EXECUTIVE SUMMARY:

The City of Kingston is committed to improving accessibility to its programs, services and facilities. Staff recognizes that there are some policies and legislation in place that provide a basis for provision of accessible services but that at times, these policies and legislation are not sufficient to respond to community needs.

In order to make services and facilities as accessible as possible, staff are recommending a consultation process which will involve the Municipal Accessibility Advisory Committee (MAAC) in the planning stage of project and program development. The intent is to involve MAAC in the same manner as other internal departments are involved in the development of programs and projects.

The draft policy was provided to MAAC for review. Comments have been collected and incorporated in the policy.

RECOMMENDATION:

That Council approve the Accessibility Consultation Process Policy, dated February 2010, attached as Exhibit “A” to report MAAC-10-001.
AUTHORIZING SIGNATURES:

<table>
<thead>
<tr>
<th>ORIGINAL SIGNED BY COMMISSIONER</th>
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<tbody>
<tr>
<td>Cynthia Beach, P.Eng., MCIP, RPP, Commissioner, Sustainability and Growth</td>
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<tr>
<th>ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER</th>
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<tr>
<td>Gerard Hunt, Chief Administrative Officer</td>
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CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

<table>
<thead>
<tr>
<th>Commissioner Name</th>
<th>Consultation Required</th>
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</thead>
<tbody>
<tr>
<td>Acting Commissioner Willing, Community Development Services</td>
<td>N/R</td>
</tr>
<tr>
<td>Commissioner Leger, Corporate Services</td>
<td>N/R</td>
</tr>
<tr>
<td>Jim Keech, President, Utilities Kingston</td>
<td>N/R</td>
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(N/R indicates consultation not required)
OPTIONS/DISCUSSION:

Staff has developed a process to consult with the Municipal Accessibility Advisory Committee (MAAC) for all areas of services. This process has been circulated to all City departments and to MAAC for comments. Comments have been incorporated in the policy. The intent of the process is to enable discussion and consultation between members of MAAC and City staff on a regular basis, outside of regular MAAC meetings and existing legislation and policies. It is also to provide guidance to staff and set expectations for all parties as to when and how these consultations are to take place.

It should be noted that the Province has released a draft “Initial Proposed Accessible Built Environment Standard”. This policy will compliment the provincial standards. The policy will be reviewed by staff and MAAC six months after its implementation and then on an annual basis.

EXISTING POLICY/BY LAW:

N/A

NOTICE PROVISIONS:

N/A

ACCESSIBILITY CONSIDERATIONS:

This accessibility consultation process is complementary to existing legislation and policies as it relates to accessible services.

FINANCIAL CONSIDERATIONS:

N/A

CONTACTS:

Lanie Hurdle, Director, Recreation and Leisure Services (613) 546-4291 ext. 1231

OTHER CITY OF KINGSTON STAFF CONSULTED:

Hal Linscott, City Solicitor and Director of Legal Services
Mark VanBuren, Director, Engineering
Robb Kidd, Assistant Fire Chief/Director Fire Prevention
John Giles, Manager, Solid Waste
George Wallace, Director, Planning & Development Services
Cherie Mills, Manager, Policy Development, Planning & Development Services
Speros Kanellos, Director, Real Estate and Construction
Brian McCurdy, Director, Cultural Services
Damon Wells, Director, Public Works
Sheila Kidd, Director, Corporate Asset Operations
Barry Kaplan, Accessibility Coordinator
Ron McKelvie, Chief Information Officer
Municipal Advisory Accessibility Committee

EXHIBITS ATTACHED:
Exhibit ‘A’ – Accessibility Consultation Process Policy
City of Kingston
Policies and Procedures

1.0 PURPOSE

This policy is in addition to and in accordance with the Ontario Building Code requirements, the Customer Service Policy and any other Council endorsed policies or Provincial legislation applicable to accessibility.

The City of Kingston recognizes the importance of delivering services that are accessible to all individuals. This policy sets out a process for City Staff and Municipal Accessibility Advisory Committee members to follow a clear consultation process which applies to city services and projects. The policy aims at improving accessibility to City services and programs for individuals living with a disability as described in the ODA and AODA.

2.0 REVISION HISTORY

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev. No.</th>
<th>Change</th>
<th>Ref. Section</th>
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<tbody>
<tr>
<td></td>
<td>1.0</td>
<td>New document</td>
<td>Not applicable</td>
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3.0 DEFINITIONS

In this policy, these terms have the following meanings.

a. “Annual Plan” shall be defined as the Annual Plan, as required by the province, which is approved by the Municipal Accessibility Advisory Committee and City Council.

b. “Amenities” shall be defined as site furnishings such as park benches, picnic tables, garbage receptacles, light standards, parking facilities, etc.

c. “AODA” shall be defined as the Accessibility for Ontarians with Disabilities Act, 2005.

d. “City” shall be defined as the Corporation of the City of Kingston.

e. “Concept Plan” shall be defined as a plan which provides an overview of a project without specific details such as dimensions, finishes, etc.

f. “Detailed Design” shall be defined as detailed drawings which include architectural...
drawings and any other relevant drawings such as grading, landscaping, etc, and shall include details on dimensions and finishes.

g. “Facilities Projects” shall be defined as any buildings and parks (including trails and pathways) development/redevelopment as undertaken by the City outside of the municipal right-of-way. Facilities shall also include all major purchases of Fixtures, Furniture and Equipment (FFE).

h. “FADS” shall be defined as the City of Kingston Facility Accessibility Design Standards endorsed by the Corporation of the City of Kingston. The standards address accessibility requirements for the design and construction of new facilities, as well as retrofit, alteration or addition to existing facilities, owned, leased or operated by the City. These standards shall be in addition to the Provincial Accessible Built Environment Standards as finalized.

i. “Infrastructure projects” shall be defined as roads, sidewalks and underground services as undertaken by the City within the municipal right-of-way or associated easements.

j. “MAAC” shall be defined as members of the Municipal Accessibility Advisory Committee.

k. “Major Capital Projects” shall be defined as any major construction related work undertaken by the City for which the value is greater $50,000 and requires a building permit.

l. “Minor Capital Projects” shall be defined as any minor construction related work undertaken by the City for which the value is less than $50,000 or does not require a building permit.

m. “OBC” shall refer to the Ontario Building Code.

n. “ODA” shall refer to the Ontarians with Disabilities Act.

o. “OPSS” shall refer to the Ontario Provincial Standard Specifications.

4.0 SERVICE AREAS FOR CONSULTATION

This consultation process will apply to the following areas of service:

1. Accessibility Annual Plan.
2. Infrastructure Projects (excluding site plans as they have their own legislated process);
3. Facilities/Parks;
4. Public Programs/Services and Events; and,
5. Policy Development related to Accessibility.

5.0 CITY STAFF ROLE

This policy recognizes that the City has the responsibility to construct facilities and infrastructure in accordance with the FADS as well as standards legislated by the Province including those set out in the ODA and AODA. Services are to be provided in accordance with City policies and provincial legislation.

City departments with projects that meet the criteria as set out in this consultation process
shall attend MAAC meeting(s) and update the MAAC on accessibility components of projects and the status of projects within the Annual Plan on a quarterly basis at a minimum.

The City Clerk’s office shall notify the applicable departments if any topics that would be covered by this consultation process appear on MAAC’s agenda to ensure that appropriate staff are present at MAAC meetings to provide information on the said topic and answer any related questions. Where staff is not available at a specific meeting, alternative meeting dates will be arranged.

Some of the MAAC’s accessibility requests may be above and beyond the project’s standard and scope requirements and these requests will be evaluated by staff. City staff does not have an obligation to provide services above and beyond FADS, policies and provincial legislation. If, after consultation with the MAAC representatives there are services that may require the City to exceed the FADS, policies and provincial legislation, staff involved in the specific project will be responsible for identifying the issues and developing recommendations that require Council approval and budget allocation.

In order to work with the MAAC and to allow representatives to appropriately plan their efforts, City staff shall submit a list of upcoming projects requiring MAAC involvement at the beginning of each year.

6.0 MAAC ROLE

The MAAC shall receive, review and provide comments to the coordinator of the particular project, as identified in the consultation process of this policy. MAAC will be involved in projects where there are accessibility issues from the beginning of the process. The MAAC will provide advice to Council and staff related to accessibility issues in accordance with the Council approved Committee Mandate and the Accessibility for Ontarians with Disabilities Act 2005.

The MAAC shall have three (3) working groups: 1. Built Environment; 2. Communications and Employment (customer service) and; 3. Transportation. The MAAC shall appoint, a member (with an alternate), to be a representative to provide detailed comments and interact directly with a City staff point person on project and/or service related matters. Appointed members to projects shall report back information on projects to their respective working groups.

The MAAC working group representatives will be provided by staff any relevant design drawings, concept plans or reports to assist in their review with adequate lead time for document distribution, review and submission of comments. The MAAC working group representatives will provide updates to their respective working groups which will then report back to the MAAC meetings for information only which will be reported to Council by their inclusion in Minutes of the MAAC meetings.

A Hard Hat site visit with MAAC working group representatives and staff will be arranged by staff at an appropriate time, as determined by staff in consultation with contractors to ensure health and safety on site.

A pre-opening inspection will be carried out once the majority of the furniture and appurtenances have been installed but with sufficient time to make minor changes if necessary.

A post-opening Inspection at 0-4 weeks after the opening date should be an “Accessibility
Open House" for MAAC members and other service providers to ensure the facility is functioning as expected.

Where representatives are appointed by MAAC, and after consultation with other members, these representatives will be authorized to provide advice on behalf of the working group and MAAC, including a sign off for advice provided to staff. All advice provided by the MAAC working group representatives shall be recorded in writing through minutes or by e-mail. This sign off will be provided to the City staff project point person, the Clerk’s office and to the respective MAAC working group within the timeframe identified by City staff responsible for the project in question to ensure that all parties have access to the same information. The MAAC working group representatives shall advise City staff should he/she not be able to meet the provided timeframe. City staff and the MAAC working group representatives will attempt to find a mutually agreeable alternative. Staff shall report back to council any potential delays in projects and related costs due to delays in obtaining MAAC sign off on projects.

It is important to note that staff may be required to bring a matter directly to council or proceed with work prior to the MAAC representative’s sign off if it is a matter of health and safety or environmental concerns. The MAAC will be briefed in writing if either of these situations occur.

The MAAC may also appoint other MAAC member representatives to attend any site visits as described in the consultation process for facilities and parks. These representatives will have relevant expertise respecting the project under review and will provide advice through the MAAC representatives in writing to staff on design issues related to accessibility. The MAAC members shall review and provide advice on proposed communications and be given a reasonable timeframe to respond, for a new or newly renovated facility to ensure that the accessibility issues are properly addressed.

The MAAC recognizes that some accessibility requests may be above and beyond the project’s standard and scope requirements. Staff will evaluate these requests and the staff involved in the project will be responsible for developing any recommendations that require Council approval and budget allocation. These additional requests could be part of a subsequent phase of work.

7.0 ACCESSIBILITY ANNUAL PLAN
The MAAC spends a considerable amount of time and effort on the City’s annual plan and priorities. The City recognizes that the key priorities of the MAAC are identified and approved by Council in the Municipal Accessibility Annual Plan. The Chair of MAAC will brief Council on the preparation, implementation and effectiveness of its accessibility plan once per year. The City also recognizes that other priorities may emerge during the year and that there may be a need to amend the Annual Plan to reflect changes in priorities. The City also recognizes that the responsibilities of the MAAC extend beyond the Annual Plan priorities and include such matters as the review of site plan control applications and providing advice on accessibility matters pertaining to City buildings, structures and premises and the goods and services offered by the City.

Changes to the Annual Plan priorities will be done by motion of the MAAC in consultation with the operational department which will be responsible to bring an information report accompanying the motion in question. This communication and working relationship will enable all parties, including Council to have background information with motions being brought forward by the MAAC. The amendments to the Annual Plan will be reflected in the
annual staff work plan, as coordinated by the Accessibility Compliance Project Manager or Accessibility Coordinator, and will be reflected in the regular MAAC agendas.

8.0 INFRASTRUCTURE PROJECTS
Infrastructure projects, as defined in this policy, differ significantly from facility projects. Notwithstanding the information contained in the policy, infrastructure projects will be managed by utilizing the following process:

An annual meeting will be attended by City Engineering and Utilities Kingston staff and assigned MAAC representatives to discuss and communicate:

a. Projects planned for the current year;
b. Accessibility construction standards which will be utilized for the current year contracts;
c. Discussion regarding the need for additional standards to manage accessibility issues which have been identified during the previous year’s infrastructure projects for consideration in the following year’s projects.

9.0 FACILITIES/PARKS
Facilities projects will be built to OBC and City of Kingston Accessibility Standards. Facilities projects shall include additional consultation with the MAAC according to the two categories located below.

The following are the steps for new projects or major renovations of existing facilities:

a. Develop plans according to OBC and Council endorsed City of Kingston Accessibility Standards;
b. Concept plans, where part of the regular project process, shall be provided to the MAAC for review and high level comments. Staff will also make an initial presentation at a MAAC meeting;
c. Detailed design plans shall be provided to the representatives of the MAAC through a written submission for review, detailed written comments and written sign off as per the project time frame. The MAAC representatives will be invited to attend a meeting with staff and the Architect to review drawings and obtain additional information;
d. MAAC representatives will attend pre-opening site visits. Timing of visits shall be determined by staff in discussion with the Chair of MAAC; and,
e. Staff shall set up a post opening tour, within four (4) weeks after opening of the facility, with the MAAC.

The following are the steps for minor renovations projects on new and existing facilities. This process could vary slightly depending on the scope of the project:

a. Any existing building or park will be reviewed by staff and incorporated into a prioritization plan for upgrades and/or renovations;
b. Apply OBC and the FADS; and,
c. Provide detailed design plans within a reasonable amount of time, by means of a written circulation to the MAAC representatives for their written comments.
10.0 PUBLIC PROGRAMS/SERVICES AND EVENTS
City policies such as the Guideline for Planning Indoor and Outdoor Accessible Event and accessible customer service as well as relevant provincial legislation will be implemented in the delivery of City services.

Staff will take the following steps as it relates to accessible services/programs and events:

a. In consultation with the Accessibility Compliance Project Manager and Accessibility Coordinator, City staff will conduct a yearly review of programs/services and events and identify areas to improve accessibility. This review will be done in collaboration with the appointed MAAC representatives through a meeting or meetings as initiated by staff undertaking the review. The review will include but not be limited to service delivery location and staff training. Staff will update MAAC on progress on an annual basis.

b. City staff will consult with the MAAC representative on the incorporation of accessible components within new major city programs/services and/or events, if those are above and beyond prescribed levels of service identified in policies and legislation. This consultation will include but not be limited to staff training and service delivery location.

c. MAAC will identify areas where policy reviews are requested as part of the annual accessibility plan recommended to council.

11.0 POLICY DEVELOPMENT
The City recognizes that levels of service are usually set through a policy and implemented through procedures. Therefore, the City recognizes the importance of consulting with the MAAC on all policy related matters as they affect accessible services to the customer.

Staff shall take the following steps as it relates to incorporating accessibility within policies and levels of service:

a. Include MAAC representatives on any technical committee established to develop master plans.

b. Circulate policy documents to the MAAC representatives for comments.

c. Conduct a yearly review of customer service procedures and staff training. This will include yearly review and training update as well as customer survey. MAAC representatives will provide input into the content of accessibility training to be delivered to staff.

d. Consult with the MAAC representatives on the development of any service standards. This process will require a collaborative approach to develop standards for service delivery. These standards will be in addition to legislation and policies already approved by City Council.

12.0 Policy Review and Amendment
This policy will be reviewed by staff and members of the MAAC six (6) months after its approval at which time, necessary changes and amendments will be incorporated. Following this initial review, the policy will be re-evaluated on a yearly basis.
Working Group Name: Built Environment

Reporting To: Municipal Accessibility Advisory Committee [MAAC]

Composition [as appointed by MAAC]


Term of Appointment: One year term

Mandate/Terms of Reference

- To advise MAAC on the requirements and implementation of the Built Environment Standard as it becomes law
- To review in a timely manner the site plans and drawings described in Section 41 of the Planning Act.
- To provide to MAAC a member or members of the Built Environment Working Group to be part of any Project Team initiated by staff involving a building, structure or premises or part of a building, structure or premises that the City purchases, constructs or significantly renovates or enters into a new lease.
- To advise MAAC on the City of Kingston Facility Accessible Design Standard [FADS] document as required.
- To provide notes of each meeting for inclusion on the MAAC agenda.
- To advise MAAC on its priorities regarding Built Environment.
**Working Group Name:** Communications and Employment

**Reporting To:** Municipal Accessibility Advisory Committee [MAAC]

**Composition [as appointed by MAAC]**


**Term of Appointment:** One year term

**Mandate/Terms of Reference**

- To advise MAAC on the requirements of the Accessible Customer Service Standard and on the implementation of the Information and Communication Standard and the Employment Standard as they become available.
- To provide to MAAC a member or members of the Communications and Employment Working Group to be part of any Project Team initiated by staff involving communications.
- To provide notes of each meeting for inclusion on the MAAC agenda.
- To advise MAAC on its priorities regarding Communications and Employment.
Working Group Name: Transportation

Reporting To: Municipal Accessibility Advisory Committee [MAAC]

Composition [as appointed by MAAC]


Term of Appointment: One year term

Mandate/Terms of Reference

➢ To advise MAAC on the requirements and implementation of the Transportation Standard as it becomes available
➢ To provide to MAAC a member or members of the Transportation Working Group to be part of any Project Team initiated by staff involving transportation, including City Transit, Kingston Access Bus and Accessible Taxis, etc.
➢ To provide notes of each meeting for inclusion on the MAAC agenda.
➢ To advise MAAC on its priorities regarding Transportation