



TOWN OF KINGSVILLE

2020-2024 Multi-Year  
Accessibility Plan

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## **1.0 Executive Summary**

The Integrated Accessibility Standards (Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disability Act, 2005* (AODA), requires the Town of Kingsville to develop a Multi-Year accessibility plan and to review it at least once every five years. An accessibility plan outlines what steps a municipality will take to prevent and remove barriers to accessibility.

The 2020-2024 Multi-Year Accessibility Plan is designed to complement and to be an extension of past plans and accessibility updates. This document includes strategies which will help make the Town of Kingsville more accessible to all its residents and visitors ensuring the accessibility standards under the AODA are fully implemented by 2025.

## **2.0 Legislative Background**

In December 2001, the Province of Ontario passed the *Ontarians with Disabilities Act* (ODA). This regulation was intended to improve opportunities for persons with disabilities. The Act required all municipalities to assist in the identification, removal and prevention of accessibility barriers.

In 2005, the province introduced the *Accessibility for Ontarians with Disabilities Act, 2005*. The purpose of the Act is to “develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities in respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025”.

Standards under this legislation were established with the assistance of a Standard Development Committee which included persons with disabilities, as well as representatives of industries and organizations to which the standard is intended to apply. Standards were developed in Customer Service, Information & Communications, Employment, Transportation and the Design of Public Spaces (Built Environment).

## **3.0 Kingsville Accessibility Advisory Committee (KAAC)**

The AODA states that every municipality having a population of not less than 10,000 shall establish an Accessibility Advisory Committee (AAC) and that a majority of the members of the committee shall be persons with disabilities. Kingsville established an AAC in 2002 and it consists of 5 members including one Council representative, and one administrative staff person.

The Kingsville Accessibility Advisory Committee’s (KAAC) 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; and
- Providing recommendations to the Town concerning public education associated with municipal accessibility.

#### **4.0 Councils' Commitment to Accessibility Planning**

The Town of Kingsville is committed to increasing and enhancing accessibility to its programs, services and facilities. The Town has moved steadily towards providing a higher level of accessibility to its services, programs and infrastructures. Commitments from Council, Town staff and the KAAC are leading the Town to ensure its services and infrastructure is accessible to all residents and visitors, regardless of their ability. The goal is to incorporate accessibility as a part of everyday life and maintain it as a core element to Town services.

The Town of Kingsville will continue to review existing and develop new corporate policies, practices and procedures in relation to the AODA requirements (as amended). KAAC will be consulted on any new policies and procedures that are created related to the AODA.

The Town of Kingsville, both as an employer and service provider, is committed to barrier free access and will:

1. Continually improve access to all municipally owned facilities, premises and services for all those with disabilities.
2. Achieve compliance with the Provincial Accessibility Standards and compliance dates as set out by the Province.
3. Adoption of the annual Town of Kingsville Accessibility Plan Report.
4. Ensure the delivery of accessible goods and services in compliance with the Ontario Accessible Customer Service Standards.

#### **5.0 Barriers**

The intent of the Plan is to prevent, identify and remove barriers. A barrier is 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:

**Physical 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 alternate formats.

**Attitudinal Barriers:** Prejudgements or assumptions that directly or indirectly discriminate. For example, assuming that a person who has a speech impairment can't understand you.

**Technological Barriers:** Occurs when technology cannot 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.

## **6.0 Planned Strategies and Actions for the Identification, Removal and Prevention of Barriers (2020-2024)**

The 2020-2024 multi-year plan is based on best practice research, as well as input from employees, the Kingsville Accessibility Advisory Committee, accessibility stakeholders and the public. It is organized around the following standards and general requirements of the AODA.

The five standards are:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

The general requirements are:

- Procurement
- Training

These priorities include strategic recommendations from the Committee and the public that will help guide the Town of Kingsville as it continues to plan for future accessibility initiatives, which are outlined below:

### **6.1 Customer Service**

The Accessible Customer Service Standard under the Integrated Accessibility Standard Regulation requires the Town to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to support this requirement. Accessible customer service means dignity, independence, integration and equal opportunity for all people.

Outcome:

- An accessible Town that includes ensuring people with disabilities receive quality goods and services in a timely manner, supported by effective policies, procedures, tools and resources that promote accessibility in customer service.

#### Policies and Practices:

- Review the Accessible Customer Service Standards policy and identify opportunities to reinforce and promote requirements that enhance accessible customer service.
- Examine and address potential barriers at public spaces.
- Ensure that in the case of planned or unplanned service disruptions, notice is provided explaining the reason for the disruption, estimated duration, and any alternate facilities or services available.
- Ensure processes for receiving and responding to feedback regarding customer service practices are, upon request, accessible for persons with disabilities.
- Ensure the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) are included in all Service Level Agreements entered into with the Town of Kingsville.

#### Training:

- Ensure that all employees continue to complete mandatory training in a variety of formats, including in-class, events and e-learning, on Integrated Accessibility Standard Regulation requirements and disability-related obligations under the Ontario Human Rights Code.

## 6.2 Clear and Accessible Communications

The Information and Communication Standard under the Integrated Accessibility Standard Regulation requires the Town to communicate and provide information in ways that are accessible to people with disabilities.

#### Outcomes:

- Enhanced accessibility as it relates to communication supports, formats and websites, and web content.
- Town staff has the tools and resources to effectively develop information and communications in accessible formats.

By delivering information and communications in accessible formats to all Town employees, clients and customers, the Town will support the effective delivery of services.

## 6.3 Accessible Employment

The Employment Standard under the Integrated Accessibility Standard Regulation sets out accessibility requirements that the Town must follow to support the recruitment and accommodation of employees. This includes preparing individualized emergency

response information for persons with disabilities and making employment practices and workplaces more accessible for new and existing employees with disabilities.

Outcomes:

- Town efforts will align with the Province's employment strategy for people with disabilities to ensure that more people with disabilities are employed, engaged and advancing in the Town.
- Accommodation practices will be reviewed to ensure people with disabilities are able to participate fully and meaningfully as Town employees.

#### 6.4 Transportation

The Transportation Standard under the Integrated Accessibility Standard Regulation sets out the requirements to prevent and remove barriers to public transportation. The Town of Kingsville offers specialized (Erie Shores Community Transit) and public transportation services (LTW transit Route 42).

#### 6.5 Design of Public Spaces

The Design of Public Spaces Standard under the Integrated Accessibility Standard Regulation requires the Town to ensure that newly-constructed or significantly renovated public spaces are accessible. Public Spaces includes:

- Trails
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel (ie. Sidewalks)
- Accessible on and off street parking
- Obtaining services
- Maintenance and notice of temporary service disruption

The Town also complies with the Ontario Building Code's requirements for accessibility in the built environment. The Town has Facility Accessibility Design Standards (FADS) which requires Town owned and leased (Town occupied) new or renovated spaces to meet universal standards where possible.

Outcome:

- Greater accessibility to Town facilities and public spaces.
- A planning program that reviews accessibility requirements related to site plan development for municipal facilities, site plan development for design of public spaces and development of Request for Proposal document.

#### 6.6 Demonstrating Accessible Procurement

Under the Integrated Accessibility Standard Regulation, the Town is required to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

Outcomes:

- A procurement program for the Town that considers the needs of people with disabilities at all stages of the procurement process to help ensure that goods and services at Town facilities are accessible.
- Contractors who are producing a report or document for posting on a Town-controlled website as part of a procurement project, must ensure the information is available in accessible formats.

## **7.0 Proposed Accessibility Initiatives 2020-2024**

See Schedule “A” Proposed Accessibility Initiatives 2020-2024

## **8.0 Progress to Date and Ongoing Initiatives**

See Schedule “B” Progress to Date and Ongoing Initiatives

## **9.0 Conclusion**

This plan, which identifies strategic priorities and opportunities for improving accessibility, will provide focus and assist in guiding the organization as we work together to ensure that all citizens can participate. Ensuring compliance with the AODA standards is fundamental to working towards the goal of achieving a fully accessible Ontario by 2025.

The Town of Kingsville is committed to ensuring accessibility is a reality throughout all facilities and business operations. There is still so much to accomplish, and as we progress, we would be pleased to hear from you. Please contact us with your questions, ideas or comments at 519-733-2305 or email [kingsvilleworks@kingsville.ca](mailto:kingsvilleworks@kingsville.ca).