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To: Mayor and Council

Author: Kingsville Accessibility Advisory Committee

RE: Draft 2018 Accessibility Plan for the Town of Kingsville

Report No.: CS-2018-03

AIM

To provide the 2018 Accessibility Plan for the Town of Kingsville. The Accessibility Plan is a measure taken by the Town of Kingsville for the 2018 fiscal year to identify, remove and prevent barriers to people with disabilities that utilize the facilities and services of the Town and ensure that Council is aware of their responsibilities and consequences when the accessibility problems identified are not corrected or eliminated.

Objectives

- Describe the process by which the Town of Kingsville will identify, remove and prevent barriers to people with disabilities.
- Review earlier efforts to remove and prevent barriers to people with disabilities.
- List the facilities, policies, programs, practices and services the Town will review in the coming year to identify barriers to people with disabilities.
- Describe how the Town will make this Accessibility Plan available to the public.
- Address meeting the challenges of the Integrated Accessibility Standards Regulation between 2018 and 2025.

BACKGROUND

The Ontarians with Disabilities Act, 2001 came into full force and effect on December 14, 2001. The purpose of the Act is to “improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province”. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) introduced obligations for broader public and private sectors to achieve greater accessibility for people with disabilities. The five standards for accessibility are: customer service; transportation; information and communications; employment and built environment.

The Province enacted on July 1, 2011 the Integrated Accessibility Standards Regulations 191/11 under the AODA. The Standard for Transportation, Standard for Communications and Information and Standard for Employment are combined under one Regulation.

Definition of Disability

The AODA has defined disability as:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing, includes diabetic mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- (b) A condition of mental impairment or a developmental disability.
- (c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- (d) A mental disorder, or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Definition of Barrier

The AODA defines a barrier as: anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Each Municipality is obligated to prepare an Accessibility Plan identifying barriers that exist and to identify actions to be taken by the Municipality in the removal of these barriers. The plan must be prepared by the Municipality's Accessibility Advisory Committee and adopted by Council.

Impact or Cost of Non-Compliance

In the event that the Town does not comply with the AODA there is potential risk to the Town for fines recoverable under the Provincial Offences Act.

Council Commitment to Accessibility Planning

The Council of the Corporation of the Town of Kingsville committed in 2002 by Resolution 585-2002 and further to:

- the continual improvement of access to all municipally owned facilities, premises and services for all those with disabilities;
- achieve compliance with the Provincial Accessibility Standards and compliance dates as set out from time to time by the Province;
- adoption of the annual Town of Kingsville Accessibility Plan; and
- the delivery of accessible goods and services in compliance with the Ontario Accessible Customer Services Standard.

DISCUSSION

2016-2017 Accomplishments

- An Accessibility Newsletter was developed
- Alzheimer Workshop was hosted
- Customer service training on accessibility

- Accessible swing sets in new parks
- Bocce Court at arena complex is accessible
- Review process for new municipally owned buildings included development of checklist
- Town website content and making documents accessible. Ongoing with anticipated completion date 2021 on being fully compliant
- New and reconstructed sidewalks are compliant with accessible standards

2018 Goals

- Redesign of self-help counter in municipal building to accessible standards
- Anticipated accessibility workshop coordinated with BIA for business owners
- Inspection of Cedar Island Park newly replaced washrooms

Integrated Accessibility Standards Regulation

The Information and Communications standard outlines how large and small public and private organizations are required to create, provide and receive information and communications in methods that are accessible for people with disabilities. The Corporation of the Town of Kingsville is considered a large organization in terms of the Integrated Accessibility Standards Regulation 191/11. The Town of Kingsville website was upgraded and made accessible, based on minimum standards including W3C Web Content Accessibility Guidelines 2.0 and implement semantic mark-up conforming to Accessibility for Rich Internet Applications, Accessible E-Text, Accessible Software and User Interface.

The add-on software of BrowseAloud to the Town website (including; www.kingsville.ca; www.kingsvilleheritage.ca; www.migrationfestival.ca; www.kingsville.on.ca; www.MYKingsville.ca and www.fantasyoflights.ca) as assistive technology for persons with learning disabilities such as dyslexia, literacy difficulties, and visual impairments was completed. The Town website is compliant with the accessibility standards when the upgrade was completed and was included in the 2010 Accessible Customer Service Standard compliance report submitted.

Emergency procedures, plans and public safety information are provided in accessible formats and with communication supports upon request. The compliance date for this requirement was January 1, 2012. This matter was reviewed with the Fire Department in consultation with the Ontario Fire Marshall Office and Association of Fire Prevention Officers.

Accessibility Policies have been developed by the Town of Kingsville including the Accessible Customer Services Standard Policy in accordance with the AODA.

The Employment Standard is to assist the employer in making its employment practices and workplace more accessible to potential and existing employees with disabilities. These include recruitment, assessment and selection to accommodate job applicants with disabilities. The compliance date for the above procedures and policies to be in place was January 1, 2014. By January 1, 2012 organizations were required to provide their employees with disabilities of emergency response information and tailored to their needs.

The Transportation Standard applies to municipalities that provide conventional transportation services and license taxicabs. Information is to be made available to the public in an accessible format on the taxicabs and where conventional public transportation services are available. A metal plate is to be affixed to the rear bumper of each taxicab with the registration I.D. and information containing the name of the municipality and taxicab license number. Taxicab companies are not to charge persons with disabilities a higher fare or a fee for the storage of their wheelchairs, canes and walkers, etc. The compliance date was January 1, 2012.

The Accessibility Advisory Committee had worked with local businesses to identify areas of accessibility concerns to meet the Accessible Standards for Customer Service through consultation with the BIA and individual business requests. The Committee provided assistance to the businesses to direct them to the Ministry of Community and Social Services for information as to how they can achieve compliance with the Accessible Standard for Customer Service. The Committee reviewed certain site plans in conjunction with the Planning Advisory Committee to ensure compliance with the Ontarians' with Disabilities Act.

The Committee has and continues to review any building plans for properties owned, rented or leased by the Town. Effective recommendations are to be communicated to Council and Administration prior to construction and post-construction site inspection by the Committee.

Barrier Identification Methodology

The methodology used was consultation with Municipal Services to identify and prioritize improvements, renovation and removal of restrictions to the facilities. The Committee recommends the 2018 Accessibility Plan shown on the attached Appendix 'A'.

Review and Monitoring

The Council would review the Accessibility Plan created annually by the Committee. The Plan provides the Council, staff and the public the ability to monitor the barriers identified and the direction to which the Town is moving to remove all barriers under the AODA. The Committee will continue to communicate with the Kingsville BIA and other interest groups their mandate and provisions of the new provincial legislation with respect to private sector involvement in removing barriers to accessibility for persons with disabilities. The Committee promotes increased awareness sensory barriers, physical barriers and intellectual barriers in the Town of Kingsville. The Committee may review site plans and drawings, prepared in accordance with Section 41 of the Planning Act and work with through the Development Services Department to provide comments on accessibility issues, as required. The Committee is to complete other tasks as referred by Council or required by Provincial regulations.

Communication of the Plan

This plan will be available on the Town of Kingsville website in text format, as well as available at the Municipal Office, Clerk's Department. The Kingsville Accessible Customer Services Standard provides for alternate formats of communication for individuals/groups be used. The Plan will also be posted on the Official Town Website www.kingsville.ca.

LINK TO STRATEGIC PLAN

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

FINANCIAL CONSIDERATIONS

The 2018 Accessibility Advisory Committee budget request consists of \$2,100 for the Textnet telephone line. Total Operating budget request including Committee honorarium and training is \$4,500. All new staff including members of Council, Committees and Boards requires training under the Accessible Customer Services Standards.

CONSULTATIONS

Kingsville Accessibility Advisory Committee and Municipal Services.

RECOMMENDATION

That Council endorse the 2018 Accessibility Plan and to review the plan every 12 months.

Respectfully submitted,

T. Neufeld

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Chairperson/Kingsville Accessibility Committee

R. Baines

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