



**CITY OF KINGSTON**  
**REPORT TO MUNICIPAL ACCESSIBILITY  
ADVISORY COMMITTEE**

**Report No.: MAAC-12-001**

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**TO:** Chair and Members of Municipal Accessibility  
Advisory Committee

**FROM:** Cynthia Beach, Commissioner,  
Sustainability & Growth Group

**RESOURCE STAFF:** Julie Salter-Keane,  
Accessibility Compliance Project Manager

**DATE OF MEETING:** December 1, 2011

**SUBJECT:** City of Kingston 2012 Accessibility Plan

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**EXECUTIVE SUMMARY:**

The *Ontarians with Disabilities Act, 2001* (ODA) requires that provincial and municipal governments and public sector organizations review their policies, programs, practices and services through the development of an annual accessibility plan and make these plans public. The deadline for submission of the ninth accessibility plan to the Ontario Ministry of Community and Social Services is December 31, 2011.

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. With the assistance of the Municipal Accessibility Advisory Committee (MAAC), staff, Council and the citizens of Kingston, the strategic actions for barrier prevention or removal in 2012 have been developed around seven initiatives. From these initiatives, action items have been developed in order to implement the initiatives. These initiatives and action items establish the measures that the City of Kingston intends to take to identify, remove and prevent barriers to persons with disabilities for the upcoming year. 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

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**RECOMMENDATION:**

**THAT** it be recommended to Council that the City of Kingston 2012 Accessibility Plan, attached to this report as Exhibit A, be approved.

**AUTHORIZING SIGNATURES:**

ORIGINAL SIGNED BY COMMISSIONER <hr/> Cynthia Beach, Commissioner, Sustainability & Growth
ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER <hr/> Gerard Hunt, Chief Administrative Officer

**CONSULTATION WITH THE FOLLOWING COMMISSIONERS:**

Lanie Hurdle, <i>Community Services</i>	N/R
Denis Leger, <i>Transportation, Properties &amp; Emergency Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R

***(N/R indicates consultation not required)***

**OPTIONS/DISCUSSION:**

The *Ontarians with Disabilities Act, 2001* (ODA) 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 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.

The City of Kingston has used the following consultation methodologies to develop the 2012 Plan. MAAC members provided their priorities for 2012 and these priorities were referred back to the departments for review and consideration. 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 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

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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. Data from feedback will be used to better prioritize and identify service issues and barriers.

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 City of Kingston 2012 Accessibility Plan will be monitored by accessibility staff to determine progress related to the initiatives and action items. The status updates on the action initiatives 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.

The City of Kingston 2012 Accessibility Plan will be updated when it is determined that the initiatives need to be re-examined and other initiatives may be added or deleted through consultation with MAAC and endorsement by Council.

#### **EXISTING POLICY/BY LAW:**

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 2011, 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 have been adopted by the City:

- Accessible Customer Service Policy;
- Customer Feedback Procedures;
- Scent Sensitivity Program;
- Facility Signage Guideline;
- Accessible Sidewalk Construction Guideline;
- Accessibility Consultation Process;
- Notice of Temporary Service Disruption (on-going in November)
- Accessible Events
- Facility Accessibility Design Standards
- Holding Accessible Meetings
- Site Plan Accessibility Checklist
- Municipal Accessibility Statement
- International Day of Persons with Disabilities Access Award

**NOTICE PROVISIONS:**

N/A

**ACCESSIBILITY CONSIDERATIONS:**

The Municipal Accessibility Advisory Committee provided input into the 2012 Accessibility Plan throughout 2011, but dealt directly with the proposed initiatives in September 2011. Accessibility staff in consultation with MAAC, and City directors prepared this Plan.

Two (2) fully accessible public consultations were held in the following locations:

- November 1, 2011 – 6:00 – 8:00 pm – Kingston Community Health Centre
- November 2, 2011 – 2:00 – 4:00 pm – Portsmouth Olympic Harbour

Comments received from the public have been addressed within the 2011 Accessibility Plan.

**FINANCIAL CONSIDERATIONS:**

Each department has budgeted for accessibility items in their departmental budgets.

**CONTACTS:**

Julie Salter-Keane, Accessibility Compliance Project Manager 613-546-4291 ex. 1163  
Cynthia Beach, Commissioner, Sustainability & Growth 613-546-4291 ex. 1150

**OTHER CITY OF KINGSTON STAFF CONSULTED:**

All Departmental Directors were consulted regarding the preparation of the 2012 Plan. Refer to the Plan for specific departmental responses.

**EXHIBITS ATTACHED:**

Exhibit 'A' - City of Kingston 2012 Accessibility Plan



# City of Kingston

## 2012

# Accessibility Plan

Final November 10, 2011

*This document is available in alternate formats, upon request. Please contact us at 613-546-0000 or by email at [contactus@cityofkingston.ca](mailto:contactus@cityofkingston.ca)*

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## **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

### 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

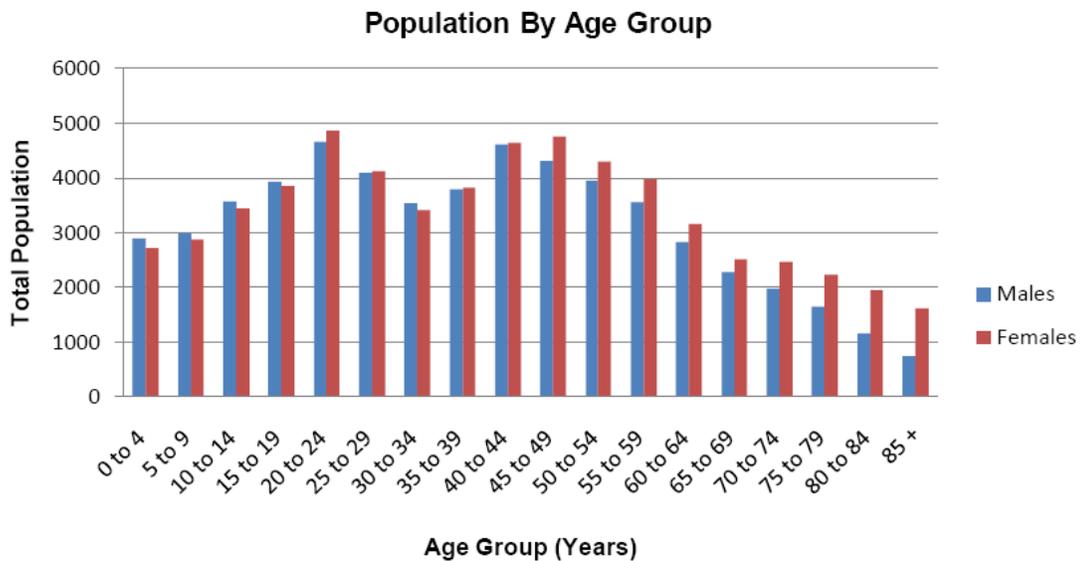
- Information Systems & Technology Services
- Financial Services
- Human Resources & Organization Development
- Legal Services
- Office of the City Clerk
- Corporate Affairs

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.

## Section 2 Description of the City of Kingston

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

### Population (2006, Statistics Canada)



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

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

The vision clearly identifies links to accessibility.

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

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

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

The City of Kingston's MAAC was established in 2003 with six members. The current MAAC includes 14 members and a City Council representative. Members serve terms of one or 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>

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

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

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

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.

## **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 1<sup>st</sup> and 2<sup>nd</sup>
- The City of Kingston 2012 Accessibility Plan will be reviewed at the MAAC meeting in November and will be submitted to City Council for approval in December 2011.

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

<b>Methodology</b>	<b>Description</b>	<b>Status</b>
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**

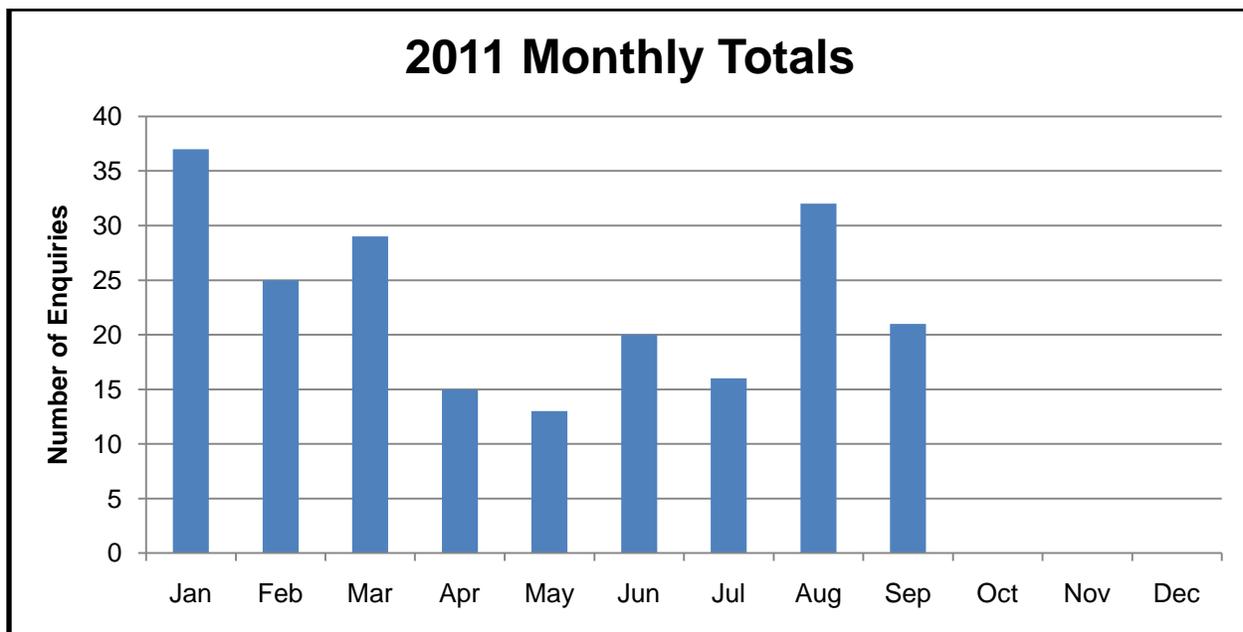
The Accessibility Office is responsible for monitoring the progress of the City of Kingston's Accessibility Plan to determine if established targets are being met. Individual departments are responsible for the implementation of the actions of the Plan within their area of responsibility. Status updates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

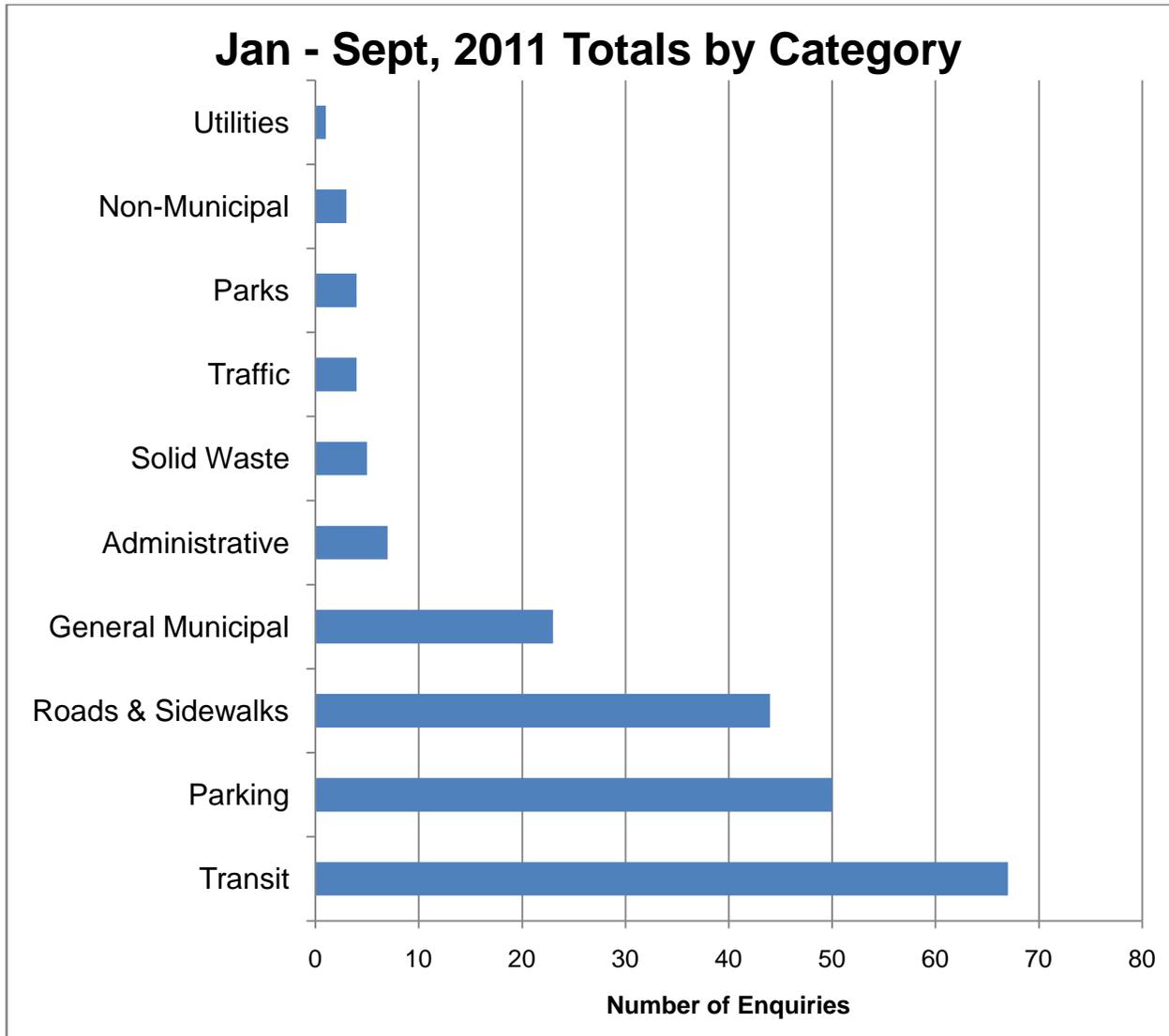
The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that organizations file accessibility reports on regulations that apply to them to the Accessibility Directorate of Ontario (Ontario Ministry of Community and Social Services). The purpose of the reports is to determine the organization's 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.





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

- 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
  6. Implement the 2012 International Day of Persons with Disabilities Access Award

### **Policy Development and Training**

7. 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.
8. The Municipal Accessibility Advisory Committee will undertake a review of selected City By-laws, Policies and Procedures

### **Transportation**

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

### **Facilities and Parks**

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

## **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 was a member of the organization committee for the Rick Hansen Man in Motion 25<sup>th</sup> Anniversary Relay End of Day Celebration
- Made a presentation at the Volunteer Recruitment meeting
- Undertook an eight (8) week accessibility achievement awareness campaign

### **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 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"<sup>1</sup> at Fire & Rescue public education events (schools, shopping malls). Have been discussing "alerting" issues for persons with disabilities with local and regional fire and rescue stakeholders.
- 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".

## **Section 8 Legislative Authority**

### **Ontarians with Disabilities Act, 2001 (ODA)**

Under the ODA all municipalities have a legal obligation to prepare annual accessibility plans. The ODA specifies that municipalities must consult with people with disabilities in preparation of the plan.

Even though new legislation in the form of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* received Royal Assent on June 13, 2005 and is now the law, the provisions of the *Ontarians with Disabilities Act* remains in force until the act is repealed. This means that public sector organizations are still legally required to prepare annual accessibility plans and to make these plans available to the public.

### **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

In June 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The AODA lays out a comprehensive road map to make Ontario accessible to all people through the development, implementation and enforcement of new, mandatory accessibility standards. The aim of the legislation is to make the province accessible by 2025.

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

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

Currently, the Customer Service Standard and the Integrated Accessibility Standard Regulation (IASR) which harmonizes the Information and Communication, Employment and Transportation Standards are law. The Built Environment Standard is not law. It is anticipated that the Built Environment Standard will become a regulation within the next couple of years.

**APPENDIX A: Strategic Actions for Barrier Prevention or Removal in 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 next pages outline the strategic actions for barrier prevention or removal in 2012:

INITIATIVES	RESPONSIBILITY	BARRIERS	NEW ACTIONS	Completion Date
<b>ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)</b> – <i>The AODA provides for the development, implementation and enforcement of accessibility standards for public and private sector organizations in Ontario.</i>				
<b><u>AODA Compliance</u></b>	Accessibility and Department responsible for policy development	Lack of Awareness & Inclusion of People with Disabilities	Funding to support implementation activities to ensure that the Corporation meets all of its obligations per regulations established under the AODA.	Ongoing
<b>CUSTOMER SERVICE STANDARD</b> – Businesses and organizations that provide goods or services to people in Ontario are now legally required to make their customer services accessible to people with disabilities. This will be done by indentifying and removing barriers to customer service in such areas as operational practices, policies and procedures, communications and staff training				
<b><u>Accessible Customer Service Policy</u></b>	Accessibility	Barriers to accessible goods and services to customers	Continue to monitor AODA Standard development and implement any requirements that become law	Ongoing

INITIATIVES	RESPONSIBILITY	BARRIERS	NEW ACTIONS	Completion Date
<b>INFORMATION &amp; COMMUNICATION STANDARD</b> - <i>Refers to information processing and communication, and could include publications, software applications, and web sites.</i>				
<p><b><u>Education</u></b> Promoting an accepting and welcoming environment for persons with disabilities through education of the public designed to raise awareness and eliminate attitudinal barriers</p>	MAAC	Lack of Awareness & Inclusion of People with Disabilities	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.	2012
	MAAC	Lack of Awareness & Inclusion of People with Disabilities	Participate in the annual International Day of Persons with Disabilities. Be a leader in bringing together the community to organize an annual event. Theme to be determined by MAAC.	Ongoing
	MAAC	Lack of Awareness & Inclusion of People with Disabilities	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.	2012
	Accessibility and MAAC	Require the identification of barriers and possible solutions	Obtain City Council approval in December 2011 for the City of Kingston’s 2012 Accessibility Plan	December 2011
			Educate the public and other sectors of the community on the role of the Municipal Accessibility Advisory Committee	Ongoing
Develop linkages with other municipalities and the Advisory Committees	2012			
Educate about different types of disabilities and provide education on the Accessibility web page	Ongoing			
Investigate the feasibility of hosting a regional accessibility	2012			

INITIATIVES	RESPONSIBILITY	BARRIERS	NEW ACTIONS	Completion Date
			conference for Accessibility Advisory Committees	
	Human Resources Corporate Accessibility	Lack of Awareness & Inclusion of People with Disabilities	Continue to deliver Accessible Customer Service training to all new employees and volunteers	Ongoing
<b><u>Information and Communication</u></b> Promote the continuous improvement of information sharing which will include a variety of methods to inform persons with disabilities, the City and the general public about issues related to persons with disabilities	Accessibility MAAC	Lack of Awareness for Persons with Disabilities	Annually implement the International Day of Persons with Disabilities Access Awards Program	Ongoing
	Emergency Services	Lack of awareness & inclusion of people with disabilities	Provision of Emergency & Public Safety information in an accessible format as soon as practicable upon request	2012
	MAAC	Lack of Awareness & Inclusion of Persons with Disabilities	Continue to develop and distribute the MAAC fact-sheet to inform the public about issues related to persons with disabilities	Ongoing
	Communications	Lack of Communication with People with Disabilities	Conduct detailed assessment of City website to identify, prioritize and plan accessibility improvements	2012
	Accessibility & Communications	Lack of Awareness for People with Disabilities	Implement ongoing communications initiatives such as news releases, website information	Ongoing
	Purchasing	Lack of awareness for people with disabilities	Incorporate accessibility criteria and features when procuring or acquiring good, services and facilities	2012

INITIATIVES	RESPONSIBILITY	BARRIERS	NEW ACTIONS	Completion Date
<b>EMPLOYMENT STANDARD</b> - <i>Refers to hiring and retaining employees, and could include employment practices, policies and processes.</i>				
<b><u>Human Resources</u></b>	Human Resources	Lack of Employment of People with Disabilities	Human Resources will implement a new on-line application process which will enhance accessibility for individuals.	2012
	Human Resources	Lack of Awareness & Inclusion of People with Disabilities	Provision of individualized workplace emergency response information to employees who have a disability	2012
<b>TRANSPORTATION STANDARD</b> - <i>The Transportation Accessibility Standard addresses barriers to accessibility for persons with disabilities in the delivery of public and private transportation services. Public and private transportation services refer to modes of passenger transportation within provincial and municipal jurisdiction (such as municipal transit and taxis)</i>				
<b><u>Roads &amp; Transportation</u></b>	Engineering	Sidewalks/Curb Cuts Barriers	Continue to incorporate sidewalk-ramps into all construction and reconstruction projects.	Ongoing
	Public Works	Sidewalks/Curb Cuts Barriers	Continue to implement the “Step Safe” Program (accessible sidewalks)	Ongoing
	Engineering	Sidewalks/Curb Cuts Barriers	Additional warranted sidewalks are installed every year in locations where none currently exist through a dedicated program	Ongoing
	Transit	Physical Barriers	Establish new Easier Access Routes	Ongoing
	Transit	Physical Barriers	Redesign and upgrade the transit stops in the Riocan Centre to be fully accessible	2012
	Public Works	Physical Barriers	Winter Control of sidewalks	Ongoing

INITIATIVES	RESPONSIBILITY	BARRIERS	NEW ACTIONS	Completion Date
	Public Works	Physical Barriers	As street benches are replaced and installed new benches will meet FADS	Ongoing
	Transit	Physical Barriers	Consultation with MAAC, the public and persons with disabilities regarding the implementation of the Transportation section of the Integrated Accessibility Standard	Ongoing
	Transit	Physical Barriers	Upgrade existing bus stops to an accessible standard as part of planned Engineering sidewalk and roadway reconstruction	Ongoing
	Transit	Physical Barriers	Provide current information on Kingston Transit accessibility equipment and features of the vehicles, routes and services to satisfy the requirements of Ontario Regulation 191/11 Section 34	2012
	Transit	Physical Barriers	Implement and communicate an emergency preparedness and response policy that addresses persons with disabilities to satisfy the requirements of Ontario Regulation 191/11 Section 37	2012
	Transit	Physical Barriers	Implement and communicate a policy that ensures persons with a disability boarding a Kingston Transit vehicle can have the ramp or lifting devices lowered upon request, are given adequate time to safely board/deboard, have access to and can travel with mobility aids, mobility assistive devices, and a medical aid to satisfy the requirements of Ontario Regulation 191/11 Section 44	2012
	Transit	Physical Barriers	Implement and communicate a safe storage policy for mobility aids and mobility assistive devices on all Kingston Transit vehicles to satisfy the requirements of Ontario Regulation 191/11 Section 48.	2012
	Transit	Physical Barriers	Implement and communicate a courtesy seating policy for persons with disabilities on all Kingston Transit vehicles to satisfy the requirements of Ontario Regulation 191/11 Section 49.	2012

INITIATIVES	RESPONSIBILITY	BARRIERS	NEW ACTIONS	Completion Date
	Transportation Accessibility	Physical Accessibility in the community	Provide input and comments on the Transportation Master Plan update	2012
	Accessibility MAAC	Accessibility in the community	Identify progress made toward meeting the need for on-demand accessible taxicabs including any steps that will be taken to meet the need	2012
<b>BUILT ENVIRONMENT STANDARD</b> - <i>Refers to access to, from and within buildings and outdoor spaces, and could include counter heights, aisle/door widths, parking, and signs, as well as pedestrian access routes and signal systems.</i>				
<b>FACILITIES AND PARKS</b> Ensure physical accessibility through barrier free design for new and modified City Facilities, including structures not covered under the Building Code, (eg. Playground equipment) and parks for all residents.	Accessibility	Facilities Barriers	Seek input from MAAC when completing an annual review of the Facility Accessibility Design Standards (FADS). Changes incorporated into new updates every 3 to 5 years	Ongoing
	Real Estate and Construction	Facilities Barriers	Seek input from MAAC on upgrades needed to existing City facilities	Ongoing
	MAAC, Applicable Staff Accessibility	Facilities Barriers	Accessibility Audits – City Hall, and others as approved by staff in consultation with MAAC	2012
	Real Estate and Construction	Facilities Barriers	Barrier free upgrades and design work to 362 Montreal Street. Design to begin in 2011 with construction in 2012	2012
	Recreation Facilities, MAAC	Inaccessible facilities	Barrier free upgrades and design work to the Artillery Park Aquatic Centre. Design in 2011 with construction in 2012/2013	2012/2013
	Parks, MAAC	Inaccessible facilities	Barrier free upgrades and design work to Polson, Grenadier and Wally Elmer Skate Park	2012

INITIATIVES	RESPONSIBILITY	BARRIERS	NEW ACTIONS	Completion Date
Access to City of Kingston facilities being constructed, renovated or funded will be in compliance with the City of Kingston FADS	Parks, MAAC	Inaccessible facilities	Review and provide feedback on accessibility of new and retro-fit playgrounds	Ongoing
	Parks, MAAC	Inaccessible facilities	Barrier free upgrades and design work to Lake Ontario Park. Design in 2011 with construction in 2012	2012
	Parks, MAAC	Inaccessible facilities	Barrier free upgrades and design work to Polson Tennis Courts	2012
	Real Estate and Construction	Inaccessible facilities	Barrier free upgrades and design work to J.K. Tett Centre. Design work 2011, construction 2012	
	Real Estate and Construction	Inaccessible facilities	Barrier free upgrades and design work to 362 Montreal Street	2012
	Real Estate and Construction	Inaccessible facilities	Barrier free upgrades and design work to MacLachlan Woodworking Museum	2012
	Real Estate and Construction	Inaccessible facilities	Barrier free upgrades and design work to Pumphouse Steam Museum	2012
	Planning Accessibility MAAC	Lack of awareness & inclusion of People with Disabilities	Identify opportunities to enhance accessibility requirements within the new Zoning By-law	2012-2013
	Planning Accessibility MAAC	Physical accessibility in the community	Identify opportunities to enhance accessibility requirements as part of a parking review for the new Zoning By-law	2012
	Planning Accessibility MAAC	Physical accessibility in the community	Identify opportunities to enhance accessibility requirements within urban design guidelines as developed by the Planning department	2012

Appendix A

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INITIATIVES	RESPONSIBILITY	BARRIERS	NEW ACTIONS	Completion Date
	Real Estate and Construction, Engineering, Accessibility	Physical accessibility in the community	Preparation of a policy regarding tactile surfaces on ramps and curbs	2012
	Planning, MAAC	Physical accessibility in the community	Continue to review and provide comments on accessibility on selected Site Plan applications	Ongoing