

## City of North Bay

### Report to Council

Report No. CORP 2014-114

Date: November 20, 2014

Originator: Catherine Conrad, City Clerk

Subject: *Accessibility for Ontarians with Disabilities Act, 2015 (AODA) and Integrated Accessibility Standard (Ontario Regulation 191/11)*

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#### **Recommendation:**

That Council receive Report No. CORP 2014-114 regarding the 2014 Update to the City of North Bay's Multi-Year Accessibility Plan for information purposes.

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#### **Background:**

The Integrated Accessibility Standard (Ontario Regulation 191/11) came into effect on July 1, 2011 with staggered compliance dates from July 1, 2011 to January 1, 2021. The municipality has completed all requirements for 2011, 2012, 2013 and 2014. The municipality continues to work towards the future requirements.

The Integrated Accessibility Standards will remove barriers in three areas:

- Information and Communications – giving people with disabilities access to more of the information that we all depend on;
- Employment – expanding Ontario's labour pool and welcoming people with disabilities into more workplaces; and
- Transportation – making it easier for people with disabilities to get where they need to go.

The Regulation sets out the requirements for each of the three standards as well as general requirements that apply to all, such as:

- Developing policies to support each standard (January 1, 2012);
- Training employees, volunteers and third parties on the requirements of the Integrated Accessibility Standard and the Human Rights Code that are appropriate to their duties (January 1, 2014);
- Establishing and maintaining a multi-year accessibility plan outlining strategies to prevent and remove barriers (January 1, 2013); and

- Incorporating accessibility criteria and features when procuring or acquiring goods, services, facilities or self-service kiosks (January 1, 2013).

The Regulation applies to public, private and not-for-profit businesses and organizations that:

- Provide goods, services or facilities either directly to the public or to other businesses or organizations; and
- Have at least one employee in Ontario.

### **Accessibility Plan:**

The Regulation requires municipalities to establish, implement, maintain and document multi-year accessibility plans which outline the municipality's strategy to prevent and remove barriers.

The purpose of the Multi-Year Accessibility Plan is to outline the measures that the City will take to identify, remove and prevent barriers to all citizens in accessing the City's facilities and services in accordance with the Integrated Accessibility Standards.

The objectives of the Multi-Year Accessibility Plan are:

- To describe the process by which the City will identify, remove and prevent barriers to people with disabilities;
- To review the efforts being made to remove and prevent barriers to people with disabilities;
- To identify the facilities, policies, programs, practices and services that the City will review in the coming years to identify barriers to people with disabilities;
- To describe the measures that City will take in the coming years to identify, remove and prevent barriers to people with disabilities; and
- To outline the process of how the City will make this Multi-Year Accessibility Plan available to the public.

On December 10, 2012 the Council of the day passed Resolution No. 2012-680 to adopt the Multi-Year Accessibility Plan. On December 9, 2013 the Council of the day passed Resolution No. 2013-664 to receive the 2013 Update to the Multi-Year Accessibility Plan.

The Accessibility Working Group, with representatives from all of the Business Units, meets on a quarterly basis. This Report is being presented to update Council on the initiatives that have been identified, evaluated and approved within the context of the City's Capital and Operating Budget Processes.

In 2014 a number of initiatives were identified. These initiatives include the following:

## 1. City Hall:

- Completion of renovations to washrooms on the 5<sup>th</sup> floor to make them fully accessible.
- Replacement of stairwell doors on the 6<sup>th</sup> floor with safety doors with levered handles.
- Replacement of front door operators.

## 2. Engineering, Environmental Services and Works

- Actively installing wheel chair accessible curbs and sidewalk ends throughout the City
- A sidewalk survey is conducted annually to identify cracks, heaved joints  $\frac{3}{4}$ " and higher as per the standard. These are all marked in paint and the worst sections are replaced or ground.
- Retro-reflectivity tests are conducted on all regulatory signage annually. Any signs that do not meet the requirements are replaced.
- As traffic signals are replaced or upgraded, audible pedestrian crossing signals are installed.
- Public notices for construction activities have been made in accessible formats.

## 3. Human Resources:

- All job advertisements, application forms and bulletins are in accessible formats.
- Employment procedures are in accessible formats.
- Existing policies are being transferred into accessible formats.
- Ongoing accessibility training for new employees and volunteers.

## 4. Information Systems:

- Accessibility training was undertaken by staff regarding web content (ongoing).
- IS Staff trained City staff on how to prepare accessible documents.
- Provide on-going "best practices" to staff.
- All new website content has been developed to meet the accessibility standards.

## 5. Parks:

- Installation of an accessible playground structure at Champlain Park.
- Improved accessibility of the boardwalk around the marina by smoothing out lips on the access points of the boardwalk.

## 6. Transit:

- Bus Stops – Accessibility Improvements:

- North Bound Bus stop on Lakeshore Drive in front of North Bay Mall - Levelled concrete pad with ground surface
  - South Bound Bus stop on lakeshore Drive in front of North Bay Mall - Levelled concrete pad with ground surface
  - Bus Shelter on McIntyre Street in front of City Hall - Levelled concrete pad with ground surface
  - Bus Shelter on Prince Edward Drive at Regent Court - Replaced culvert which was causing uneven surface leading to bus shelter
- Transit Terminal - Automatic door openers leading from the administration side of the building leading to the operation side were installed to facilitate access.

### **Conclusion:**

The City of North Bay is committed to creating barrier-free transportation services, accessible information and communications, and an accessible employment environment so that persons with disabilities can live independently in safe and caring neighbourhoods. Implementing accessibility initiatives enhances this commitment to residents and visitors alike.

The City will continue to implement the requirements of the Standards by integrating accessibility planning into business practices and procedures across all departments, in consultation with the Municipal Accessibility Advisory Committee.

The City's Municipal Accessibility Advisory Committee will continue to play a critical role in making the City accessible by providing input into the development, implementation and compliance with the AODA.

The attached 2014 Update to the Multi-Year Accessibility Plan recognizes the municipality's obligation to facilitate the implementation of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the Regulations.

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### **Options Analysis:**

Option #1: That Council receives the 2014 Update to the Multi-Year Accessibility Plan for information purposes.  
This is the recommended option.

Option #2: That Council not receive the 2014 Updated to the Multi-Year Accessibility Plan for information purposes.  
This option is not recommended.

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**Recommended Option:**

That Council receive the 2014 Update to the Multi-Year Accessibility Plan for information purposes.

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Respectfully submitted,

Catherine Conrad

City Clerk

Attachment – 2014 Update to the Multi-Year Accessibility Plan

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We concur in this report and recommendation:

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Manager of Transit -  
Remi Renaud

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Managing Director of Community  
Services – John Severino

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Director of Information Systems -  
Scott Bradford

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Managing Director of Engineering,  
Environmental Services & Works –  
David Euler

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Managing Director of Corporate  
Services – Lea Janisse

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Chief Administrative Office –  
Jerry D. Knox

Personnel designated for continuance: City Clerk

# The City of North Bay's Accessibility Plan

2014 Update

Approved by Council – <>  
(Resolution No. 2014-<>)



## The Corporation of the City of North Bay Accessibility Plan

Under the *Ontarians with Disabilities Act, 2001* (ODA), all municipalities have an obligation to prepare an accessibility plan. The Accessibility Plan continues to provide for persons with disabilities and their full participation in the life of the province through the identification, removal and prevention of barriers within City facilities and services.

The City monitors the development of standards under the *Accessibility for Ontarians with Disabilities Act* (AODA). The AODA was enacted in 2005 to further qualify the ODA and serve as a framework relating to accessibility standards in several key areas:

- o Customer Service
- o Integrated (Information and Communication; Employment; Transportation)
- o Built Environment (not yet in force).

The goal of these accessibility standards is to ensure all Ontarians with disabilities have full and equal access to goods, services, facilities, accommodation, employment and building structures by January 1, 2025.

The first regulation to come into force was the *Accessibility Standards for Customer Service*, Ontario Regulation 429/07. It took effect for municipalities on January 1, 2010. The City has complied with this legislation. The City's Accessible Customer Service Policy is available on the City's web-site ([www.cityofnorthbay.ca](http://www.cityofnorthbay.ca)) and in alternative formats upon request.

The second regulation to come into force was the *Integrated Accessibility Standards*, Ontario Regulation 191/11. It took effect for large designated municipalities (that is, those with 50 or more employees) on July 1, 2011, with compliance dates phased through to 2021. This regulation requires municipalities to establish, implement, maintain and document multi-year accessibility plans which outline the municipality's strategy to prevent and remove barriers. The City has complied with all requirements to date.

The purpose of this multi-year Accessibility Plan is to outline the measures that the City will take during this time to identify, remove and prevent barriers to all citizens in accessing City's facilities and services, in accordance with the *Integrated Accessibility Standards*.

## **Objectives:**

The objectives of this multi-year Accessibility Plan are:

- To describe the process by which the City will identify, remove and prevent barriers to people with disabilities.
- To review efforts to remove and prevent barriers to people with disabilities.
- To identify the facilities, policies, programs, practices, and services that the City will review in the coming years to identify barriers to people with disabilities.
- To describe the measures the City will take in the coming year to identify, remove and prevent barriers to people with disabilities.
- To outline the process of how the City will make this Accessibility Plan available to the public.

The *Ontarians with Disabilities Act, 2001* (ODA) requires municipal Council to:

- Establish an Accessibility Advisory Committee.
- Adopt an Annual Accessibility Plan based on the recommendation of the Accessibility Advisory Committee.
- Ensure implementation of the Plan by staff on an annual basis.
- Develop and approve Terms of Reference that clearly outlines the duties of the Accessibility Advisory Committee. In addition, the Accessibility Advisory Committee has been appointed and is functioning and meeting on a regular basis.

The Council of the City of North Bay is committed to the continual improvement of access to municipal facilities, programs and services for those with disabilities and to the provision of quality services to all members of the community with disabilities.

## **Accessibility Working Group:**

On an annual basis, the Accessibility Working Group reviews the multi-year Accessibility Plan and advises Council.

The recommended initiatives identified in the annual review of the Accessibility Plan will be considered, evaluated and approved within the context of City's Capital and Operating Budget Process.

The Accessibility Working Group has representation from all of the Business Units and is comprised of the following:

Name	Department	Contact Information
John Severino	Community Services	705-474-0626, Ext. 2240 <a href="mailto:john.severino@cityofnorthbay.ca">john.severino@cityofnorthbay.ca</a>
Remi Renaud	Transit	705-474-0626, Ext. 2165 <a href="mailto:remi.renaud@cityofnorthbay.ca">remi.renaud@cityofnorthbay.ca</a>
Cathy Conrad	Clerks	705-474-0626, Ext. 2510 <a href="mailto:cathy.conrad@cityofnorthbay.ca">cathy.conrad@cityofnorthbay.ca</a>
David Euler	Engineering, Environmental Services & Works	705-474-0626, Ext. 2308 <a href="mailto:david.euler@cityofnorthbay.ca">david.euler@cityofnorthbay.ca</a>
David Schroeder	Parks	705-474-0626, Ext. 2601 <a href="mailto:david.schroeder@cityofnorthbay.ca">david.schroeder@cityofnorthbay.ca</a>
Daren Sullivan	Information Technology	705-474-0626, Ext. 2223 <a href="mailto:daren.sullivan@cityofnorthbay.ca">daren.sullivan@cityofnorthbay.ca</a>
Karen Svensson	Human Resources	705-474-0626, Ext. 2235 <a href="mailto:karen.svensson@cityofnorthbay.ca">karen.svensson@cityofnorthbay.ca</a>

### **Roles & Responsibilities:**

The following is a brief description of the roles of individuals and groups involved in this process:

#### Accessibility Working Group Members:

- contribute to the development and consolidation of the City’s Accessibility Plan through consultation with department staff on recent department initiatives to remove and prevent barriers to person with disabilities and to identify barriers to be addressed;
- list policies, services, programs and practices to be reviewed by the City in the forthcoming year;
- determine a department strategy for barrier removal on an annual basis; and
- ensure that department measures for the removal of barriers are identified in the City’s annual budget process.

#### Business Units:

- ensure that commitments outlined are implemented; and
- review their departments on an annual basis and continue to identify and address the removal of barriers as they are identified.

#### Municipal Accessibility Advisory Committee:

- provide feedback to Council regarding the Annual Accessibility Plan including the implementation and effectiveness of the Plan to ensure that its objectives are met;
- advise Council on the accessibility of buildings that the City owns or operates; and

- advise Council on issues of concern to persons with disabilities and provide recommendations.

#### Council:

- select and appoint members to the Municipal Accessibility Advisory Committee;
- provide direction to the Municipal Accessibility Advisory Committee and City staff on the implementation and review of the Annual Accessibility Plan
- as part of the City's Capital and Operating Budget process, annually review the recommendations presented by the Accessibility Working Group.

#### **Barrier Identification:**

The Accessibility Working Group will use the following approach to identify barriers:

- research previously identified barriers;
- solicit staff contributions in all service areas of known and suspected barriers; and
- review suggestions and comments forwarded by the public to them.

In the Barrier Identification Process, the Accessibility Working Group will focus on the following areas to determine which barriers it will work to remove or prevent each year:

- Physical facilities
- Site planning
- Service and program delivery to staff
- Service and program delivery to the public
- Procurement Policies and Practices
- Interviewing, Hiring, Promotion, and Other Human Resources Policies and Practices
- Technologies
- Information and communication infrastructures
- Customer service for people with disabilities

#### Examples of Barriers:

Physical - A door knob that cannot be operated by a person with limited upper-body mobility and strength.

Architectural - A hallway or door that is too narrow for a mobility device.

Informational - Typefaces that are too small to be read by a person with low-vision.

Communicational – Speaking too loudly when addressing a deaf customer.

Attitudinal - A receptionist who ignores a customer in a wheelchair.

Technological - A paper tray on a laser printer that requires two strong hands to open.

Policy/Practice - A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly.

Where will we look for barriers?

In our Built Environment:

- The exterior of buildings
- The interior of buildings
- Parking areas
- Drop-off zones
- Hallways
- Floors / Carpets
- Lobbies
- Reception areas
- Offices
- Washrooms
- Elevators
- Stairs / stairwells
- Lighting

In our Recreational Facilities:

- Playgrounds
- Change rooms
- Picnic areas.
- Outdoor tracks
- Playing fields

In our Physical Environment:

- Furniture
- Work stations
- Chairs
- Doors / door knobs
- Windows
- Locks
- Security systems

In the Information we provide:

- Printed information / brochures
- Web-based resources
- Signage
- Bulletin boards

- Forms / Manuals
- Fax transmissions
- Equipment labels
- Computer screens

In our Policies and Practices:

- Procurement and purchasing
- Job Postings
- By-laws
- Hiring / Interviewing / Testing
- Performance Management
- Career Advancement
- Redeployment
- Regulations / Rules / Protocols
- Meetings
- Safety and evacuation

In the technology we provide:

- Computers / Keyboards
- Operating systems
- Standard software
- Proprietary software
- Web sites
- Fax machine
- Telephones
- Photocopiers
- Printers

In our service delivery:

- In person
- By telephone
- By Mail
- By e-mail
- Via the Web

**Annual Review Process:**

The Working Group will meet quarterly to review the progress of barrier removal initiatives and to update the Accessibility Plan relative to Departmental operations and annual budget deliberations. The update will be presented to Council annually.

**Communication:**

Copies of this plan and subsequent annual updates will be available at the Clerk's Office and on the City's Website ([www.cityofnorthbay.ca](http://www.cityofnorthbay.ca)). The plan,

and subsequent updates, will be available in accessible format, upon request.

## **Definitions:**

Accessibility - is a general term used to describe the degree to which a product, device, service or environment is made available to as many people as possible. Accessibility is often used to focus on people with disabilities or special needs and their right to access to entities, often through use of assistive technology, and universal design of environment and areas.

Barrier - 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 (obstacle).

Barrier Identification Process - Any process or methodology used to determine what barriers exist, where barriers exist and other information. Examples of a barrier identification process may include surveys, audits or customer feedback.

Disability - means,

- 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 diabetes (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 development 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*.

APPENDIX "A"

**Key Dates for Compliance**

POLICIES AND PROCEDURES:		COMPLIANCE STATUS
January 1, 2013	Establishing, implementing and maintaining policies governing the accessibility of employment, transportation, and information and communications.	Completed
	Establishing, implementing, maintaining and documenting at least once every five years, a multi-year accessibility plan which outlines intended strategies to prevent and remove barriers; and report on progress annually.	Completed
	Incorporating "accessibility criteria and features" when procuring or acquiring goods, services or facilities "except where it is not practicable to do so"; in which case, where requested, provide an explanation.	Completed
	Ensuring that accessible formats and communications supports are provided upon request with respect to the processes the municipality uses for receiving and responding to feedback and that the municipality "notify the public about the availability of accessible formats and communications supports".	Completed
January 1, 2014	Training all employees, volunteers and persons who provide goods, services or facilities on behalf of the municipality and persons who participate in developing the policies of the municipality on the	Completed

	requirements of the Integrated Standard and on the Human Rights Code as it pertains to persons with disabilities.	
INFORMATION & COMMUNICATION		
January 1, 2012	Emergency procedures, plans or public safety information, which are available to the public, are to be provided in an accessible format "as soon as practicable upon request".	Completed
January 1, 2014	Process for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities.	Completed
January 1, 2014	Making new websites and web content on those sites conform with WCAG 2.0, Level A.	Completed
January 1, 2015	Providing information and communication supports upon request in an accessible format "in a timely manner that takes into account the person's accessibility needs due to disability," at a cost that is no more than the regular cost charged to other persons. The public is to be notified about the availability of accessible formats and communications supports.	Completed
January 1, 2021	Making websites (except content not updates since January 1 <sup>st</sup> , 2012) and web content conform with WCAG 2.0, Level AA).	Pending
EMPLOYMENT		
January 1, 2012	Providing individualized workplace emergency response information to employees who have a disability.	Completed

January 1, 2014	Notifying employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes; in assessment or selection processes in recruitment, make accommodation, upon request that "takes into account the applicant's accessibility needs due to disability"; notify the successful applicant of its policies for accommodating employees with disabilities.	Completed
January 1, 2014	Informing employees of its policies to support its employees with disabilities.	Completed
January 1, 2014	Providing, upon request, accessible formats and communication supports to employees as it relates to information needed in order for the employee to perform their job and information generally available to employees,	Completed
January 1, 2014	Developing and having in place documented return to work processes. This does not override any other return to work process created by or under any other statute.	Completed
January 1, 2014	Developing documented individual accommodation plans upon request. Where performance management systems are in place, career development and advancement is provided and redeployment is used, the employer "shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans".	Completed

TRANSPORTATION		
January 1, 2012	Provide to the public current information on accessibility equipment and features of their vehicles, routes and services. This includes consideration for the "closest available safe location" for transit stops, storage of mobility devices, deploying lifting devices, ensuring adequate time for boarding and de-boarding, assistance with storage of mobility devices, and clearly marked courtesy seating.	Completed
January 1, 2012	Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities.	Completed
January 1, 2012	Establish, implement and maintain a policy that allows companions to travel on specialized transit with persons with disabilities, if space is available.	Completed
January 1, 2013	<p>Accessibility Plans for Transportation Services (Conventional and Specialized) – shall identify the process for managing, evaluating and taking action on customer feedback.</p> <p>The municipality shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to provide feedback and participate in the review process.</p>	Completed
January 1, 2013	Developing, in consultation with the Municipal Accessibility Advisory Committee, the public, and persons with disabilities, a determination of the proportion of on-demand	Completed (North Bay Police Services)

	accessible taxicabs required and ensure that owners and operators are prohibited from charging a higher fare or additional fee for persons with disabilities and from charging a fee for the storage of mobility aids or devices.	
January 1, 2013	Establish, implement and maintain a policy whereby no specialized transportation services fare shall be more than the highest fare charged for conventional transportation services in the same jurisdiction.	Completed
January 1, 2013	Establish, implement and maintain a policy ensuring that specialized transportation services have, at a minimum, the same hours and days of services as the conventional transportation service.	Completed
January 1, 2013	Establish, implement and maintain a policy making specialized transportation services available to eligible visitors.	Completed
January 1, 2013	Establish, implement and maintain a policy for providing service delay information to affected passengers of specialized transportation services.	Completed
January 1, 2014	Establish, implement and maintain a policy for specialized transportation services' reservations.	Completed

January 1, 2014	Establish, implement and maintain a policy whereby no fares are to be charged to appropriately designated support persons.	Completed
January 1, 2014	Establish, implement and maintain a policy for eligibility applications for specialized transportation services.	Completed
January 1, 2014	Establish, implement and maintain a policy for the provision of specialized transportation services on emergency or compassionate grounds.	Completed
January 1, 2017	Electronic pre-boarding announcements of route, direction, destination or next major stop.	Pending
January 1, 2017	On-board announcements of all destination points or available route stops are to be: <ul style="list-style-type: none"> <li>• announced through electronic means and</li> <li>• legibly and visually displayed through electronic means.</li> </ul>	Pending

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