



# **City of Kingston**

## **Multi-Year**

### **Accessibility Plan**

#### **2013-2017**

**December 2012**

*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)*

## Contents

<b>Multi-Year Accessibility Plan Overview</b> .....	<b>3</b>
<b>Guiding Legislation</b> .....	<b>5</b>
<b>Foundation and Principles</b> .....	<b>7</b>
<b>City of Kingston Municipal Accessibility Advisory Committee and Resources</b> ....	<b>10</b>
<b>Barrier Identification</b> .....	<b>15</b>
<b>Report of Recent Achievements (2011-2012)</b> .....	<b>16</b>
Customer Service .....	16
Accessible Customer Service Standard regulation implementation.....	16
Information & Communications.....	17
Employment.....	18
Transportation .....	18
Built Environment.....	19
<b>Multi-Year Implementation Plan (2013-2017)</b> .....	<b>20</b>
General Requirements – Policy and Procedure.....	21
Customer Service .....	21
Information and Communications .....	22
Employment.....	23
Transportation .....	24
Built Environment.....	25
<b>Feedback and Contacts</b> .....	<b>27</b>
<b>Glossary</b> .....	<b>28</b>
<b>Appendix A – Strategic Actions for Barrier Prevention and Removal – 2013-2017</b> .....	<b>32</b>

## Multi-Year Accessibility Plan Overview

The City of Kingston understands the importance of accessibility for persons with disabilities. Since 2003, the *Ontarians with Disabilities Act* (ODA) influenced the City as a public organization to identify, remove and prevent barriers. The current AODA legislation will guide and ensure that both public and private businesses, facilities, goods and services become more accessible.

Development of accessibility strategies within the City of Kingston involves barrier removal to ensure accessibility throughout departments and services. Strategies take into account various disabilities and involve the implementation of AODA accessibility standards. The City recognizes that removing barriers allows for better service for everyone. For instance, the removal of a physical barrier such as a high reception counter allows for better, more accessible customer service with a lowered counter.

Accessibility implementation throughout the City of Kingston occurs in a variety of activities. The City's Municipal Accessibility Advisory Committee through regular meetings, recommendations to Council and other initiatives, aims at addressing accessibility in many aspects. Accessibility initiatives often consist of partnerships with external stakeholders, or collaborations between departments to effectively address accessibility barriers. City departments examine their own services to assess, plan and remove barriers to ensure accessibility to persons with disabilities. Some of this work involves multiple departments working together to implement accessibility.

The City of Kingston Multi-Year Accessibility Plan (the Plan) provides the opportunity to demonstrate current achievements and establish an implementation framework and future priority initiatives. Objectives identified within the plan are both long and short-term; many are ongoing actions or could require implementation over several years. Regular monitoring is necessary to ensure that relevant initiatives are included in the Plan and that progress is identified. The current focus of the Accessibility Plan is dedicated to implementing the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11.

To assist with implementation, the Plan outlines both short and long term accessibility initiatives for the City of Kingston. Target areas reflect the five core standards of the AODA: customer service, information & communications, transportation, employment, and the built environment. Action items identified within each target area will assist with achieving accessibility compliance. This document contains details relative to objectives and action items identified for the next several years. The Plan's progress will be reviewed and reported annually, and additional identified initiatives will be added.

Statistics project that by 2036, 20% of all Canadians will have some form of disability. In the next 20 years, an aging population and people with disabilities will represent 40% of the total income in Ontario – that's \$536 billion (*Ontario Population Projections 2008-2036, Fall 2009 Ministry of Finance Report*). As a result, service delivery and programming will continually need to be modified to meet changing needs. The City of Kingston has developed a strong foundation of accessibility planning in order to remove barriers and ensure real and effective change for people with disabilities, and is eager to carry this commitment forward with implementation of the City of Kingston Multi-Year Accessibility Plan.

## Guiding Legislation

The *Ontarians with Disabilities Act, 2001* (ODA) ensures that public organizations incorporate accessibility planning into their operations and facilities and document such actions within an accessibility plan. In 2005, a second piece of legislation, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was enacted to further qualify the ODA and serve as a framework for the establishment of accessibility standards in five areas: customer service, information & communications, transportation, employment, and the built environment. The standards support the principles of the AODA to ensure dignity, integration, independence and equal opportunity and each has specific timelines for implementation. Compliance with the AODA is required by both public and private sector organizations.

The ODA and AODA are in place for the purpose of ensuring that people with disabilities are not discriminated against. Implementation for both public and private sectors will be phased in over time to achieve the Provincial government objective of a fully-accessible province by 2025.

### **Customer Service – Ontario Regulation 429/07:**

This standard was the first under the AODA to become law. It ensures that people with disabilities can receive goods and services in a manner that takes into account one's disability.

### **Integrated Accessibility Standards – Ontario Regulation 191/11:**

Three of the five accessibility standards comprise the recently enacted IASR. These standards will ensure accessibility in the areas of information & communications, employment and transportation. Development of accessibility implementation strategies is currently underway to reach compliance and provide for accessibility across the organization. The City of Kingston Multi-Year Accessibility Plan identifies the implementation schedule and actions to be taken.

### **Accessibility Standards for the Built Environment:**

The final set of standards to be released pertains to the Design of Public Spaces. At the time of printing, the DRAFT standards are being proposed as an amendment to Ontario Regulation 191/11 and once enacted will ensure that accessibility is included within all new construction and extensive renovations. Technical requirements are being proposed relative to recreational trails, beach access, outdoor public use seating areas, outdoor play spaces, exterior paths of travel, obtaining service and maintenance. Understanding a wide variety of barriers for persons with disabilities in the physical environment is essential to implementation of the forthcoming standards.

The City of Kingston understands the importance of an accessible built environment that allows for independence and participation for persons with disabilities. Currently new construction and renovations to city-owned public facilities and spaces adhere to the City of Kingston Facility Accessibility Design Standards.

## Foundation and Principles

Inclusion and engagement of persons with disabilities is a long-standing corporate vision integrated within the City's first Accessibility Plan developed in 2003. In order to support progression and meaningful implementation of the City of Kingston Accessibility Plan, a strong foundation built from the following principles is necessary:

### Informed & Committed Leadership

- City of Kingston Council has identified accessibility as a corporate priority within the Strategic Plan
- All City of Kingston departments provide input to the Plan
- Accountability is demonstrated through the availability of the Plan and related accessibility documentation made publically available and in alternate formats upon request
- Accessibility training opportunities for the organization's 1200+ full, part-time and seasonal staff and volunteers that is developed in alternative formats, and adapted to suit the type of work, location and staff involvement with the public
- Engaged and aware employees are able to incorporate accessibility into daily practices at all levels of the organization and are encouraged to use a diversity lens when preparing procedural documents or developing programs and services
- By meeting or exceeding timelines of legislation implementation, the City of Kingston can be looked at as a leader in accessibility

### Alignment & Coordination

In order for the Multi-Year Accessibility Plan to be successful with its implementation objectives, it is necessary for it to be aligned with several other City of Kingston guiding documents, policies and processes. For example: the Sustainable Kingston Plan, approved by Council in 2010, echoes Kingston's mission to "enhance the quality of life for present and future generations by providing progressive, professional services and leadership that reflects the needs of all those who work, live, visit or play in the City of Kingston":

- Values: "Be respectful, accessible and inclusive – our goals and actions will respect, include and consider the diversity of people and places in Kingston. Our actions and implementation plan will promote accessibility and equity in order to address the diversity of needs based on age, gender, cultural background, and abilities".

- The City of Kingston's Strategic Plan, 2011-2014 developed at the beginning of a term of Council, identifies Council and community strategic priorities for the four-year term:
  - Council's guiding principles –“Place people first by delivering quality service in an effective and responsible fiscal manner to enhance quality of life”
- Through the progressive implementation of this Plan and compliance with the Integrated Accessibility Standards Regulation requirements, additional policy and procedure documents will be developed. Currently, the City of Kingston has in place the following accessibility related policy & procedure documents:
  - Corporate Customer Service Standards
  - Notice of Service Disruption and Notice of Service Disruption Template
  - Customer Feedback Process
  - Accessibility Consultation Policy
  - Accessible Customer Service Training Confirmation Form
  - Integrated Accessibility Standards Policy
  - Employee Workplace Emergency Evacuation Assistance Form
  - Employee Workplace Emergency Response Plan
  - Accessible Customer Service Standards Policy
  - Facility Accessibility Design Standards
  - Facilities Signage Guidelines
  - Guideline for Planning Accessible Events

### **Evaluation & Reporting**

Listening to feedback is an integral part of the evaluation process. The City of Kingston will continue to review and expand consultation strategies to engage key groups in providing accessibility related feedback, including people with disabilities. For more information on how you can provide feedback on this Plan, please refer to page 27.

Additional evaluation and reporting efforts include:

- Annual review of the Multi-Year Accessibility Plan and preparation of a progress report
- Annual progress report prepared for Council to identify progress on the Plan's implementation, accomplishments and achievements; posted online and available in alternative formats upon request



- Compliance reports submitted to the Accessibility Directorate of Ontario, which regulates compliance for all Ontario organizations
- As a component of the coordination of a municipal election, the City of Kingston prepares a Municipal Election Plan and as required by the *Election Act*, 1990, within three months of the election, a report on the provision of accessible election and voting measures is completed and endorsed by Council
- 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 barrier

## City of Kingston Municipal Accessibility Advisory Committee and 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 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 2012, three MAAC working groups were appointed: Built Environment, Transportation, and Information 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 as required. MAAC also appoints members to serve on Project Teams as defined under the City of Kingston's Accessibility Consultation 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 2012 MAAC has organized itself as follows:

Drew Kennedy	Built Environment Working Group
Malcolm Bauder	Built Environment Working Group
Lorraine Farrar	Built Environment Working Group
David Grightmire	Built Environment Working Group
Kym Watson	Built Environment Working Group
Harry Smith	Transportation Working Group
Donna Huff	Transportation Working Group
Brenda Slomka	Transportation Working Group
William Higgins	Transportation Working Group
Elizabeth Moore - Chairperson	Built Environment Working Group Information and Communications/ Employment Working Group Transportation Working Group
Heidi Penning – Vice-Chairperson	Information and Communications/ Employment Working Group
Siobhan Coady	Information and Communications/ Employment Working Group
Nicholas Kaduck	Information and Communications/ Employment Working Group
Marilyn Wilson	Information and Communications/ Employment Working Group

<b>2012 MAAC Project Planning Teams</b>		
<b>Project Planning Team</b>	<b>MAAC Members</b>	<b>Meeting Date Appointed</b>
<b>Site Plan Reviews</b>	D. Grightmire M. Bauder, D. Kennedy	Mar. 8, 2012
<b>Grand Theatre Project</b>	L. Farrar, K. Watson	Feb. 2, 2012
<b>J.K. Tett Project</b>	D. Grightmire, N. Kaduck	Feb. 2, 2012
<b>John Machin Park Project</b>	M. Bauder, E Moore	Feb. 2, 2012
<b>Lake Ontario Park</b>	B.Slomka, K. Watson	Dec. 1, 2011
<b>Track and Field [INVISTA Centre]</b>	M. Bauder, D. Grightmire	Dec. 1, 2011
<b>K&amp;P Trail</b>	D. Grightmire and E. Moore	Feb. 2, 2012
<b>City Operational Centre</b>	E. Moore, D. Kennedy	Feb. 2, 2012
<b>Bus Shelters and Transit Routes</b>	H. Smith, D. Huff	Feb. 2, 2012
<b>Policy Review</b>	H.Penning, M. Bauder. S.Coady	Feb. 2, 2012
<b>MacLachlan Woodworking Museum</b>	L. Farrar, K. Watson	Feb. 2, 2012
<b>Briceland Park</b>	E. Moore, D. Grightmire	Feb. 2, 2012
<b>Bert Meunier Park</b>	D. Kennedy, B Slomka	Feb. 2, 2012
<b>International Day of Persons with Disabilities Award Selection Process</b>	E. Moore, H. Penning, M. Wilson	Feb. 2, 2012
<b>Harold Harvey Arena</b>	D. Kennedy, H. Penning	Dec. 1, 2011
<b>Williamsville Main Street Study</b>	B. Slomka, H. Penning	Feb. 2, 2012

<b>2012 MAAC Project Planning Teams</b>	<b>2012 MAAC Members</b>	<b>Meeting Date Appointed</b>
<b>Shannon Park, Trillium Ridge Park, Polson Park, Grenadier Park and Buckingham Park</b>	D. Grightmire, E. Moore	Feb. 2, 2012
<b>Artillery Park Aquatic Centre</b>	L. Farrar, M. Wilson	Sept. 8, 2011
<b>362 Montreal Street Building</b>	D. Grightmire M Bauder	Oct. 13, 2011
<b>Breakwater Park</b>	B. Slomka, L Farrar	March 8, 2012
<b>Website Redesign Focus Group</b>	Councillor Reitzel	Apr. 5, 2012
<b>Accessibility GIS Application</b>	D. Kennedy, N Kaduck, H. Penning	Apr. 5, 2012
<b>Interim Park Signage</b>	L. Farrar, E. Moore	Apr. 5, 2012
<b>Memorial Bench Policy</b>	L. Farrar	Apr. 5, 2012
<b>Parking Review</b>	B. Slomka, D. Huff	May 6, 2012
<b>Memorial Centre Memorial Wall</b>	N. Kaduck	June 7, 2012
<b>Kingscourt Library Project Team</b>	L. Farrar	June 7, 2012
<b>International Day for Persons with Disabilities Award Selection Team</b>	D. Kennedy, H. Smith, M.Wilson	Aug. 9, 2012
<b>Plaque Design for the Princess of Wales Own Regiment</b>	N. Kaduck	Sept. 6, 2012
<b>Program/Event Review</b>	D. Kennedy, K. Watson	Sept. 6, 2012

### **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 consultant 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 are 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 2013 to 2017 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.

## Barrier Identification

The intent of the Multi-Year Accessibility Plan is to prevent, identify and remove barriers. Barriers are obstacles that stand in the way of people with disabilities from being able to do many of the day-to-day activities that most people take for granted. A barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider, such as:

**Environmental Barriers:** features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by person in a motorized scooter.

**Communication Barriers:** obstacles with processing, transmitting or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternative formats.

**Attitudinal Barriers:** prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that all visually impaired persons can read Braille.

**Technological Barriers:** when technology cannot be or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

**Systemic Barriers:** barriers within an organization's policies, practices and procedures that do not consider accessibility. For example, listing a driver's licence as an employment qualification for an office position may prohibit persons with visual impairments from applying.

## **Report of Recent Achievements (2011-2012)**

The following items represent recent achievements and initiatives which have improved accessibility or removed barriers in the City of Kingston. The list is formatted to reflect the commitment targets of the City of Kingston Accessibility Plan and core standards of the AODA.

### **Customer Service**

#### **Accessible Customer Service Standard regulation implementation**

- Continued development and delivery of accessible customer service training in various formats for staff, volunteers and third party agencies
- 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

### **Municipal Accessibility Advisory Committee**

- Various presentations by City staff and community organizations were delivered to the MAAC for consultation, information and recommendations with respect to new and existing initiatives:
  - AODA Integrated Accessibility Standards
  - Development projects
  - Construction projects
  - Sidewalk maintenance
  - Employee workplace emergency response plan information
  - Multi-Year Accessibility Plan
- 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
- Made a presentation at the Volunteer Recruitment meeting



### **Continue to review existing and develop new corporate policies, practices and procedures in relation to AODA accessibility requirements**

- Development of the Integrated Accessibility Standards Policy
- Revisions made to the Accessibility Consultation Process Policy

### **Customer Feedback Mechanisms**

- Continued use of accessible and alternative feedback methods for general and accessibility related feedback
  - Online through the City of Kingston website [www.cityofkingston.ca](http://www.cityofkingston.ca) or by direct email: [accessibility@cityofkingston.ca](mailto:accessibility@cityofkingston.ca)
    - § By fax, telephone, TTY and TextNet
  - Hardcopy customer feedback forms available at all City facilities

### **Accessible Programming & Events**

- Offer a variety of inclusive recreation programming for youth, adults and seniors
- Accessible matting purchased for use at outdoor events
- Assistive hearing devices purchased for use at outdoor events
- Meeting with staff to review the events and programming for the previous year and addressing accessibility

### **Information & Communications**

#### **Emergency Procedures and Public Safety Information**

- Commitment to providing public emergency and safety information in accessible formats

#### **Continued communications and awareness of accessibility issues and persons with disabilities**

- Annual recognition of International Day of Persons with Disabilities Access Award
- 10 week communication campaign through the Whig Standard to raise awareness of the removal of barriers within the City of Kingston

#### **Accessible formats & communication supports**

- **Ubi Duo** system – a two piece type-based communication system that allows people with auditory disabilities to communicate within a 500 ft radius at the recreation facilities and clerk's office. Three units were purchased.
- 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.

- The City of Kingston regularly runs 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”.
- Creating Accessible Documents training was provided through a one day workshop to approximately 100 staff members

## **Employment**

- Developed form for staff to complete identifying whether or not they require assistance during workplace emergencies or evacuations; included in orientation package
- Creation of template document to be used to develop individual workplace emergency response plans with employee(s) and Health & Safety/WSIB Coordinator taking into consideration individual accommodation needs
- E-Recruitment – an online recruitment application process was launched

## **Transportation**

### **Municipal Taxicabs**

- Provisions in place within the Taxi Commission to ensure that owners and operators of municipal taxicabs are prohibited from charging a higher fare for persons with disabilities or for the storage of assistive devices

### **Transportation and Roads**

- Accessible-ramps continue to be incorporated into all construction and reconstruction projects
- All 2012 contracts have incorporated fully depressed walks at driveways
- Accessible Transit Services Handbook developed which provides Kingston Transit users with information about the accessibility of Kingston Transit services including equipment and features of the vehicles, routes and services
- Safe Step Program (accessible sidewalks)
- Redesign and upgrade of the transit stops in the Riocan Centre to be fully accessible
- Increased service level for winter control of sidewalks
- Street benches were replaced by new benches that met FADS
- Upgraded existing bus stops to an accessible standard as part of the planned engineering sidewalk and roadway construction

## Built Environment

- Development of an annual and multi-year accessibility facility renovation priority plan
- Facility Accessibility Design Standards (FADS) training to staff and MAAC
- Minor improvements (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
  - Harold Harvey Arena
  - K&P Trail
  - Lake Ontario Park
  - Grand Theatre
  - Richardson Beach Bathhouse
  - City Operational Centre
  - Bus Shelters and Transit Routes
  - Engine 1095
  - MacLachlan Woodworking Museum
  - Briceland Park
  - Bert Meunier Park
  - Shannon Park, Trillium Park, Polson Park, Grenadier Park and Buckingham Park
  - 362 Montreal Street
  - Memorial Centre Memorial Wall
  - Kingscourt Library
- 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)
- Members of MAAC reviewed and provided comments on accessibility on selected Site Plan applications

## Multi-Year Implementation Plan (2013-2017)

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).

The multi-year plan will also have 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 for the multi-year plan have been developed around the following initiatives:

- **General Requirements - Policy and Procedure** - Identification of accessibility barriers and implementation of solutions to prevent and remove them throughout the organization
- **Customer Service** - Provision of accessible customer service in response to the diverse needs of the city of Kingston residents
- **Information and Communications** - Provision of City of Kingston information and communications in accessible and alternate formats
- **Employment** - Full participation of persons with disabilities in City of Kingston employment
- **Transportation** - Ensure accessible public and private transportation services within municipal jurisdiction (such as municipal transit and taxis)
- **Built Environment** - greater accessibility into, within, out of and around City of Kingston facilities, parks, trails and public spaces

The following items highlight planned projects associated with the prevention, identification and removal of barriers for all who live, work, visit and play in the city of Kingston. The list is formatted to reflect the commitment targets of the City of Kingston Accessibility Action Items and core standards of the AODA and identifies timelines for completion. Appendix A to this plan provides further details regarding action items, responsibility and completion dates.

## **General Requirements – Policy and Procedure**

### **Multi-year Accessibility plan**

- 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

### **Policy Review and Development**

- 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

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

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

## **Customer Service**

### **Customer Feedback Mechanisms**

- Monitor current customer feedback mechanisms and look to increase feedback/engagement with persons with disabilities
- Ensure feedback processes are accessible to persons with disabilities

### **Accessible Customer Service Standard regulation implementation (ongoing)**

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

### **Procurement**

- 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.

### **Municipal Election Accessibility**

- Ensure that coordination of the 2014 municipal election includes accessibility considerations
- Review election manuals, technology and software
- Investigate assistive voting technology opportunities
- Develop municipal election accessibility plan
- Provide post-election accessibility report to Council and make publically available

### **Community accessibility partnerships**

- 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

### **Accessible Programming**

- Continue development of accessible and inclusive recreation programming opportunities

## **Information and Communications**

### **Continued communications and awareness of accessibility issues for the public and staff:**

- Annual recognition of International Day of Persons with Disabilities Access Award - Plan and implement a campaign/event to increase awareness of accessibility issues related to persons with disabilities
- 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.
- Educate the public and other sectors of the community on the role of the Municipal Accessibility Advisory Committee
- Develop linkages with other municipalities and their 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

## **Accessible Formats and Communication Supports**

- 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 format/communication support requirements
- Develop guidelines and resources for creating accessible documents for common workplace desktop applications: Word, Excel, PDF, PowerPoint

## **Accessible Website & Web Content**

- 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

## **Website redesign**

- Coordinate comprehensive website redesign, providing the opportunity to incorporate new technologies and accessibility tools
- WCAG Level 2.0 AA compliance

## **Employment**

### **Employee Employment Accommodations**

- 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 accommodation support is in place
- 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**

### **Roads and Transportation**

- 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 is consistent across city
- Continue to implement the “Step Safe” Program (accessible sidewalks) – 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 transit 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 transit pre-boarding electronic announcements of the route, destination and next stop
- Provision of transit on-board electronic announcements that are legible and visually displayed of the route, destination and next stop
- Install accessible mapping/signage in bus shelters
- Investigate the redesign and upgrade of the bus stop at the Via Rail Station
- Investigate alternative forms of payment for on-street parking



## **Municipal Taxicabs**

- 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

## **Built Environment**

### **Maintenance, Renovations and Retrofits**

- Seek input from MAAC on upgrades needed to existing City facilities
- Accessibility Audits – John Counter Blvd Complex, and others as approved by staff in consultation with MAAC
- Barrier free upgrades and design work to 362 Montreal Street. Design to begin in 2012 with construction in 2013
- Barrier free upgrades and design work to J.K. Tett Centre. Design work 2011, construction 2012-2014
- Barrier free upgrades and design work to MacLachlan Woodworking Museum
- Barrier free upgrades and design work to Pumphouse Steam Museum
- 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.
- Completion of the construction at the INVISTA track and field facility

### **Trails, Parks and Public Spaces – Continued consideration for accessibility elements in capital projects relative to parks, trails and public spaces**

- Review and provide feedback on accessibility of new and retro-fit playgrounds
- K&P Trail Signage
- Grass Creek Park Visioning
- Breakwater Park Design

### **Facility Accessibility Design Standards (FADS)**

- Monitor the development of the forthcoming DRAFT Design of Public Spaces Standards (**proposed 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)

- Identify and implement process for consultation with MAAC, the public and persons with disabilities where prescribed within the proposed amendment to Ontario Regulation 191/11
- Seek input from MAAC when completing an annual review of the Facility Accessibility Design Standards (FADS).
- 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 zone at the Grand Theatre
- 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

## Feedback and Contacts

Members of the public are encouraged to make comments on the City of Kingston Multi-Year Accessibility Plan and accessibility matters in general. We want to hear from you! There are a number of ways you can contact the City of Kingston to express your accessibility related comments.

### Online

Use our [online Accessibility Question or Comment](#) form to contact us by e-mail. If you request a follow-up, a Customer Service Representative will respond to your e-mail as quickly as possible.

### Phone

Call our Municipal Call Centre at 613-546-0000 for information on a variety of City of Kingston services.

### TTY (Teletypewriter service)

Dial 613-546-4889

### Fax

Use our general fax number: **613-546-5232**

### In Person / Postal Mail

The City of Kingston  
City Hall  
216 Ontario Street  
Kingston, ON K7L 2Z3

Office hours are 8:30 a.m. to 4:30 p.m. Monday to Friday

## Glossary

### **Accessibility:**

In a context relating to people with disabilities, the term can be defined as the degree to which people with disabilities are able to access the functionality, and possible benefit, of some system or entity. Essentially, 'Accessibility' refers to the potential for a product or service to be beneficial to as many people as possible.

### **Accessibility Plan:**

A program and itemization of forecasted initiatives to identify past achievements with respect to improving accessibility for people with disabilities, formulating future goals and providing a context by which both can be assessed and evaluated.

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

Legislation enacted by the Province of Ontario in June of 2005, that provides the framework by which certain accessibility standards will be developed to ensure that businesses and organizations maintain practices and provide goods and services in a manner that is accessible to everyone including people with disabilities. Standard will be developed by Standards Development Committees and enacted as Ontario Regulations under the AODA: Customer Service (currently in place as OR 429/07), Transportation, Information and Communications, Built Environment, and Employment. The goal of the AODA is to build on the framework of the ODA, establish enforceable and qualitative standards in order to assist in developing a "fully accessible" province by 2025.

### **Accessible Formats:**

May include, but are not limited to large print, recorded audio and electronic formats, Braille and other formats useable by persons with disabilities.

### **Facility Accessibility Design Standards:**

Guidelines providing accessibility design criteria for a variety of building elements that are generally above and beyond the current legislative requirements such as those contained within the Ontario Building Code universal barrier-free design standards. The City of Kingston will continue to monitor the development of the Provincial Accessible Built Environment Standard, which once enacted would be the leading accessible design legislation alongside the Ontario Building Code.

**Assistive Device:**

Any auxiliary tool, aid, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting; assists in accessing goods, services or information and helps the person to maintain independence. Examples include but are not limited to: communication aids, cognition aids, personal mobility aids, and medical aids.

**Barrier:**

Anything that prevents a person with a disability from fully participating independently in all aspects of society due to his/her disability. The definition is not limited to structural or physical impediments, it can also relate to various other obstacles such as systemic, attitudinal, technological, informational etc.

**Communications:**

The interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

**Communications Supports:**

May include, but are not limited to: captioning, alternative and augmentative communications supports, plain language, sign language and other supports that may facilitate effective communications.

**Designated Public Sector Organization:**

Every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies – Definitions) made under the *Public Service of Ontario Act, 2006*.

**Disability:**

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a service animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a development disability;

- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Information:**

Includes data, facts and knowledge that exist in any format, including text, audio, digital or images, that convey meaning.

**Large Designated Public Sector Organization:**

Every municipality and person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies – Definitions) made under the *Public Service of Ontario Act, 2006*, or described in Schedule 1 of the Regulation, with more than 50 employees.

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

Legislation enacted by the Province in November of 2001 to *'improve opportunities for persons with disabilities and provide for their involvement in the identification, removal and prevention of barriers'*. The ODA required municipalities with more than 10,000 residents to develop an Accessibility Advisory Committee and to submit an annual Accessibility Plan to the province. The AODA will eventually replace the ODA; however, a date for its repeal has not yet been determined.

**Ontario Human Rights Code:**

A provincial law in Ontario that gives all citizens equal rights and opportunities without discrimination in specific areas such as employment, housing and services. The Human Rights Commission was established as an oversight and appeal body in relation to the law. Prior to the ODA being enacted in 2001, the Human Rights Code was the only applicable legislation to uphold accessibility rights.

**Ontario Regulation 429/07 (Accessible Customer Service Standard):**

The first standard to be released under the AODA which took force and effect for all public organizations on January 1, 2010 and private organizations on January 1, 2012. The standard mandates the development of policies, practices and procedures in the areas of communication, notice for disruption of services, service and support animals, assistive devices, training and customer feedback in relation to the core principles of the standard; dignity, independence, integration and equal opportunity.

**Ontario Regulation 191/11 (Integrated Accessibility Standards):**

The second standard to be released under the AODA which took force and effect for all public organizations on July 1, 2011. The standard consolidates the development of policies, practices and procedures in the areas of information and communications, employment and transportation within a phased implementation schedule.

**Redeployment:**

The reassignment of employees to other departments or jobs within the organization

**Standard:**

The criterion establishing what a person or organization must accomplish to achieve the minimum level of compliance. Accessibility Standards will be legislated by way of Ontario Regulations pursuant to the AODA.

**Web Content Accessibility Guidelines (WCAG):**

International guidelines to ensure consistent web accessibility; the World Wide Web Consortium recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines" (WCAG) 2.0.

## **Appendix A – Strategic Actions for Barrier Prevention and Removal – 2013-2017**