EXECUTIVE SUMMARY:
The Ontarians with Disabilities Act, 2001 (ODA) requires that provincial and municipal governments and public sector organizations review their policies, programs and services through the development of an annual accessibility plan and make these plans public. The deadline for submission of the seventh City of Kingston accessibility report-plan to the Ontario Ministry of Community and Social Services is December 31, 2010.

RECOMMENDATION:
That the City of Kingston 2010 Accessibility Report-Plan, dated December 2009, be approved.

AUTHORIZING SIGNATURES:

<table>
<thead>
<tr>
<th>ORIGINAL SIGNED BY COMMISSIONER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cynthia Beach, Commissioner of Sustainability &amp; Growth</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gerard Hunt, Chief Administrative Officer</td>
</tr>
</tbody>
</table>

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

| Commissioner Beach, Sustainability & Growth | N/R |
| Commissioner Thurston, Community Development Services | N/R |
| Commissioner Leger, Corporate Services | N/R |
| Jim Keech, President and CEO, Utilities Kingston | N/R |

(N/R indicates consultation not required)
OPTIONS/DISCUSSION:

Overview
- The MAAC Chair and Vice-Chair provided input on suggestions for 2010 projects throughout the second and third quarters of 2009.
- MAAC members were asked for comments and suggestions about the 2010 plan and these four proposed goals shown below at the September MAAC plenary meeting.
- City of Kingston Departmental Directors provided brief reports describing their department’s 2009 accessibility activity and projecting their department’s 2010 activity.
- The MAAC, departmental Directors, and the Accessibility Compliance Project Manager were invited to comment on the first draft of the 2010 report-plan in late November.
- The revised draft of the 2010 report-plan went to public consultation on December 1st and December 2nd. Attached are the public comments as a result of the public consultations for 2010 report-plan.
- The revised draft of the 2010 report-plan was posted on the City of Kingston’s website, a survey was posted and we have asked that the public provide comments and suggestions by December 9th 2009. The public comments are not available for this report but will be attached as an appendix.
- The revised draft of the 2010 report-plan was endorsed by the MAAC on December 3rd 2009.
- In addition to the annual accessibility plan, the government requires all municipalities to submit a compliance report by March 31st 2010 describing the municipality’s efforts to fulfill the obligations contained in the Cutomer Service Standard. The City of Kingston’s Accessibility Compliance Project Manager began his employment in early November and it is expected that he will prepare the “Accessible Customer Service” Regulation Compliance Report for the Accessibility Directorate of Ontario in time to meet the March 31, 2010 deadline.
- Public comments were requested on the Plan through the City of Kingston website which will be provided in a separate addendum for the Council meeting. These comments obtained from the public will assist in preparation of the more detailed implementation plans developed in 2010. Only eleven responses were received indicating that a more comprehensive consultation will be required in 2010.

On December 3, 2009, the Municipal Accessibility Advisory Committee (MAAC) considered the Plan and approved the following recommendation:

"THAT it be recommended to Council that the attached City of Kingston 2010 Accessibility Plan be endorsed. The four goals of the 2010 Accessibility Plan are:

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

It should be noted that the Committee identified a number of minor editorial amendments. Staff are in agreement and have incorporated these amendments into the Plan.
In 2010, staff in the Accessibility Office will work with MAAC and City departments to create a detailed implementation plan which will allow Council to monitor progress.

EXISTING POLICY/BY LAW:
- "Accessible Customer Service" policy
- Scent Sensitivity Program
- Section 4: Accessibility, "Purchasing" guidelines
- Facility Signage Guideline
- "Holding an Accessible Meeting" guideline
- "Accessible Customer Service Training" strategy & process
- "Customer Feedback" strategy & process

NOTICE PROVISIONS:
No notice provisions are required at this time.

ACCESSIBILITY CONSIDERATIONS:
The 2010 Accessibility Report-Plan will be available in alternate formats upon request. Sign language interpretation will be provided at the public consultations upon request.

FINANCIAL CONSIDERATIONS:
Sufficient funds are available in the 2010 Operating Budget

CONTACTS:
Barry Kaplan, Accessibility Coordinator (613-546-4291, ext. 3182)
Cherie Mills, Manager, Policy Planning (613-546-4291, ext. 3289)
Eric Dinelle, Accessibility Compliance Project Manager (613-546-4291, ext. 1163)

OTHER CITY OF KINGSTON STAFF CONSULTED:
All Departmental Directors were asked for input into the Plan. Refer to the Plan for specific departmental responses.

EXHIBITS ATTACHED:
Appendix "A" – Public Consultation Meeting Notes, December 1, 2 & 3, 2010
Appendix "B" - City of Kingston 2010 Accessibility Report Plan
OPTIONS/DISCUSSION:

Overview
- The MAAC Chair and Vice-Chair provided input on suggestions for 2010 projects throughout the second and third quarters of 2009.
- MAAC members were asked for comments and suggestions about the 2010 plan and these four proposed goals shown below at the September MAAC plenary meeting.
- City of Kingston Departmental Directors provided brief reports describing their department's 2009 accessibility activity and projecting their department's 2010 activity.
- The MAAC, departmental Directors, and the Accessibility Compliance Project Manager were invited to comment on the first draft of the 2010 report-plan in late November.
- The revised draft of the 2010 report-plan went to public consultation on December 1st and December 2nd. Attached are the public comments as a result of the public consultations for 2010 report-plan.
- The revised draft of the 2010 report-plan was posted on the City of Kingston's website, a survey was posted and we have asked that the public provide comments and suggestions by December 9th, 2009. The public comments are not available for this report but will be attached as an appendix.
- The revised draft of the 2010 report-plan was endorsed by the MAAC on December 3rd, 2009.
- In addition to the annual accessibility plan, the government requires all municipalities to submit a compliance report by March 31st, 2010 describing the municipality's efforts to fulfill the obligations contained in the Cutomer Service Standard. The City of Kingston's Accessibility Compliance Project Manager began his employment in early November and it is expected that he will prepare the "Accessible Customer Service" Regulation Compliance Report for the Accessibility Directorate of Ontario in time to meet the March 31, 2010 deadline.
- Public comments were requested on the Plan through the City of Kingston website which will be provided in a separate addendum for the Council meeting. These comments obtained from the public will assist in preparation of the more detailed implementation plans developed in 2010. Only eleven responses were received indicating that a more comprehensive consultation will be required in 2010.

On December 3, 2009, the Municipal Accessibility Advisory Committee (MAAC) considered the Plan and approved the following recommendation:

"THAT it be recommended to Council that the attached City of Kingston 2010 Accessibility Plan be endorsed. The four goals of the 2010 Accessibility Plan are:

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

It should be noted that the Committee identified a number of minor editorial amendments. Staff are in agreement and have incorporated these amendments into the Plan.
In 2010, staff in the Accessibility Office will work with MAAC and City departments to create a detailed implementation plan which will allow Council to monitor progress.

EXISTING POLICY/BY LAW:
- "Accessible Customer Service" policy
- Scent Sensitivity Program
- Section 4: Accessibility, "Purchasing" guidelines
- Facility Signage Guideline
- "Holding an Accessible Meeting" guideline
- "Accessible Customer Service Training" strategy & process
- "Customer Feedback" strategy & process

NOTICE PROVISIONS:
No notice provisions are required at this time.

ACCESSIBILITY CONSIDERATIONS:
The 2010 Accessibility Report-Plan will be available in alternate formats upon request. Sign language interpretation will be provided at the public consultations upon request.

FINANCIAL CONSIDERATIONS:
Sufficient funds are available in the 2010 Operating Budget

CONTACTS:
Barry Kaplan, Accessibility Coordinator (613-546-4291, ext. 3182)
Cherie Mills, Manager, Policy Planning (613-546-4291, ext. 3289)
Eric Dinelle, Accessibility Compliance Project Manager (613-546-4291, ext. 1163)

OTHER CITY OF KINGSTON STAFF CONSULTED:
All Departmental Directors were asked for input into the Plan. Refer to the Plan for specific departmental responses.

EXHIBITS ATTACHED:
Appendix "A" – Public Consultation Meeting Notes, December 1, 2 & 3, 2010
Appendix "B" - City of Kingston 2010 Accessibility Report Plan
2010 Accessibility Report Plan
Public Consultation Meetings
December 1st, 2nd and 3rd, 2010

Tue., Dec. 1-09
[2:00 to 4:30, North Kingston Community Health Centre, 12 participants]
➢ Send Canadian Diabetes Association a survey regarding the Special Needs Emergency Management Plan
➢ Raising the taxi drop rate is a tax on the poor... despicable
➢ There was too short a public notice for these public consultations
➢ Send the notices out via an RSS feed
➢ A person making a complaint gets bounced around from department to department and nothing gets done

Wed., Dec. 2-09
[7:00 to 9:00, City Hall, 6 participants]
➢ What are the criteria used to select MAAC members?
➢ Taxi drivers are concerned about accessibility training – how much time will this require, who will do the training, when?
➢ What can compel every taxi driver to pick-up a person who uses a wheelchair or scooter? Are people with disabilities bringing their concerns about this issue to the Ontario Human Rights Commission?
➢ A $0.05 increase in the drop rate is too little to offset the increased costs.
➢ Any increase in the drop rate will penalize the poor.
➢ We should get better service from Kingston Access Bus.

Thu., Dec. 3-09
[2:30 to 3:00, MAAC plenary meeting, 16 participants]
➢ Grammatical and other small changes suggested by MAAC have been made in the final draft of the 2010 plan-report.
City of Kingston

2010

Accessibility Report-Plan

December 2009
(FINAL)

This document is available in alternate formats upon request.
Table of Contents

Introduction......................................................................................................................... 1
Implementation of 2009 Goals.............................................................................................. 2
Other Major City Accessibility Projects ............................................................................. 4
On-going Accessibility Projects.......................................................................................... 5
MAAC Agenda Items........................................................................................................... 5
Policy Development ............................................................................................................ 6
Municipal Accessibility Advisory Committee (MAAC)....................................................... 7
Organization Improvements related to City of Kingston Accessibility in 2009.............. 9
Accessibility Review and Monitoring Process.................................................................... 9
Site Plan Review in 2009..................................................................................................... 10
Feedback from Residents................................................................................................... 11
Preparation of the 2010 Annual Accessibility Plan and Reporting on 2009 Plan............ 12
Departmental Reports for 2009.......................................................................................... 13
Communication of the City of Kingston 2010 Accessibility Report-Plan....................... 19
2010 Municipal Accessibility Goals.................................................................................... 20
2010 Departmental Goals.................................................................................................. 20

Appendices

Appendix 1    Accessibility Directorate of Ontario: Customer Service Accessibility Report

Appendix 2    Terms of Reference: City of Kingston’s Municipal Accessibility Advisory Committee
Introduction

The Ontarians with Disabilities Act (ODA 2001) mandates that each municipality must prepare an annual accessibility plan for the purpose of improving 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 plan is a tool through which the City both monitors its accessibility and sets the course for improvements and a strategy for the next year.

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

- the plans must address a broad range of disability issues, taking into account the full definition of disability under the *Ontarians With Disabilities Act, 2001* (ODA) and the Ontario Human Rights Code;
- the plans must examine all aspects of the municipality’s operations, including its by-laws, practices, facilities, programs and services;
- municipalities must take into consideration their roles as service providers and employers;
- the plans must identify steps to be taken over time to remove identified barriers and prevent any new ones; and,
- it is important that municipalities consider integrating accessibility planning into their business planning cycles to ensure a thoughtful, effective and efficient process and meaningful outcomes.

Since its first municipal accessibility plan in 2003, the City of Kingston has been committed to increasing accessibility across the City through its facilities, programs and services. From the support of Council, the efforts of volunteers on the Municipal Accessibility Advisory Committee (MAAC), City staff and partnerships with community groups and citizens, the City is moving closer to its goal of full accessibility for all.
Implementation of 2009 Goals

The implementation of the five identified goals in the 2009 Accessibility Plan has been on-going throughout the year by staff. The five goals that Council endorsed in the City of Kingston 2009 Accessibility Plan are as follows:

Goal 1: Develop and implement a plan for providing "emergency management" support to people with disabilities, in particular, as it relates to City-operated Emergency Reception Centres.

Goal 2: Produce recommendations for Council that establish the City’s role in providing, or supporting the provision of "accessible taxis" to the community.

Goal 3: Develop and implement a plan for providing Accessibility Training for Staff, Councillors and Volunteers, and for tracking the training provided.

Goal 4: Develop and implement a plan for reviewing existing City of Kingston policies regarding "accessibility", and draft new accessibility policies where gaps are identified.

Goal 5: Refine and strengthen administrative structures for ensuring an effective "feedback process" throughout the corporation.

Status is shown in the following table for each goal.

<table>
<thead>
<tr>
<th>Goals / Projects</th>
<th>Status</th>
</tr>
</thead>
</table>
| Emergency Management      | - as part of overall emergency planning, a concept for reaching out to local people and people with disabilities and other vulnerable populations (includes children, seniors, medically dependent people and those with visible and non-visible disabilities) was developed and approved by senior staff and the Emergency Management Control Group.  
  - a survey, participation list, and other background material has been prepared to reach out to the various groups.  
  - five stakeholder focus groups, targeting specific segments of the population, were held in October.  
  - a survey was mailed to approximately 50 local organizations in mid-November to obtain feedback for the preparation of the Special Needs Emergency Plan. |
| Accessible On-Demand Taxis| - a study was undertaken to examine the issue of accessible taxis. The deliverable is a report that addresses the project objectives, provides an economic analysis leading to recommendations and answers specific questions as set out in the RFP.  
  - public consultation on the first draft of the report was held on September 9th. Approximately 40 people attended 2
sessions and gave valuable feedback to be reflected in the final draft report.
- a final draft document has been received by staff for review.
- the final draft document will be presented at the Environment, Infrastructure, Transportation Policies Committee and then to Council early in the new year.

| Plan regarding Accessibility Training (Goal 3) | - an accessible customer service policy dealing with the provisions of goods and services to people with disabilities has been created and adopted by Council.
- City departmental subject matter experts (27 staff) have received training and also learned how to train others through adult education techniques and simulation exercises.
- all staff will receive either 3 or 1 hour training depending on their level of customer/public interaction.
- Volunteers, City of Kingston committee members, Councillors, and contractors will receive a training booklet.
- training will be complete by the end of the year for all staff, agents and volunteers and will be tracked through the City’s Human Resources Department. |
| Plan for reviewing Policies (Goal 4) | - as a result of the departmental review of policies, a City of Kingston Accessibility Policies and Guidelines Manual has been created and posted for City staff use. This manual has dealt with identified gaps in policy.
- an accessible customer service policy dealing with the provisions of goods and services to people with disabilities has been created and adopted by Council. |
| Feedback Process (Goal 5) | - the City’s Customer Service Customer Feedback Process has been enhanced to provide better service to the public:
  - all citizens’ enquiries are channeled through the Client Services department where the citizen’s concerns are immediately addressed by a Client Service Representative.
  - more complex citizen enquiries are directed to the appropriate City department.
  - the goal for the feedback process is to provide information to the citizen within five business days.
- a feedback process document has been prepared which addresses the requirement to provide customers with a variety of ways of communicating with the City (electronic, print, face-to-face).
- this process is included in the City of Kingston Policies and Guidelines Manual that has been created and posted for City staff use and has been referenced in the staff training. |
### Other Major City Accessibility Projects

<table>
<thead>
<tr>
<th>Goals / Projects</th>
<th>Status</th>
</tr>
</thead>
</table>
| Facility Design Guidelines                    | - City of Kingston Facility Design Standards were developed in order to provide development standards and accessibility requirements for all municipal facilities.  
- the standards are to be applied to the construction of all City of Kingston new municipal facilities and major renovations of existing facilities.  
- the document went to MAAC, the Kingston Municipal Heritage Committee and the Administrative Policies Committee for review and endorsement.  
- the document was approved by Council on November 17th (2 amendments referred back the KMHC for comment). |
| Facilities Review                              | - Municipal Accessibility Advisory Committee (MAAC) recommendations as a result of facility tours at the Invista Centre and K-Rock Centre have been received by staff and actions are being implemented, subject to the renovation budget.  
- funds have been allocated to the Grand Theatre for major accessibility renovations, which are anticipated to be implemented in the summer of 2010.  
- the Calvin Park Library is completed and is designed to be barrier-free.¹ |
| Facilities Projects                           | - a map showing the location of “community” and “neighbourhood” City parks has been produced.  
- discussions have been held between MAAC and staff concerning categorization of municipal parks.  
- MAAC has provided recommendations for off-leash dog parks.  
- MAAC and accessibility staff have provided accessibility recommendations for the Lake Ontario Park Master Plan.  
- MAAC has provided accessibility recommendations for Leo Lafleur Pool (Memorial Centre). |
| Proposed Accessibility Consultation Process   | - with the goal of further improving effectiveness of information-sharing and decision-making between MAAC and Staff, staff have proposed a consultation process to MAAC involving them early in the planning stage of project and program development.  
- the intent of the process currently before MAAC is to involve the MAAC in the same manner as other internal departments involved in the development of programs and projects.  
- this process will allow consultation with MAAC in a timely and consistent manner across all City departments. |

¹ This project is now considered to be a “best case” example of aesthetically appealing, fully integrated barrier-free design by the City’s MAAC and Accessibility Staff. The collaborative decision-making process among architects, library board, MAAC, and City staff is also seen to be exemplary.
On-going Accessibility Projects

<table>
<thead>
<tr>
<th>Goals / Projects</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Education Events</td>
<td>- December 3 “UN International Day for People with Disabilities” has been identified by MAAC for Committee participation.</td>
</tr>
<tr>
<td></td>
<td>- MAAC members have volunteered to be on a project team to make recommendations on content/programming, location, and promotion locally.</td>
</tr>
<tr>
<td>Public Consultation</td>
<td>- public consultation for the 2010 Accessibility Report-Plan will occur on December 1 and 2.</td>
</tr>
<tr>
<td></td>
<td>- an overall communications strategy for public consultation and other accessibility issues is being developed.</td>
</tr>
<tr>
<td>MAAC “new member” orientation</td>
<td>- over the year, training sessions have occurred for new MAAC members.</td>
</tr>
<tr>
<td>Training Opportunities</td>
<td>- several MAAC members attended conferences in Cobourg and Ottawa in 2009.</td>
</tr>
<tr>
<td></td>
<td>- key themes of both conferences included the Province’s Customer Service standard, Universal Design principles and applications, and visitability.</td>
</tr>
</tbody>
</table>

MAAC Agenda Items

Below are outstanding issues, as of mid-November, as identified by MAAC through formal motion, as requiring staff resources to review and report back to the Committee.

<table>
<thead>
<tr>
<th>Items</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winter Control</td>
<td>- MAAC members were asked to identify priority areas for snow removal.</td>
</tr>
<tr>
<td></td>
<td>- September 2008, an update was provided to MAAC concerning the Winter Control Plan.</td>
</tr>
<tr>
<td></td>
<td>- on-going concerns about snow and ice clearance will likely be topics for public consultation related to the 2010 Accessibility Report-Plan.</td>
</tr>
<tr>
<td>Snider Park</td>
<td>- the issue identified pertains to accessing the park.</td>
</tr>
<tr>
<td></td>
<td>- the issue will likely be addressed by the 2010 annual goal related to parks.</td>
</tr>
<tr>
<td>Accessibility Statement for</td>
<td>- the issue concerns a statement related to accessibility on all documents, ads and radio advertising.</td>
</tr>
<tr>
<td>Documents</td>
<td>- an internal technical circulation has been completed by</td>
</tr>
</tbody>
</table>
staff to gather input.
- comments need to be analyzed and a formal report to be written back to the Committee.

| Communication Strategy | - a strategic map has been presented to the Committee.  
- the strategy is in process. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingston Access Services as “Essential” Service</td>
<td>- staff are gathering background information and will be preparing a report.</td>
</tr>
</tbody>
</table>
| Planning Accessible Indoor and Outdoor Events Guideline | - a draft document was presented to MAAC for comment.  
- comments will be incorporated into the final document and a final report prepared. |

**Policy Development**

The development of policy is an on-going exercise as barriers are identified and as City departments, MAAC members and the public identify issues. In 2009, as a result of all departments reviewing their individual departmental policies regarding accessibility, several policy gaps were identified. As well, with the assistance of MAAC, several policy issues were identified for examination by staff.

As a result of the above, the following accessibility policies, guidelines, and procedures were adopted by the City in 2009:

- Accessible Customer Service Policy;
- Scent Sensitivity Program;
- Facility Signage Guideline;
- Indoor and Outdoor Events Guidelines (still on-going in November);
- Harmonized Site Plan Guideline;
- Facility Accessibility Design Guidelines;
- Customer Feedback Procedures;
- Accessible Sidewalk Construction Guideline; and,
- Proposed Accessibility Consultation Process.

The following four accessibility policies, guidelines, and procedures were adopted by the City in 2007 and 2008:

- TTY Machine Process;
- Holding an Accessible Public Meeting;
- Purchasing Policy (Section 4); and,
- Accessibility Barrier Report.
The following guideline is still in development:

- Assistive Technology Strategy and Resources.

As mentioned previously, policy development is on-going and there may be other policies that are developed throughout the year to address issues identified by staff, Council, MAAC and the public.

**Municipal Accessibility Advisory Committee (MAAC)**

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

- identifying barriers;
- providing Council and staff with recommendations for remediation of barriers;
- site plan review; and,
- public education.

The City of Kingston MAAC was established in 2003 with six members. The City of Kingston MAAC currently includes 14 members from the community 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.

In 2009, MAAC assisted staff with many projects and issues. Specifically, their participation involved, but is not limited to the following municipal accessibility projects:

- assisting staff with understanding the implications of the Province’s Customer Service Regulation and identifying for staff issues related to training, policy development, and customer feedback management;
- supporting the public consultation and review of recommendations developed by the consultants hired by the City, concerning the accessible taxi study; and,
- providing input into the terms of reference, process development, and issue identification concerning the emergency preparedness for people with special needs project.

The City and MAAC are still involved in examining several other accessibility projects. These projects were identified through public consultation,
Councillor and Municipal Accessibility Advisory Committee member investigation, and citizen enquiries and complaints. The following projects have been identified by MAAC as issues that require further examination within the City.

<table>
<thead>
<tr>
<th>Project</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible public washrooms - especially in the downtown area</td>
</tr>
<tr>
<td>Accessible beaches in the City</td>
</tr>
<tr>
<td>Accessibility audits of City properties</td>
</tr>
<tr>
<td>Assessment of accessibility renovations at Grand Theatre</td>
</tr>
<tr>
<td>Improvements at City facilities such as:</td>
</tr>
<tr>
<td>- Portsmouth Olympic Harbour</td>
</tr>
<tr>
<td>- MacLachlan Woodworking Museum and</td>
</tr>
<tr>
<td>- Pump House Steam Museum</td>
</tr>
<tr>
<td>Accessibility recommendations for Chown Garage</td>
</tr>
<tr>
<td>Municipal accessibility conference &amp;/or “Livable City” Design awards</td>
</tr>
<tr>
<td>Capacity building of City of Kingston Departmental Subject Matter Experts (SME’s) in all provincial standards</td>
</tr>
<tr>
<td>“Refresher” and “advanced” TTY training for staff</td>
</tr>
<tr>
<td>Accessible drinking fountains (bottled water)</td>
</tr>
<tr>
<td>Accessible taxi (Post-BMA/Phase 2) related to the study recommendations</td>
</tr>
<tr>
<td>Community consultation:</td>
</tr>
<tr>
<td>- about municipal accessibility including ... strengths, weaknesses,</td>
</tr>
<tr>
<td>opportunities, threats</td>
</tr>
<tr>
<td>- municipal emergency management accessibility ... strengths,</td>
</tr>
<tr>
<td>weaknesses, opportunities, threats</td>
</tr>
<tr>
<td>Accessibility permit for drivers including an education campaign</td>
</tr>
<tr>
<td>Accessible sidewalks – update of brochure, and public education on sidewalk design</td>
</tr>
<tr>
<td>Detectable hazard indicator (alert tiles) study</td>
</tr>
<tr>
<td>City of Kingston Heritage and Accessibility Guidelines</td>
</tr>
<tr>
<td>Mapping of accessible features in City of Kingston facilities</td>
</tr>
<tr>
<td>Safe scooter/wheelchair usage pamphlet²</td>
</tr>
<tr>
<td>Ontario Network of Accessibility Professionals – hosting a meeting in Kingston</td>
</tr>
</tbody>
</table>

² Being researched and written by the Independent Living Centre - Kingston and MAAC.
Organization Improvements related to City of Kingston Accessibility in 2009

There have been several changes to the City’s structure related to municipal accessibility. Additionally, one new accessibility staff person has been hired, and many current staff across the corporation have been assigned municipal accessibility projects and tasks. The City is undertaking a cultural shift as accessibility becomes part of every City department and a consideration for every service, every program and every facility in the City.

In January, the MAAC working groups were eliminated and replaced with monthly plenary meetings and “project” groups. This structure is to follow the overall Council Committee structure of the City.

Site plan review is still being undertaken every week by a delegated MAAC representative. By the end of the year, accessibility staff will have been relocated to a more central office reporting directly to the Commissioner of Sustainability and Growth.

A formal consultation process with MAAC has been presented to the Committee. This process will involve the Committee early in the process in the planning stage and program development. The process will allow consultation in a timely and consistent manner across City departments. The process will allow appointed MAAC members to be directly involved in major projects, studies and policy changes.

As mentioned previously, twenty-seven staff members have volunteered to be Subject Matter Experts (SME’s) for their department. One of the SME’s principal roles has been to deliver the Accessible Customer Service training required by the Province to the staff and volunteers in their department.

All requests for information, complaints or compliments about issues associated with municipal accessibility now are directed to the 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.

Accessibility Review and Monitoring Process

The City of Kingston 2010 Accessibility Report-Plan will be monitored by accessibility staff to determine progress related to the goals. The status updates on the goals will be reported out at each MAAC meeting. As well, the individual departments who have projects related to accessibility will also
be monitoring and reporting on their progress (see Departmental Reports Section).

The City of Kingston 2010 Accessibility Report-Plan will be updated when it is determined that the goals need to be reexamined and other goals may be added or deleted through consultation with MAAC and endorsement by Council.

Also included in this document is the Ministry of Community and Social Services Accessibility Report pertaining to the Customer Service Regulation (Appendix 1). Staff will have to complete and submit this to the Ministry on an annual basis to provide monitoring of the City’s compliance to the Customer Service Regulation.

**Site Plan Review in 2009**

*(Prepared by MAAC representative Bob Baird)*

Section 12(6) of the *Ontarians with Disabilities Act, 2001* (ODA) requires municipalities to provide site plans and related drawings to Municipal Accessibility Advisory Committees when requested. Since the Municipal Accessibility Advisory Committee began reviewing site plans in 2004, 330+ applications have been reviewed for accessibility. The review consists of applying "Section 3.8: Barrier-Free Design" of the Ontario Building Code, and the City of Kingston By-Laws related to accessibility. Aspects of the review include consideration of:

- Safe and easy access for pedestrians and vehicles;
- Suitable landscaping and parking;
- Adequate lighting conditions;
- Inclusion of wheelchair/scooter ramps and curb-cuts; and
- Number of accessible parking spaces for the type of construction project being developed.

MAAC also reviews minor variances, zoning by-law amendments, sidewalk patio applications, and heritage applications. A project is typically approved by MAAC after 2 submissions. The frequency of MAAC review is shown below.

<table>
<thead>
<tr>
<th>Submissions</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Submission:</td>
<td>21</td>
</tr>
<tr>
<td>2 Submissions:</td>
<td>14</td>
</tr>
<tr>
<td>3 Submissions:</td>
<td>12</td>
</tr>
<tr>
<td>4 Submissions:</td>
<td>5</td>
</tr>
<tr>
<td>5 Submissions:</td>
<td>3</td>
</tr>
</tbody>
</table>

Total of Reviews = 55   Total Submissions reviewed = 120
The trend in the median number of site plans, minor variances, zoning by-law amendments, sidewalk patio applications, and heritage applications reviewed for accessibility by the Municipal Accessibility Advisory Committee, per month, is shown in the following chart. In 2009, approximately 22 applications per month were reviewed from an accessibility perspective.

![Graph showing the trend in the median number of applications reviewed per month from 2003 to 2009.](image)

The time required to review a Site Plan Application varies depending on the complexity. An initial submission requires 20-30 minutes, with subsequent submissions generally requiring 15-20 minutes. The average time for reviewing an application is 50 minutes, or approximately 1.5 hours per week.

**Feedback from Residents**

As noted in the 2009 goals, in responding to the obligations of the Customer Service Regulation, the City of Kingston reconfigured its enquiry and complaint management processes. As a result of this, all enquiries, requests for information, and complaints are channeled to the City’s Client Service Department. Client Service Representatives log the incoming communication, directly and immediately respond to the issue if possible, or create a work order and assign the issue to an appropriate staff person. All incoming communications for accessibility are being tracked. Below is a summary of incoming accessibility communications for the last 5.5 months - from June 1 to November 18, 2009.

---

3 Council’s adoption of the City of Kingston “Facilities Accessibility Design Standard” and associated check-list will be a great improvement for municipal projects and will lay the ground work for private projects going through the site plan review process.
<table>
<thead>
<tr>
<th>General</th>
<th>Roads</th>
<th>Parks</th>
<th>Transit</th>
<th>Parking</th>
<th>Waste</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jul</td>
<td>6</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Aug</td>
<td>18</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td></td>
<td>25</td>
</tr>
<tr>
<td>Sep</td>
<td>7</td>
<td>1</td>
<td>10</td>
<td>3</td>
<td></td>
<td>21</td>
</tr>
<tr>
<td>Oct</td>
<td>1</td>
<td>1</td>
<td></td>
<td>3</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Nov</td>
<td>3</td>
<td></td>
<td>2</td>
<td></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>46</strong></td>
<td><strong>9</strong></td>
<td><strong>1</strong></td>
<td><strong>18</strong></td>
<td><strong>3</strong></td>
<td><strong>78</strong></td>
</tr>
</tbody>
</table>

**Preparation of the 2010 Accessibility Report-Plan and Reporting on 2009 Plan**

In preparing for the 2010 Plan, accessibility staff have been tracking issues and concerns from staff, MAAC members and members of the public. The MAAC Chair and Vice-Chair provided input on suggestions for the 2010 goals in the second and third quarters of 2009. As well, MAAC members were asked for suggestions relating to issues and goals for the 2010 Plan. Meetings were held with key City departments to discuss accessibility issues and further identify the goals for 2010 and to track and monitor their improvements to accessibility for 2009 (this is reported in detail below).

In preparation of the Plan, as well as part of the reporting/monitoring of the previous year’s Plan, all City Directors/Managers have been asked to provide information demonstrating what has been done in their department to eliminate barriers and improve accessibility.

Since 2006, MAAC added a requirement for the preparation of the Plan to collect information from all departments about planned budgetary expenditures related to future barrier removal and improvements to accessibility. Specifically, on May 16, 2006, City Council passed the following resolution:

> BE IT RESOLVED THAT the MAAC draws Council’s attention to the need for Council to allocate resources to appropriate staff to undertake, and/or delegate, the implementation of MAAC recommendations made in each of the City’s annual accessibility plans...

As a result of this resolution, all Directors/Managers are being asked to outline their future anticipated accessibility activities and expenditures in the following manner, but not necessarily limited to:

- the preparation of operating plans for the various accessibility projects, covering a five year period;
the budgeting for accessibility initiatives in every annual budgeting cycle, beginning in 2006 (for 2007); and
the preparation of budget items within departmental jurisdictions as part of the City’s ten year capital projections.

This year, in an effort to more strongly position the Plan as a corporate wide initiative, several departments that will be engaged in major accessibility projects in 2010 have been interviewed. In addition to discussing their individual projects, discussions were also held with respect to the corporate accessibility goals and the corporate strategy for achieving the goals.

The following departments have been part of this process:

<table>
<thead>
<tr>
<th>Department</th>
<th>Key Accessibility Issues for 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recreation and Leisure</td>
<td>• Parks &amp; trails</td>
</tr>
<tr>
<td>Cultural Services</td>
<td>• Grand Theatre</td>
</tr>
<tr>
<td>Transportation/Transit</td>
<td>• Kingston Transit</td>
</tr>
<tr>
<td>Client Services</td>
<td>• Customer feedback process; TTY training; notice of disruption procedures</td>
</tr>
<tr>
<td>Human Resources</td>
<td>• AODA-related training; recruitment advertising</td>
</tr>
<tr>
<td>Communications</td>
<td>• Website</td>
</tr>
<tr>
<td>Planning and Development</td>
<td>• City of Kingston Facility Design Standards</td>
</tr>
<tr>
<td>Public Works</td>
<td>• Snow removal</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>• Reception centre; external volunteer training; transportation</td>
</tr>
<tr>
<td>Accessibility Office</td>
<td>• Accessible taxi; comprehensive public consultations/conference</td>
</tr>
</tbody>
</table>

Following the preparation of the draft of the Plan, public consultation on the draft plan will occur in early December. The draft Plan is scheduled to be presented to MAAC and Council in December for submission to the Ministry by the end of 2009.

**Departmental Reports for 2009**

As noted previously, in preparing annual accessibility plans, municipalities must consider the following:

- The plans must address a broad range of disability issues, taking into account the full definition of disability under the *Ontarians With Disabilities Act, 2001* (ODA) and the Ontario Human Rights Code;
The plans must examine all aspects of the municipality’s operations, including its By-laws, practices, facilities, programs and services;

- Municipalities must take into consideration their roles as service providers and employers;

- The plans must identify steps to be taken over time to remove identified barriers and prevent any new ones; and

- It is important that municipalities consider integrating accessibility planning into their business planning cycles to ensure a thoughtful, effective and efficient process and meaningful outcomes.

The information contained in this, and the following section, address the City’s obligation under the ODA, to assess its internal performance related to barrier identification and removal. All City of Kingston departments were asked to submit information about accessibility within their department. The information from the departments that replied or that staff met with is shown below.

**Solid Waste**

- All staff in the Solid Waste Department were provided with AODA Customer Service Training by our Subject Matter Expert.

**Engineering**

- Engineering staff continue to tender sidewalk construction contracts every year.
- In 2009, 16 para-ramps were installed at a cost of approximately $30,000.
- Para-ramps continue to be incorporated into all construction and reconstruction projects.
- All 2009 contracts have incorporated fully depressed walks at driveways, where possible.
- All 2009 contracts have incorporated an improved finish where the “tool margins” at the sidewalk joints are broomed out eliminating the bumps and shocks for wheelchairs and scooters.
- The City has a number of programs and planning protocols in place to ensure that all the City’s sidewalks are kept safe and are constructed — or reconstructed — to be made accessible.

**Public Works**

- Council approved Public Work’s budget request to purchase three new treaded sidewalk snowplows. These new plows are more powerful and versatile than previous plows purchased by the City. Additionally, Council approved the budget request for five new employees to operate snow clearing and snow removing equipment.
- Snow and ice is expected to be removed on sidewalks more thoroughly and more quickly in 2010 as a result of the new equipment and staff.
• Plans will continue to be refined for the renovation of the Operations Building (off Division Street), which will have public access.

Communications
• The Manager of the Communications Department frequently attends MAAC plenary meetings.
• The Communications, and the Facilities Management Department, collaborated in developing the “Accessible Signage” guideline.
• To facilitate better customer service (response to queries and tracking), the City’s Client Service phone number (613-546-0000) is now shown on the bottom of the City’s weekly advertisement in the Whig Standard.
• The Communications Department is producing a web-survey for the public consultation of the 2010 accessibility report-plan, updating the MAAC brochure, and designing a “customer feedback form” to be distributed at all reception desks throughout the City.

Transportation/Transit
• Kingston Transit introduced a policy to permit the support person for a person with a disability to travel for free.
• Kingston Transit is currently developing guidelines for bus stop standards that will identify the specifications to be implemented to ensure stops are accessible.
• A review and inventory of the accessibility of KT bus stops has been completed. The findings will be used to plan the priority for construction/renovation for KT bus stops using the new guidelines.
• Kingston Transit bus stops are now being called out, and signaled by on-board signs, thanks to a new automated system aimed at making the bus more user-friendly for visually and hearing-impaired riders, visitors and others unfamiliar with areas of the City.
• In August Kingston Transit introduced My Cards, reloadable "smart" cards that store transit ride payment information — like reloadable credit cards. Coin fares continue to be accepted, but bills are no longer accepted.
• Route 4 has become an Easier Access transit route. Kingston Transit has acquired four new accessible buses — enough buses to allow it to add another Easier Access route. This means that all buses on Princess Street routes will now offer easier access bringing Kingston Transit's total number of Easier Access routes to seven.
• "Trip Planner" is operational on the City’s website. It is a 24/7 interactive and simple-to-use program that enables a person interested in riding a KT bus to most efficiently plan their route and departure time.
• At Norman Rogers Airport, recent renovations to the terminal building are now complete. The renovations have improved the flow of passengers by opening up the baggage claim area and enhancing the public waiting area. New signage was created, in consultation with the MAAC, to improve accessibility.
Client Services
- Developed, documented, implemented and communicated the feedback process required to comply with the Accessibility Standard for Customer Service regulation.
- All Call Centre staff trained on Accessibility Standard for Customer Service regulation.

Human Resources
- Training material for the Province’s Customer Service Regulation, for 3 and 1 hour sessions for City of Kingston staff and volunteers, has been developed and distributed.
- Training material for contractors to the City has been developed and is made available to this group.
- The City’s contracts and purchase orders have been revised to require contractors to provide their staff with Customer Service training as a condition of doing business with the City.
- Representatives from 27 City of Kingston departments have been trained as “Subject Matter Experts” in the Customer Service Regulation. Their key function is to train the staff and volunteers in their department.

Planning
- Planning and Development has provided staff support to assist with the preparation, administration and implementation of various projects such as: the Accessible Customer Service Policy, the City’s “Facility Accessibility Design Guideline” and the “Accessible On-Demand Taxi” report.
- Technical circulations continue to be provided to MAAC representatives for review.
- Applicants are being advised of accessibility through the pre-consultation process for applications.
- Site plan guidelines have been consolidated to reflect the requirements of the zoning by-laws. The zoning was harmonized in 2007.
- Accessibility is considered at all public meetings.
- The adopted Official Plan includes policies for accessibility.

Recreation & Leisure
Please refer to the table below for detailed information about Recreation and Leisure’s 2009 projects. It should be noted that all of the below projects will involve considerations related to accessibility.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Parks Development</td>
<td>1. Lake Ontario Park draft master plan – Master plan</td>
<td>1. Memorial Centre Park linear park construction</td>
</tr>
</tbody>
</table>
Manager, Kelly Williams | submitted to Council. Approval is still pending. | completion (June 2010)
---|---|---
2. Construction of off-leash dog areas. | 2. Soccer fields strategy and allocation of funds (January 2010)
3. Completion of plan and design for linear park and memorial gardens at Memorial Centre site. | 3. Final approval of Lake Ontario Park Plan (November 2009)
5. Completion of the following parks projects:  
   a. McBurney Park;  
   b. Emerald Park;  
   c. Rosedale Park;  
   d. City Park splash pad;  
   e. Ron Lavallee splash pad;  
   f. Midland Park;  
   g. Oak Street community garden upgrades;  
   h. Arbour Ridge Trail;  
   i. Bayridge baseball netting;  
   j. Renovations to Richardson Beach bath house (roof and interior painting); and  
6. Completion of the following parks projects:  
   a. Bayshore Park (Fall 2009);  
   b. Ridgewood Park (2010);  
   c. Battery Park (in partnership with private sector) (2010);  
   d. Meadowbrook Park (Fall 2009);  
   e. Polson Park (2010); and  
   f. Additional upgrades to Richardson Beach bath house (window repairs 2010)
---|---|---
Recreation Services/Programs Supervisor, Lynda Breen | | |
1. Cook Brothers arena repurposing plan – Arena is being used for other municipal purposes. | 1. Final operational plan for Wally Elmer hub (November 2009).  
3. Actifest Seniors Game 2010. Kingston was not successful for Actifest senior games. | 3. Recreation program/service plan (2010).
|----------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------|
2. Aquatic centre study report.  
3. Track and field facility report.  
2. Replacement of Leo Lafleur pool and construction of memorial gardens (March 2011).  
3. Analysis of Woodburn Community Centre & other community centres (November 2009).  
4. Plan to refurbish and enhance Artillery Park (November 2009).  
5. Aquatic centre business/operational plan (December 2009).  
6. Final plan/partnership for track and field facility (November 2009). |
| Policy Development Director, Lanie Hurdle | 1. Policies, Programs and Events in Market Square Policy.  
2. Off-leash parks policy.  
3. Fee subsidy policy for recreation programs.  
3. Parks and Recreation Master Plan (January 2010).  
6. Policy to identify healthy food options and the use of local foods at all |
recreational and sporting facilities (2010).
7. Special Events Policy (October 2009).
9. Natural areas/parkland strategy and reserve fund (December 2009).
10. Sustainable food strategy (2010).
11. Public market program/policy (January 2010).

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Booking/Customer Service, Supervisor, Christine Hannaford</td>
<td>1. Implementation of program registration at both Invista Centre and Artillery Park.</td>
<td>1. Develop consistent procedures for all Facility Booking and Program Registration operations (December 2009). 2. Implement online viewing and booking options (2010).</td>
</tr>
</tbody>
</table>

Communication of the City of Kingston 2010 Accessibility Report-Plan

In December 2009, the public was invited to review the draft 2010 Accessibility Report-Plan at two public consultation sessions, one held in the afternoon and one held in the evening, at different locations:
- North Kingston Community Health Centre
- City Hall.
Hard copies of the draft Plan were also made available on the City website and at municipal offices. The draft Report Plan was reviewed by MAAC and Council. On request, the Report-Plan is available in alternative formats.

2010 Municipal Accessibility Advisory Committee Goals

As a result of the process described in the section related to the 2010 Annual Accessibility Report-Plan, the following municipal accessibility priorities for 2010 are suggested:

1. To continue the implementation of the Customer Service Standard and any other accessibility regulations the Province enacts;

2. To continue refinement and implementation of the Special Needs - Emergency Management Plan;

3. To implement the Accessible Taxi Report recommendations (not yet presented to Council); and

4. To develop a strategy to assess and recommend improvements for accessibility in City-owned and operated parks and trails.

More extensive public consultation to enhance these four goals, and to begin to frame priorities for 2011, will be conducted in the first quarter of 2010.

2010 Departmental Goals

In addition to the corporate accessibility goals, the following reflects the individual goals of City departments as related to accessibility.

Cultural Services

- Council has allocated $800,000 for accessibility improvements to the Grand Theatre.
- Shoalts and Zaback, the architects of the Grand’s recent renovation, and also the architects for the Division Street Police Station, and the Calvin Park Library, have been retained.
- Improvements will address many of the major recommendations contained in the Darwish Report – a consultant review of accessibility issues at the Grand commissioned by the City in 2008.
- Renovations, including the installation for a new lift, will occur in July and August for the Grand Theatre.
- The Pump House Steam Museum will install an accessible lift in the upcoming months.
Council has allocated $100,000 to the MacLachlan Woodworking Museum to improve the pedestrian area in front of the main pavilion, and the pathway ramp from the parking lot to this pavilion. Work should be completed in time for the 2010 summer season.

Planning for the Tett Centre, and consultation with MAAC, will continue.

The current plan for the Tett allocates 18 accessible parking spaces adjacent to the building.

**Emergency Management**

- The City will likely decide about allocating money to provide back-up power at two locations deemed essential for the City’s “business continuity” plan.
- The process for developing a “community evacuation” plan, incorporating and leveraging the City’s “emergency” plan may occur in 2010.

**Communications**

- The Communications Department expects to support the Clerk’s Department with the development of the communication strategy and production of communications resources for the upcoming municipal elections.
- The City’s website will be refined to improve accessibility and navigational ease.

**Client Services**

- Continued assistance to the City concerning the implementation of the CS standard and any other accessibility regulations the Province enacts;
- Document and track all feedback received in the Municipal Call Centre, as identified in the Feedback Process document;
- Run summary reports on monthly basis by category on accessible feedback received and send to Accessibility Compliance Project Manager and Accessibility Coordinator for review and distribution to MAAC and Senior Management group;
- Run detailed reports on monthly basis as required and distribute to department/service managers, as well as Accessibility Office staff for review and appropriate action;
- Assist with implementation of other accessibility regulations as required.

**Solid Waste**

- No 2010 projects or enhancements planned.
Recreation & Leisure

- The City has $32 million of projects to complete by the end of 2010.

- Key projects include:
  - A review of accessible features in parks and trails.
  - Beginning of construction of the Leo Lafleur pool at the Memorial Centre.
  - Planning for the track and field facility at the Invista Centre.
  - Beginning of construction of Lake Ontario Park improvements.
  - Construction of two soccer fields and improvements to washrooms, pathways, and parking at the John Machin Park in the St. Lawrence Business Park.
  - Construction of four accessible community gardens (height, pathway).

Community Development Services – Commissioner’s Office

"Customer Service” Regulation

<table>
<thead>
<tr>
<th>Issue/Project</th>
<th>Proposed Response</th>
<th>Anticipated Financial Impacts</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDS Supplementary Plan – Reception Centre Plan assistive devices</td>
<td>Based on focus group sessions ensure that priority assistive devices are in place at a reception centre during an emergency along with a phase in plan for other assistive devices required or preferred</td>
<td>$1,000</td>
<td></td>
</tr>
<tr>
<td>CDS Commissioner’s Office – Assistive Technology</td>
<td>Ensuring that recommended assistive devices are available at front counter of Commissioner’s Office (erasable board and markers, several writing pads/pens and are large magnifying glass or magnifying sheet)</td>
<td>$100.00</td>
<td></td>
</tr>
</tbody>
</table>
### Community Development Services – Commissioner’s Office

**“Information and Communication” Standard**

<table>
<thead>
<tr>
<th>Issue/Project</th>
<th>Proposed Response</th>
<th>Anticipated Financial Impacts</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDS Emergency Supplementary Plan – Reception Centre Plan service “menu”</td>
<td>Develop service menu/placemat to be used for persons with disabilities in order to ensure service delivery. Corresponding training will take place with staff.</td>
<td>$1,000</td>
<td></td>
</tr>
<tr>
<td>CDS Emergency Supplementary Plan – Reception Centre assistive devices reference tool</td>
<td>Based on feedback from Focus Group sessions, develop a reference tool that outlines various assistive devices/tools that are on hand or that can be accessed (i.e. Interpreter services)</td>
<td>$500.00</td>
<td></td>
</tr>
</tbody>
</table>

### Community Development Services – Commissioner’s Office

**“Built Environment” Standard**

<table>
<thead>
<tr>
<th>Issue/Project</th>
<th>Proposed Response</th>
<th>Anticipated Financial Impacts</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDS Emergency Supplementary Plan – Lodging Plan</td>
<td>Development of a resource list and inventory of the lodging accommodations that will be used in an emergency and their suitability for persons with disabilities/special needs</td>
<td>$500.00</td>
<td></td>
</tr>
</tbody>
</table>
### Engineering

| Develop policies, standards and budget to ensure public sidewalks are accessible | • Engineering staff continue to tender sidewalk construction contracts every year. |
| | • In 2009, 16 para-ramps were installed at a cost of approximately $30,000 |
| | • Para-ramps continue to be incorporated into all construction and reconstruction projects. |
| | • All 2009 contracts have incorporated fully depressed walks at driveways, where possible. |
| | • All 2009 contracts have incorporated an improved finish where the “tool margins” at the sidewalk joints are broomed out eliminating the bumps and shocks for wheelchairs and scooters. |
| | None | None |

### Transportation/Transit

- Approximately $182,000 has been allocated for KT bus shelter renovation.
- Money for accessibility improvements has been earmarked in Transportation’s capital budget over a ten-year period.
### Accessibility Directorate of Ontario: Customer Service Accessibility Report

1. a) Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [s. 3(1)]
   
   b) Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [s.3(2)]

2. Do your organization’s policies address the use of assistive devices by people with disabilities to access your organization’s goods or services, or any available alternative measures that enable them to do so? [s. 3(3)]

3. Do your organization’s policies, practices and procedures require your organization to take a person’s disability into account when communicating with the person? [s. 3(4)]

4. Do members of the public or other third parties have access to premises that your organization owns or operates? [s. 4(1)] If no, then skip to question 7 below.

5. a) Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? [s. 4(2) & (7)]

   b) If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services? [s. 4(3)]

6. Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [s. 4(4) (6) & (7)]

7. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization’s
<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>goods or services, including the reason, duration and any alternatives available? [s. 5(1) (2) &amp; (3)]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [s. 7(1), (3) &amp; (4)]</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>9. Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)? [s. 7(1) &amp; (2)]</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>10. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities: • every person who deals with the public or other third parties on behalf of your organization, and • every person who participates in developing your organization’s policies, practices and procedures on providing goods or services? [s. 6(1)]</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>11. Does this training include your organization’s current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard? [s. 6(2) &amp; (4)]</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>12. Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [s. 6(5) &amp; (6)]</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>13. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person’s disability into account? [s. 8(1) &amp; (2) &amp; 9(1)]</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
Terms of Reference: City of Kingston’s Municipal Accessibility Advisory Committee

- In accordance with the *Ontarians with Disabilities Act, 2001*, (ODA) the City of Kingston will seek the advice of its Municipal Accessibility Advisory Committee (Municipal Accessibility Advisory Committee) to:
  
  *Address the identification, removal and prevention of barriers to persons with disabilities in the municipality’s by-laws and its policies, programs, practices and services. (s.11.1)*

- The general duties of the Municipal Accessibility Advisory Committee are to:
  
  *Advise the City Council in each year about the preparation, implementation and effectiveness of its accessibility plan. (s.12.2)*

- According to s.3, the annual accessibility plan will have the following components:
  1. *A report on the measures the municipality has taken to identify, remove and prevent barriers to persons with disabilities;*
  2. *The measures in place to ensure that the municipality assesses its proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities;*
  3. *A list of 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;*
  4. *The measures that the municipality intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities.*

- The only specific functions described in the ODA for the Municipal Accessibility Advisory Committee are to:
  
  *Review in a timely manner the site plans and drawings described in section 41 of the “Planning Act” that the committee selects. (s.5a)*

- In addition to the Terms of Reference outlined above, the City of Kingston’s Municipal Accessibility Advisory Committee will:
  
  - Facilitate audits of City-owned/leased buildings and properties to recommend appropriate barrier-free features and services modeled after Universal Design principles
  - Communicate its recommendations to City Council
  - Comment on, from an accessibility perspective, the drafts of plans of various City of Kingston projects, as determined by the Municipal Accessibility Advisory Committee, and using Municipal Accessibility Advisory Committee and City of Kingston protocols.
Appendix 2

- The Municipal Accessibility Advisory Committee will meet approximately monthly in plenary, or as required. Meetings would generally be held during business hours, unless there is agreement within the group to meet during non-business hours.

- The duration of membership on the Municipal Accessibility Advisory Committee will be staggered in terms of one, two or three years; determined at the first meeting of the new Municipal Accessibility Advisory Committee, as much as can be accommodated.

- If a Municipal Accessibility Advisory Committee member is absent for three consecutive plenaries, the member forfeits their membership, unless their absence is justified.