

# **Accessibility Public Sessions**

## **Communication & Public Education**

- Add all department guides, documents to the website
- Include email and phone numbers
- Include multi-cultural language on website, documents and customer service
- Include all documents in accessible format on website
- Communicate standards through pamphlets, public events
- Educate via billboards and on transit shelters
- Advertise – communicate successes
- Appoint advocates in each community to monitor City communications
- City can communicate accessible matters to these advocates and through all other forms of communications
- More awareness in each community
- Billboards on highways re: our vision
- Use Facebook, Snapchat, Instagram, Twitter to share info
- Give talks in our schools
- Promote positive stories
- Celebrate accomplishments – with media
- Hold workshops (like today) in schools
- Share our accessibility successes
- Educate using members of community –charities, etc.
- Public education – video clips no longer than 20 seconds, eye attracting pics
- Post notices of tolerance
- Encourage residents to participate in forums at seniors/AAC meetings
- Address signage font size
- “Through other eyes” experience
- Early and continual education in schools
- Highlight positive stories in the community
- Educate around stigma
- Education – people with disabilities are customers too
- Education seminars
- Easy access to report issues – educate public on access
- Set a tone of inclusion
- Better PR/outreach – public education campaign
- Education workshops for business on incorporating accessible design features
- Have community events that provide “experience” living with a disability
- Provide good news stories on residents. Highlight businesses or areas that were exceptional – write ups in paper, TV, etc

- Match school age students with “elderly” to learn through observation and participation what it means to be disabled
- Have event where local celebrities have to get around with ‘fake’ disabilities and write up in paper
- Have an “accessible games” with teams from community and Council
- Showcase workers with disabilities stories
- Education – information and set the example at all city services
- Library ‘rent’ for ½ hour, proceeds to charity – people who can tell stories of life with a disability
- Communication city-wise
- Promote what is available in CKL
- Communication
- Public awareness
- Info on accessibility in tax bill
- Involve people with disabilities
- Create community advocates to deliver resources/info locally – grass roots
- Ask the audience/community what they need/what’s not working
- Engagement at local school levels – inform them of what’s out there
- Better communication by transparency from City staff
- Engage with local resources outside of municipal to help deliver message/service
- Getting public more involved
- Create marketing & PR campaign on successes – celebrate
- Accessibility ecosystem – information sharing, resource sharing
- How are we showcasing accessibility on our website and social media?
- Develop consistent and downloadable messages for the public – eg. Tweetable
- Host think tanks inviting global thought leaders – broadcast/share results
- Create experiences for average citizens to experience “a day in the life”
- Engage youth in social challenge to provide create solutions to resolve
- Create an influencer community – who are the cool kids?
- Create videos/media to share the ‘heart’ of the matter
- Host innovation/calls for challenges – solve accessibility challenges – start-up weekend
- Showcase those with a disability that have overcome and succeeded – eg TEDX
- Highlight successes on social media
- Expand/promote Accessibility Awards
- Share the love
- Accessibility awareness events – day in the life
- Toot our own horn – get accomplishments out there
- Use Promoter to tell residents what is being done

- Communicate successes, ask residents what still needs to be done
- Encourage local citizens to understand need for accessible facilities
- Communicate successes and roadblocks
- Help businesses realize little changes make a difference
- Train business owners
- Showcase the impact of a lack of accessibility in community
- Create ambassador program to showcase accessibility as a conversation topic
- Create a message non-barriered folks can resonate with – why care
- Enhance/promote Accessibility Awards – involve schools
- Immersive/Exponential opportunities – empathize
- Social media campaign/challenge – involve youth
- Show them that all accommodations don't have to cost a lot of money
- "Walk in my shoes" events in schools
- Messaging should be inclusive of languages – how do other cultures understand accessibility?
- Show proof that ensuring access is good business – people with accessibility issues spend money too. It's the right thing to do.
- Start messaging at a grade school level – make accessibility an everyday conversation
- New website is not as accessible as previous one
- Awareness of services to community (not just by email)
- Interview people working with disabilities
- An insert in Kawartha Lakes This Week, maybe once every 2 months re: accessibility
- Accessibility info on ads/signs in City buses and bus shelters
- Make all businesses aware of disabled people by signs
- Have signs in window showing disabled friendly facility available
- Accessibility info sent out to churches and doctor's offices
- Provide translator for language
- Letters to schools – speakers with accessibility challenges go to schools
- Visit businesses and explain the need for accessibility, people will shop there more
- Advertise all options available – media, buses
- Funds for educational workshops
- Sign language person
- Contests to identify best practices
- Google translate
- Meaningful surveys to family/person/caregiver

## **Development**

- Encourage developers to adopt accessible design for all new buildings
- Ensure zoning/code etc. is flexible for accessible options
- When businesses renovate, make accessibility improvement mandatory and fund improvements
- Promote accessible businesses
- Changes to businesses, ensure accessibility considerations
- Municipal programs: Community Improvement Plan
- Create the “accessible” message as part of investor attraction
- A lot of emphasis on business and access, what about not-for-profit organizations?
- Involve businesses – make it attractive to change
- Accessible parking
- Mandate all new building to meet all new accessibility guidelines
- Consult with accessibility professionals with all buildings/design – new and renovations
- Washrooms - need to consult with physical and occupational therapists
- Condos need to consult with occupational therapists

## **Feedback**

- Follow up on complaints
- Follow up on complaints re: accessibility, also to go through AAC
- Be responsive to suggestions from residents
- Make it easier for residents to provide suggestions
- Have more public meetings, visioning sessions
- Consult people with various disabilities
- Invite people with disabilities to share their challenges in CKL
- Include people with lived experience – ask them and listen
- Ask residents what needs to be done
- Suggestion box for residents and visitors
- Virtual suggestion box on the website
- Engage community in the process

## **Funding**

- Help/assist with information, contact info, funding (?) for businesses
- Improve funding levels
- Advertise business cash for accessibility
- Funding for local businesses to make their buildings accessible
- Invest in accessibility – more than lip service

- Make funding available for improvements
- Provide municipal grants for business and community retrofits
- Provide incentives to businesses (eg funding)
- Have businesses make their buildings more accessible through grant programs
- Municipal grants to perform building upgrades
- Financial incentives
- Publicize business case for inclusion – accessible \$\$\$
- Funding for infrastructure
- Look for funding opportunities – provincial, local, OTF
- Financial investment in these programs comes from ROI – showcase ROI
- Provide funding to businesses to make adaptations necessary
- Encourage community to fund accessibility needs through volunteer committees
- Information and funding
- Financial incentives to offset investing in accessibility
- Education, government financial incentives, CIP funding?
- Provide technology free/loan to people
- A specific budget for senior-related needs
- Get more \$
- Support businesses financially through reduction in taxes
- Sufficient budget to implement community ideas
- Incentives – bonus, part payment, loan
- Incentives for businesses or services or property owners

## **HR**

- Review hiring & training practices to ensure they are accessible
- Access talent hiring guidelines
- Offer training materials in multiple formats
- Follow Access Talent guidelines for hiring

## **Infrastructure**

- Cement walkway through Wilson Fields
- Elevators in arenas
- Arena doors – Pad #1 – replace with proper working unit, Pad #2 need button
- Expanded sidewalk network to link with our facilities
- Audible signals at intersections
- Ramp at Service Ontario (322 Kent St. W.) is too thin to maneuver wheelchair
- Pad #1 at arena has no accessible seating
- Invest in building retrofits and energy efficiency where lacking
- Set a standard for lighting in municipal facilities

- Arena bathroom has button on women's but "s" bend prevents wheelchair access
- More parking on streets near our buildings
- Accessible walkways from sidewalks to building (not through parking lots)
- Working APS (audible pedestrian signal) lights, regular maintenance required
- Exterior ramps at all city facilities
- Replace heavy spring on washroom doors
- Install braille buttons and audible signals in all elevators as per Lindsay Library
- More community based, city supplied accessible bathrooms
- Build accessible ramps and kiosks
- Provide 24 hour, 7 days per week accessible bathroom in City facilities
- If there were parkettes, some with fountains, every mile or so in winter they could be donated to small groups, manned by volunteers. Benches to sit on.
- Crosswalks that are placed where people naturally walk, not related to car count
- Housing all "public" departments within one or two buildings
- Call buttons if assistance is required
- Automated door openers at all libraries
- Improve facilities
- Provide accessible trails and recreational activities
- Physical access to buildings
- Consult with KLAAC before making accessible improvements
- Make sure our facilities are accessible. Just fund it locally – combination of city and community
- Handrails, flat surfaces
- Sidewalks should be upgraded – cracks, uneven, holes, slopes
- More than 1 handicap parking spot at parks
- More door openers available...doors are too heavy to open
- Crosswalks, especially where sidewalks are on one side of the street only
- Washrooms - need to consult with physical and occupational therapists

### **Partnerships/Working together**

- Hold meetings yearly with BIA and outside the city core for those on city fringe
- Collaborate with community agencies & charities
- Meet with labour organizations
- Partner/meet with Chambers, BIA, other organizations
- Keep in touch with Accessibility Directorate of Ontario, they are mentors of the AAC
- Meet with recreation groups, businesses (HB Cycle, Lindsay Cycle, KATVA)
- Partner with agencies to ensure accessibility
- Partner with local agencies on awareness and education campaigns

- Thank businesses that go over and above to assist
- Business: the KLAAC must continue to visit members of BIA each year to encourage and back up this need
- Link to community partners
- Partner/study other successful municipal projects
- Have an “accessibility concierge” to navigate local/regional/provincial systems
- Implement Accessible Facilities business engagement strategy
- Better communication with businesses by Chambers/BIA
- Presentations to all business organizations, service groups, committees

## **Roads Operations**

- Snow cleared every few spots downtown for access to businesses
- When snow cleared on city main streets, 36” openings be shoveled every so many feet
- Incorporate signage for emergencies with subdued flashing LEDs for the hearing impaired to arrows to indicate placement of offices, facilities
- Snow removal on Kent St. downtown – the sidewalks are cleared but the snow is piled by the meters blocking access to the sidewalks from parked cars
- Walking access on bridge needs ongoing attention particularly in winter (Fenelon Falls)
- Repair potholes/cracks
- Shovel the snow – remove snow from curbs in downtown areas, so access may be had from street to sidewalk

## **Signage**

- Signs for municipal things all have identifiable theme so it is generally recognizable as the ‘city’ eg. Colour, logo, style for building, trails, for way finding
- Signage that is good contrast (black/white) non-glare and has braille
- Recognize that signage/documents have to be legible to colour blind
- Ensure proper signage to direct to accessible bathrooms
- Welcome sign to visitors showing accessibility friendly
- Signage re: accessibility must be visible in downtown, at schools, churches, etc. in winter as well as in fair weather
- Make guests aware of accessibility or lack of, in each building
- Make all businesses aware of disabled people by signs
- Have signs in window showing disabled friendly facility available
- Signage of change to accessibility enhancement
- Ensure scent-free with signage

## **Transportation**

- Services available outside Lindsay too – especially transportation
- Transportation outside of Lindsay
- Buses outside Lindsay so someone could possibly use it to get to work or school
- Rural Transit
- Expand service hours for public transit
- Make all initiatives city wide – bus, internet

## **Other**

- Position municipality as an accessibility champion
- Make accessibility the first priority instead of a 'nice to have'
- Ensure that accessibility is a priority from a financial perspective
- Partner with Stop Gap for accessible store fronts
- You could have a kiosk manned with a person who can answer basic questions and email
- Staff that provide clear directions (left/right, north/south) to visitors entering buildings
- If people parked behind city buildings and Kent St. became a walking only area and parking lots were planned and designed in connected semi-circle
- Pick one spot and focus on that project to completion
- Start a project, finish a project
- Identify the 'go to people' in CKL – who do I see or talk to
- Right of persons with disabilities – AODA
- Review current bylaws that restrict accessibility to all
- Enhance focus outside Lindsay as well
- Engage in political advocacy at provincial/federal level (not partisan)
- Lead the way in accessibility issues
- City lead by example
- Make accessibility a priority
- Support private members bill on new approach to disability benefits
- Change by-law 2007-107 to be all inclusive under Highway Traffic Act 3/6/03.  
Modify gates on trail system to accept side by side recreational vehicles  
(Neighbouring Trent Lakes and Haliburton County allow these vehicles on trail system)
- Culture change
- Incentive like contests
- Have awards for "most" accessible business, community groups, etc.
- Celebrate
- Highlight the increase in business when everyone can access your building



- Create a volunteer bureau – have people who need help (the frail, young mothers, etc) shoveling snow and grass cutting register with the City and match up with students
- Ensure top of mind issue for local public leaders
- Change of Council's attitude
- Equity amongst/between communities
- Move beyond physical barriers to include addressing other barriers
- Develop data gathering tool that is ongoing
- Invest in teen/innovation to build better services
- Hire experts within core departments to drive/maintain agenda
- Council needs to prioritize accessibility
- Follow provincial laws
- Mandate accessibility and enforce it
- Lead by example
- Update internet service providers to most rural areas in CKL
- Have level playing field – public rules need to be the same as private rules
- Walk the talk
- Enforce current laws
- Help seniors with snow removal
- More PSWs
- Car pools going to Lindsay
- PSWs home related, not time or allowed
- Access to medical services
- Fair proportioning of services
- Snow removal and more openings to businesses
- Businesses need to clean mounds of snow in front so people can get it – make it law
- Should be a by-law that business and/or homeowner is responsible to try to clean snow from in front of their property
- City meetings in rural communities
- Be first to set the pace, get the biggest bang for the buck
- Less waste
- Contests to identify best practices
- Discounts for high needs
- More "leadership" like B. Condie's
- Indoor walking at community centre
- Consult with accessibility experts (physical and occupational therapists)