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**Date:** July 26, 2021  
**To:** Mayor and Council  
**Author:** Roberta Baines, Deputy Clerk – Administrative Services  
**RE:** Multi-Year Accessibility Plan Status Update  
**Report No.:** LS-2021-02

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## **RECOMMENDED ACTION**

That Council receive the 2020-2024 Multi-Year Accessibility Plan Status Report for information.

## **BACKGROUND**

As required under the *Accessibility for Ontarians with Disabilities Act* ("AODA"), section 4(1) of O. Reg. 191/11 states that municipalities shall establish, implement, maintain and document a multi-year accessibility plan that outlines an organization's strategy to prevent and remove barriers and meet its requirements under the Act and regulations. Additionally, section 4(3) states that municipalities shall prepare annual status reports on the progress of measures taken to implement the multi-year accessibility plan.

The Town of Kingsville's 2020-2024 Multi-Year Accessibility Plan (the "Plan") was approved by Council in 2020, and this Report provides the required annual status update on the implementation of the Plan.

## **DISCUSSION**

Kingsville's Plan focuses on the five Integrated Accessibility Standards:

- Information and Communication
  - requires that organizations create, provide and receive information and communications that are accessible for people with accessibility needs.
- Employment
  - requires that employers make their workplace and employment practices accessible to potential or current employees with disabilities.
- Transportation
  - Outlines the requirements for transportation service providers.

- Design of Public Spaces
  - outlines the need for newly constructed or redeveloped public spaces to be accessible for people with disabilities
- Customer Service
  - outlines requirements for removing barriers for people with disabilities so they can access goods, services and/or facilities. The Town is committed to making sure all members of the public receive a fair customer service experience that meets their needs.

### **Information and Communication - 2020 Achievements**

- Due to COVID-19 restrictions on in-person meetings, the Town moved all its Council and Committee meetings virtually through Zoom or Webex. Staff communicated and worked with the public in making accommodations to facilitate participation during the changing restrictions.
- Posted the Multi-Year Accessibility Plan in consultation with our Accessibility Advisory Committee for review.
- Continued to make sure that the Town website and print communications are created in a way that considers accessibility.
- Continued to provide accessible formats and communication supports, upon request.
- training provided for staff responsible for creating accessible documents in Word and PDF formats.

### **Employment - 2020 Achievements**

- Due to COVID-19 and restrictions on in-person meetings, Human Resources with assistance from the IT Department moved to virtual interviews through Zoom. HR worked with candidates to accommodate their needs during this new process.
- Continued to inform applicants and employees of our accessible hiring practices and policies.

### **Transportation and Design of Public Spaces - 2020 Achievements**

- Municipal Services replaced and installed new accessible sidewalks:
  - Elm Street, between Queen to McDonald (south side only)
  - Elm Street, between Queen to Division (north side only)
  - Division Street South, between Mill to Stanley (west side only)
  - Lakeview Avenue, between Dock Road to Wigle (south side only)
- Facilities completed the following accessibility improvement projects:
  - Lions Park – Installation of paved trails (2019)
  - Applewood Park – paved walkway to play structure (2019)

- Millbrook Park – paved pathway to play structure (2019)
- Cottam Rotary Park – improved pathway, accessible shade tables (2019)
- Ridgeview Park – paved walkway to play structure and new accessible ramp to pavilion (2020)
- Millbrook Park – paved pathway to play structure (2020)
- Timbercreek Park – paved pathway to play structure (2020)

### **Customer Service - 2020 Achievements**

- Continued to provide AODA training to all new staff
- Foster a culture of continuous improvement - taking appropriate action in response to customer feedback

### **LINK TO STRATEGIC PLAN**

Strive to make the Town of Kingsville a more accessible community.

### **Link to Council 2021-2022 Priorities**

- ☐ COVID-19 and the health and safety of the community
- ☐ Customer Service: Training, Technology, Staff, Review Standards/Level of service
- ☐ Housing: Affordability (lot sizes, developer incentives, second dwellings, density, etc.)
- ☐ Greenhouse: lights & dark sky, odours (site plan compliance, bylaws, other tools)
- ☐ Programming Increase: Youth and Seniors
- ☐ A development plan for Downtown Kingsville / Main Street
- ☐ Financial savings: Schools closings, Migration Hall
- ☐ Economic Development: strengthen tourism/hospitality
- ☐ COVID - economic recovery
- ☐ Communications: Strategy – Policy (social media), Website refresh and other tools, Public engagement
- ☐ Housing: Migrant Worker Housing – Inspections (Building/Fire), regulate, reduce, or increase
- ☐ Committees / Boards: Review and Report
- ☐ Policy Update: Procedural Bylaw
- ☐ Economic Development: diversify the economy, create local jobs, industrial, Cottam
- ☐ Infrastructure (non-Municipal): Union Water expansion & governance
- ☐ Infrastructure (Municipal): Asset Management Plan update, the infrastructure funding deficit
- ☒ No direct link to Council priorities

### **FINANCIAL CONSIDERATIONS**

The costs incurred for the achievements outlined in this report were funded through the corresponding departmental budgets.

## **CONSULTATIONS**

Kingsville Accessibility Advisory Committee

*Roberta Baines*

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Roberta Baines, BA  
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*Jennifer Astrologo*

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Director of Legislative Services/Town Solicitor/Clerk