

# 2026 – 2028 City of Kingston Multi-Year Accessibility Plan

## Table of Contents

2026 – 2028 City of Kingston Multi-Year Accessibility Plan .....	1
Executive Summary .....	2
Legislated Background .....	3
Municipal Accessibility Advisory Committee .....	3
Indigenization, Inclusion, Equity, Diversity and Accessibility (IIDEA).....	4
Public Engagement.....	4
Planned Strategies for the Removal and Prevention of Barriers.....	7
Customer Service.....	8
Goals.....	8
Information and Communication .....	9
Goals.....	9
Employment .....	11
Goals.....	11
Transportation .....	11
Goals.....	12
Design of Public Spaces .....	14
Goals.....	14
Conclusion.....	15
Glossary of Key Terms .....	17

## Executive Summary

The Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11, as established by the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), requires designated public sector organizations (including municipalities) to develop an accessibility plan and to review the plan at least once every five years. The accessibility plan is to outline the municipality's strategy to prevent and remove barriers to accessibility and meet the requirements established under the IASR.

The 2026 – 2028 City of Kingston Multi-Year Accessibility Plan (the Plan) is the fourth multi-year plan created by the City of Kingston and builds upon the foundation established by the previous plans. The first two plans focused on meeting the deadlines for accessibility standards for designated public sector organizations. As the City of Kingston was obligated to meet these standards by 2021, the focus of the 2023 – 2025 Multi-Year Accessibility Plan was expanded with a goal of removing barriers and improving access above and beyond the legislated requirements and ensuring accessibility considerations are incorporated into the day-to-day operation of the City of Kingston.

This Plan, and the work of the City of Kingston, is guided by the foundational principles and statement of commitment as found in the [City of Kingston Accessibility Standards Policy](#).

- Staff will work to ensure the creation of no new barriers to accessibility;
- Staff will strive to achieve the highest level of inclusion in all work, where possible, above and beyond meeting the requirements of Accessibility for Ontarians with Disabilities Act and its regulations; and
- The City of Kingston's provision of goods, services and facilities will:
  - Respect the dignity and independence of persons with disabilities;
  - Be integrated into the provision of services for all, unless an alternative measure is necessary;
  - Be of an equal opportunity for persons with disabilities; and
  - Account for the nature of a person's disability.

The Plan is a living document, and the objectives and strategies contained within it are not static. Reducing barriers and increasing accessibility is an evolving process and may require changes to the Plan throughout its lifetime. Annual updates on the Plan are

provided to the Municipal Accessibility Advisory Committee and City Council and made available on the [City website](#).

Information from the [2022 Canadian Survey on Disability](#) shows that 42% of individuals over the age of 15 residing in Kingston identify as having one or more disabilities. The [2021 Statistics Canada census](#) lists the Kingston census subdivision as having a population of 132,485. Using this information, it can be estimated that over 63,000 Kingston residents identify as having one or more disabilities.

Age is also an important consideration with respect to accessibility. [2021 Statistics Canada Census](#) data shows the highest growth from 2016 to 2021 was in the over 65 age group, specifically the 70 to 74 age range that experienced 30% growth. Overall, persons aged 45 to 64 represent 26.1% of Kingston's population, with the 65+ age range representing 21.4% of the population.

## **Legislated Background**

The AODA was passed by the Ontario government in 2005 with the purpose of developing, implementing, and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises. Contained within the AODA are several deadlines for compliance with accessibility standards, with varying deadlines dependent on the size and scope of an organization.

Five standards were developed under the AODA: Information and Communication, Employment, Transportation, Design of Public Spaces and Customer Service. In 2011, these standards were combined into a single standard, the Integrated Accessibility Standards Regulation (IASR).

Several legislative reviews of the accessibility standards have been completed, however no significant updates have been made to the AODA or its regulations since 2016.

## **Municipal Accessibility Advisory Committee**

Section 29 of the AODA states that every municipality with a population of not less than 10,000 shall establish an accessibility advisory committee and that the majority of members of the committee shall be persons with disabilities. Kingston established its accessibility advisory committee, the Municipal Accessibility Advisory Committee (MAAC), in 2003. MAAC consists of 15 members of the public, the majority of whom are persons with disabilities, and one member of City Council.

MAAC's duties as established by both the AODA and City of Kingston By-Law Number 2023-204, the Committee By-Law, are to:

- Advise Council in each year about the preparation, implementation and effectiveness of its accessibility plan;
- Review site plans and drawings as described by Section 41 of the *Planning Act*;
- Provide advice to Council on the accessibility of a building, structure, or premises that the City owns, constructs, renovates or enters into a lease for;
- Provide advice to Council regarding the City's purchase of goods or services through the City's procurement process; and
- Consult with and advise City staff and Council regarding accessibility issues, as requested.

MAAC members also serve on project teams as outlined in the Accessible Consultation Process Policy. Led by City staff, these project teams cover a variety of areas, including built environment, policy, and programming. MAAC members work directly with project staff to provide feedback and advice through a lens of professional knowledge and lived experience. City staff are responsible for ensuring work complies with all relevant legislation and City policies regarding accessibility.

## **Indigenization, Inclusion, Equity, Diversity and Accessibility (IIDEA)**

In 2021 the City of Kingston hired a Manager of Equity, Diversity and Inclusion (EDI) and established an Equity, Diversity and Inclusion Advisory Committee (EDI Committee). The mandate of the EDI Committee is to provide guidance to staff and Council in the development of policies, initiatives and programs aimed at reducing barriers in the workplace at the City of Kingston and fostering diversity and inclusion in all areas of the organization, both internal and external.

Since 2021, two additional staff resources reporting to the Manager of EDI have been hired (a Project Analyst position and an Advisor position). In 2024 the Community Development, Wellbeing, Indigenization, Inclusion, Diversity, Equity and Accessibility (CDWB-IIDEA) Department was created and in 2025 an Indigenous Initiatives Manager position was created and staffed. The Accessibility Coordinator staff resource works closely with CDWB-IIDEA staff and participated in the steering committee that informed the City of Kingston IIDEA Strategy and Action Plan.

## **Public Engagement**

Consultation with Kingston residents, including those with disabilities or who are advocates or caregivers for those with disabilities, was a vital component in the creation of this Plan. In February and March 2025, a survey was conducted to gather information

on the current state of accessibility in Kingston. In total, 99 responses to the survey were received, with an additional 11 comments or ideas posted on the [Get Involved Kingston](#) project page. Of these, 48 percent of survey respondents self-identified as a person with a disability.

Survey respondents were asked to comment on whether the City had made progress in each of the five following areas of accessibility: customer service, information and communications, employment, transportation and design of public spaces. These five areas correspond with the five standards of the IASR and the organization of this Plan. Survey respondents were also given the option to select 'none' for both questions. The table below provides a summary of the responses.

Table 1: Summary of public engagement comments

<b>Standard</b>	<b>Number of respondents that feel City has made progress in this area</b>	<b>Number of respondents that feel City has not made progress in this area</b>
Customer service	30	21
Information and communications	31	29
Employment	9	18
Transportation	29	45
Design of public spaces	34	41
None	16	11

Survey results indicated that more respondents feel the City has made progress in improving accessibility in the areas of customer service and information and communications than those who feel progress has not been made. The survey also demonstrated that the design of public spaces, transportation, and employment are areas where respondents feel the City may not have made progress in terms of accessibility.

Survey respondents were also given an opportunity to provide additional comments regarding the state of accessibility in Kingston via an open-ended question. All comments were reviewed by staff, with the following themes emerging:

- Customer service: 11 responses
- Information and communications: 17 responses

- Employment: 2 responses
- Transportation: 22 responses
- Design of public spaces: 42 responses

Staff conducted interviews with residents that volunteered to participate in a one-on-one discussion regarding accessibility barriers in Kingston. Engagement sessions were also held with members of MAAC's Awareness & Education Project Team.

The prominent themes from these engagements are summarized below:

- Transportation and design of public spaces were identified as areas with the most room for improvement. Common themes included improving maintenance and construction of sidewalks and walkways, better connectivity of sidewalks and walkways to other transportation modes, such as active transportation or Kingston Transit, increasing the availability of accessible parking, and reducing or eliminating the fees for accessible parking.
- With respect to customer service, a common theme was the need for City staff to have the necessary knowledge and empowerment to resolve conflicts or accommodate accessibility needs. This is important as not every scenario can be accounted for in advance due to the wide variety of disabilities and intersectionality with other identities.
- There is a need for improved communications with respect to accessibility. This includes sharing with the community what the City is doing to reduce barriers to accessibility, as well as making the community aware of where and how they can report those barriers.
- With respect to the design of public spaces, the City should continue to create whole spaces where multiple services and activities can be accessed by all ages and abilities.
- A number of comments were received with respect to accessibility barriers in privately owned businesses and buildings. The City does enforce the Ontario Building Code (the Code), however, many of the built environment accessibility requirements of the Code came into effect in 2012. Any building constructed before 2012 is not required to comply with the current Code unless it undergoes significant renovation. Outside of Code enforcement, the City does not have any authority to require built environment accessibility updates to privately owned buildings.

A summary of the first engagement phase can be found on the [Get Involved Kingston website](#).

A second engagement phase was conducted where a draft version of the Multi-Year Accessibility Plan was shared for comment through the Get Involved Kingston platform. Staff also received feedback through attendance at public events. Those who participated in the first phase of the engagement were notified of the additional engagement opportunity. The following is a summary of the comments that were received:

- There is a need to increase the availability of public washrooms and have information about their availability shared within the community. These washrooms should be built to universal design standards, including adult-sized change tables.
- There is a lack of transportation options available for persons with disabilities. Specialized transportation services and accessible taxi cabs are insufficient in terms of ride availability and timing. As a result, Kingston Transit is being over-relied upon for the transportation of persons with disabilities.
- Further training should be conducted with City staff regarding invisible or non-apparent disabilities and best practices for providing customer service to persons with invisible or non-apparent disabilities.
- Concerns were raised with respect to the encroachment barriers such as store signage or patio decorations on sidewalks, posing navigation hazards to persons with disabilities.
- A suggestion to provide cultural programming and recreation opportunities with low participant numbers for persons that cannot participate in large group events due to disability.

## **Planned Strategies for the Removal and Prevention of Barriers**

The City of Kingston has developed guiding principles for each of the five standards. These five principles can be found at the beginning of each section below, along with specific goals to achieve greater accessibility and remove barriers within that standard.

Many of these objectives are contained within individual departmental budgets and/or work plans. The following sections represent a consolidation of work to assist Kingston residents in understanding the work the City intends to complete to remove existing barriers to accessibility and prevent the creation of new barriers. The section benefits

City staff in monitoring the completion of their work and ensuring compliance with the AODA, City accessibility policies and the guiding principles established in this Plan.

## **Customer Service**

The City of Kingston will ensure that interactions between City employees and residents respect the dignity, independence, integration, and equal opportunity for all people. Staff will listen to the needs of persons with disabilities and be empowered to consider those needs when removing barriers to goods, services and facilities, with a focus on the highest level of inclusion.

## **Goals**

- Kingston Access Bus Services (KABS) will explore a pilot program with Kingston Transit to allow KABS passengers to use their monthly transit passes interchangeably on KABS and Kingston Transit at no additional cost to passengers.
- Conduct a pilot program that will install a hearing assist system at a City facility offering front-line customer service.
- Explore and participate in training opportunities in a variety of areas related to accessible customer service and the intersection between accessibility and other IDEA related topics. Staff will explore partnerships with community organizations in the provision of these training opportunities. Opportunities to provide department specific and corporate-wide training with respect to invisible or non-apparent disabilities will also be examined.
- Continue to improve access related to the patron experience at the Kingston Grand Theatre through ongoing staff training and based on industry best practices.
- Hire a dedicated staff resource with responsibility for accessibility and align that position within the Community Development and Wellbeing Department.
- Review the process for accessible seating areas at special events organized by the City, with a goal of creating multiple areas to accommodate a variety of accessibility needs.
- Fulfill a convener role for volunteer service organizations, facilitating connection with service recipients and assisting in system navigation for those seeking services.
- Review programming at the PumpHouse Museum and MacLachlan Woodworking Museum with a goal of increasing sensory-friendly programs.



- Increase the number of municipal services offered at a discount through the [Municipal Fee Assistance Program](#). Staff will work to improve community awareness and access to the program and reduce barriers in the application process.
- Offer funding to transitional and supportive housing providers under existing federal and provincial funding programs for use in upgrading facilities for physical accessibility needs.
- Maintain partnerships and explore expanded opportunities with community organizations for the provision of inclusive programming, including arts and job skills programming.
- Work directly with residents on an individual basis to determine accommodation requirements for the solid waste cart collection program.
- Support the acceptance of support person programs, such as the Access 2 Card, when persons with disabilities are purchasing tickets/passes for events at City facilities.
- Investigate opportunities for grant funding that facilitates increased recreational opportunities for persons with disabilities and older adults.

## **Information and Communication**

The City of Kingston will continue to communicate with residents using a variety of methods and techniques to ensure that information is available to all residents in the format that best suits their needs. In its ongoing efforts to ensure information is accessible, the City will actively seek ideas and suggestions from impacted individuals in this regard. The City will actively seek feedback regarding the accessibility of programs and services from all residents. Proactive steps will be taken to inform the community on how to report accessibility barriers.

## **Goals**

- Continue to provide information on City programs and services using the widest variety of communications tools possible to ensure that all residents have an opportunity to stay informed.
- Update the Kingston Transit accessible services handbook.
- In partnership with the Awareness & Education Project Team, create and execute public awareness campaigns regarding accessibility. Campaign specifics will be determined based on timing and areas of greatest need as identified by the

community. Topics for potential campaigns include service animal etiquette, public washroom access, and awareness of all disability types.

- Increase facility user awareness of City policy with respect to service animal access to recreation facilities.
- Continue to engage with businesses, groups and organizations to share information and uncover opportunities to educate and inform businesses on the importance of accessibility.
- Provide multiple points of entry for residents related to arts programming and projects, including Grand OnStage and the installation of temporary and permanent public art projects.
- Conduct continuous awareness and education for residents regarding how to report accessibility barriers. Reporting of barriers will be possible through a variety of communication channels, and in accordance with the [Accessibility Standards Policy](#).
- Examine the use of artificial intelligence chatbots or virtual assistants to ensure better access to City information.
- Create and distribute stickers for residential homes to identify to first responders that an occupant may require special assistance due to a disability.
- Create and distribute to personal support workers a fire safety checklist to identify hazards in homes. Fire Prevention staff would then follow up with residents to identify and assist in removing hazards.
- Provide grant writing assistance for people and organizations applying to the City of Kingston Arts Fund.
- Improve accessibility content on the City website, such as adding more resources to the [Accessibility page](#) and continuing to review and expand upon the number of facilities and parks, as well as features, contained in the [Accessibility Features map](#).
- Develop and maintain a list of community organizations related to the area of accessibility. The list will contain contact information, to be used by staff to ensure appropriate groups are consulted as part of City engagements.
- Conduct regular monitoring and evaluation of the City website and other digital assets to ensure compliance with accessibility requirements.

## **Employment**

The City of Kingston will support the recruitment of potential employees and retention of current employees by ensuring that policies, practices, and workplaces are accessible. The City recognizes that the needs of every potential and current employee with a disability are unique and will dedicate the time and effort to understanding those needs.

### **Goals**

- Examine job requirements and minimum qualifications to reduce barriers to application for persons with disabilities and ensure only bona fide qualifications are listed.
- Continue the use of the DiscoverAbility Network, a closed job board that allows employers to connect directly with persons with disabilities seeking employment.
- Seek out grants and funding sources from the federal and provincial levels of government to promote equitable and gainful employment through community programs.
- Continue training staff with hiring responsibilities on bias & heuristics and inclusive hiring principles.
- Work with secondary schools on potential co-operative work programs that would place high school students with disabilities with City departments to gain work experience.
- Continue participation in Disabilities Mentoring Day and associated events.

## **Transportation**

The City of Kingston will ensure that public transit and transit infrastructure is accessible to all residents through the prevention and removal of barriers. This includes conventional transportation services offered by Kingston Transit and specialized transportation services offered by KABS.

At the time of writing, the City is in the process of withdrawing from the Kingston & Area Taxi Licensing Commission (KATLC), which under provincial legislation is responsible for governing, regulating and enforcing rules and regulations for the taxi industry and transportation network companies in Kingston. The City also has a service level agreement with the KATLC for the provision of accessible taxi cab services. It is anticipated that the City will establish a new accessible taxi program in early 2026 and take on the taxi services oversight by September 2026. This Plan will be updated as appropriate.

## Goals

- Transit riders are encouraged to submit feedback and request information through the various methods [identified by the City of Kingston](#) for these purposes, including by email, phone, in-person at City facilities and in writing. Kingston Transit staff will follow standards established in the City of Kingston Customer Service Standards with respect to responding to customer feedback. Evaluation and action on feedback may occur on a one-on-one basis between supervisor and employee, or through larger group messaging and policy reviews. Feedback will also be solicited through annual presentations to the Municipal Accessibility Advisory Committee.
- Hold an annual public meeting in an accessible location, and accessible via public transportation, to receive feedback regarding the accessibility plan for Kingston Transit.
- Implement partially touchless mobility securement systems on all new bus purchases, allowing transit passengers using mobility devices to independently secure themselves. The partially touchless mobility system will represent one of the two required mobility device securement areas, and will be available on a first-come, first-served basis.
- Conduct internal and external education campaigns for Kingston Transit staff and riders with respect to priority seating areas.
- Continue to invest in the upgrading of bus shelters, stop infrastructure and connectivity to pedestrian access points such as sidewalks and pathways. Installing upgraded accessible bus stops and shelters will be considered as part of all integrated infrastructure project planning between City departments. In coordination with Public Works Services, current soft surface bus stops will be upgraded to hard surfaces on a priority basis.
- Kingston Transit staff will complete pre-trip inspections and monitor vehicle conditions throughout trips to ensure that accessibility equipment is operational. Staff will follow the standard procedures, as defined by Kingston Transit, during equipment malfunctions. If accessibility equipment is not usable, staff will contact a supervisor to request a change of bus, and communicate with passengers regarding the delay, timings, and solutions.
- Work towards a more inclusive and equitable transportation network. In the Integrated Mobility Plan project, staff will embed accessibility throughout the planning and delivery of active transportation and mobility infrastructure in the creation of a transportation system for all ages and abilities.

- Continue the installation of pedestrian crossings and intersection improvements with a goal of increasing pedestrian and active transportation user safety.
- Review the accessibility requirements for the purchase of transportation vehicles.
- As City owned surface parking lots and parking garages are renovated, the number of accessible parking spaces will be maintained and expanded upon, where possible, with a balance of Type A and Type B spaces. Staff will review the location of accessible parking spaces within lots and garages, relocating spaces if required to ensure better connectivity and making infrastructure upgrades to connect accessible parking spaces with walkways.
- Continue to receive feedback from the public with respect to requests for new accessible parking spaces. All requests will be reviewed, with new parking spaces to be created if warranted.
- Consult with persons with disabilities, residents, and the Municipal Accessibility Advisory Committee on the availability of on-demand accessible taxicabs and report on the progress made towards meeting the need for on-demand accessible taxicabs via annual updates to this plan.
- As part of a new accessible taxi program, staff will review and adjust funds received from transportation network company licensing revenues. Funds received are to be used to support the purchase of accessible taxis and to subsidize the cost of accessible taxi trips for eligible users.
- Representatives from KABS and City staff will present annually to MAAC to receive feedback on accessible taxicab services and specialized transportation services.
- KABS operators complete a daily pre-trip inspection, which includes all accessibility equipment. In addition to this daily process, all accessibility equipment is checked and serviced during regular preventative maintenance intervals. In the event of an on-route failure of any accessibility equipment, operators are trained in alternate methods of utilizing accessibility equipment (i.e., manual use of wheelchair lift). In the unlikely event of a total equipment failure, a replacement vehicle would be dispatched to the location of the failed vehicle to accommodate the affected passenger as soon as possible. If the equipment failure affected a rider on the vehicle, they would be kept informed of the expected length of the delay by the operator. Any effects to downstream customers would be managed by the dispatch/office staff, including phone calls to the affected passengers to inform them of the anticipated length of the delay.

KABS also utilizes a local taxi company to provide services to ambulatory passengers in the event of a service delay, allowing other accessible vehicles to be redirected to assist the vehicle experiencing the delay.

- KABS provides specialized transportation services in the City of Kingston. The City of Kingston funds KABS and ensures that it complies with its obligations (as a specialized transportation service provider) under the AODA through a service level agreement. KABS staff will monitor ridership trends, including historical ridership data and new service requests, when estimating future demand. During the annual budget request process, KABS utilizes this data to drive service plans, which will be presented to City Council during the budget process. Additionally, KABS will participate in the annual public meetings held by Kingston Transit to obtain feedback on its accessibility plans, and present information annually to the City's accessibility advisory committee.

### **Design of Public Spaces**

The City of Kingston will ensure that all newly constructed or significantly renovated public spaces, such as buildings and parks, are accessible to residents through compliance with the Ontario Building Code and the City of Kingston Facility Accessibility Design Standards. Staff will strive to create accessible public spaces and facilities where services can be obtained by people of all ages and abilities.

### **Goals**

- Continue to dedicate staff to snow removal on sidewalks and bus stops and increase mechanic and operator training for sidewalk clearing equipment.
- Determine a process for Public Works Service staff to proactively identify and address accessibility barriers in the municipal right-of-way and at pedestrian crossings.
- Continue to proactively inspect sidewalks to assess conditions and triage for repairs.
- Investigate the addition of universal accessible washrooms in Slush Puppie Place and City Hall.
- Explore opportunities for increasing the availability and access to washrooms in City facilities and examine partnership opportunities with private businesses and locations to increase the availability of washrooms for persons with disabilities.
- Install audible pedestrian signals as part of standard infrastructure upgrade programs, in addition to targeted replacements of aging signal infrastructure.

- Improve physical access, where possible, related to the performance areas within the Kingston Grand Theatre.
- Continue to work with a dedicated MAAC Project Team to ensure accessibility related to temporary and permanent public art projects.
- Begin implementation of the Playground Accessibility Plan to increase the accessibility and inclusivity of existing City parks and playgrounds.
- Continue the partnership with the Inclusive Play Project to construct Kingston's first highly accessible playground, including the ongoing maintenance of the playground once completed.
- Increase the number of water wheelchairs for use at City splash pads and pool facilities.
- Advance the goal of accessible swimming opportunities by piloting the installation of an accessible beach entry mat at Crerar Park.
- Staff will conduct proactive inspections of playground assets and, if possible, conduct immediate repairs, or file appropriate reports for future repairs. Staff will also respond to resident reports of assets requiring repair in accordance with City policies. Any interruptions to the public use of assets will be reported in accordance with the Accessibility Standards Policy notice of temporary service disruptions/
- Apply the newly developed accessibility audit tool, created through the City's playground accessibility study, to evaluate playgrounds and access points, and prioritize upgrades that enhance accessibility.
- Capture and communicate accessible service levels and amenities in parks using maps and other tools so that residents and visitors can make informed choices about how and where they participate.
- Investigate asset management tools that support electronic recording of playground and park inspections including condition data and features to identify and monitor accessibility barriers and schedule maintenance activities.

## **Conclusion**

The City of Kingston continues to move beyond meeting the minimum requirements for accessibility, with a goal of making City goods, services and facilities accessible to the highest level of inclusion possible. A high level of inclusion is reached by making accessibility an initial component of any planning, and consulting with persons with

disabilities, advocates and caregivers as part of that planning. Staff will strive to create no new barriers to accessibility, and to eliminate any existing barriers as they are uncovered.

This is a living Plan, which will evolve throughout its lifespan as opportunities arise to make improvements to the accessibility of City goods, services and facilities. Strategies not included in this Plan may still be acted upon by staff as budget and operational opportunities arise. The public will be informed of the progress made in achieving the strategies detailed in this Plan through annual reports to MAAC and City Council.

The City of Kingston would like to express its thanks to the members of the Municipal Accessibility Advisory Committee, partner organizations in the field of accessibility, City staff, residents, and all who participated in the creation of this plan.

For more information regarding accessible City programs, services, and facilities visit the [City website](#). This document is available in alternate formats upon request, by contacting 613-546-0000 or [contactus@cityofkingston.ca](mailto:contactus@cityofkingston.ca).



## Glossary of Key Terms

[Accessibility for Ontarians with Disabilities Act](#) (AODA) – provincial law that sets out a process for developing and enforcing accessibility standards.

Accessible Consultation Process Policy – the policy that sets out a process for City staff and Municipal Accessibility Advisory Committee members to follow a clear consultation process which applies to City services and projects that fall within the definitions noted within the policy.

[Accessibility Standards Policy](#) – provides the overarching framework to guide the review and development of the City of Kingston policies, standards, procedures, by-laws and guidelines to comply with the IASR.

Facility Accessibility Design Standards (FADS) – the City of Kingston document that addresses accessibility requirements and the needs of persons with disabilities in the design and construction of new facilities, as well as the retrofit, alteration or addition to existing facilities, owned, leased or operated by the City.

[Integrated Accessibility Standards Regulation](#) (IASR) – establishes the accessibility standards for each of information and communications, employment, transportation, the design of public spaces and customer service; more details on each standard are provided below:

Information and communications standards – help organizations make their information accessible to people with disabilities.

Employment – helps make hiring and employee support practices more accessible.

Transportation – makes it easier for everyone to travel in the province.

Design of public spaces – helps organizations make new and redeveloped outdoor public areas accessible.

Customer service – helps remove barriers for people with disabilities so they can access goods, services or facilities.

[Kingston Access Bus Services](#) (KABS) - provides specialized transportation services in the City of Kingston. The City of Kingston funds KABS and ensures that it complies with its obligations (as a specialized transportation service provider) under the AODA through a service agreement

[Municipal Accessibility Advisory Committee](#) – a committee of Kingston City Council comprised of one Council representative and 15 members of the community, the

majority of whom are residents with disabilities. The Committee reports to Council on accessibility issues faced by people with disabilities.