

INITIATIVES	New Actions	Responsibility	Completion Date
Policy and Procedure – Identification of accessibility barriers & implementation of solutions to prevent and remove them throughout the organization			
<p>Staff training on new policies and legislation</p> <p>Ongoing policy, programming and legislation reviews to identify and remove barriers</p> <p>New and refreshed corporate policies and directives</p> <p>New and existing accessibility tools and resources incorporated into daily practices</p>	<p>Multi-year Accessibility plan</p> <ul style="list-style-type: none"> · Outline the city of Kingston’s strategy to prevent, identify and remove barriers and meet the requirements of the AODA and accompanying accessibility standards · Provide an annual status report on the progress of the plan’s implementation · Conduct a comprehensive review of the plan at least every five years <p>Policy Review and Development</p> <ul style="list-style-type: none"> · 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 · Annual review of existing accessibility related documents using diversity lens <p>Training on the Integrated Accessibility Standards Regulation and Ontario Human Rights Code (2014)</p> <ul style="list-style-type: none"> · Develop and deliver mandatory accessibility training applicable to all employees, volunteers and third parties. Provide in multiple formats (ex. face-to face training sessions, e-learning, job aids); tailor to employee duties 	<p>Accessibility</p> <p>Accessibility</p> <p>Accessibility</p>	<p>2012/2013</p> <p>Ongoing</p> <p>2017</p> <p>2013-2017</p> <p>Ongoing</p> <p>2014</p>
CUSTOMER SERVICE – Provision of accessible customer service in response to the diverse needs of the City of Kingston			

INITIATIVES	New Actions	Responsibility	Completion Date
<p>Diverse programming and services</p> <p>Ongoing outreach and consultation with persons with disabilities, the public and MAAC</p> <p>Accessible procurement criteria</p> <p>Provision of accessible feedback methods</p> <p>Accessibility related information made widely available</p>	<p>Customer Feedback Mechanisms</p> <ul style="list-style-type: none"> · Monitor current customer feedback mechanisms and look to increase feedback/engagement with persons with disabilities · Ensure feedback processes are accessible to persons with disabilities <p>Accessible Customer Service Standard regulation implementation (ongoing)</p> <ul style="list-style-type: none"> · Continue to conduct, assess and review accessible customer service training for staff volunteers and third parties <p>Procurement</p> <ul style="list-style-type: none"> · 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. <p>Municipal Election Accessibility)</p> <ul style="list-style-type: none"> · Ensure that coordination of the 2014 municipal election includes accessibility considerations · Review elections manuals, technology and software · Investigate assistive voting technology opportunities · Develop municipal election accessibility plan · Provide post-election accessibility report to Council 	<p>Client Services</p> <p>Client Services</p> <p>Accessibility, Human Resources</p> <p>Purchasing</p> <p>Clerk's department</p>	<p>Ongoing</p> <p>2014</p> <p>Ongoing</p> <p>2013</p> <p>2014</p>

INITIATIVES	New Actions	Responsibility	Completion Date
	<p>Committee</p> <ul style="list-style-type: none"> · Develop linkages with other municipalities and the Advisory Committees · Continue to develop and distribute the MAAC fact sheet to inform the public about issues related to persons with disabilities · Implement ongoing communications initiatives such as news releases, website information · 10 week communication campaign through the Whig Standard to raise awareness of the removal of barriers within the City of Kingston <p>Accessible Formats and Communication Supports</p> <ul style="list-style-type: none"> · Develop accessibility standards for major corporate publications including advertising such as the community pages, promotional materials (flyers, posters) and resident communications (notices, reports, etc.) · 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 	<p>Accessibility & MAAC</p> <p>MAAC</p> <p>Accessibility</p> <p>Accessibility Communication</p> <p>Communication</p> <p>Accessibility Communication</p>	<p>Ongoing</p> <p>Ongoing</p> <p>2013-2017</p> <p>2013-2017</p> <p>2013-2014</p> <p>2013</p>

INITIATIVES	New Actions	Responsibility	Completion Date
	<p>format/communication supports requirements</p> <ul style="list-style-type: none"> Develop guidelines and resources for creating accessible documents for common workplace desktop applications: Word, Excel, PDFs, PowerPoint <p>Accessible Website & Web Content</p> <ul style="list-style-type: none"> Review online applications Provide ongoing staff training on how to create accessible online documents Develop tip sheets and staff resources Include accessibility considerations in site upgrades <p>Website redesign</p> <ul style="list-style-type: none"> Coordinate comprehensive website redesign, providing the opportunity to incorporate new technologies and accessibility tools WCAG Level 2.0 AA compliance 	<p>Communication Accessibility</p> <p>IS&T, Communication Accessibility</p> <p>IS&T Communication Accessibility</p>	<p>2013-2014</p> <p>2013</p> <p>2021</p>
EMPLOYMENT STANDARD - Full participation of persons with disabilities in City of Kingston employment			
<p>Performance commitments</p> <p>Individual employee accommodations plans</p> <p>Accessible human resource practices:</p> <ul style="list-style-type: none"> Recruitment 	<p>Employee Employment Accommodations</p> <ul style="list-style-type: none"> Ensure that recruitment planning, screening and selection processes provide and notify availability of accommodations Ensure appropriate accommodations are provided to current employees as required Ensure a return to work process with related 	<p>Human Resources</p> <p>Human Resources</p>	<p>2014</p> <p>2014</p>

INITIATIVES	New Actions	Responsibility	Completion Date
<ul style="list-style-type: none"> · Interview · Growth and Development · Redeployment <p>Ontario Human Rights Code training for all staff</p>	<p>accommodation support is in place</p> <ul style="list-style-type: none"> · Ensure that performance management, career development and redeployment practices take into consideration the accessibility and accommodation needs of employees with disabilities · Ensure that workplace emergency response information is provided in an accessible format or with accommodation upon request · 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 · Develop targeted staff training on policy and process changes · Communicate employment policies and processes to all staff 		
TRANSPORTATION STANDARD - Ensure accessible public and private transportation services within municipal jurisdiction (such as municipal transit and taxis)			
<p>Roads and Transportation</p> <p>Ensure accessible transit planning and municipal taxicabs meet the needs of persons with disabilities</p>	<ul style="list-style-type: none"> · Continue to incorporate sidewalk-ramps into all construction and reconstruction projects · 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 · Ensure the timing of countdown signals are consistent 	<p>Engineering</p> <p>Engineering</p> <p>Engineering</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

INITIATIVES	New Actions	Responsibility	Completion Date
	<p>across City</p> <ul style="list-style-type: none"> • Continue to implement the “Step Safe” Program (accessible sidewalks) – Is a public reporting process for trip hazards for identification and /or action • Continue to work towards improvements to the “Winter Control” of sidewalks • As street benches are replaced and installed new benches will meet FADS • Establish new Express Routes • Consultation with MAAC, the public and persons with disabilities regarding the implementation of the Transportation section of the Integrated Accessibility Standard • 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 • Upgrade existing bus stops to an accessible standard as part of planned Engineering sidewalk and roadway reconstruction • Provision of accessibility training including emergency preparedness and rescue procedures to staff • Provision of pre-boarding electronic announcements of the route, destination and next stop • Provision of on-board electronic announcements that are legible and visually displayed of the route, destination and next stop • Install accessible mapping/signage in bus shelters 	<p>Public Works</p> <p>Public Works</p> <p>Public Works</p> <p>Transit</p> <p>Transit</p> <p>Transit</p> <p>Transit</p> <p>Transit</p> <p>Transit</p> <p>Transit</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>2013-2015</p> <p>2013-2017</p> <p>Ongoing</p> <p>Ongoing</p> <p>2014</p> <p>2017</p> <p>2017</p> <p>Ongoing</p>

INITIATIVES	New Actions	Responsibility	Completion Date
	<ul style="list-style-type: none"> • Barrier free upgrades and design work to the Artillery Park Aquatic Centre. Design in 2012 with construction in 2013-2014 • Barrier free upgrades and design work to Polson Park skatepark, Grenadier skatepark, Wally Elmer Skatepark • Barrier free upgrades and design work to Lake Ontario Park. Design in 2011. • Completion of construction at the INVISTA track & field facility <p>Trails, Parks and Public Spaces - consideration for accessibility elements in capital projects relative to parks, trails and public spaces</p> <ul style="list-style-type: none"> • Review and provide feedback on accessibility of new and retro-fit playgrounds • K&P Trail Signage • Grass Creek Park Visioning • Breakwater Park Design <p>Facility Accessibility Design Standards</p> <ul style="list-style-type: none"> • Monitor the development of the forthcoming DRAFT Design of Public Spaces Standards, a (proposed 	<p>Recreation</p> <p>Parks</p> <p>Parks</p> <p>Parks</p> <p>Accessibility</p>	<p>2013-2014</p> <p>2013-2014</p> <p>2013</p> <p>2013</p> <p>Ongoing</p> <p>Ongoing</p> <p>2013</p> <p>2013-2014</p> <p>2013-2014</p> <p>Ongoing</p>

INITIATIVES	New Actions	Responsibility	Completion Date
	<p>compliance by 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)</p> <ul style="list-style-type: none"> · Identify and implement process for consultation with MAAC, the public and persons with disabilities where prescribed within the proposed amendment to OR 191/11 <p>Seek input from MAAC when completing an annual review of the Facility Accessibility Design Standards (FADS).</p> <ul style="list-style-type: none"> · Identify opportunities to enhance accessibility requirements within the new Zoning By-law · Research the differences between urban and rural trails and pathways · Promote and circulate FADS in the community via various disability organizations. Complete annual review of FADS · Review and develop accessibility criteria into leases of City owned properties · Training on FADS and Site Plan review for members of the Built Environment Working Group · Establish a parking project team to look at issues related to parking, i.e. Chown parking garage and the drop off 	<p>Accessibility</p> <p>Accessibility</p> <p>Planning, Accessibility</p> <p>MAAC MAAC</p> <p>MAAC</p> <p>Real Estate & Construction</p> <p>MAAC Accessibility</p> <p>MAAC</p>	<p>Ongoing</p> <p>Ongoing</p> <p>2013-2015</p> <p>2013</p> <p>Ongoing</p> <p>2013</p> <p>Ongoing</p> <p>2013-2014</p>

INITIATIVES	New Actions	Responsibility	Completion Date
	<p>zone of the Grand Theatre</p> <ul style="list-style-type: none"> · Identify opportunities to enhance accessibility requirements within urban design guidelines as developed · Memorial Bench Policy · City Park lighting · Continue to review and provide comments on accessibility on selected Site Plan applications · Develop a plan to prioritize accessibility renovations of City buildings and spaces 	<p>Planning, Accessibility, & MAAC</p> <p>Parks</p> <p>Planning</p> <p>MAAC</p> <p>Real Estate & Construction</p> <p>MAAC, Accessibility</p>	<p>2013</p> <p>2013</p> <p>Ongoing</p> <p>2013-2014</p>