



**Date:** September 25, 2023  
**To:** Mayor and Council  
**Author:** Paula Parker, Manager of Municipal Governance/Town Clerk  
**RE:** Multi-Year Accessibility Plan Status Update

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## INFORMATION REPORT

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### 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 - 2021/2022 Achievements**

- Due to COVID-19 restrictions on in-person meetings, the Town had conducted 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.
- Continued work towards an accessible website to ensure it conforms with WCAG 2.0 Level AA which allows people to navigate websites using technology such as readers and speech recognition software.
- Broadcasting Council meetings
- 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 - 2021/2022 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.
- Developed an accessible recruitment process and offered accommodations in job postings and employment offers.
- Informed employees of support accessible formats and communication
- Formal processes created for employees that require an individual accommodation plan

## **Transportation and Design of Public Spaces - 2021/2022 Achievements**

- Infrastructure Services
  - installed and/or replaced accessible sidewalks/multi-use paths:
    - Jaserperson Drive sidewalk (east side)
    - Jasperson Drive multi-use path (west side)
    - Road 2 E (south side) multi-use path from Graham Sideroad to Union Ave
    - Main Street East sidewalk (north side) from Heritage to Queen
    - Multi-use path between Conservation Blvd and Lake Drive
  - installed PXO crosswalks at:
    - Jasperson Drive
    - Greenway Crossing on Road 2 East
  - Hard surfacing of the upper bowl trail at Lakeside Park
- Facilities completed the following accessibility improvement projects:
  - Ruthven Park – Accessible picnic table and pathway to playground structure
  - Lakeside Park – Paved upper pathway and paved parking lot
  - Splash pad – washrooms and pad
  - Poured accessible concrete pad for Mobi-Mat and ADA Table
  - Ordered 2 accessible picnic tables to be placed at Arena and Lions Park
  - Update to Arena lower washrooms

It should also be noted that in July 2023, Administration undertook a facility review. Some facilities were identified as not accessible at that time. (i.e.: Ruthven Library washrooms). Administration is moving ahead with upgrades to the Ruthven Library washrooms in 2023. The Kingsville Accessibility Advisory Committee is also currently assessing all municipal facilities as part of its mandate. Any additional deficiencies identified by the Committee will come to Council for consideration at a later date in 2023.

### **Customer Service - 2021/2022 Achievements**

- On-going AODA training for all staff
- 2022 Election included accessibility considerations

### **APPENDIX 'A'**

The Ongoing Initiatives Schedule from the Multi-Year Accessibility Plan has been updated and is attached to this report.

In 2021, the Town's Accessibility Compliance Report came back as non-compliant. These areas of non-compliance included:

- Annual Status Report not provided, not posted on the website. O. Reg. 191/11, s. 4(3)(b)
- Procurement policy does not indicate that the municipality will incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities. The policy does not confirm that the municipality will provide an explanation, if it is not practicable to incorporate accessibility. O. Reg. 191/11, s. 5(1)
- Employee Training/Policies:
  - Training on Ontario Human Rights Code and the Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 7
  - Employment Policy: Notice of accommodation of successful applicants O. Reg. 191/11, s. 24
  - Employment Policy: Informing employees of supports; accessible formats and communication supports for employees O. Reg. 191/11, s. 26
  - Employment Policy: Individualized emergency response information for employees with disabilities O. Reg. 191/11, s. 27
  - Employment Policy: Career development and advancement O. Reg. 191/11, s. 31
  - Employment Policy: Process for documented individual accommodation plans O. Reg. 191/11, s. 28
  - Employment Policy: Performance Management O. Reg. 191/11, s. 30

These items have been completed per Section 14(1) of the Accessibility for Ontarians with Disabilities Act, 2005

## **FINANCIAL CONSIDERATIONS**

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

## **CONSULTATIONS**

Kingsville Accessibility Advisory Committee

PREPARED BY:



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Paula Parker  
**Manager of Municipal Governance/Clerk**

REVIEWED BY:



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John Norton  
**Chief Administrative Officer**

APPENDIX 'A'

**Ongoing Initiatives from Multi-Year Accessibility Plan 2020-2024**

<b>Barrier</b>	<b>Type of Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Status</b>
Ridgeview Park	Architectural	New accessible pathway and accessible swing at park	Approved in 2023 budget
Accessible events	Physical / architectural	Identify and remove barriers prior to event	Ongoing
Cottam Rotary Park	Architectural	Accessible swing sets	Site visit conducted
Accessibility Workshop	Attitudinal	Develop and coordinate with BIA an accessibility workshop for business owners	Anticipated workshop to be discussed
Sidewalks	Physical	New sidewalks and reconstructed sidewalks are made accessible, AODA compliant	Ongoing
Town Website	Technology	Website content and documents will be accessible	Ongoing
Customer Service	Attitudinal	Continued compliance with the Customer Service Standard through training conducted for all new members of Town Council, Committees, Boards, staff and volunteers	Ongoing – staff are provided training through HR Downloads program
Kingsville Parks	Architectural	Accessible playground equipment	Committee to review drawings. All new parks need to be accessible.
Recreational pathways	Architectural	Recommend support of the Master Recreation Plan for recreation paths to be paved	Future inspection upon completion.
Physical, attitudinal, mental and learning disabilities of people using the goods and services provided by the Town.	Ontarians With Disabilities Act, 2005 and the Customer Service Standard regulations.	Develop the required policies and staff training under the Ontarians with Disabilities Act, 2005 and the Customer Services Standard.	Accessible Customer Service Standards adopted by the Council, sensitivity training to staff, committees and third party suppliers ongoing to ensure accessible delivery of goods and services.