

City of Kingston 2015 Accessibility Plan Status Report

2015 City of Kingston Accessibility Plan Status Report

In 2013, Council approved the City's Multi-Year Accessibility Plan (2013-2017) in accordance with the *Accessibility for Ontarians with Disabilities Act* (2005). The Plan outlined the City's strategy over the next five years to identify, prevent and remove barriers in City programs and services for people with disabilities.

The present report is the third status report of the City of Kingston's Multi-Year Accessibility Plan. In this report, you will find our progress on actions taken to meet the requirements of the AODA in 2015.

The Accessibility for Ontarians with Disabilities Act

The *Accessibility for Ontarians with Disabilities Act* (AODA) was passed in 2005 with the vision of creating a fully accessible Ontario by 2025. The AODA gave the Province the mandate to create sets of standards in accessibility which will apply to both public and private sector organizations. The standards and compliance deadlines for the City of Kingston are outlined in the table below.

Standard	Compliance Deadline
Customer Service (O. Reg. 429/07)	January 1, 2010
Information and Communication (O. Reg.)	July 1, 2011 – January 1, 2021
Employment	January 1, 2015
Transportation	July 1, 2011 – January 1, 2017
Design of Public Spaces	January 1, 2016

The accessibility of building interiors is beyond the scope of the AODA, falling under the *Ontario Building Code*. Effective January 1, 2015, amendments to the *Ontario Building Code* enhance the accessibility of paths of travel, apartments, hotels, doors and doorways, washrooms, renovations and other provisions including telephones, fire alarms, grab bars, tactile indicators, universal washrooms, pools and spas. This legislation is administered by the Ministry of Municipal Affairs and Housing, and enforced by municipal Building Divisions/Departments.

Municipal Accessibility Advisory Committee

Public participation is an important feature of the work we do at the City. Staff from the City rely on feedback and input from the Municipal Accessibility Advisory Committee (MAAC) to ensure that we are working towards our vision of an inclusive City. MAAC advises Council and staff members on the accessibility of City services, programs and facilities. Members of MAAC are appointed by City Council.

Accessibility Plan Update

The 2015 Accessibility Plan Status Report includes the City of Kingston's commitment to removing barriers to our programs and services and the progress we have made on actions to meet the Accessibility for Ontarians with Disabilities Act (AODA). This report is based on the City of Kingston's Multi-Year Accessibility Plan (2013-2017) approved by City Council in January of 2013.

The Plan was built around six initiative areas: general requirements – policies and procedures; customer service; information and communications; employment; transportation; and built environment.

1. Policy and Procedure

Commitment: Identification of accessibility barriers & implementation of solutions to prevent and remove them throughout the organization.

Initiatives:

The following four areas are to be addressed:

- Staff training on new policies and legislation;
- Ongoing policy, programming and legislation reviews to identify and remove barriers;
- New and refreshed corporate policies and directives; and
- New and existing accessibility tools and resources incorporated into daily practices.

Actions, Responsibility, Timelines and Current Status:

1.1. Multi-Year Accessibility Plan

1.1.1. Outline the City of Kingston's strategy to prevent, identify and remove barriers and meet the requirements of the AODA and accompanying accessibility standards.

Responsibility of: Accessibility Staff

Planned Completion Date and Status: Multi-Year Plan approved by Council in January 2013

1.1.2. Provide an annual status report on the progress of the Plan's implementation.

Responsibility of: Accessibility Staff

Planned Completion Date and Status: Ongoing

1.1.3. Conduct a comprehensive review of the plan at least every five years.

Responsibility of: Accessibility Staff

Planned Completion Date and Status: 2017

1.2 Policy Review and Development

1.2.1 Develop and maintain policy documents relative to how the City of Kingston will achieve accessibility through meeting the requirements of the AODA and accompanying accessibility standards.

Responsibility of: Accessibility Staff

Planned Completion Date and Status: Ongoing

Annual review of existing accessibility related documents using diversity lens.

Responsibility: Accessibility Staff

Planned Completion Date and Status: Ongoing

1.3 Training on the Integrated Accessibility Standards Regulation and Ontario Human Rights Code (2014)

1.3.1 Develop and deliver mandatory accessibility training applicable to all employees, volunteers and third parties. Provide in multiple formats (i.e. face-to face training sessions, e-learning, job aids); tailor to employee duties.

Responsibility of: Human Resources and Accessibility Staff

Planned Completion Date and Status: Ongoing

E-learning Modules:

Integrated Accessibility Standards Regulation – General – 1,459 participants to date. Training is ongoing.

Integrated Accessibility Standard Regulation – Employment Standard (Only for leaders) - 170 participants to date. Training is ongoing.

Integrated Accessibility Standard Regulation – Information and Communication – 1,544 participants to date. Training is ongoing.

Integrated Accessibility Standard Regulation – Transportation Standard (for Transit only) 87 participants to date. Training is ongoing.

“AODA and Ontario Human Rights Code” - 1,452 participants to date. Training is ongoing.

Integrated Accessibility Standard Regulation – Design of Public Spaces. Training is ongoing.

2. Customer Service

Commitment: Provision of accessible customer service in response to the diverse needs of the City of Kingston.

Initiatives:

The following five areas are to be addressed:

- Diverse programming and services;
- Ongoing outreach and consultation with persons with disabilities, the public and MAAC;
- Accessible procurement criteria;
- Provision of accessible feedback methods; and
- Accessibility related information made widely available.

Actions, Responsibility, Timelines and Current Status:

2.1 Customer Feedback Mechanisms

2.1.1 Monitor current customer feedback mechanisms and look to increase feedback/engagement with persons with disabilities.

Responsibility of: Client Services

Planned Completion Date and Status: Ongoing - customer feedback reviewed on a quarterly basis on report submitted to MAAC. In 2015, there were 250 contacts with client services regarding accessibility matters.

2.1.2 Ensure feedback processes are accessible to persons with disabilities.

Responsibility of: Client Services

Planned Completion Date and Status: In 2014 Client Services completed an audit to ensure feedback processes are accessible.

2.2 Accessible Customer Service Standard Regulation Implementation

2.2.1 Continue to conduct, assess and review accessible customer service training for staff volunteers and third parties.

Responsibility of: Accessibility Staff and Human Resources

Planned Completion Date and Status:

In class Accessible Customer Service Workshop (3 hours) - 504 participants
 In class Accessible Customer Service Workshop (1 hour) - 813 participants
 E-learning Accessible Customer Service Standard – 1,221 participants to date.
 Training is ongoing.

2.3 Procurement

- 2.3.1 Review/revise procurement process and guiding documents to incorporate accessibility criteria and features when procuring and acquiring goods, services or facilities, including accessibility features when designing self-service kiosks.
 Responsibility of: Purchasing
 Planned Completion Date and Status: 2016 Accessible Procurement guidelines are being developed with training for appropriate purchasers within the Corporation.

2.4 Municipal Election Accessibility

- 2.4.1 Ensure that coordination of the 2014 municipal election includes accessibility considerations.
 Responsibility of: Clerk's Department
 Planned Completion Date and Status: Completed 2014
- 2.4.2 Review elections manuals, technology and software.
 Responsibility of: Clerk's Department
 Planned Completion Date and Status: Completed 2014
- 2.4.3 Investigate assistive voting technology opportunities.
 Responsibility of: Clerk's Department
 Planned Completion Date and Status: Completed 2014; new assistive devices were purchased and installed at all voting locations.
- 2.4.4 Develop municipal election accessibility plan.
 Responsibility of: Clerk's Department
 Planned Completion Date and Status: Completed 2014
- 2.4.5 Provide post-election accessibility report to Council and make publically available.
 Responsibility of: Clerk's Department
 Planned Completion Date and Status: Completed 2014

2.5 Community Accessibility Partnerships

- 2.5.1 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.
 Responsibility of: Accessibility Staff and MAAC
 Planned Completion Date and Status: Ongoing

2.6 Accessible Programming

- 2.6.1 Continue development of accessible and inclusive recreation programming opportunities.
 Responsibility of: Recreation & Leisure
 Planned Completion Date and Status: Ongoing; 2015 highlights included "Changing Minds, Changing Lives" presentation in January 2014
 Leisure Connections Group (adults with varying abilities) - Annual baseball team exceeded its maximum number of participants (over 25 players).

Offered: Yoga for osteoporosis, low impact plus (cardio/endurance class), more youth and adult open gymnasium drop-in times available which allows access for persons of all ages and abilities for individual or self-guided play, low-ratio swim classes (lessons with fewer children).

Recreation Integration Staff (staffing available to work 1-1 or with several individuals with special needs and integrate into program setting) available for year round support for programs and camps.

Public skating at INVISTA: We now allow wheelchairs on the ice providing they are controlled by someone wearing ice skates and that the person in the chair is wearing a protective helmet.

Enhanced working relationships with community groups: Community Living, Metis Nation, Immigration Kingston Services and the Seniors Association.

Canadian Sport for Life grant project introduced the 'Discover' a sport - programs were available for 2014.

Kingston Gets Active Month (April/September) offering variety of free recreation program opportunities around Kingston.

RZONE Code of Conduct for Recreation facilities, parks, pools, fields, rinks.

2.6.2 Continue Development of accessible and inclusive cultural programming opportunities.

Responsibility: Cultural Services

Planned Completion Date and Status: Ongoing - increase programming at museums & free community events; more collaboration with Recreation & Leisure to provide delivery of arts and other programming.

2.6.3 Council requested an update from staff on how future progress and actions can be planned to remove barriers that prevent or impede citizens, including the disabled, from participating meaningfully in the municipally sponsored or supported arts and culture life of Kingston.

Planned Completion Date and Status: Ongoing - Cultural Service staff are working with MAAC on a strategy and work plan to remove barriers.

3. **Information and Communication Standard**

Commitment: Provision of City of Kingston information and communications in accessible and alternate formats.

Initiatives:

The following five areas are to be addressed:

- Accessible intranet, internet sites and applications;
- Staff knowledge and training on assistive technologies;
- Alternative communication methods;
- Communications material availability in accessible and alternative formats; and
- Accessibility kiosk features.

Actions, Responsibility, Timelines and Current Status:

- 3.1 Continued communications and awareness of accessibility issues for the public and staff.**
- 3.1.1 Annual recognition of International Day of Persons with Disabilities Access Award - Plan and implementation of a campaign/event to increase awareness of accessibility issues related to persons with disabilities.
Responsibility of: MAAC and Accessibility Staff
Planned Completion Date and Status: Access Awards reception held Dec 3, 2015.
- 3.1.2 Actively promote the need for accessibility awareness training to business, professional and service communities – i.e. make presentations to Chamber of Commerce, Downtown Kingston, etc.
Responsibility of: MAAC
Planned Completion Date and Status: Ongoing
- 3.1.3 Educate the public and other sectors of the community on the role of the Municipal Accessibility Advisory Committee.
Responsibility of: Accessibility Staff and MAAC
Planned Completion Date and Status: Ongoing - MAAC will be actively inviting community groups to MAAC meetings in 2016 to share information and expertise.
- 3.1.4 Develop linkages with other municipalities and the Advisory Committees.
Responsibility of: Accessibility Staff and MAAC
Planned Completion Date and Status: Ongoing - Staff are active participants in the Ontario Network of Accessibility Professionals.
- 3.1.5 Continue to develop and distribute the MAAC fact sheet to inform the public about issues related to persons with disabilities.
Responsibility of: MAAC
Planned Completion Date and Status: Ongoing
- 3.1.6 Implement ongoing communications initiatives such as news releases and website information.
Responsibility of: Accessibility Staff
Planned Completion Date and Status: Ongoing
- 3.1.7 10 week communication campaign through the Whig Standard to raise awareness of the removal of barriers within the City of Kingston.
Responsibility of: Communications
Planned Completion Date and Status: Completed; Accessibility Awareness campaign conducted for 10 weeks from January – March 2013.
- 3.2 Accessible Formats and Communication Supports**
- 3.2.1 Develop accessibility standards for major corporate publications including advertising - such as the community pages, promotional materials (flyers, posters) and resident communications (notices, reports, etc.).
Responsibility of: Communications
Planned Completion Date and Status: 2016
- 3.2.2 Review and develop relevant policy/procedure documents pertaining to the provision of accessible formats and communication supports for persons with

disabilities, taking into consideration accessibility format/communication supports requirements.

Responsibility of: Accessibility Staff and Communications

Planned Completion Date and Status: Completed 2014

- 3.2.3 Develop guidelines and resources for creating accessible documents for common workplace desktop applications: Word, Excel, PDF's and PowerPoint.

Responsibility of: Communications and Accessibility Staff

Planned Completion Date and Status: Completed 2015

3.3 Accessible Website & Web Content

- 3.3.1 Review online applications.

Responsibility of: IS&T, Communications, Accessibility Staff

Planned Completion Date and Status: 2014 all new forms on municipal website created in an accessible, fillable format while older forms are being converted.

- 3.3.2 Provide ongoing staff training on how to create accessible online documents.

Responsibility of: Accessibility Staff and Human Resources

Planned Completion Date and Status: 2015

Accessible documents workshop (MS Word) - 175 participants to date

Accessible forms training (MS Word) - 35 participants to date

Accessible MS Excel training (for Finance) - 12 participants to date

Accessible Adobe Acrobat Professional - 22 participants to date

- 3.3.3 Develop tip sheets and staff resources.

Responsibility of: IS&T, Communications, Accessibility Staff

Planned Completion Date and Status: Completed 2014; tip sheets available on intranet.

- 3.3.4 Include accessibility considerations in site upgrades.

Responsibility of: IS&T

Planned Completion Date and Status: 2013-2015

3.4 Website Redesign

- 3.4.1 Coordinate comprehensive website redesign, providing the opportunity to incorporate new technologies and accessibility tools.

Responsibility of: IS&T and Communications

Planned Completion Date and Status: Website meets the AODA required standard. New documents on the website will be in accessible formats.

- 3.4.2 WCAG Level 2.0 AA compliance.

Responsibility of: IS&T and Accessibility Staff

Planned Completion Date and Status: 2021

4. Employment Standard

Commitment: Full participation of persons with disabilities in City of Kingston employment.

Initiatives:

The following three areas are to be addressed:

- Individual employee accommodations plans;

- Accessible human resource practices: Recruitment, Interview, Growth and Development and Redeployment; and
- Ontario Human Rights Code training for all staff.

Actions, Responsibility, Timelines and Current Status:

4.1 Employee Employment Accommodations

4.1.1 Ensure that recruitment planning, screening and selection processes provide and notify availability of accommodations.

Responsibility of: Human Resources

Planned Completion Date and Status: Completed 2014; Policies updated.

4.1.2 Ensure appropriate accommodations are provided to current employees as required.

Responsibility of: Human Resources

Planned Completion Date and Status: Ongoing

4.1.3 Ensure a return to work process with related accommodation support in place.

Responsibility of: Human Resources

Planned Completion Date and Status: Completed 2014; Policies updated.

4.1.4 Ensure that performance management, career development and redeployment practices take into consideration the accessibility and accommodation needs of employees with disabilities.

Responsibility of: Human Resources

Planned Completion Date and Status: Completed 2014; Policies updated.

4.1.5 Ensure that workplace emergency response information is provided in an accessible format or with accommodation upon request.

Responsibility of: Human Resources

Planned Completion Date and Status: Ongoing

4.1.6 Review and revise where necessary, policy and work processes for recruitment, workplace emergency response, employee accommodations, return to work processes, performance management, career development and employee redeployment.

Responsibility of: Human Resources

Planned Completion Date and Status: 2014; Policies updated.

4.1.7 Develop targeted staff training on policy and process changes.

Responsibility of: Human Resources

Planned Completion Date and Status: 2015

4.1.8 Communicate employment policies and processes to all staff.

Responsibility of: Human Resources

Planned Completion Date and Status: Ongoing

5. Transportation Standard

Commitment: Ensure accessible public and private transportation services within municipal jurisdiction (such as municipal transit and taxis).

Initiatives:

The following two areas are to be addressed:

- Roads and Transportation; and
- Ensure accessible transit planning and municipal taxicabs meet the needs of persons with disabilities.

Actions, Responsibility, Timelines and Current Status:

5.1 Sidewalks and Crosswalks

- 5.1.1 Continue to incorporate sidewalk-ramps into all construction and reconstruction projects.

Responsibility of: Engineering

Planned Completion Date and Status: Ongoing as part of the 2015-2018 sidewalk construction program. All sidewalks (both new and reconstructed) include para ramps as per required standards. Engineering has installed tactile warning strips in Union/University scramble intersection in 2015. Engineering will be maintaining discussions with sidewalk product specialist for built environment infrastructure (tactile warning strips, pre-cast sidewalk para ramps and rest areas) as part of the 2015-2018 sidewalk construction program.

- 5.1.2 Consider the replacement of all courtesy crosswalks with the installation of signalled pedestrian crosswalks especially at or near the hospitals. In the meantime, initiate a communication program to the public regarding courtesy crosswalks.

Responsibility of: Engineering

Planned Completion Date and Status: Ongoing

Road-safety related amendments to the Highway Traffic Act became effective on January 1, 2016. These provincial changes provide the City with the ability to create legal crosswalks with the installation of rectangular flashing amber beacons and appropriate signs and pavement markings. There are plans to eventually upgrade all 10 existing Courtesy Crossings in the City to the new legal pedestrian crosswalk. Engineering staff are currently in the process of developing a phased-in approach for this project and expect to begin with upgrades to a minimum of 2 Courtesy Crossings either in late 2016 or 2017. Public education and communications will be a key component of these pedestrian-related changes.

- 5.1.3 Ensure the timing of countdown signals are consistent across City.

Responsibility of: Engineering

Planned Completion Date and Status: Ongoing

Countdown devices continue to be installed at any new or rebuilt traffic signals and at existing locations with high pedestrian volumes. The countdown is timed consistently throughout the City and is based on the width of the crossing. The City retimed more than 100 traffic signals in 2015. Part of this work included revisions to ensure that the City is using the new recommended lower walk speed of 1.0 m/s.

- 5.1.4 Continue to implement the “Step Safe” Program (accessible sidewalks) – Is a public reporting process for trip hazards for identification and/or action.

Responsibility of: Public Works

Planned Completion Date and Status: Ongoing

- 5.1.5 Continue to work towards improvements to the “Winter Control” of sidewalks.

Responsibility of: Public Works

Planned Completion Date and Status: Ongoing

- 5.1.6 As street benches are replaced and installed new benches will meet FADS.

Responsibility of: Public Works

Planned Completion Date and Status: Ongoing

Additional Activities in 2015: Walk Friendly Ontario pilot project provided a comprehensive assessment of walking in the City with 29 recommendations. One recommendation as a top priority was to increase the percentage of accessible pedestrian infrastructure. RFP released by City of Kingston and Public Health to assist with criteria for accessible pedestrian infrastructure and prioritizing installations in downtown. RFP deliverables expected in spring of 2016 with implementation strategy to follow.

5.2 Transit

- 5.2.1 Establish new Express Routes.

Responsibility of: Transit

Planned Completion Date and Status: 2013-2015 - First of the Express Routes implemented in 2013. Additional two express routes implemented May 2015. Complete.

- 5.2.1 Consultation with MAAC, the public and persons with disabilities regarding the implementation of the Transportation section of the Integrated Accessibility Standard.

Responsibility of: Transit

Planned Completion Date and Status: 2013-2017. Ongoing

- 5.2.2 Consultation with MAAC, the public and persons with disabilities regarding the design criteria to be considered on the construction, renovation or replacement of bus stops and shelters.

Responsibility of: Transit

Planned Completion Date and Status: Completed

- 5.2.3 Upgrade existing bus stops to an accessible standard as part of planned Engineering sidewalk and roadway reconstruction.

Responsibility of: Transit

Planned Completion Date and Status: Ongoing

- 5.2.4 Provision of accessibility training including emergency preparedness and rescue procedures to staff.

Responsibility of: Transit

Planned Completion Date and Status: Standard operating procedures and training program developed in 2014. All new Kingston Transit employees receive training during on-boarding.

- 5.2.5 Provision of pre-boarding electronic announcements of the route, destination and next stop.

Responsibility of: Transit

Planned Completion Date and Status: 2017. Procurement process started.

- 5.2.6 Provision of on-board electronic announcements that are legible and visually displayed of the route, destination and next stop.

Responsibility of: Transit

Planned Completion Date and Status: 2017

- 5.2.7 Install accessible mapping/signage in bus shelters.
 Responsibility of: Transit
 Planned Completion Date and Status: Ongoing. Piloting vinyl maps affixed to shelter glass at a lower height at several locations including Kingston General Hospital and the Seniors Centre.
- 5.2.8 Investigate the redesign and upgrade of the bus stop at the Via Rail Station.
 Responsibility of: Transit
 Planned Completion Date and Status: Complete
- 5.3 **Parking**
- 5.3.1 Investigate alternative forms of payment for on-street parking.
 Responsibility of: Parking
 Planned Completion Date and Status: Ongoing. Staff continues to monitor pay by cell and other technologies as they are developed and assess their viability in addressing the City's needs.
- 5.4 **Taxicabs**
- 5.4.1 Identify progress made toward meeting the need for on-demand accessible taxicabs including steps that will be taken to meet the need. Review bi-annually; subsequent actions to be documented within the Multi-Year Accessibility Plan.
 Responsibility of: Accessibility Staff
 Planned Completion Date and Status: Ongoing; Three accessible taxis are available.

6. **Built Environment**

Commitment: Greater accessibility into, within, out of and around City of Kingston facilities, parks, trails and public spaces.

Initiatives:

The following two areas are to be addressed:

- New facility construction and future renovations consideration for the City of Kingston Facility Accessibility Design Standards and the Design of Public Spaces standard requirements; and
- Consideration for accessibility improvements during maintenance and repairs to facilities, trails, parks and public spaces.

Actions, Responsibility, Timelines, and Current Status:

- 6.1 **Maintenance, Renovations and Retrofits**
- 6.1.1 Seek input from MAAC on upgrades needed to existing City facilities.
 Responsibility of: Facilities Management & Construction Services
 Planned Completion Date and Status: Ongoing; Accessibility Consultation Policy updated.
- 6.1.2 Accessibility Audits – John Counter Boulevard Complex and others as approved by staff in consultation with MAAC.
 Responsibility of: Facilities Management & Construction Services
 Planned Completion Date and Status: 2013-2017; Project teams requested by staff and established by MAAC following Consultation Policy.

- 6.1.3 Barrier free upgrades and design work to 362 Montreal Street. Completed with deficiencies being addressed.
Responsibility of: Facilities Management & Construction Services
Planned Completion Date and Status: Completed 2013
- 6.1.4 Barrier free upgrades and design work to the J.K. Tett Centre. Completed with deficiencies being addressed.
Responsibility of: Facilities Management & Construction Services
Planned Completion Date and Status: 2015
- 6.1.5 Barrier free upgrades and design work to Pump House Steam Museum.
Responsibility of: Facilities Management & Construction
Planned Completion Date and Status: 2016 completion; accessible lift installed 2012; door openers and ramps 2014 and washrooms 2016.
- 6.1.6 Barrier free upgrades and design work to the Artillery Park Aquatic Centre.
Design in 2012 with construction in 2013-2014.
Responsibility of: Recreation & Leisure Services
Planned Completion Date and Status: Completed May 2014 with the following features: accessible/family change room; fully accessible stall with lift and alarm; larger changing stalls in every change room; more accessible washrooms onsite in facility with alarm; access to each area of facility with accessible doors; ramped pool access; therapeutic leisure pool with bubble benches, gentle slope, hand rails; salt water treated pools; water wheel chairs onsite for water entry/exit; ramp entry to facility, ramped exits; additional parking and accessible parking spaces; enhanced lighting indoors and outdoors; accessible cardio and strength training equipment in fitness room; accessible Customer Service counters; all procedures take accessibility into account before implementation.
- 6.1.7 Barrier free upgrades and design work to Polson Park Skatepark, Grenadier Skatepark and Wally Elmer Skatepark.
Responsibility of: Recreation & Leisure Services (Parks Development) and Engineering
Planned Completion Date and Status: Polson and Grenadier Complete; Wally Elmer 2014-2015
- 6.1.8 Barrier free upgrades and design work to Lake Ontario Park.
Design in 2011
Responsibility of: Recreation & Leisure Services (Parks Development) and Engineering
Planned Completion Date and Status: Completed
- 6.1.9 Completion of construction at the INVISTA Track & Field Facility.
Responsibility of: Recreation & Leisure Services (Parks Development) and Engineering
Planned Completion Date and Status: Complete 2014
- Additional Activities completed in 2015:**
- 6.1.10 Completion of the John Machin Fields Park artificial turf sports field and public washroom building.

Responsibility of: Recreation & Leisure Services (Parks Development) and Engineering. Trails, Parks and Public Spaces

6.1.11 Barrier free upgrades and design work to 1211 John Counter Boulevard.

Completed with deficiencies being addressed.

Responsibility of: Facilities Management & Construction Services.

6.2 Trails, Parks and Public Spaces

6.2.1 Review and provide feedback on accessibility of new and retro-fit playgrounds.

Responsibility of: Recreation & Leisure Services (Parks Development) and Engineering.

Planned Completion Date and Status: Ongoing

- 2015 Completion of Greenwood Park West Parkette and Halifax Park, Janette Street Parkette, Memorial Centre cricket pitch and Collins Bay wharf planning and construction completed.
- 2015 Construction ongoing of Molly McGlynn Park, Shannon Corners Park, Friendship Park, Riverview Park, Woodbine Park splash pad. Completion 2016.
- 2015 Throwing Field at Invista Facility and Westbrook Meadows Park planning completed and construction ongoing. Completion 2016
- 2015 Victoria Park renovation and City wide Park Signage planning ongoing. Construction 2016.

6.2.2 K&P Trail Signage

Responsibility of: Recreation & Leisure Services (Parks Development)

Planned Completion Date and Status: Complete 2013

6.2.3 Grass Creek Park Visioning

Responsibility of: Recreation & Leisure Services (Parks Development)

Planned Completion Date and Status: Complete 2013

6.2.4 Breakwater Park Design

Responsibility of: Recreation & Leisure Services (Parks Development)

Planned Completion Date and Status: 2013-2014

6.3 Facility Accessibility Design Standards

6.3.1 Implementation of the Design of Public Spaces Standard (in force January 1, 2016) and identify implications for new or redeveloped City of Kingston building projects relative to public spaces (recreational trails, beach access routes, outdoor public eating areas, outdoor play spaces, exterior paths of travel, accessible parking, obtaining services).

Responsibility of: Accessibility Staff

Planned Completion Date and Status: Ongoing. Staff and MAAC have begun comparison of the regulation to the City's FADS.

6.3.2 Identify and implement process for consultation with MAAC, the public and persons with disabilities where prescribed within the Design of Public Spaces Standard.

Responsibility of: Accessibility Staff

Planned Completion Date and Status: Ongoing

6.3.3 Seek input from MAAC when completing an annual review of the Facility Accessibility Design Standards (FADS).

Responsibility of: Accessibility Staff

- Planned Completion Date and Status: Ongoing input received from staff on alternate and improved design standards as necessary for inclusion in revised FADS.
- 6.3.4 Identify opportunities to enhance accessibility requirements within the new Zoning By-Law.
Responsibility of: Planning and Accessibility Staff
Planned Completion Date and Status: 2017
- 6.3.5 Research the differences between urban and rural trails and pathways.
Responsibility of: MAAC
Planned Completion Date and Status: Completed. The Design of Public Spaces addresses the differences.
- 6.3.6 Promote and circulate FADS in the community via various disability organizations. Complete annual review of FADS.
Responsibility of: MAAC
Planned Completion Date and Status: Ongoing
- 6.3.7 Review and develop accessibility criteria into leases of City owned properties.
Responsibility of: Real Estate and Land Development
Planned Completion Date and Status: Completed. All leases contain provisions that if the tenant is making improvements to leased spaces that the improvements meet the City's Facility Accessibility Design Standards to the extent it is practical and financially feasible.
- 6.3.8 Training on FADS and Site Plan review for members of the Built Environment Working Group.
Responsibility of: MAAC and Accessibility Staff
Planned Completion Date and Status: Ongoing
- 6.3.9 Establish a parking project team to look at issues related to parking, i.e. Chown parking garage and the drop off zone of the Grand Theatre.
Responsibility of: MAAC
Planned Completion Date and Status: Ongoing. Enhancements to Chown and Hanson garages completed 2014.
- 6.3.10 Identify opportunities to enhance accessibility requirements within urban design guidelines as developed.
Responsibility of: Planning, Accessibility Staff and MAAC
Planned Completion Date and Status: Completed. Accessibility was included in the development of the new guidelines.
- 6.3.11 Memorial Bench Policy
Responsibility of: Recreation & Leisure Services (Parks Development)
Planned Completion Date and Status: 2013, New Policy Complete
- 6.3.12 City Park Lighting
Responsibility of: Recreation & Leisure Services (Parks Development) and Engineering
Planned Completion Date and Status: Complete 2013
- 6.3.13 Continue to review and provide comments on accessibility on selected Site Plan applications.
Responsibility of: MAAC

Planned Completion Date and Status: Ongoing

6.3.14 Develop a plan to prioritize accessibility renovations of City buildings and spaces.

Responsibility of: Facilities Management & Construction Services, MAAC and Accessibility Staff

Planned Completion Date and Status: 2017

Accountability and Reporting Compliance

The City of Kingston has developed a corporate-wide Accessibility Plan that is used to direct actions and support Departments as they fully meet the AODA standards. Each Department receives resources and guidance from accessibility staff on how to meet the expectations under the AODA standards. Often, Departments are able to exceed expectations such as implementing standards on accelerated timelines.

In 2015, the City of Kingston was required to report to the Province on our compliance with the AODA standards. A copy of this report is available in Exhibit B of this report.

Reviewing and Monitoring the Accessibility Plan

The City of Kingston Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. An annual status report will be completed to document the progress and measures taken to implement the City of Kingston's strategy and meet the requirements of the Integrated Accessibility Standards Regulation.

Feedback

We welcome feedback on the 2015 Accessibility Status Report, and on the accessibility of our programs, services and facilities. If you have any ideas or suggestions, please contact us.

Telephone: Customer Service: 613-546-0000

TTY: 613-546-4889

E-mail: contactus@cityofkingston.ca

Mail/In person: Kingston City Hall, 216 Ontario Street, Kingston, ON K7L 2Z3

The 2015 Status Report is available online (www.cityofkingston.ca/accessibility) in accessible PDF and Full-Text Word formats.

Alternate formats, including paper copies of the 2015 Status Report are available upon request at no charge.

City of Kingston

AODA Self-Certified Accessibility Report

	Question	Answer
1	Does your organization provide and keep a record of accessibility training for employees and volunteers on the use of: 1) accessibility features and equipment, 2) acceptable modifications to deal with temporary barriers or equipment failures, and 3) emergency response procedures for persons with disabilities? (IASR s. 36)	YES
2	Does your organization ensure that a support person accompanying a person with a disability is not charged a fare where a person with a disability has demonstrated a need for a support person? (IASR s. 38)	YES
3	Do your conventional transportation services' new or modified vehicles meet the technical requirements as described in IASR s. 53-62?	YES
4	Is your organization providing ongoing training as required under the Customer Service Standard and are you continuing to meet the Customer Service Standard and Integrated Accessibility Standards Regulations that have come into effect prior to the report?	YES
5	Does your organization provide the required training on the IASR and the Human Rights Code as it pertains to persons with a disability? (IASR s. 7)	YES
6	Does your organization ensure that its feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports upon request? (IASR s. 11)	YES
7	Does your organization have a process to provide accessible formats and communication supports for persons with disabilities in a timely manner and at no more than the cost for other persons who ask for the same information? (IASR s. 12)	YES
8	Does your organization provide its emergency procedures, plans or public safety information that it makes available to the public, in an accessible format upon request? (IASR s. 13)	YES
9	Does your organization provide individualized emergency response information for employees that require it and does it review the information in accordance with the Employment Standards? (IASR s. 27)	YES
10	Does your organization incorporate accessibility features into its procurement or acquisition of goods, services or facilities or provide an explanation if doing so is not practicable? (IASR s. 5)	YES
11	Does your organization notify its employees and the public about the availability of accommodations in its recruitment processes? (IASR s. 22-24)	YES
12	Does your organization provide its employees with updated information about its policies to support its employees with disabilities? (IASR s. 25)	YES
13	When requested, does your organization provide employees with disabilities information in an accessible format or with communication supports? (IASR s. 26)	YES
14	Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities? (IASR s.28)	YES
15	Does your organization have a documented return to work process for employees who were absent due to a disability or require disability-related accommodations in order to return to work? (IASR s. 29)	YES

Rapport sur l'accessibilité autocertifié pour la LAPHO

	Question	Réponse
1	Votre organisation tient-elle un registre des formations en matière d'accessibilité prodiguées aux employés et aux bénévoles portant sur 1) les options d'accessibilité et l'équipement, 2) les modifications acceptables aux marches à suivre en cas d'obstacles temporaires ou de défaillance de l'équipement, et 3) les procédures d'intervention en cas d'urgence pour les personnes handicapées? (Normes d'accessibilité intégrées, art. 36)	OUI
2	Votre organisation veille-t-elle à ne pas faire payer de tarif à la personne de soutien accompagnant une personne handicapée qui a besoin d'elle? (Normes d'accessibilité intégrées, art. 38)	OUI
3	Vos véhicules de transport classique, nouveaux ou modifiés, sont-ils conformes aux exigences techniques décrites aux articles 53 à 62 du règlement sur les normes d'accessibilité intégrées?	OUI
4	Votre organisation offre-t-elle de la formation continue conformément à la Norme d'accessibilité pour les services à la clientèle, et respecte-t-elle la Norme d'accessibilité pour les services à la clientèle et le règlement sur les normes d'accessibilité intégrées qui sont entrés en vigueur avant la présentation du rapport?	OUI
5	Votre organisation fournit-elle la formation requise sur les Normes d'accessibilité intégrées et les dispositions du Code des droits de la personne qui s'appliquent aux personnes handicapées? (Normes d'accessibilité intégrées, art. 7)	OUI
6	Votre organisation veille-t-elle à ce que ses processus de rétroaction soient accessibles aux personnes handicapées en fournissant ou en faisant fournir sur demande des formats accessibles ou des aides à la communication? (Normes d'accessibilité intégrées, art. 11)	OUI
7	Votre organisation dispose-t-elle d'un processus permettant d'offrir des formats accessibles et des aides à la communication aux personnes handicapées en temps opportun et à un coût qui n'est pas supérieur au coût ordinaire demandé aux autres personnes? (Normes d'accessibilité intégrées, art. 12)	OUI
8	Sur demande, votre organisation fournit-elle dans un format accessible les renseignements sur les mesures et les plans d'urgence ainsi que sur la sécurité publique qui sont destinés au public? (Normes d'accessibilité intégrées, art. 13)	OUI
9	Votre organisation offre-t-elle des renseignements individualisés relatifs aux interventions d'urgence pour les employés qui en ont besoin? Examine-t-elle cette information conformément aux normes d'emploi? (Normes d'accessibilité intégrées, art. 27)	OUI
10	Votre organisation tient-elle compte des options d'accessibilité lors de l'obtention ou de l'acquisition de biens, de services ou d'installations? Fournit-elle une explication lorsque cela n'est pas matériellement possible? (Normes d'accessibilité intégrées, art. 5)	OUI
11	Votre organisation avise-t-elle ses employés et le public de la disponibilité de mesures d'adaptation durant son processus de recrutement? (Normes d'accessibilité intégrées, art. 22 à 24)	OUI
12	Votre organisation fournit-elle à son personnel des renseignements à jour sur ses politiques visant à aider les employés handicapés? (Normes d'accessibilité intégrées, art. 25)	OUI
13	Sur demande, votre organisation fournit-elle aux employés handicapés de l'information dans un format accessible ou avec des aides à la communication? (Normes d'accessibilité intégrées, art. 26)	OUI
14	Votre organisation élabore-t-elle et dispose-t-elle d'un processus écrit régissant l'élaboration de plans d'adaptation individualisés et documentés pour les employés handicapés? (Normes d'accessibilité intégrées, art. 28)	OUI
15	Votre organisation a-t-elle un processus écrit de retour au travail pour les employés qui se sont absentés en raison d'un handicap et qui ont besoin de mesures d'adaptation liées à leur handicap pour reprendre le travail? (Normes d'accessibilité intégrées, art. 29)	OUI

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	Comment
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2	Kingston Transit provides a Support Person Pass (SPP) to eligible individuals who need to be accompanied by a support person or companion.
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6	The City has established a process for receiving and responding to feedback and will ensure that these processes are provided in accessible formats and with communication supports upon request.
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General Comment:

The City of Kingston is committed and guided by the four core values of Teamwork, Respect, Integrity and Pride and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms, and the Accessibility for Ontarians with Disabilities Act, 2005.

The City of Kingston shall ensure that the City meets the needs of people with disabilities, in a timely manner, through the implementation of the City's Integrated Accessibility Standards Policy