Rideaucrest Long Term Care Facility, 2002-3

- Automated doors, delayed open/close timings on elevators, wider hallways and doorways were integrated into the initial architectural design.
- Books on tape are available in the library.
- Telephones with large buttons are available to residents on request.
- Emergency response system includes vibrating pagers and visual alarms for people with deaf/hard of hearing impairments.
- Modifications of interior design (lighting, colors, and floor and wall patterns) are planned throughout 2004.
- A policy to provide a variety of assistive devices to promote independence for the residents of Rideaucrest has been implemented.

#### Social Services, 2002-3

- The Social Services Building at 262 Montreal Street is wheelchair accessible.
- Case workers have received training in "client service", related to language and literacy.
- Oakwood, the City's childcare facility, fully integrates children with disabilities into all programming, and provides customized care-plans for these children.

#### Transit, 2002-3

- All new buses have a "kneeling" feature to improve accessibility.
- All new bus purchases are designed using low-floor technology to eliminate entrance and exit steps.
- Easier access elements (such as brightly colored grab-bars and handrails) are installed in all new vehicles.
- All drivers are required to take a half-day disability sensitivity training session offered by the Canadian Urban Transit Association.
- Maps, schedules, and bus stop signs/route transfers have been color-coded (based on advice provided by the CNIB).
- The Transit Building at 181 Counter is wheelchair accessible.

## **Appendix 2: CNIB Print Production Guidelines (short version)**

Computer-generated typefaces: Verdana is the preferred font.

Typeface for Graphic Designers and Printers: Sans serif fonts are the easiest to read. Adsans is recommended.

Visual Interest: For design purposes, headings can be printed in the serif font New Century Schoolbook provided the headings are one font size larger than the rest of the text.

Type Size: 16 pt. is the smallest recommended size of large print. (Please note that Adsans in 14 pt. is the equivalent of 16 pt. in most commonly used fonts.)

Type Styles: Avoid the use of the italic- or script-type styles and do not use all-uppercase letters except for headings.

Kerning (Letter Spacing): Set at normal.

Line Leading (Space between lines): One to one-and-a-half points is recommended (14/15.5, 16/17).

Print Spacing: A line of type should be no wider than 6" to 6-1/2"; two columns of text are preferred over a longer line.

Contrast: Black text on white background or white text on black background is the most readable. Avoid placing text on top of graphics or photographs.

Paper stock: Shiny or reflective paper stocks make it difficult to read. Matte or dull-coated opaque stocks are recommended; areas heavily coated in printers' inks may have to be varnished.