



City of Kingston

2012

Accessibility Plan

Draft October 6, 2011

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CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

Contents

Contents	2
Section 1 Purpose and Scope of the Municipal Accessibility Plan	3
Section 2 Description of the City of Kingston	5
Section 3 City of Kingston's Accessibility Advisory Committee & Resources	6
Section 4 Initiatives, Barrier Identification, Removal and Prevention Process	11
Section 5 Accessibility Plan Review and Monitoring Process	13
Section 6 Municipal Accessibility Advisory Committee – Action Items for 2012	16
Section 7 The City of Kingston Successes in 2011	18
APPENDIX A: Strategic Actions for Barrier Prevention or Removal in 2012	21

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 2012 municipal accessibility plan all City of Kingston Departments were consulted as follows:

Sustainability and Growth

- Environment & Sustainable Initiatives
- Planning and Development
- Building & Licensing
- Cultural Services

CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

Community Services

- Community and Family Services
- Long Term Care (Rideaucrest)
- Housing
- Recreation and Leisure

Public Works Services

- Engineering
- Public Works
- Solid Waste

Transportation, Properties & Emergency Services

- Transportation
- Real Estate and Construction
- Fire & Rescue

Corporate Services

- Information Systems & Technology Services
- Financial Services
- Human Resources & Organization Development

Corporate Affairs

- Legal Services
- Office of the City Clerk
- Corporate Affairs

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.

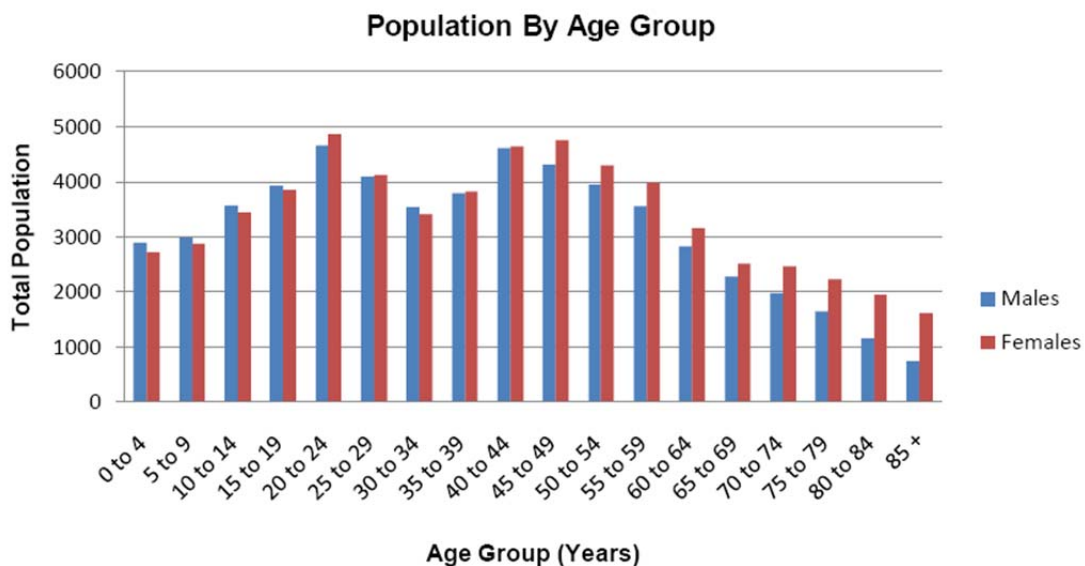
CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

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.

CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

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 two 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 2011, three MAAC working groups were appointed: 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 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

The 2011 MAAC has organized itself as follows:

Robert Baird	Built Environment Working Group
Malcolm Bauder	Built Environment Working Group
Gerardo Benavides	Built Environment Working Group
Marian Burdsall	
Siobhan Coady	
Lorraine Farrar	Built Environment Working Group
David Grightmire	Built Environment Working Group Transportation Working Group
Donna Huff	Transportation Working Group
Gary Larson	Built Environment Working Group Communications and Employment Working Group
Keegan Loyst	
Elizabeth Moore - Chairperson	Built Environment Working Group Communications and Employment Working Group Transportation Working Group
Heidi Penning – Vice-Chairperson	Communications and Employment Working Group
Councillor Brian Reitzel	
Harry Smith	Transportation Working Group
Kym Watson	Built Environment Working Group
Marilyn Wilson	Communications and Employment Group

CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

2011 PROJECT PLANNING TEAMS			
	Project Planning Team	MAAC Members	Meeting Date Appointed
1	Site Plan Reviews	Bob Baird and David Grightmire	Feb. 3, 2011
2	Grand Theatre Project	David Grightmire and Lorraine Farrar	Feb. 3, 2011
3	Leo Lafleur Pool Project	Bob Baird and Lorraine Farrar	Feb. 3, 2011
4	J.K. Tett Project	Bob Baird	Feb. 3, 2011
5	John Machin Park Project	Gerardo Benavides	Feb. 3, 2011
6	Richardson Beach Bathhouse	Lorraine Farrar	Feb. 3, 2011
7	Lake Ontario Park	Bob Baird and Gary Larson	Feb. 3, 2011
8	Track and Field [Invista Centre]	David Grightmire, Bob Baird, Gerardo Benavides	Feb. 3, 2011
9	K&P Trail	David Grightmire and Elizabeth Moore	Feb. 3, 2011
10	City Operational Centre	Bob Baird and Elizabeth Moore	Feb. 3, 2011
11	Bus Shelters and Transit Routes	Gary Larson and Harry Smith	Feb. 3, 2011
12	Policy Review	Heidi Penning and Lorraine Farrar	Feb. 3, 2011
13	Facilities Review	Bob Baird and Heidi Penning	Feb. 3, 2011
14	MacLachlan Woodworking Museum	Bob Baird and Harry Smith	Feb. 3, 2011
15	Briceland Park	Elizabeth Moore	Feb. 3, 2011

CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

16	Augusta Park	Harry Smith	Feb. 3, 2011
17	International Day of Persons with Disabilities Award Process	Elizabeth Moore, Heidi Penning, Marilyn Wilson	Feb. 3, 2011
18	Harold Harvey Arena	Gary Larson and Bob Baird	Feb. 3, 2011
19	Williamsville Main Street Study	Lorraine Farrar	Feb. 3, 2011
20	Shannon Park, Trillium Ridge Park, Polson Park, Grenadier Park and Buckingham Park	David Grightmire	July 7, 2011
21	Artillery Park Aquatic Centre	Lorraine Farrar and Marilyn Wilson	Sept. 8, 2011
22	362 Montreal Street Building	David Grightmire and Malcolm Bauder	October 13, 2011

Staff Resources

The City of Kingston has a staff member dedicated to municipal accessibility. The position includes establishing and implementing with City departments a corporate wide organizational program to meet both internal and legislated requirements to ensure principles of accessibility are met as well as providing 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 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

accessibility. Also with the implementation of the Customer Service Regulations and the 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 2011 and 2012 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.

CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

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 2012 Accessibility Plan are as follows:

- Staff attended and participated at the Municipal Accessibility Advisory Committee meetings;
- Staff participated at the Accessibility Advisory Committee Working Group meetings as requested;
- The City in partnership with the Municipal Accessibility Advisory Committee announced the creation of the International Day of Persons with Disabilities Access Award, a new awards program to recognize a person, group or organization that has made or is making a significant contribution beyond legislated requirements, towards improving access for persons with disabilities in Kingston
- Members of the Municipal Accessibility Advisory Committee participated in a workshop hosted by the Accessibility Directorate of Ontario
- The Accessibility Advisory Committee reviewed the draft Strategic Actions for Barrier Prevention or Removal in 2012 at their meeting on September 8, 2011.
- The City of Kingston 2012 Accessibility Plan will be reviewed at two public meetings on November 1st and 2nd
- The City of Kingston 2012 Accessibility Plan will be reviewed at the Corporate Management Team meeting in December and will be submitted to City Council for approval in December 2011.

CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

The City of Kingston has used the following consultation methodologies to develop the plan:

Methodology	Description	Status
Strategic Plan from Accessibility Advisory Committee	The MAAC members provided their priorities for 2012 and these priorities were referred back to the departments for review and consideration	The MAAC was given the opportunity to review their priorities for 2012
Contact with General Public Local Agencies	The public meetings were advertised in the local media to review the draft accessibility plan for 2012	
Networking with other municipalities and local Accessibility Advisory Committees	Provides for the opportunity to share best practices	Accessibility staff participates on the Ontario Network of Accessibility Professionals and is a member of the Accessibility Advisory Working Group with the Association of Municipal Managers, Clerks and Treasurers of Ontario
Review of Draft Accessibility Plan with directors of each city department	The 2011 Accessibility Plan was monitored for completion of actions and notation of actions that would continue into 2012. A new actions template was developed	The Accessibility Compliance Project Manager met with each City Director to discuss the contents of the City's Accessibility Plan and obtain new actions for inclusion in the 2012 Plan

The attached Appendix A – Strategic Actions for Barrier Prevention or Removal in 2012 identifies how the City of Kingston intends to identify, remove and prevent barriers for the year 2012. The 2012 Plan is formatted to align with the standard development areas under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

Section 5 Accessibility Plan Review and Monitoring 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.

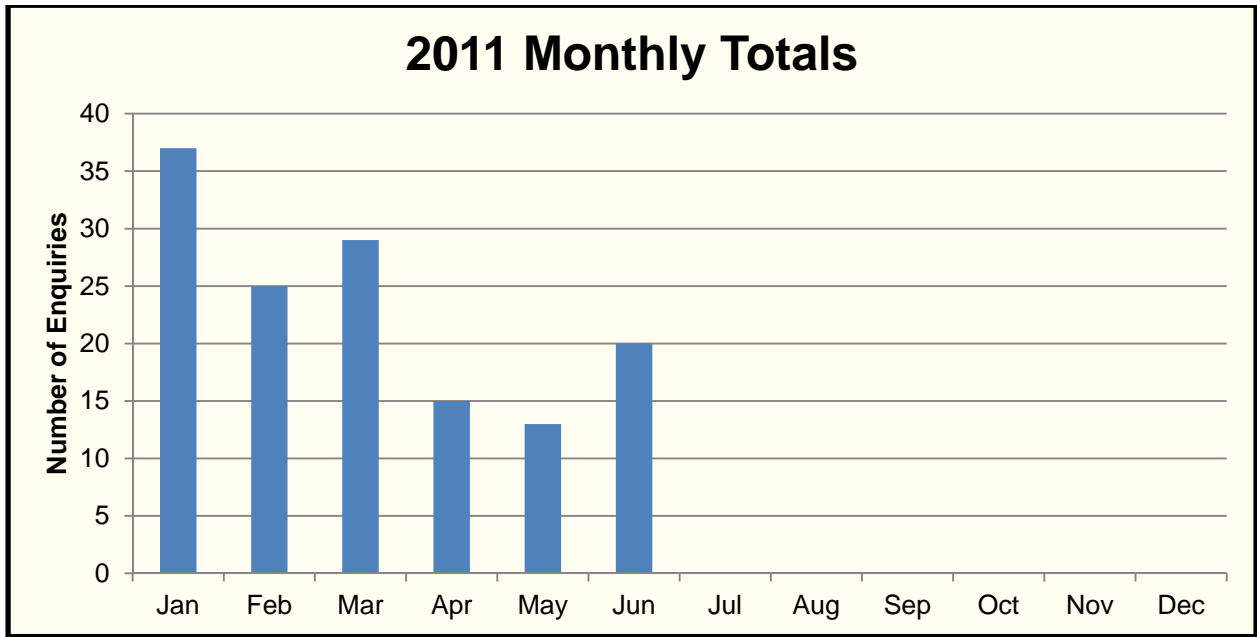
The City of Kingston has used the following consultation methodologies to develop the 2012 Plan. MAAC was given the opportunity to review their priorities for 2012 at the MAAC meeting on September 8, 2011. The Accessibility Compliance Project Manager met with the Directors of each City department to discuss the City's Accessibility Plan and obtain new actions for inclusion in the 2012 Plan. The comments from the general public regarding accessibility submitted in 2011 were tracked and monitored and incorporated into the 2012 Accessibility Plan.

In 2011, in order to address the requirements of the Customer Service Regulation, the City directs inquiries regarding accessibility 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 June 2011 is shown in the following charts. Data from feedback will be used to better prioritize and identify service issues and barrier.

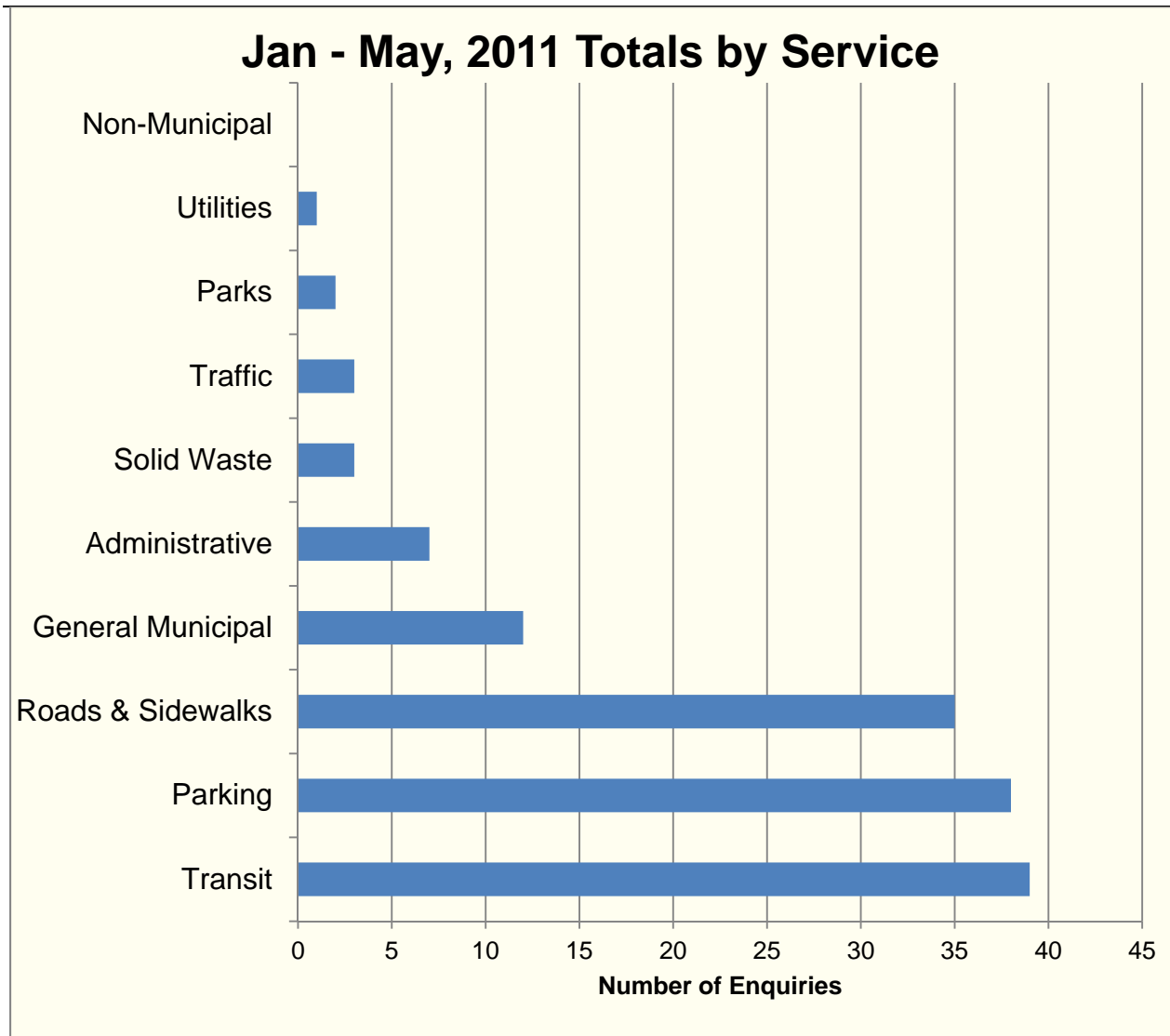
CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011



CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011



The category for logging accessibility work orders are aligned with the City's Customer Service Policy categories:

- Provision of goods and services
- Assistive devices
- Administrative
- Communication
- Support persons
- Notice of Temporary Service Disruption

Section 6 Municipal Accessibility Advisory Committee – Action Items for 2012

Priorities to be Addressed in 2012

The initiatives of the Accessibility Plan were reviewed in reference to the accessibility standards developed by the Province. The majority of the work of the City of Kingston moving forward will be in response to complying with the Integrated Accessibility Standard Regulation (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

In 2012, 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. When the Built Environment Standard becomes a Regulation, action items of the Accessibility Plan may need to be revised as all City departments will be affected.

The Strategic Actions for Barrier Prevention or Removal in 2012 have been developed around the following initiatives:

- AODA compliance
- Accessible Customer Service Policy
- Education
- Information and Communication
- Human Resources
- Roads and Transportation
- Facilities and Parks

The following is a listing of the Action Items of the Municipal Accessibility Advisory Committee for the 2012 Accessibility Plan.

Education and Information and Communication

1. Actively promote the need for accessibility awareness training to business, professional and service communities – e.g. make presentations to Chamber of Commerce, Downtown Kingston, etc
2. Participate in the annual International Day of Persons with Disabilities. Bring together the community to organize an annual event.
3. Continue outreach program to educate agencies, businesses and the broader private sector about the AODA and the importance of identifying, preventing and removing barriers/challenges faced by people with disabilities.
4. Continue to develop and distribute the MAAC fact sheet to inform the public

CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

about issues related to persons with disabilities

5. Establish and strengthen links with agencies and organizations that assist person with disabilities. Particular attention should be given to those persons with disabilities who are under-represented on the committee

Policy Development and Training

6. Continue to work with the City to assist with the development of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) standards, policies, procedures, practices and training for staff.
7. The Municipal Accessibility Advisory Committee will undertake a review of selected City By-laws, Policies and Procedures

Transportation

8. Continue to work with the City to assist with the implementation of the transportation section of the Integrated Accessibility Standard

Facilities and Parks

9. Undertake accessibility audits as requested by staff
10. Continue to work with the City on project teams to review barrier free upgrades to the Artillery Park Aquatic Centre
11. Continue to work with the City on project teams to review barrier free upgrades to Polson, Grenadier and Wally Elmer Skate Park
12. Continue to work with the City on project teams to review barrier free upgrades of new and retro-fit playgrounds
13. Continue to work with the City on project teams to review barrier free upgrades to Lake Ontario Park
14. Continue to work with the City on project teams to review barrier free upgrades to Polson Tennis Courts
15. Identify opportunities to enhance accessibility requirements as part of a parking review for the new Zoning By-law
16. Continue to review and provide comments on accessibility on selected Site Plan applications

CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

Section 7 The City of Kingston Successes in 2011

Municipal Accessibility Advisory Committee

- Released the MAAC fact-sheet for public distribution
- Members of MAAC attended a workshop hosted by the Accessibility Directorate of Ontario
- Made a presentation to the Chamber of Commerce about the AODA and City of Kingston initiatives
- Made a presentation to the Kingston Economic Development Corporation about the AODA and the City of Kingston initiatives
- Hosted the awards ceremony for the International Day of Persons with Disabilities Access Award
- Members of MAAC assisted the organization committee for the Rick Hansen Man in Motion 25th Anniversary Relay End of Day Celebration
- Made a presentation at the Volunteer Recruitment meeting

Customer Service Standard

- Continued implementation for the Customer Service Standard
- AODA training for subject matter experts on Notice of Temporary Service Disruption and the Accessibility Consultation Process Policy
- Developed indicators and assessed existing accessibility training
- 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).

Built Environment Standard

- Development of an annual and multi-year accessibility facility renovation priority plan
- Facility Accessibility Design Standards (FADS) training to staff and MAAC
- Minor works (installation and adjustments to grab bars, paper towel and toilet tissue dispensers etc) completed in various facilities
- Accessibility upgrades and/or design work done to the following facilities
 - J.K. Tett Centre
 - John Machin Soccer Fields buildings
 - INVISTA Track and Field
 - Outdoor Aquatic Centre
 - Harold Harvey Arena
 - K&P Trail
 - Lake Ontario Park
 - Grand Theatre
 - Richardson Beach Bathhouse

CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

- City Operational Centre
- Bus Shelters and Transit Routes
- 1095
- MacLachlan Woodworking Museum
- Briceland Park
- Augusta Park
- Shannon Park, Trillium Park, Polson Park, Grenadier Park and Buckingham Park
- During road reconstruction Engineering works with Transportation to ensure the bus shelters are accessible
- 10 accessible street benches were installed at a cost of \$28,000/year (5-year program beginning in 2010).

Transportation

- 6 accessible ramps were installed.
- Accessible-ramps continue to be incorporated into all construction and reconstruction projects.
- All 2011 contracts have incorporated fully depressed walks at driveways.
- Constructed Park and Ride on Montreal Street which is accessible
- Kingston Transit fleet is fully accessible
- Between 2009-2011, \$1.2 million will be invested in the City's sidewalk snow-clearing program.
- Safe Step Program (accessible sidewalks)
- Transportation Services is developing draft specifications for bus stops using the City's FADS. 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.

Information and Communication

- The City operates 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.
 - Have distributed Emergency Management Ontario's "Emergency Preparedness Guide for People with Disabilities / Special Needs"¹ at Fire & Rescue public education events (schools, shopping malls). Have been discussing "alerting"
-

CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

issues for persons with disabilities with local and regional fire and rescue stakeholders.

- Citizen feedback statistics for the Corporate Management Team and MAAC are analyzed monthly and a report prepared for each MAAC meeting.
- The City of Kingston 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”.

CITY OF KINGSTON 2012 ACCESSIBILITY PLAN

Draft October 6, 2011

APPENDIX A: Strategic Actions for Barrier Prevention or Removal in 2012