



THE CITY OF KENORA
2014-2018
MULTI-YEAR ACCESSIBILITY PLAN

This document is available in alternate formats, upon request

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1 Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises and transportation throughout Ontario by the year 2025. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07), the Integrated Accessibility Standard Regulation (O. Reg. 191/11) – including the Information & Communication, Transportation, Employment and the Design of Public Spaces Standards.

Under the Integrated Accessibility Standards Regulation (IASR), the City of Kenora (the City) is required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines the City of Kenora’s strategy to identify, prevent and remove accessibility barriers, and meet its requirements under the IASR.

In accordance with the requirements set out in the Integrated Accessibility Standard Regulation, the City of Kenora will:

- Post the accessibility plan on its website (www.kenora.ca);
- Provide the plan in an accessible format upon request;
- Review and update the accessibility plan at least once every five years;
- Establish, review and update the accessibility plan in consultation with persons with disabilities and the Municipal Accessibility Advisory Committee;
- Prepare an annual status report and post it on the City of Kenora website.

2 Municipal Accessibility Advisory Committee

The City of Kenora’s Accessibility Advisory Committee (AAC) was established in 2003. The AAC is responsible for the provision of advice to Council on specific initiatives to be undertaken by the City. This consultation assists with the prevention, identification and removal of barriers that restrict people with disabilities from participating in City programs or accessing services, and facilities. The Committee is comprised of dedicated volunteers committed to working towards a barrier-free municipality.

The City’s AAC is made up of 10 citizens and 2 Council representatives. Members are representing and advocating for persons with disabilities in the community.

The AAC meets on a quarterly basis and meetings are open to the public. During meetings, updates are provided to the AAC which may include presentations or discussions led by staff.

3 Statement of Commitment to Accessibility

The City of Kenora is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

4 Report on Measures to Identify, Remove and Prevent Barriers

4.1 Customer Service

From 2010-2013, the City of Kenora (the City) continued to comply with the Accessibility Standards for Customer Service Regulation (O. Reg. 429/07). A copy of the Accessible Customer Service Standards Regulation Policy is included in the Appendix of this document and can also be accessed on the Accessibility pages of the City of Kenora web site (www.kenora.ca) The City of Kenora will continue to train new employees on the Customer Service Standard.

The City was required to be Compliant with this regulation on January 1, 2010 and met this deadline. Compliance was reported to the Ministry of Community and Social Services as required in October 2012. Compliance includes:

- a) Policies and procedures on providing goods and services to people with disabilities in the areas of:
 - An Accessibility Policy which incorporates dignity, independence integration, and equity;
 - Use of service animals and support persons;
 - Notice of temporary disruptions;
 - Provision of a feedback process for the public to submit concerns about accessibility;
 - Use of assistive devices.
- b) Training on Accessible Customer Service is provided which includes all content required under this Regulation.
- c) All City of Kenora staff completed of Accessible Customer Service Training.
- d) All new staff receives AODA Customer Service Training at orientation.
- e) All volunteers and contractors with the City of Kenora are required to comply with the City of Kenora Accessibility Commitment.

4.2 Accessibility Feedback

The City of Kenora has an accessible feedback process in place. Feedback can be provided in multiple formats including in person, by mail, phone, and email.

Should a member of the public wish to provide feedback to the City of Kenora on the goods or services provided by the City of Kenora, feedback can be provided in the following manner:

- i) In person, at 1 Main St South
- ii) By telephone, via the General Inquiries telephone line, at 807-467-2000
- iii) Fax 807-467-2009
- iv) By email, via the General Inquiries email address at service@kenora.ca

4.3 Accessibility Planning

In 2013, the City of Kenora embarked on an accessibility planning process to identify preparedness for compliance with the AODA Integrated Accessibility Standards Regulation (IASR) and to develop a multi-year accessibility plan.

The City identified a working committee that attended and received numerous training workshops.

The City will over 2014:

- Conduct a review of the City's compliance readiness with the AODA Integrated Accessibility Standards Regulation.
- Will continue to review the multi-year plan for meeting the requirements under the AODA and to proactively plan for increasing accessibility of goods, services, facilities and transportation in the City.
- To conduct a physical accessibility audit of city owned facilities.

The City of Kenora has an internal Administrative Accessibility Committee that will meet regularly to review progress in meeting the requirements of the AODA and to monitor progress on implementing the annual accessibility plans and to determine that barrier-removal and barrier-prevention strategies are implemented effectively.

The Office of the City Clerk will provide oversight of the implementation of the Accessibility Plan. It will employ an Accessibility Specialist responsible for liaising with the Accessibility Advisory Committee, the Administrative Committee and the community in supporting and guiding the City of Kenora in the implementation of the Plan.

4.4 Barrier Identification and Removal

- a) Continue to remove barriers from existing facilities and infrastructure as identified in the City of Kenora's previous accessibility plans in addition to others that are identified including washroom renovations, ramps and automatic door openers.
- b) Continue to remove barriers from City services and programs.
- c) Identify Accessibility Sidewalk Ramp in Program to upgrade or install new sidewalk ramps at intersections where a barrier to access exists. The Roads Department will work with the Accessibility Advisory Committee.
- d) Continue Lift and Level Program and Trip edge removal program to remove trip hazards and barriers to accessibility caused by heaved and sunken sidewalk slabs, which provides safer and more uniform walking surface to all citizens of Kenora. 12 projects were completed for 2013.
- e) All existing sidewalks rehabilitated replaced and reconstructed to current Engineering Standards to provide a safe uniform walking surface which incorporate barrier free ramps at each intersection.
- f) Install audible crossing signals at pedestrian crossings at signalized intersections. When signals are scheduled to be updated or replaced. Second Street and Matheson Street upgraded to audible crossing signals in 2012.
- g) The Parks Division plans on continuing to review parks and trails to make accessible with paved trails. Continue to upgrading washrooms for safe and easy access, accessible stalls and accessible counter height.
- h) Purchase of accessible picnic tables for parks and beaches.
- i) Improve accessibility at Coney Beach Park to allow for accessible travel to the band stand area.
- J) Safe and easy access to docks at Harbourfront Dock (2012)
- k) Paved, accessible trail from Garrow Park to Nairn Avenue. Accessible granite picnic table and accessible rest areas (2012)
- l) Safe and easy access to bus shelter at Norman Park

4.5 Strategies for Barrier Prevention

a) Accessibility Advisory Committee will continue to review design plans for new City owned buildings and major renovations, and comment on site plan controls.

c) The Property and Planning Department plans to incorporate accessibility components and standards into Urban Design Guidelines being developed for the entire City.

d) The Facility Department plans to incorporate accessible counters, power door operators, assisted listening systems, accessible washrooms, ramps and more when completing interior renovations at all City facilities

5 Accessibility Plan

The Integrated Accessibility Standard Regulation (ONTARIO REGULATION 191/11) consists of 6 parts:

- I. General Requirements
- II. Information and Communications Standards
- III. Employment Standards
- IV. Transportation Standards
- V. Design of Public Spaces Standards (Accessibility Standards For the Built Environment)
- VI. Compliance

The following chart provides an overview of the timeline for compliance with the AODA Standards for a Broader Public Sector Organization with 50+ employees.

Timelines for Compliance with Accessibility Standards Broader Public Sector

2012	2013	2014	2015
Information and Communications <ul style="list-style-type: none"> • Emergency and public safety information 	General Requirements <ul style="list-style-type: none"> • Policies • Accessibility Plans • Procuring or acquiring goods, services or facilities • Kiosks 	General Requirements <ul style="list-style-type: none"> • Training 	Information and Communications <ul style="list-style-type: none"> • Accessible formats and communication supports
Employment <ul style="list-style-type: none"> • Workplace emergency information 	Information and Communications <ul style="list-style-type: none"> • Public Libraries 	Information and Communications <ul style="list-style-type: none"> • Accessible feedback 	2016 Design of Public Spaces <ul style="list-style-type: none"> • Recreational

		<p>processes</p> <ul style="list-style-type: none"> • New internet websites and web content on those sites must inform with WCAG 2.0 Level A 	<p>Trails and Beach Access Routes</p> <ul style="list-style-type: none"> • Outdoor Public Use Eating Areas and Play Spaces • Exterior Paths of Travel • Accessible Parking • Obtaining Services
<p>Transportation</p> <ul style="list-style-type: none"> • Transit stops • Storage of mobility aids • Companions and Children • Availability of information on accessibility equipment • General responsibilities • Emergency preparedness and response • Courtesy seating 	<p>Transportation</p> <ul style="list-style-type: none"> • Accessibility Plans • Coordinated services • Service disruptions • Visitors • Fare Parity (within same provider) • Alternative accessible method of transportation • Hours of service (within same provider) • Service delays • Duties of municipalities (bus stops/shelters) • Fare (payment options) 	<p>Employment</p> <ul style="list-style-type: none"> • Recruitment • Employees returning to work • Employee accommodation • Performance management, career development and deployment 	<p>2017 Transportation</p> <ul style="list-style-type: none"> • Pre-boarding and on-board announcements (electronic) • Categories of eligibility
		<p>Transportation</p> <ul style="list-style-type: none"> • Training 	<p>2021 Information and</p>

		<ul style="list-style-type: none"> • Trip restrictions • Fares, support persons • Eligibility application process (existing) • Booking • Emergency or compassionate grounds 	<p>Communications</p> <ul style="list-style-type: none"> • All internet websites and web content on those sites must conform with WCAG 2.0 Level AA, excluding live captioning

The City of Kenora’s plan for meeting the requirements of the applicable sections of the Integrated Accessibility Standard Regulation (IASR) is presented below.

2012 Compliance Requirements

5.1 Emergency Procedure, Plans or Public Safety Information (2012)

Safety is a priority for the City of Kenora and we strive to ensure that our facilities are safe for public visitors and employees. The City is required to make emergency procedures, plans or public safety information available in an accessible format or with appropriate communication supports, upon request.

Action Taken:

- The City of Kenora undertook a review of emergency procedures at each of its facilities to ensure that information was available in an accessible format or with appropriate communication supports, as soon as practicable, upon request;

Actions Planned:

- 72 Hour Emergency Preparedness Guides for People with Disabilities will be developed and made available from the City Clerk’s Office at City Hall or can be accessed on the City of Kenora website.

5.2 Workplace Emergency Response Information (2012)

Where the City of Kenora is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Actions Planned:

- An employee-wide communique will be deployed to identify employees with disabilities requiring workplace emergency response assistance.
- Individualized workplace emergency plans will be prepared for employees who have disclosed a disability and who require accommodation.
- Review and revise individualized workplace emergency plans on an ongoing and regular basis

5.3 Transportation Specific Requirements (2012)

Transportation specific requirements for 2012 included items such as public information on accessible equipment and the use of that equipment, providing for safe disembarking of passengers and priority seating for persons with disabilities.

Action Taken:

- The City various Transportation Service providers have worked to ensure compliance with the accessibility legislation on behalf of the City.

2013 Compliance Requirements

5.4 Accessibility Policies (2013)

The City of Kenora Accessibility Policy has been updated to include the Integrated Accessibility Standards Regulation requirements and an organizational statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner.

The policy is consistent with:

- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (AODA)
- Ontario Regulation 191/11 Integrated Accessibility Standards (ISAR)
- Ontario Regulation 429/07 Accessibility Standards for Customer Service
- Ontarians with Disabilities Act, 2001, S.O. 2001, c. 32 (ODA)

- Human Rights Code, R.S.O. 1990, c. H.1

Actions Planned:

- Continue to review City policies and standard operation procedures to identify opportunities to integrate AODA requirements.

5.5 Accessibility Plan (2013)

The Multi-year Accessibility Plan was developed and will be reviewed with the Municipal Accessibility Advisory Committee and any recommendations will be added to the plan in consultation with the Municipal Accessibility Advisory Committee. The Accessibility Plan will be posted on the public website. An annual status report on the progress of measures taken to implement the City's strategy to prevent and remove barriers and meet its requirements under this Regulation will be prepared and posted on the City's website.

5.6 Procurement (2013)

The City of Kenora will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except when it is not practical to do so. An explanation will be provided upon request if it is determined that incorporation accessibility criteria and features is not practicable.

Action Taken:

- The City of Kenora's procurement template has been amended to include an AODA compliance condition.

Actions Planned:

- Develop tools to assist procurement staff determine applicable accessibility criteria and features and evaluate proposals with respect to those standards.

5.7 Self Kiosks (2013)

The City of Kenora will continue to incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

5.8 Training (2013)

The City of Kenora is committed to implementing a process to ensure that all employees, volunteers, all other persons who provide goods, services or facilities on behalf of the City of Kenora and persons participation in the development and approval of the City of Kenora's policies, are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable. The training on the requirements of the accessibility standards and on the Human Rights Code will be appropriate to the duties of the employees, volunteers and other persons.

Actions Planned:

- Training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities will be developed.
- All employees, volunteers, and persons participating in the development and approval of policies will be provided with training.
- The city will document and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
- Training will be provided whenever changes to Accessibility Policies are made.

5.9 Transportation Specific Requirements (2013)

Transportation specific requirements for 2013 include items such as fare parity and hours of service between conventional and specialized transit, accessible equipment availability on all public transportation vehicles, service disruptions and delays and consultation requirements.

Action Taken:

- The City various Transportation Service providers have worked to ensure compliance with the accessibility legislation on behalf of the City.

2014 Compliance Requirements

5.10 Information and Communication Standards (2014)

The City of Kenora is committed to making information and communications accessible to persons with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public. The

City of Kenora will incorporate accessibility requirements under the Information and Communication Standard to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats and with communication supports that meet the needs of persons with disabilities.

Action Taken:

- The City of Kenora has been working towards compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 as required under the AODA in the development of its' websites since 2010.

Actions Planned:

- Updates to the current City of Kenora websites are planned to improve accessibility and to meet WCAG requirements.
- Conduct regular review of the City of Kenora website content for accessibility.
- Develop guidelines and best practices for creating accessible documents and work with staff who create documents for public use to create web-ready, accessible documents at source.
- Continue to respond to feedback with respect to accessibility at the City of Kenora through accessible feedback processes.
- Ensure that all new websites and web content meets Web Content Accessibility Guidelines 2.0 Level A with a goal of meeting AA requirements as soon as possible
- To continually improve accessibility of the City of Kenora information and communications by identifying accessibility barriers and striving for barrier removal.

5.11 Employment Standards (2014)

The City of Kenora is committed to creating an inclusive workplace and to ensure that accessibility for people with disabilities is included throughout the employment life cycle.

Actions Planned:

- Review current Human Resource policies and procedures with an accessibility perspective and ensure that the requirements of the Employment Standard and the Ontario Human Rights Code are met.
- Develop a barrier free recruitment strategy.
- Develop and document Individual Accommodation Plans for employees with disabilities.
- Continue to ensure that employees' individualized emergency protocols and individualized accommodation plans are reviewed on a regular basis.

- Develop a guide to the Accommodation of Disable Workers is available for all employees.
- The Human Resources Department has an established procedure for accommodating workers with disabilities.
- Develop a documented Return to Work process

5.12 Transportation Specific Requirements (2014)

Transportation specific requirements for 2014 include items such as timelines for specialized application process, and guidelines for the use of the specialized transit system.

Actions Planned:

- The City various Transportation Service providers will work to ensure compliance with the accessibility legislation on behalf of the City.

2015 Compliance Requirements

5.13 Accessible Formats and Communication Supports (2015)

The City of Kenora will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Actions Taken:

- Continue to use the accessible feedback and request mechanism as a means for enabling people with disabilities to request accessible formats or communication supports.

Actions Planned:

- Develop a mechanism for providing materials in an alternative format or with communication supports when requested.
- Update existing document templates to include accessibility requirements so that documents that regularly get posted to the website are accessible.

2016-2018 Compliance Requirements

5.14 Design of Public Spaces (2016)

On January 1, 2013, the Integrated Accessibility Standards Regulation was amended to include accessibility requirements for the Design of Public Spaces.

Beginning January 1, 2016 the City of Kenora will have to meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces including:

- Recreational trails and beach access routes
- Outdoor eating areas for public use
- Outdoor play spaces (such as playgrounds)
- Exterior paths of travel (such as walkways across parks or between buildings) Accessible on-and off-street parking
- Service counters, queuing and waiting areas

Actions Planned:

- The City of Kenora, in conjunction with the Municipal Accessibility Advisory Committee will work on improving the accessibility of public spaces in advance of these requirements. Some examples include:
 - Accessibility Sidewalk Ramping Program.
 - Lift and Leven Program and Trip edge removal program

5.15 Transportation Specific Requirements (2016-2018)

Transportation specific requirements between 2016 and 2018 include items such as timelines for specialized application processes and guidelines for the use of the specialized transit system

Actions Planned:

- The City various Transportation Service providers will work to ensure compliance with the accessibility legislation on behalf of the City.

5.16 Internet Website Accessibility

All City of Kenora internet websites and web content must conform with WCAG 2.0 Level AA by January 1, 2021, other than,

- i. Success criteria 1.2.4 Captions (Live), and;
- ii. Success criteria 1.2.5 Audio Descriptions (Pre-recorded).

Actions Planned:

- Conduct web accessibility audits on all existing websites and web content in order to determine an accessibility compliance roadmap and remediation plan.

6 Measuring Results

6.1 Accessibility Reports

The City of Kenora will prepare accessibility reports for submission to the Ontario Government every 2 years with the first report due December 31, 2014. The report will include how we have met our goals, commitments and the legislative requirements for those periods, as laid out in the Plan. The report will be prepared in consultation with the municipal Accessibility Advisory Committee. The report will be available on our website and will be provided in alternate formats upon request.

6.2 Reviewing Feedback

We will also monitor and evaluate and feedback we have received throughout the year related to accessibility. This information may be integrated into our accessibility reports. Any comments on our accomplishments and plans are welcome and will be considered in our ongoing accessibility planning.

6.3 Revisions to the Multi-year Accessibility Plan

If through public consultation, feedback, and our own accessibility action and planning processes, we feel that the Multi-year Accessibility Plan needs revision, the City of Kenora will update it to reflect these insights. Revisions will be available on our website, and will be provided in alternate formats upon request.

7 Feedback welcome

We welcome inquiries and feedback about accessibility and the City of Kenora's efforts at meeting the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard and the Integrated Accessibility Standards Regulation.

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