



City of Kingston

2011

Accessibility Plan

Final November 15, 2010

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CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

Contents

Contents	2
Section 1 Purpose and Scope of the Municipal Accessibility Plan	3
Section 2 Description of the City of Kingston	6
Section 3 City of Kingston's Accessibility Advisory Committee & Resources	7
Section 4 Initiatives, Barrier Identification, Removal and Prevention Process.....	12
Section 5 Accessibility Plan Review and Monitoring Process.....	15
Section 6 Communication of the City of Kingston 2011 Accessibility Plan.....	21
Section 7 2011 Initiatives.....	22
Section 8 The City of Kingston Successes in 2010.....	30
Section 9 Accessibility for Ontarians with Disabilities Act, 2005 (AODA)	42
APPENDIX A: City of Kingston Accessibility Policies.....	46

Section 1 Purpose and Scope of the Municipal Accessibility Plan

The Ontarians with Disabilities Act, 2001 (ODA) mandates that each municipality in the province prepare an annual accessibility plan. The purpose of this required activity is to improve opportunities for persons with disabilities and provide for their involvement in the identification, removal and prevention of barriers to full participation in all aspects of life. The municipal accessibility plan is a tool through which the City of Kingston monitors its progress in removing or reducing barriers and outlines a strategy for the barrier mitigation for the next year.

In preparing annual accessibility plans, municipalities shall consider the following:

- The plan shall report on the measures the municipality has taken to identify, remove and prevent barriers to persons with disabilities;
- The plan shall examine all aspects of the municipality's operations, including its by-laws, practices, facilities, programs and services to determine their effect on accessibility for persons with disabilities;
- The plan shall list the by-laws, policies, programs, practices and services that the municipality will review in the coming year in order to identify barriers to persons with disabilities;
- The plan shall identify the measures that the municipality intends to take in the coming year to identify, remove and prevent barriers to person with disabilities.

The plan includes a list of the City of Kingston's accomplishments over the past year with respect to the removal and prevention of barriers to persons with disabilities. The City of Kingston has been investing resources to remove barriers and will continue to build on this momentum to improve accessibility.

Since its first municipal accessibility plan in 2003, the City of Kingston has been committed to increasing accessibility for all City of Kingston facilities, programs and services. In preparation of the 2011 municipal accessibility plan all City of Kingston Departments were consulted as follows:

Sustainability and Growth

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

- Planning and Development
- Recreation and Leisure
- Cultural Services
- Strategy, Environment & Communications

Community Services

- Community and Family Services
- Residential Long Term Care (Rideaucrest)
- Building and Licensing

Public Works Services

- Engineering
- Public Works
- Solid Waste

Transportation, Properties & Emergency Services

- Transportation
- Real Estate and Construction
- Fire & Rescue (including Emergency Planning)

Corporate Administrative Team

- Information Systems and Technology Services
- Financial Services
- Human Resources & Organization Development
- Office of the City Clerk
- Legal Services

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

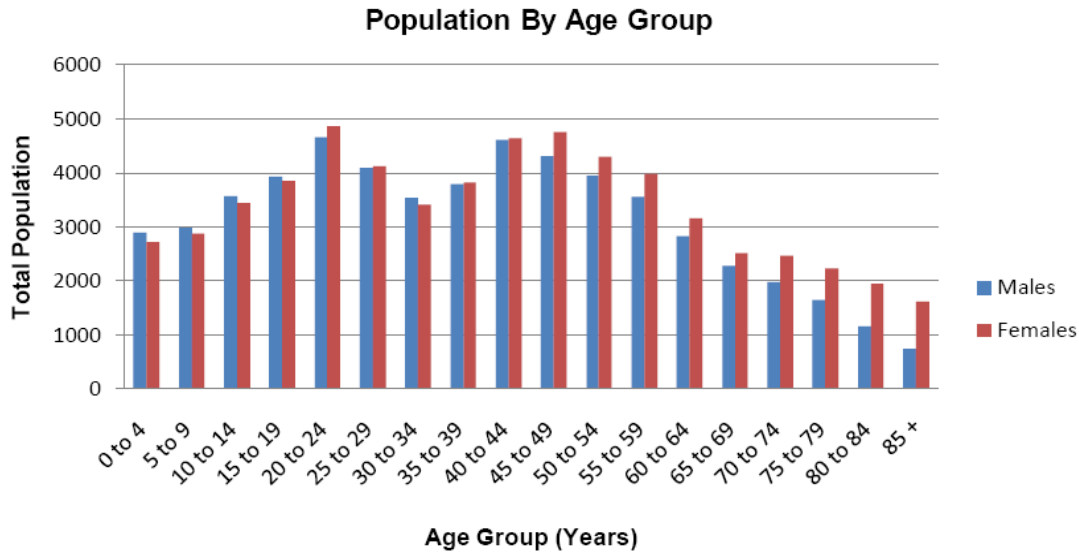
Final November 15, 2010

With the support of City Council, the efforts of volunteers on the Municipal Accessibility Advisory Committee (MAAC), City staff and partnerships with community groups and citizens, the City of Kingston is moving closer to its goal of full accessibility for all.

Section 2 Description of the City of Kingston

About 1.85 million people in Ontario, or approximately 14% of the population, have a disability. With an aging population, over the next twenty (20) years, the proportion will increase to approximately 20%. The City of Kingston has a population of 117,207, of which approximately 16,410 are people with disabilities.

Population (2006, Statistics Canada)



In June 2003, the City of Kingston adopted the following vision for the future:

“We are a progressive, innovative corporation with satisfied citizens and employees. Our fiscal health enables us to update our infrastructure and grow our community. We support a high quality of life for all of our citizens and they value the services we provide”.

The vision clearly identifies links to accessibility.

Section 3 City of Kingston's Accessibility Advisory Committee & Resources

The Municipal Accessibility Advisory Committee's (MAAC) key responsibilities and activities are defined under the *Ontarians with Disabilities Act, 2001* and are replicated in the *Accessibility for Ontarians with Disabilities Act, 2005* as:

- Identifying barriers
- Providing Council and staff with recommendations for remediation of barriers
- Providing comments on site plans as they select for review
- Providing recommendations to the City concerning public education associated with municipal accessibility

The City of Kingston's MAAC was established in 2003 with six members. The current MAAC includes 14 members and a City Council representative. Members serve terms of one or three years. The majority of MAAC members have a visible or self-declared disability. MAAC meetings are held monthly and are open to the public. In 2010, three MAAC working groups were established: Built Environment, Transportation, and Communication and Employment. The accessibility themes and issues of the working groups roughly parallel the themes and issues contained in the Provincial standards, as well as relevant local concerns. Two or three members of the Built Environment Working Group review site plans weekly. MAAC also appoints members to serve on Project Teams as defined under the City of Kingston's Accessibility Consultation Process Policy with City staff and contractors.

MAAC develops and reviews municipal accessibility policy, which involves staff research and departmental technical review of MAAC recommendations. Further information about the MAAC can be found at:

<http://www.cityofkingston.ca/cityhall/committees/accessibility/index.asp>

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

The 2010 MAAC has organized itself as follows:

Robert Baird	Built Environment Working Group
Bill Brown	Transportation Working Group
Lorraine Farrar	Built Environment Working Group
Dava Gamble	Communications Working Group
Councillor Mark Gerretsen	
William Hendry	Communications Working Group Built Environment Working Group
Gary Larson	Built Environment Working Group
Albert Mezzetta	Transportation Working Group Built Environment Working Group
Elizabeth Moore - Vice - Chairperson	Communications Working Group
Mike Murphy	Transportation Working Group
Glenn Outhwaite - Chairperson	Transportation Working Group Built Environment Working Group
Heidi Penning	Communications Working Group
Rebecca Pero	Communications Working Group
Ryan Taylor	Transportation Working Group
Marilyn Wilson	Communications Working Group

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

2010 PROJECT PLANNING TEAMS			
	Project Planning Team	MAAC Members	Meeting Date Appointed
1	Site Plan Reviews	Bob Baird	
2	Grand Theatre Project	Glenn Outhwaite,	October 1, 2009
3	Fact Sheet	Michael Murphy, Marilyn Wilson and Gary Larson	October 1, 2009
4	Leo Lafleur Pool Project	Bob Baird and Lorraine Farrar	November 5, 2009
5	J.K. Tett Project	Bob Baird and Bill Hendry	December 3, 2009
6	John Machin Park project	Glenn Outhwaite	February 4, 2010
7	Community Gardens Policy	Dava Gamble, Al Mezzetta (alternate)	March 4, 2010
8	Inclusive Emergency Preparedness Canada (IEPC)	Elizabeth Moore and Marilyn Wilson	April 1, 2010
9	Richardson Beach Bathhouse	Lorraine Farrar and Albert Mezzetta	May 6, 2010
10	Lake Ontario Park	Bob Baird and Ryan Taylor	May 6, 2010
11	Track and Field [Invista Centre]	Glenn Outhwaite	May 6, 2010
12	K&P Trail	Bill Hendry and Elizabeth Moore	May 6, 2010
13	Sidewalk Inspection	Bill Brown and Glenn Outhwaite	July 8, 2010
14	City Operational Centre	Al Mezzetta and Elizabeth Moore	July 8, 2010
15	Bus Shelters and Transit Routes	Ryan Taylor and Gary Larson	August 5, 2010

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

	Routes	Larson	
16	Policy Review	Heidi Penning and Al Mezzetta	August 5, 2010
17	Facilities Review	Bob Baird and Heidi Penning	August 5, 2010
18	MacLachlan Woodworking Museum	Bob Baird and Glenn Outhwaite	September 9, 2010
19	Briceland Park	Elizabeth Moore	October 7, 2010
20	Augusta Park	Glenn Outhwaite and Al Mezzetta	October 7, 2010

Staff Resources

The City of Kingston has two staff members dedicated to municipal accessibility. The Accessibility Compliance Project Manager establishes and implements with City departments a corporate wide organizational program to meet both internal and legislated requirements to ensure principles of accessibility are met. The Accessibility Coordinator coordinates the research, development, administration and implementation of municipal accessibility programs. Both provide advice and support to MAAC.

In 2009, with the implementation of the Province's Accessible Customer Service Regulation, the City of Kingston appointed 27 staff members to represent their particular department. The staff members, referred to as accessibility "Subject Matter Experts" (SMEs), received training from an accessibility consultancy to enable them to train all other staff and volunteers in their departments in the Provincial standards. Currently, staff and volunteer training has been provided in the Provincial standard – the Customer Service Regulation. The City has also prepared and distributed a self-administered Accessible Customer Service Regulation training booklet for third party contractors to the City, as required by the regulation.

In order to meet the requirements of new AODA regulations and requirements, the City is undertaking a change process to integrate accessibility planning into all departments within the City. In the past, the centralization of the expertise in one area of the City organization has not maximized the potential for incorporating accessibility issues into the provision of City services and programs. Staff directly involved in front line service delivery is often best able to adapt services and programs to meet customer needs for

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

accessibility. Also with the implementation of the Customer Service Regulations and the proposed new Integrated Accessibility Regulation, there has been increased knowledge sharing and resources within the municipal sector to more effectively adapt service and program delivery. The focus throughout 2010 and 2011 will continue to provide policy and training support for the frontline service delivery groups to continue to improve services and programs to meet the regulations but also to incorporate accessible facilities and services as a way of doing business. The accessibility office will continue to provide ongoing policy and support for initiatives.

Section 4 Initiatives, Barrier Identification, Removal and Prevention Process

In preparing the Accessibility Plan, the City of Kingston is required to consult with persons with disabilities or seek the advice of the Municipal Accessibility Advisory Committee for advice and recommendations.

The initiatives in the development of the 2011 Accessibility Plan are as follows:

- Staff attended and participated at the Municipal Accessibility Advisory Committee meetings;
- Staff monitored the completion of the Goals in the 2010 Accessibility Plan;
- Members of the Municipal Accessibility Advisory Committee review site plan applications filed with the City. During 2010, approximately 87 site plans have been reviewed; In addition to the site plan review, the working group reviews Zoning By-law amendments, minor variance applications, heritage applications and patio applications for a total of 48 additional applications
- January 27, 2010 – Members of the Municipal Accessibility Advisory Committee participated in a member’s orientation session at Portsmouth Olympic Harbour, Kingston;
- March 23, 2010 – Staff participated in the teleconference “Emergency Management for People with Special Needs” organized by the Institute of Emergency Preparedness Canada;
- March 27, 2010 - Members of MAAC attended a workshop hosted by Kingston’s Coalition of Active Transportation on “Complete Street-Safe Streets”;
- March 27, 2010 – Staff presented to the Hard of Hearing Association information regarding the AODA Standards and City of Kingston, Customer Service Policy;
- March 31, 2010 – Staff attended an Urban Design Guidelines meeting;
- April 7, 2010 – Staff attended a Market Square meeting;

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

- May 7, 2010 – Members of MAAC and Staff attended the Inclusive Emergency Preparedness pilot training event regarding assisting persons with disabilities at emergency reception centres at the INVISTA Centre;
- May 10, 2010 – Staff attended an “Assistive Living Facility” funding proposal meeting;
- May 13, 2010 – Members of MAAC attended the North Cumberland County Accessibility Forum;
- June 1, 2010 – Staff participated in a workshop “Inclusion for All” in Mississauga;
- June 3, 2010 – Staff attended the AODA workshop “Making Business Accessible” in Belleville;
- June 10, 2010 - Staff participated in the Ontario Network of Accessibility Professionals meeting in Stouffville, Ontario;
- June 17, 2010 – Staff attended the Spinal Cord Injury Barbeque at St. Mary’s of the Lake Hospital, Kingston;
- June 17, 2010 – Staff presented to the Kingston Area Association of Volunteer Managers annual general meeting on the AODA and the Not-for-Profit Sector;
- June 23, 2010 – Staff participated in the meeting of the Municipal Accessibility Working Group of the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) in Mississauga;
- August 17, 2010 – Staff attended “Kingston Remembers”, Queen Street Synagogue Plaque;
- September 17, 2010 – Staff attended a workshop on AODA requirements at the Ontario East Municipal Conference in Kingston;
- September 23, 2010 – Staff participated in the meeting of the Municipal Accessibility Working Group of the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) in Mississauga;
- September, 2010 – The City of Kingston became a member of the Coalition of Accessibility Advisory Committees;

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

- The Municipal Accessibility Advisory Committee reviewed the draft 2011 Accessibility Plan at their meeting on October 7, 2010;
- October 20, 2010 – Staff attended the Assistive Technology Conference in London;
- November 10, 2010 – Staff participated in the meeting of the Municipal Accessibility Working Group of the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) in Mississauga;
- November 29, 2010 – Staff attended the Ontario Hospital Association Conference – Putting Policy into Practice – The Accessibility Conference in Toronto;
- The City of Kingston 2011 Accessibility Plan will be reviewed at the Senior Management Team meeting in December and will be provided to City Council for approval in December, 2010.

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

Section 5 Accessibility Plan Review and Monitoring Process

The implementation status of the 2010 MAAC goals is shown in the following table.

To continue the implementation of the Customer Service Standard and any other accessibility regulations the Province enacts	Completed
To develop a strategy to assess and recommend improvements for accessibility in City-owned and operated parks and trails	Completed
To continue refinement and implementation of the Special Needs - Emergency Management Plan	Completed
To implement the Accessible Taxi Report recommendations (not yet presented to Council)	In process

The Accessibility Office is responsible for monitoring the progress of the City of Kingston's Accessibility Plan to determine if established targets are being met. Individual departments are responsible for the implementation of the actions of the Plan within their area of responsibility. Status updates on municipal accessibility goals are reported at each MAAC meeting by the Accessibility staff.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that organizations file accessibility reports on regulations that apply to them to the Accessibility Directorate of Ontario (Ontario Ministry of Community and Social Services). The purpose of the reports is to determine the organization's progress in implementing the various regulations and is coordinated and submitted by the City's Accessibility Compliance Project Manager.

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

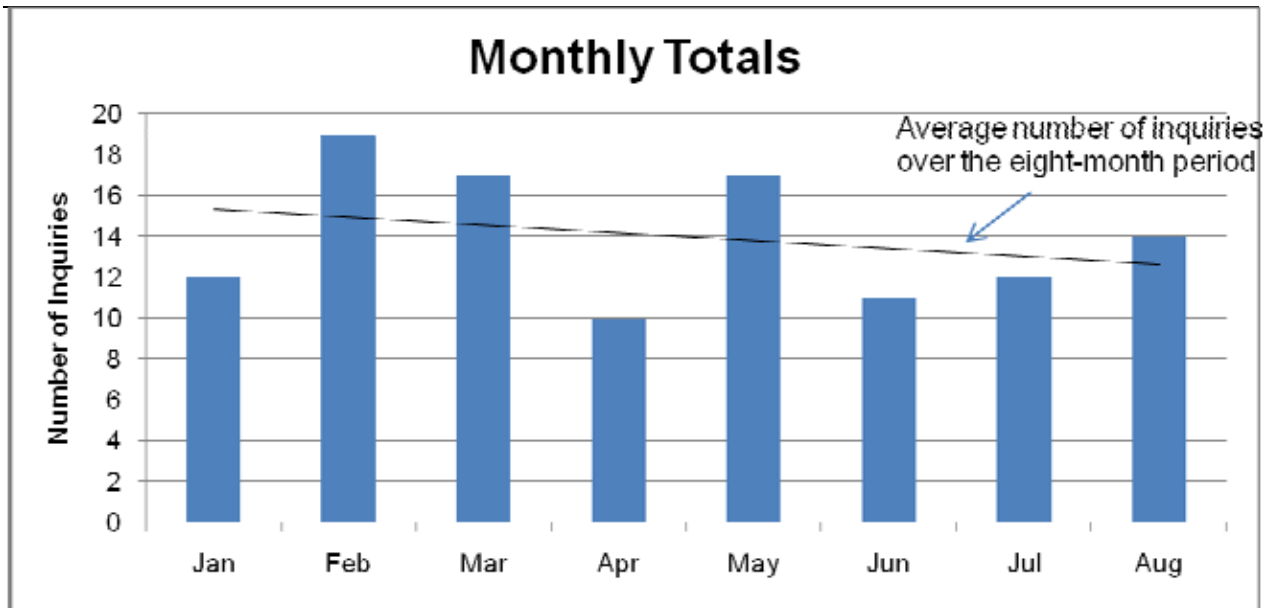
The City of Kingston has used the following consultation methodologies to develop the 2011 Plan. MAAC held a “Strategic Planning” session to outline its priorities in January 2010. MAAC was given the opportunity to review their priorities for 2011 at the MAAC meeting on September 9, 2010. The Accessibility Compliance Project Manager and the Accessibility Coordinator met with the Directors of each City department to discuss the City’s Accessibility Plan and obtain new actions for inclusion in the 2011 Plan. The comments from the general public regarding accessibility submitted in 2010 were tracked and monitored and incorporated into the 2011 Accessibility Plan.

In 2010, in order to address the requirements of the Customer Service Regulation, the City has started directing inquiries regarding accessible issues through the City’s customer service call center. The contact information is advertised with all City notices and on the City websites to provide better feedback on accessibility issues impacting city services and programs. Requests for information, complaints or compliments about issues associated with municipal accessibility are directed to the City’s Client Services Department. Client Services manages the assignment of the issue to the relevant staff using work orders, and prepares statistical reports for departments concerning communication from/with residents.

Feedback from the public is logged for internal performance assessment and is also saved in compliance with the Province’s Accessible Customer Service regulation. A summary of the citizen feedback statistics from January to August 2010 is shown in the following charts. Data from feedback will be used to better prioritize and identify service issues and barrier.

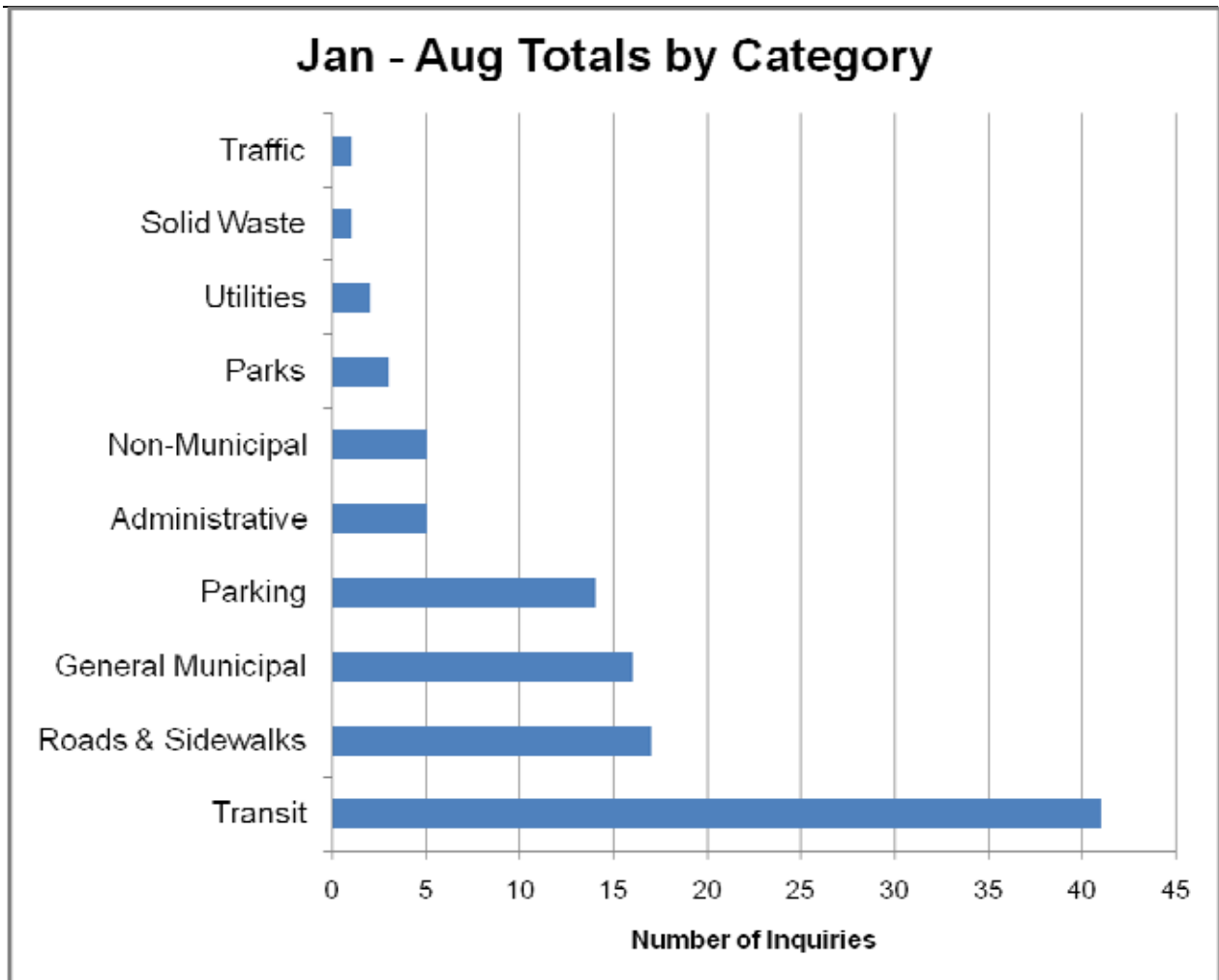
CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010



CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010



The following is a detailed list identifying the types of services included within each category.

<u>SERVICE</u>	<u>CATEGORY</u>
Administrative	General Inquiry
General Municipal	Community & Family Services
	Building Services
	Culture and Recreation
	General Inquiry

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

	Engineering
Non-Municipal	Suggestions
	Compliments
	Complaints
Parking	General Inquiry
	Dog Parks
	Vehicle on Sidewalk
	Contest Ticket - Other
	Contest Ticket - Valid Permit
	Other
Parks	Tree Trimming
	Maintenance: Services Available
	Playground Equipment
Roads & Sidewalks	Sidewalk Snow Plowing
	Snow Removal
	Step Safe
	Winter Control General Complaint
	Road Surface
	Debris on Road
	Other Sidewalk Concerns
Solid Waste	Recycle Collection No Pick-up
Traffic	New Sidewalk Request
Transit	Bus Operator Issue

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

	Bus Operator Missed Stop
	Bus Operator Compliment
	Accessible Bus Stop Inquiry
	Disability Access
	Damage to Stop/Sign/Shelter
	Easy Access Routes
	Municipal Fee Assistance Program
	Other Transit Concerns
Utilities	Other Utilities Inquiry
	Retailer Issue

Section 6 Communication of the City of Kingston 2011 Accessibility Plan

Following the Municipal Accessibility Advisory Committee review of the municipal accessibility goals and the draft of the City's 2011 accessibility plan, the Plan will be made available for public comment. The process for public consultation for the 2011 Plan will be more comprehensive in its outreach than previous years and will take place at eight different venues during the last two weeks of October. For the first time this year, public consultation will take place at 3 different venues in the rural community of the City of Kingston.

Feedback methods for public comment on the 2011 plan include:

- A print form at the public consultation meetings
- A City of Kingston online survey
- Telephone comments to Client Service Representatives

Media options promoting the public consultations and feedback survey being considered by Staff and MAAC include:

- Promo e-flyer to stakeholder organizations
- Promo e-flyer to individual stakeholders
- Promo e-flyer to city listservs
- Promo e-flyer to Accessibility List Serv
- City of Kingston's twitter accounts
- Promo print flyers to Kingston Access Services (for posting in their Access Buses)
- City of Kingston's information radio promotion
- City of Kingston's website promotion
- Digital television screens in City of Kingston facilities promotion
- Newspaper advertising (Whig, Kingston This Week)

All information will be made available in alternate format upon request. Sign language interpreters were made available at all public meetings upon request. The public consultation meeting located at the Canadian Hearing Society on October 27 provided sign language interpreters, and was promoted to the public as providing this accommodation.

Section 7 2011 Initiatives

Priorities to be Addressed in 2011

The initiatives of the Accessibility Plan were reviewed in reference to the accessibility standards being developed by the Province. The majority of the work of the City of Kingston moving forward will be in response to complying with the standards as they become regulations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). Section 9: Accessibility for Ontarians with Disabilities Act, 2005 provides more details on the AODA and the status of the standards.

In 2011, there will also be a continued focus on the sustainment of the Accessibility Standards for Customer Service in the day to day operations of the City. As standards become Regulations, action items of the Accessibility Plan may need to be revised as all City departments will be affected.

The initiatives for 2011 are:

- 1. Implementation of a communication strategy to increase awareness of accessibility issues and to inform staff and the public about issues related to persons with disabilities;**
- 2. Continued implementation of the Facilities Accessibility Design Standards (FADS);**
- 3. Development and implementation of accessibility training for City of Kingston staff and volunteers in relation to the requirements of each Accessibility Regulation;**
- 4. Continued review and development of Corporate Policies in relation to the requirements of each Accessibility Regulation;**
- 5. Improve accessibility of all forms of transportation within the City of Kingston.**

The next pages outline the initiatives and action plan items for 2011:

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

Initiative	Raises Awareness And/or Removes Barriers	Main Responsibility	Action	Time Frame
<p>1. Implementation of a communication strategy to increase awareness of accessibility issues and to inform staff and the public about issues related to persons with disabilities</p>	<p>Raises Awareness Attitudinal, Information and Communication Barriers</p>	<p>Accessibility MAAC</p>	<p>1.1 Plan and implement an event to support the International Day of Persons with Disabilities</p>	<p>Annual</p>
		<p>Accessibility MAAC</p>	<p>1.2 Investigate the creation of an Accessibility Awards Program</p>	<p>2011</p>
		<p>Accessibility, Corporate</p>	<p>1.3 Respond to the Province's Proposed Integrated Accessibility Regulation (IAR)</p>	<p>2011</p>
		<p>Accessibility Corporate, Communications</p>	<p>1.4 Develop an implementation and communication plan for the Integrated Accessibility Regulation if it becomes a Regulation</p>	<p>2011</p>
		<p>Accessibility, Communications</p>	<p>1.5 Develop an implementation and communication plan as the Standards become Regulations</p>	<p>2011</p>
		<p>Communications</p>	<p>1.6 Conduct detailed assessment of City website to identify, prioritize and plan accessibility improvements</p>	<p>2011</p>

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

		Accessibility, Communications	1.7 Ongoing initiatives to be implemented such as news releases, website information	2011
Initiative	Raises Awareness And/or Removes Barriers	Main Responsibility	Action	Time Frame
		MAAC	1.8 Establish partnerships or opportunities to work with other committees	2011
		Accessibility MAAC	1.9 Establish contact with KEDCO, the Chamber of Commerce and the DBIA	2011
		Information Systems and Technology, Accessibility	1.10 Mapping of accessible features in and around the City owned buildings and sites	
		Accessibility, MAAC	1.11 Investigate the feasibility of hosting a regional accessibility conference for Accessibility Advisory Committees	2011
2.Continued implementation of the Facilities Accessibility Design Standards	Raises Awareness and Removes Barriers Physical and Architectural Barriers	Real Estate & Construction, Accessibility and MAAC MAAC, Applicable Staff, Accessibility	2.1 Develop an Annual and Multi-year Accessibility Facility Renovation Priority Plan 2.2 Accessibility Audits - Artillery Park and others as approved by staff in consultation with MAAC	2011 Annua

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

		Accessibility	consultation with MAAC 2.3 Provide FADS training to staff & MAAC	Annual
Initiative	Raises Awareness And/or Removes Barriers	Main Responsibility	Action	Time Frame
		Applicable departments e.g. Recreation and Leisure, Culture, Real Estate and Construction working with the appropriate MAAC working groups	2.4 Accessibility upgrades and/or design work for MacLachlan Woodworking Museum; J.K. Tett Centre, 362 Montreal Street, John Machin Soccer Fields buildings, INVISTA Track and Field, Leo Lafleur pool construction, Harold Harvey Arena, K & P Trail, Lake Ontario Park, Wally Elmer Community Centre, Artillery Park or other major facility or parks projects as requested by staff	2011 2012
		Real Estate and Construction, Engineering, Accessibility	2.5 Preparation of a policy regarding tactile surfaces on ramps and curbs	2011 2012
		Real Estate and Construction, Culture, MAAC	2.6 Grand Theatre Accessibility renovations: City staff to report back to council in	

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

			Training will include a review of the Accessibility Consultation Process Policy and the Notice of Temporary Service Disruption Policy	
Initiative	Raises Awareness And/or Removes Barriers	Main Responsibility	Action	Time Frame
		Community and Family Services	3.3 Accessible Customer Service workshops for clients of Community and Family Services Division	2011
4 Review and develop Corporate Policies relating to the requirements of each Accessibility Standard	Raises Awareness and Removes Barriers All Barriers`	Accessibility Accessibility Corporate Accessibility, MAAC, HR and Communications Accessibility, Recreation and	4.1 Continue to review existing corporate policies that have an accessibility focus 4.2 Review and develop policies as necessary in relation to the requirements of the AODA as accessibility standards become regulations 4.3 Review Customer Service Policy. 4.4 Review the Built Environment Regulation once it becomes law in	Ongoing 2011 and beyond 2011 and beyond

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

		Leisure, Real Estate and Construction, Engineering, Building and Licensing	terms of a comparative analysis to the FADS	
Initiative	Raises Awareness And/or Removes Barriers	Main Responsibility	Action	Time Frame
		Accessibility, MAAC, Applicable Departments MAAC Accessibility and staff that uses the FADS, MAAC	4.5 Accessibility Consultation Process Policy Review. Section 12 of the Policy provides that staff and members of MAAC will re-evaluate the policy on a yearly basis 4.6 Continue to provide comments about accessibility on Site Plan Applications 4.7 Review of the Facility Accessibility Design Standards	2011 Annu 2011
5 Improve accessibility of all forms of transportation within the City of Kingston	Remove Barriers Physical Barriers Addressed	Transportation Services Transportation Services	5.1 Establish new Easier Access Routes 5.2 Construct "Park and Ride" on Montreal Street to be accessible.	2011 2011

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

		Public Works, Engineering	5.3 Continue to implement the “Step Safe” Program (accessible sidewalks)	2011
		Accessibility MAAC	5.4 Accessible Taxi – implementation of BMA Consulting Report recommendations	2011

Section 8 The City of Kingston Successes in 2010

Many infrastructure projects were started, and completed in 2010. All projects by the City are built where possible to the City's Facility Accessibility Design Standards (FADS). FADS follow "Universal Design" principles, and are significantly more progressive/stringent in its requirements for accessibility than the Ontario Building Code. The City will also be challenged to bring its many heritage designated buildings up to more accessible standards and will have to develop phasing for implementation of aspects. The City of Kingston is unique in the number of heritage buildings it owns and operates from any other City its size and will be challenged to meet both heritage conservation principles while making buildings meet acceptable accessibility standards.

Grand Theatre

The Grand Theatre is scheduled to complete its current accessibility upgrades by the end of October, 2010. The scope of work for this construction project included the following:

- Enlarge and reconstruct washrooms on both the main and second floors to improve accessibility;
- Remove and reconstruct/replace millwork at both the Bar and Coat Check;
- Remove and renovate/replace the Box Office area to improve accessibility on both sides of the sales window;
- Improve access to the second levels by removing and replacing the existing two stop lift and making modifications required to extend the second level open lift that provides access between the two upper levels;
- Remove and replace existing pavers and sand / concrete base in the entrance walkway and courtyard to adjust the walkway slopes and improve accessibility;
- Install an additional area drain at the lane entrance to eliminate the risk of ponding;
- Provide miscellaneous modifications to door sill conditions, push button locations, handrail extensions and stair tread conditions to meet accessibility requirements and;
- Provide mechanical and electrical modifications throughout the building as required to support the various items listed above.

J.K. Tett Centre

The City is working toward redeveloping the J.K. Tett Centre at 370 King Street West — and intends to re-open it as the J.K. Tett Centre for Creativity and Learning in 2012. This project has involved extensive public consultation with a broad spectrum of stakeholders and the wider community over numerous years. Accessibility features to date include:

- Accessible entrances with automatic door operators.
- Full-size elevator to all three floors and entrance level c/w all appropriate controls and indicators.
- Access and exit doors connect directly to street level.
- Barrier-free washrooms on all three levels.
- The “Family” washroom is accessible from the waterfront walkway.
- The corridors and doorways are full width and can accommodate large wheelchairs and scooters.
- Fire alarm system with both audible and visual fire alarm signals.
- Accessible handrails and guard rails where appropriate.
- High contrast surfaces and glare- control where appropriate.

Memorial Centre

The intention for the revitalized 23-acre Memorial Centre site is to create a public community recreational facility that will serve as a fitting living memorial to the men and women of Kingston who lost their lives during the two World Wars, the Korean War and other military engagements. Construction of the new Linear Park was completed in June 2010. The Linear Park provides access from all adjacent streets and includes a fully accessible pathway to the Leo Lafleur aquatic activity centre. The Leo Lafleur Pool is expected to be completed by early 2011.

The Arena facilities were equipped with doors that open automatically with a push of a button or are activated as you approach.

Machin Park Soccer Fields

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

In 2007, City staff and the Pittsburgh Community Benefit Fund began discussions to develop a partnership allowing the City to add multi-purpose fields at the John Machin Park (located within the St. Lawrence Business Park). This park is heavily used by soccer groups, especially for tournaments, and has not been able to meet community requests for soccer fields. MAAC and project organizers have met to discuss various accessibility issues, including washroom facilities, accessible parking spots, passenger drop-off areas, lighting in the parking lot, accessible pathways to the soccer fields, and viewing areas for spectators with mobility disabilities.

In addition to the projects profiled above, MAAC assisted staff with many projects and issues. Specifically, their participation involved, but is not limited to the following municipal accessibility projects:

- Lake Ontario Park and Richardson Beach Bathhouse
- Implementation of a “consultation policy” that encourages closer rapport with staff from all departments and MAAC concerning municipal accessibility issues
- Review of and consultation about the City’s “Community Gardening” policy
- Preparation of a public education fact-sheet about recent municipal accessibility accomplishments
- Review of and consultation about the development and implementation of five accessible off-leash dog parks and portions of the K&P Trail
- Reviewed and participated in an accessibility audit of the four permanent off-leash dog parks.

In terms of the corporate barrier identification, removal, and prevention, the following City departments can be cited:

Clerk’s Office	Developed a comprehensive plan including staff training, provision of assistive technology, and selection of barrier-free locations to ensure that our municipal elections are accessible. Developed the 2010 City of Kingston Accessible Elections Plan. Provided Customer Service training to the new elected
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CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

	<p>Council, election staff and all new MAAC members.</p> <p>The reception/service counter in the Clerk's department was replaced to meet FADS specifications.</p> <p>The City's Portable Assistive Listening System is located in the Clerk's department. The device is brought to meetings as required.</p>
Communications	<p>Inaugurated a public service radio transmission which contains regularly updated information about City of Kingston events and services, and can be used to broadcast "notice of temporary service disruptions" and "emergency management" information.</p> <p>Supported the Clerk's department with the development of the communication strategy and production of communications resources for the upcoming municipal elections.</p> <p>The city website is "W3C" accessibility compliant. Web accessibility means that persons with disabilities can perceive, understand, navigate and interact with the Web, and they can contribute to the web.</p>
Community and Family Services	<p>Consulted with City staff and members of the Municipal Accessibility Advisory Committee on the preparation of the Community Services report "A Report on the Emergency Reception Centre Special Needs Planning Project".</p> <p>Participated in the Emergency Management Ontario's on-line training module for Accessible Customer Service for First Responders.</p> <p>Participated in and contributed to the Inclusive Emergency Preparedness Canada documents regarding Assisting person with disabilities in emergency reception centres.</p> <p>Provided home visits for both "Ontario Works" and "Homemaking" appointments for clients who were not able</p>

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

	<p>to attend at the City office.</p> <p>Provided increased levels of interpretive services, including sign language interpretation and TTY .</p> <p>Regularly liaised with an on-site Literacy Assessor to review the Department’s public communications for “Clear Language”, for the purpose of strengthening and clarifying their messages to City residents.</p> <p>Installed a Digital Screen Network (DSN) in the main lobby for visual communication messaging.</p> <p>The 1st floor reception area was modified to improve communication between staff and clients.</p> <p>The 1st floor customer courtesy telephone was lowered to accommodate people using wheelchairs and scooters.</p> <p>As a collaborative department in the “Municipal Fee Assist Program” (effective 2010), Community and Family Services provided accessible screening procedures including extended hours and multi-site appointments.</p>
<p>Cultural Services</p>	<p>Grand Theatre accessibility renovations: The renovations and upgrades meet the Facility Accessibility Design Standard (FADS) Guidelines implemented by the City of Kingston in September, 2009.</p> <p>Improvements were made to flooring, counters, washrooms, lifts, lighting and other identified areas. This process has included close consultation with the Municipal Accessibility Advisory Committee, and members of the committee will continue to monitor work throughout the construction process.</p> <p>The Pump House Steam Museum has installed an accessible lift.</p> <p>An accessible ramp will be constructed at the MacLachlan Woodworking Museum in 2011.</p> <p>The washroom at the MacLachlan Woodworking Museum has been made accessible and automated doors were</p>

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

	<p>installed on the main pavilion.</p> <p>Cultural Services has been collaborating with MAAC on the design of the J.K.Tett Centre.</p> <p>The City’s Cultural Plan was reviewed by MAAC and approved by Council.</p>
Engineering	<p>26 para-ramps were installed at a cost of \$55,000.</p> <p>Para-ramps continue to be incorporated into all construction and reconstruction projects.</p> <p>All 2010 contracts have incorporated fully depressed walks at driveways.</p> <p>A “full condition” assessment of all sidewalks within the City (400 km) was completed in 2010. The program measured and located distresses, cracking of concrete, and trip hazards. This assessment will assist the City to prioritize what sidewalks should be reconstructed.</p> <p>During road reconstruction Engineering works with Transportation to ensure the bus shelters are accessible.</p> <p>10 accessible street benches were installed at a cost of \$28,000/year (5-year program beginning in 2010).</p> <p>The City’s 5-Year Infrastructure Plan (2011 – 2015) budgets \$1 million/year in capital.</p>
Financial Services	<p>The reception counter in the tax office was lowered to accommodate wheelchairs and scooters.</p> <p>The tax bill insert now indicates that a person with a disability can contact the Customer Service Department to request information in an alternate format.</p>
Fire & Rescue	<p>Have distributed Emergency Management Ontario’s “Emergency Preparedness Guide for People with</p>

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

	<p>“Emergency Preparedness Guide for People with Disabilities / Special Needs”¹ at Fire & Rescue public education events (schools, shopping malls). Have been discussing “alerting” issues for persons with disabilities with local and regional fire and rescue stakeholders.</p>
Human Resources and Organization Development	<p>Citizen feedback statistics for the Corporate Management Team and MAAC are analyzed monthly and a report prepared for each MAAC meeting.</p>
Information Systems & Technology	<p>Information Systems & Technology has supported the Communications Department to improve the accessibility of the City’s website.</p> <p>Moving away from scanned documents on the web, and increasing the use of WORD-formatted documents has increased the accessibility of the inventory of documents.</p>
Public Works	<p>Between 2009-2011, \$1.2 million will be invested in the City’s sidewalk snow-clearing program.</p> <p>As benches are replaced, they are upgraded to meet the City’s Facility Accessibility Design Standard (FADS).</p> <p>Safe Step Program (accessible sidewalks)</p>
Real Estate & Construction	<p>Grand Theatre accessibility renovations will be completed by October 2010.</p> <p>J.K. Tett Centre:</p> <ul style="list-style-type: none"> • Installed accessible entrances with automatic door operators. • Installed full-size elevator to all three floors and entrance

1

<http://www.emergencymanagementontario.ca/stellent/groups/public/@mcscs/@www/@emo/documents/aabstract/ec078180.pdf>

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

	<p>level c/w all appropriate controls and indicators.</p> <ul style="list-style-type: none"> • Access and exit doors connect directly to street level. • Barrier-free washrooms have been provided on all three levels. • The “Family” washroom is accessible from the waterfront walkway. • The corridors and doorways are full width and can accommodate large wheelchairs and scooters. • Installed a fire alarm system with both audible and visual fire alarm signals. • Installed accessible handrails and guard rails where appropriate. • Installed high contrast surfaces and glare- control where appropriate. <p>Midland Ave Office Building:</p> <ul style="list-style-type: none"> • New accessible washrooms and change facilities. <p>Front entrance improvements.</p>
<p>Planning and Development</p>	<p>The new Official Plan came into effect on January 27, 2010. New policies in the Official Plan speak directly to accessibility. Specifically the plan states in part that through the prevention and removal of barriers for persons with disabilities, and the application of <i>universal design principles</i>, the City supports opportunities for all people to access the City and make contributions as citizens. The application of <i>universal design in development</i> and renovation is promoted. The City also encourages owners of publicly accessible private properties to do the same.</p> <p>A new Site Plan Checklist was prepared to assist members of MAAC in their review of accessibility features on Site Plans</p>

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

Recreation and Leisure	<p>Completed a review of accessible features in some City parks and trails.</p> <p>Leo Lafleur Pool (will be completed by March 2011):</p> <ul style="list-style-type: none">• Paved pathways around the park.• Benches (FADS).• Lights (FADS).• Wheelchair entry to the pool.• Shallow entry to the toddler section. <p>The Kingston Memorial Centre is undergoing many upgrades, including automatic door openers. The Memorial Centre linear park provides access from all adjacent streets and includes a fully accessible pathway to the Leo Lafleur aquatic activity centre.</p> <p>Two soccer fields will be completed by the end of 2010, and accessible buildings in this soccer field will be completed by the Spring 2011.</p> <p>Design of the INVISTA Track and Field Project is nearing completion. MAAC has been involved in discussions about the design concept.</p> <p>The City's Community Gardens policy requires that one bed is raised for wheelchair accessibility (the City does not construct the gardens but provides the policy). The City is providing grant money for community groups to implement the raised beds in Community Gardens.</p> <p>Parks and Trails:</p> <ul style="list-style-type: none">• Shoreline development and pathways from Simcoe Street to West Street provide an accessible pathway,

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

	<p>benches and concrete pads.</p> <ul style="list-style-type: none"> • Block D (Battery Park) is fully accessible. • A section of pathway in front of the Kingston General Hospital was paved to connect the pathway. • Snider Park an accessible paved pathway was completed in the spring 2010. • The Ridgewood Park pathway, pads and picnic table meet FADS. <p>Special events and seasonal programs are key components in the Recreation and Leisure calendar. Staff are experienced in providing accessible services wherever necessary or requested.</p> <p>The Para Sport Winter Games were hosted by the City of Kingston at the Invista Centre. Participants noted that the INVISTA Centre was one of the best facilities that they have competed in.</p>
<p>Residential Long Term Care (Rideaucrest)</p>	<p>Rideaucrest installed a railing on the lower level corridor (\$7300.00), and video display terminals for information sharing in the main lobby (\$12,000.00). The choice of font follows the City’s Accessible Signage policy.</p> <p>Purchased ergonomically appropriate dining room furniture for residents for 4 terraces (\$113,000.00), ergonomically appropriate resident furniture for the terrace common core (\$30,000.00), and ergonomically appropriate office furniture for staff (\$5,000.00).</p> <p>Purchased slings for residents and refurbished the ceiling lifts (\$41,000.00).</p> <p>The accessibility of the perimeter door to the garden area on the “Gardenwalk Terrace” was improved.</p> <p>Replaced worn carpet in the main lobby with linoleum (\$6500.00), and painted all our stairwells to visually</p>

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

	<p>demarcate steps for safety (\$5000.00).</p> <p>Created a policy on the assessment and usage of wheelchairs and scooters in our facility by residents and applicants (\$75,000.00).</p> <p>Created an accessible, dedicated non-smoking area for staff in the rear of Rideaucrest.</p>
<p>Solid Waste</p>	<p>If an individual has identified themselves as having a disability, staff will replace the recycle bin back to the same location (this is an enhancement of the policy for the general population which calls for the bin to be placed on the grass upside down).</p>
<p>Transportation Services (Kingston Transit, Fleet, Parking, and Kingston Airport)</p>	<p>Transportation Services is developing draft specifications for bus stops using the City's FADS.</p> <p>The draft bus stop design includes a larger concrete pad to increase the space for passengers who are waiting. Provision is also made to connect the stop to the sidewalk where available, or cutaway to the street network.</p> <p>Transportation Services expects to finalize its bus stop design guidelines in 2011.</p> <p>Transportation Services purchase only accessible buses. All the buses on the City's 7 easier access routes have visual and audible read-out based on real-time GPS information, call button for wheelchair/scooter spaces and two (2) designated spaces are available on each bus for assistive mobility devices.</p> <p>10 Year Capital Budget:</p> <ul style="list-style-type: none"> • Bus stops • Transportation Services has budgeted for 4 new buses in 2010 (low floor, 40 feet in length).

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

In 2010, the City of Kingston introduced several new communication technologies which have benefits for persons with disabilities:

- Large, high resolution TV monitors (Digital Sign Network (DSN)) that profile City of Kingston events, programs, interesting facts, and other information pertinent to residents and visitors. The TV monitors have been installed in most City of Kingston locations where the public congregates.

The City's own Information Radio is now programmed by the City of Kingston Communications Department and features an audio equivalent of the information provided on the TV monitors. The FM signal at 106.3 FM is broadcast 24 hours a day and its transmission focus is the Highway 401 corridor at the north-end of Kingston. The Information Radio is also streamed at www.cityofkingston.ca/informationradio.

These electronic communication channels are in addition to the information-rich City of Kingston website. The website contains information of interest to residents, businesses, visitors/tourists, and those seeking information about governance in the City and agenda and minutes of City meetings. The website contains a user-selectable map showing the location of accessibility features at several Kingston facilities and an interactive search engine for planning rides on Kingston Transit. There is a series of pages on the City's website dedicated to municipal accessibility. The website is "W3C" accessible and has received favourable scores from the University of Toronto's website accessibility checker.

The City of Kingston also runs regularly print advertising. This includes weekly ads in the *Kingston Whig Standard* and *Kingston This Week*. The City also publishes an information insert in the Whig four times per year, called *Your City Working for You*. All print advertisements feature a notice saying that "this information is available in alternate format upon request".

Section 9 Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

In June 2005, the Ontario Government passed a new law called the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The AODA provides for the development, implementation and enforcement of accessibility standards with a vision of a fully accessible Ontario by 2025.

The AODA is “standards-driven” (not complaints-driven) and covers the public/private/not-for-profit sectors. It has numerous specific accessibility requirements in five areas:

1. Customer Service
2. Transportation
3. Information and Communications
4. Employment
5. Built Environment

Currently, the Customer Service Standard is the only standard under the AODA to become law. The other four standards are in various stages of development. It is anticipated that the Built Environment Standard will become a regulation in 2011. The Province released the Proposed Integrated Accessibility Regulation on September 1, 2010 for public comment regarding the harmonization of the Transportation, Information and Communication and Employment Standards. Public comments can be filed with the Minister of Community and Social Services up to October 16, 2010. The Ministry will then review all comments received and post the final regulation, anticipated for release in 2011.

Customer Service

Ontario's first accessibility standard for customer service came into effect on January 1, 2008. The standard states what businesses and other organizations in Ontario must do to provide their goods and services in ways that are accessible to people with disabilities.

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

The legal requirements of the accessibility standards for customer service are set out in two Ontario Regulations under the [Accessibility for Ontarians with Disabilities Act, 2005](#). The public sector deadline for compliance was January 1, 2010. Private and Not-for-Profit sector deadline for compliance is January 1, 2012.

Employment

The goal of the proposed standard is to help employers create equal employment opportunities for people with disabilities. This standard is one of three standards now included in the harmonized Integrated Accessibility Regulation as noted above.

The proposed standard:

- Sets out specific requirements for the recruitment, retention and accommodation of people with disabilities, and
- Applies to all organizations in Ontario with at least one employee.

Transportation

This standard is the only one that is sector specific, that is, it relates specifically to modes of transportation that come under the jurisdiction of provincial and municipal governments. This standard is one of three standards now included in the harmonized Integrated Accessibility Regulation as noted above.

Information & Communications

The proposed standard outlines how businesses and organizations may be required to create, provide and receive information and communications in ways that are accessible for people with disabilities. This standard is one of three standards now included in the harmonized Integrated Accessibility Regulation as noted above.

Built Environment

The final proposed Accessible Built Environment Standard is now available.

The standard was developed by a committee composed of people representing the disability community, transportation providers, businesses and public sector organizations such as school boards and municipalities.

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

The initial proposed standard was released for public review from July 14, 2009 to October 16, 2009. The final proposed standard has now been submitted to the Minister of Community and Social Services who will begin the process for consideration as law.

The Charles Beer Report

Under section 41 of the AODA, a comprehensive review is mandatory within four years after the Act takes effect. Charles Beer (former Minister responsible for Community and Social Services) was commissioned by the government to conduct an independent review of the process of implementing the AODA. The review included consultation with the public and persons with disabilities. The Charles Beer Report provides an overview of process issues related to the efforts to implement the AODA. The Report considers many of the challenges with the development of the standards regarding:

- Leadership;
- Implementation challenges including harmonization and costs;
- Integration of the AODA with other legislation and initiatives; and
- The standards development process.

On May 31, 2010 the Beer Report was presented to the Province. The full report – “Charting a Path Forward: Report of the Independent Review of the Accessibility for Ontarians with Disabilities Act, 2005”, can be found at:

http://www.mcsc.gov.on.ca/en/mcsc/publications/accessibility/charles_beer/tableOfContents.aspx

Government of Ontario Response to Charles Beer Report²

² Aug. 10, 2010 media release from Minister Madeleine Meilleur - Community & Social Services.

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

In commenting on the degree to which the recommendations in the Beer Report will be implemented, the Ministry of Community & Social Services made the following points in their August 10, 2010 media release.

- The Province will follow Mr. Beer's recommendation to integrate the "Information & Communications", "Employment", and "Transportation" standard as one regulation. In 2013, the Customer Service standard will also be integrated into the regulation.
- The Province is shifting its AODA outreach focus to connect with the private and not-for-profit sector organizations, which will be obligated to comply with the new standards by January 1, 2012.
- All five standards will be implemented before any revisions are made to the AODA legislation.
- The ODA will be repealed once the five standards are in place.

- No organizational changes (e.g., the appointment of a Deputy Minister for Accessibility, as suggested in the Beer Report) are planned by the Province.
- The Accessibility Directorate of Ontario will work with MAACs across the province to seek out local success stories to help build awareness.
- The Accessibility Directorate of Ontario is planning a series of regional forums for 2011 to advise MAACs of the progress being made by the Province.

The complete Government response to the Charles beer report can be found at:
http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/OntarioAccessibilityLaws/2005/reviewOfLegislation_letter.aspx

CITY OF KINGSTON 2011 ACCESSIBILITY PLAN

Final November 15, 2010

APPENDIX A: City of Kingston Accessibility Policies

Please refer to: <http://www.cityofkingston.ca/residents/social/accessibility/policies.asp>