

City of Kawartha Lakes

# Municipal Accessibility Master Plan 2018 – 2023



# The City of Kawartha Lakes

## City Hall

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Alternate formats for this document are available upon request or for information concerning the 2018-2023 Accessibility Plan, contact the Accessibility Officer, Barbara Condie, at 705.324.9411 extension 1185 or [bcondie@kawarthalakes.ca](mailto:bcondie@kawarthalakes.ca)

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## Message from Mayor Andy Letham and City Council

For more than a decade, the City of Kawartha Lakes has focused on creating an accessible community for our permanent and seasonal residents and visitors of all abilities.

The Accessibility for Ontarians with Disabilities is an important piece of legislation with the ultimate goal of creating an Ontario where it is possible for all people to realize their full potential.

The City has been proactive with its approach through identifying, removing and preventing barriers through accessibility planning. The City's Municipal Accessibility Master Plan 2018 to 2023 highlights our accomplishments as well as the accessibility work ahead of us to address the needs of our growing and diverse community. Accessibility is rooted in many of our key strategies, including our 2016 to 2019 Corporate Strategic Plan and our Accessibility Policy. These strategies affirm the City's commitment to creating an inclusive and welcoming community where all people can access the same programs, services and facilities.

With help from the Kawartha Lakes Accessibility Advisory Committee, we will continue to make accessibility a part of the way we do business every day.



**Kawartha Lakes City Council**

# Message from Chief Administrative Officer

## – Ron Taylor

This Five Year City Accessibility Plan 2018-23 is about renewing the City's five (5) year plan of 2012-17 and in doing so renewing the vision for a more accessible, inclusive future. When renewing the plan it is imperative that the City meets and if possible exceeds the legislative requirements of the standards set within the Integrated Accessibility Standards Regulation (IASR) enacted under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Throughout the report and renewed plan, you will read about the investments and the achievements made during the past five years not only complying with the Standards, but to reach past this to offer greater accessibility for all people. Council has shown their commitment by supporting the report recommendations of the Kawartha Lakes Accessibility Advisory Committee and by granting what is necessary to achieve greater community accessibility. City Staff deserve congratulations for their dedication and the hard work involved from the request (report process) through to the completion of projects, now recognized as corporate achievements.

Moving forward throughout the next five years the City has a vision “**To create one of the most accessible, inclusive communities in Ontario**”. The incorporation of a **Culture of Diversity and Inclusion** into everything we do is the next and one of the most important steps. We must incorporate this as our corporate culture and into our practices, ensuring we are living and breathing it every day. The City will reach out beyond the corridors of City Hall to engage and encourage our whole community to embrace the City culture and to participate.

# Message from the Chair of the Kawartha Lakes Accessibility Advisory Committee (AAC)

– Norman Price

The members of City of Kawartha Lakes Accessibility Advisory Committee (AAC) are a dedicated group of individuals who reside in our City. The members are a cohesive group with a common interest of sharing their personal experiences and perspectives related to the many challenges faced by people with disabilities. As a result, the group is able to provide invaluable support and advice to the City as it continues to identify and eliminate barriers.

The Kawartha Lakes AAC endorses this multi-year accessibility plan, which illustrates the efforts of many staff, community partners, volunteers and City Council in working towards a community where all individuals of all abilities can live, work and play inclusively. The committee assists by reviewing City projects and initiatives to offer comments that include meeting or exceeding legislative requirements.

On behalf of the AAC, I would like to take this opportunity to thank the AODA Staff Working Group for their time and commitment regarding accessibility planning. It is also my pleasure and honour to work with and learn from all of my fellow Accessibility Advisory Committee members.

# Introduction

The Legislative Assembly of Ontario knew the importance of healthier, happier and financially sustainable economy for the public and Ontario communities. A unique piece of legislation enacted unanimously by all parties in the Legislative Assembly of Ontario in 2005 titled the Accessibility of Ontarians with Disabilities Act (AODA) is to create a society that will include and benefit all Ontarians. Through the Act, Accessibility Standards were developed, implemented and enforced in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

Currently one (1) in seven (7) people in Ontario (1.5 million) has a disability. As the population ages the imperatives (need) for accessible communities will rise. Alarming statistics project that by 2036, 20% of all Canadians will have some form of disability. It is expected that in the next 20 years, an aging population and people with disabilities will represent 40% of the total income in Ontario – which equates to approximately \$536 billion (Ontario Population Projections 2008-2036, Fall 2009 Ministry of Finance Report).

Thirteen years after the enactment of the AODA the Province of Ontario have set five standards, Customer Service, Design for Public Spaces, Employment, Information and Communication and Transportation to form the Integrated Accessibility Regulation Standard under the Act. The Ontario Building Code also updated to include a number of enhancements to make new build more accessible. Along with discussions of strengthening current standards, the Province has entered into discussion regarding the standards development involving Education and Health.

Thirteen years after the enactment of the AODA, there is grown awareness of the fact that making customer service, places, employment, information and communication and transportation inclusive is important for so many reasons that includes economic sustainability. This is supported by a quote from The Honourable David Onley “It is not just the right thing to do it is the smart thing to do”.

For more information on making Ontario accessible, visit [www.AccessON.ca](http://www.AccessON.ca). [The Honourable Carla Qualtrough, Minister of Sport and Persons with Disabilities](#) has recently consulted with Canadians to discuss the movement of Accessibility in Federal Legislation. A report is now available titled [“Creating new federal accessibility legislation: What we learned.”](#)

# Legislation

In June 2005, the Ontario Government passed the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) setting the goal of a fully Accessible Ontario by 2025.

Ontario has set standards in the five areas of [customer service](#), [employment](#), [information and communications](#), [public transportation](#) and [public spaces](#) (built environment).

## **Accessibility Standards for Customer Service**

The Accessibility Standards for Customer Service came into effect on January 1, 2008, making them the first to become law under the AODA. This regulation required all municipalities to be in compliance by January 1, 2010 and all private and not-for-profit sectors to follow suit by January 1, 2012. Customer Service joins the four other standards as part of the [Integrated Accessibility Standards](#) (Ontario Regulation 191/11).

## **Integrated Accessibility Standards**

The Integrated Accessibility Standards came into effect on July 1, 2011. This law applies to all organizations – public, private and non-profit sectors. Each of the five areas of the regulation is phased-in through time for each sector. Each Standard provides guidelines and deadlines for organizations in the Province, with one or more employees, to follow and meet. The Accessibility Directorate ([www.Access.ON](http://www.Access.ON)) has created a [Guide to Ontario's Accessibility Regulations](#) to assist organizations with planning.

## **The Ontario Human Rights Code:**

The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) both deal with accessibility, but are two very different pieces of legislation. The Ontario Human Rights Code is an individual complaints-based legislation that addresses discrimination. The Integrated Accessibility Standards Regulation created under the AODA applies to all organizations in Ontario.

Under the Ontario Human Rights Code, everyone has the right to equal treatment without discrimination. The goal of the Code is to provide for equal rights so as to create a climate of respect where everyone feels part of the community and can contribute fully. The Ontario Human Rights Code requires organizations to accommodate people with disabilities to the point of undue hardship.

The Integrated Accessibility Standards Regulation (IASR) does not replace or affect the legal rights or obligations that arise under the Ontario Human Rights Code and other laws relating to the accommodation of people with disabilities. The IASR establishes a compliance framework that applies to all public, private and not-for-profit organizations with at least one employee. The goal of the AODA and the standards enacted is to make Ontario accessible by 2025.

## **City of Kawartha Lakes Statement of Commitment:**

In keeping with the Provincial legislation and the developed standards, the City of Kawartha Lakes recognizes the importance of creating an inclusive community, one where all people are given an equal opportunity to live, visit, raise a family, work and retire. The City is committed to improving opportunities for persons with disabilities by identifying, removing, and preventing barriers so that individuals of all abilities can participate to their full potential in everything that this community has to offer.

The City of Kawartha Lakes is committed to the principles of independence, dignity, integration, and equality of opportunity, as described in the Accessibility for Ontarians with Disabilities Act (AODA), 2005, and to meeting or exceeding the requirements of the standards enacted under the AODA.

# The Kawartha Lakes Accessibility Advisory Committee (AAC)

The Kawartha Lakes Accessibility Advisory Committee (AAC) continues to be a fundamental partner as we work together to remove barriers for people with disabilities. Two working groups consisting of Council appointed AAC members addressing Public Awareness (services, employment/information and communication) and the Public Spaces Standards (built environment, transportation and parks) have provided a venue to explore best practices, substantiate and formulate recommendations for introduction at regular AAC meetings for consideration. City Staff have attended working group meetings to discuss proposed projects, plans, policy pieces and have incorporated a number of ideas shared with them by members of the AAC during these meetings into their respective action plans and policies.

The Kawartha Lakes Accessibility Advisory Committee has dedicated their time, energies, expertise and advocacy through participation in a number of projects throughout the last two years, which include but are not limited to the following:

- a) Participation by providing comment on a number of City Policies and processes which include:
  - Integrated Community Sustainability Plan where they have identified that Accessibility is very much a part of community sustainability;
  - Poverty Reduction Strategy;
  - Downtown Revitalization Committee;
  - Secondary Plans and Community Design Standards;
  - Lindsay Parks Committee;
  - Transit Advisory Board;
  - Purchasing Policy – Accessible Procurement;
  - City “New” Website Development Team;
  - Participation in the Age Friendly Business Engagement Strategy 2017; this participation is on-going as part of public outreach;
  - And more.
  
- b) Public awareness activities: Lunch and learn sessions, workshops and special events to engage all people of all ages to think about the importance of advancing accessibility.
  
- c) The annual presentation of the Accessibility Awareness Awards is one of the

greatest successes when it comes to raising awareness. The number of nominations received annually has grown over the last eleven (11) years. The awards have been highly recognized by local media. Over the last decade the AAC through Council, has recognized 57 (fifty-seven) residents, business owners and community groups for their efforts to make the City of Kawartha Lakes more accessible. Our award winners have gone above, and beyond the expectation in removing barriers and have increased awareness of accessibility issues within the City.

- d) Mapping of Community Accessibility Features at an event held during Accessibility Awareness Week 2016.
- e) Involvement in Social media - find [Kawartha Accessibility](#) on Facebook and [@AccessCKL](#) on Twitter.

It is important to recognize the work of the Kawartha Lakes Accessibility Advisory Committee (AAC). Each member dedicates a countless number of hours, volunteering their assistance and expertise as they advocate the needs of people with disabilities to Council, to staff and to the private sector. For more information on the work of Kawartha Lakes AAC please visit our [accessibility webpage](#).



**2016 Accessibility Awareness Awards**

# Consultation

Consultation on the accessibility plan was conducted through a series of meetings with the Kawartha Lakes Accessibility Advisory Committee, the AODA Staff Team and the CAO and Senior Management Team and contributing City departments throughout 2017 and into the first half of 2018.

During the first quarter of 2018, with the assistance of the Office of Strategy Management, three (3) public presentations and visioning sessions took place. There was strong attendance by a variety of people that ranged from City staff, to older adults, people with disabilities, with business people to students, professional health service organization, caregivers, not for profit organizations, etc. The sessions were very successful with a great variety of barriers identified and suggested remedies discussed. From the information gathered, a planned direction then formulated as per [Appendix A](#).

A joint meeting of the Kawartha Lakes Accessibility Advisory Committee with members of the Staff AODA Task Force held April 19, 2018 provided an opportunity to discuss and suggest amendment to the draft five-year Accessibility Plan.

A presentation and report was included on the Council Agenda of June 5, 2018. The recommendation submitted by the Kawartha Lakes Accessibility Advisory Committee to adopt the Five-Year City Accessibility Plan (2018-2023).



**Kawartha Lakes Accessibility Advisory Committee**

# Guiding Principles

The guiding principles of the City's five year Accessibility Master Plan include:

1. Working consultatively with the Kawartha Lakes Accessibility Advisory Committee and other community members to ensure the actions identified in the five-year plan are responsive to the needs of the community;
2. Meeting or exceeding compliance timelines;
3. Being fiscally responsible by using provincial tools, templates and guides where applicable;
4. Developed in conjunction with other Council approved plans;
5. Responsibly spreading the cost of implementation over multiple years;
6. Seeking efficiencies by training all staff on an on-going basis and/or as needed based on evolving legislation, policy, procedures and available resources;
7. Ensuring the areas of accountability are clearly defined by implementing clauses by department; and developing support tools and templates to assist staff with implementation;
8. This plan is a fluid document and will evolve or change over time. A proactive approach has and will continue as the City identifies, removes and prevents barriers through accessibility planning.

## The City of Kawartha Lakes

# Five Year Accessibility Master Plan

By approving and supporting this plan the City demonstrates its corporate commitment to planning for an accessible, inclusive future by ensuring that accessibility is an integral part of everyday business.

City Council supported the creation of accessible services to help improve inclusion across the City benefiting all residents, visitors and employees. Towards that end, the City has approved a revised corporate-wide Accessibility Policy which includes all updates under the AODA regulations. In addition, Council also supports accessibility by including accessibility statements in the 2016-2019 Corporate Strategic Plan within Goal 2 – An exceptional quality of life and with the request that all Staff comment on the identification, prevention and or potential creation of barriers within all reports going to Council.

The effectiveness of the accessibility planning process is dependent on the support of Council, the collaboration of the Kawartha Lakes Accessibility Advisory Committee, the AODA Staff Team and the Chief Administrative Officer and Management Team who endorse and support improvements to City facilities, policies, public spaces and procedures.

# Past Successes and Achievements

The City of Kawartha Lakes has made a number of changes making their goods, services, communication, employment, transportation and public spaces more accessible and inclusive throughout our community for everyone. The list to follow is a sampling of the achievements that should be celebrated.

- Transit meets annually with the AAC to discuss past and future initiatives for input and remove barriers;
- LIMO Specialized Transit ID cards are now accepted Ontario wide;
- Delays and service disruptions are shared on Twitter, Facebook and the City's website;
- Fare parity for Conventional and LIMO Specialized Transit;
- Specialized transit eligibility standards are reviewed annually;
- Increased Specialized Transit hours of service to meet demand;
- New scheduling software for specialized transit to maximize service availability by identifying rides that could be shared going to a close or similar location;
- New accessible tourism and library websites;
- Improvements to way-finding signage with attention to font type and size;
- Audio walking tours that are accessible on smart phones or by a brochure and all text version;
- Inclusion of accessibility features and elements within the Downtown Revitalization Projects - Lindsay, Coboconk/Norland, Fenelon Falls and Omemee. Businesses are encouraged to consider Barrier Free Access and accessibility features in their new publication;
- Fenelon Splash Pad in Garnet Graham Park - barrier free access;
- Carden Community Centre- improved the approach to the buildings accessible entrance and the asphalt surface also improves traction/footing;
- Playground Surfacing with Engineered Fiber in 2017: Mayor James Flynn Park, Garnet Graham Park, Woodville Park, Arbour Court Park, Cambray Ball Park, Centennial Park (Verulam), Nimigon Memorial Park (Pontypool), Oakwood Arena, Little Britain Arena;
- Involvement with Age-Friendly Communities initiative - Age-Friendly Business Engagement project and work with the Local Action Groups in Fenelon Falls and Omemee;

- The new municipal website is in 100% compliance with AODA. The Communications, Advertising and Marketing division and Human Resources are leading ongoing document training and other considerations to ensure Corporate documents are accessible both online and offline;
- Municipal Events Application includes the question “Have you considered accessibility for people with disabilities and the older adult?” and references the Access Ontario Planning Accessible Events Guide;
- Accessible door automation system for Community Services building, Fenelon Falls Library, Woodville Library, Kawartha Lakes Police Services, Lindsay Service Centre;
- Accessibility improvements including ramps, walkways and handrails at Oakwood Library, Coboconk Community Hall, Lindsay Service Centre;
- Human Services have shared new accessible documents training tools with partner agencies so they can educate their staff on the requirements;
- Kawartha Lakes Housing at 68 Lindsay Street North and 48 St. Paul have increased their accessible units by seven in total.



**Accessible swing  
at Old Mill Park**



**Rivera Park  
Playground**



**Garnet Graham  
Beack Park in  
Fenelon Falls**



**Old Mill Park accessible  
picnic area**

## The 2018-2023 Accessibility Plan priorities:

1. Meeting the legislative requirements mandated by the Province of Ontario. These legislative requirements provide the framework for creating accessible, inclusive communities; and
2. Removing existing barriers; the City of Kawartha Lakes is working towards building inclusive facilities, services and programs. The intention is to update this portion of the Plan annually as part of the budget planning process.

Information on how the City is meeting the legislative requirements of the five (5) Standards that are currently enforceable under the Integrated Accessibility Standards Regulation, legislated under the Accessibility for Ontarians with Disabilities Act, 2005 are as follows:

### **Accessible Customer Service Standard**

The Accessible Customer Service Standard came into effect on January 1, 2008. The City of Kawartha Lakes created an Accessible Customer Service Policy and supporting procedures in 2009. With Council approval training for City staff, Volunteers, etc. began and was completed prior to January 1, 2010 with a report of compliance filed.

The City of Kawartha Lakes continues to:

- train all staff (full-time, part-time, students) and volunteers on-going through an employee orientation program;
- to monitor its customer service in order to maintain and improve upon the level of accessibility in its programs and services.

The Customer Service Policy went through a review was updated and incorporated into an overall Accessibility Policy in 2012. That policy encompasses all Accessibility Standards and is available on the City's website. An additional review to ensure changes to the Standard are reflected into the policy and procedures was completed in the first quarter of 2018, prior to the release of this plan.

The Accessibility Officer participated as a member of the Municipal Service Excellence task force during 2016/17 in the development of a corporate service excellence strategy, customer service standards and associated management directive. This provided an opportunity to highlight and include tips on serving people with varied abilities along with a number of other considerations. This will serve as a reminder to City Staff to consider the needs of people with varied abilities to ensure excellence in Municipal service and the importance of equal access to City goods and services.

## **Information and Communications Standards**

The City of Kawartha Lakes has met all of the current requirements of the Information and Communications Standard. The City will continue to:

- provide information in a range of accessible formats when requested, to meet the needs of a person requesting a particular format or communication support, including any public documents and emergency plans;
- provide a public feedback process, providing for accessible formats and communications supports, upon request;
- provide notice to the public of the availability of alternate formats and communication supports on the City's website and in print material. Maintain the City's newly refreshed website, to conform with World Wide Web Content Accessibility Guidelines (WCAG) 2.0 level AA, monitoring additional content to ensure that information is included in an accessible format or noted that an alternate format can be requested.

## **Employment Standards**

Removing barriers to employment for people with disabilities is a focus and the City continues to encourage potential and current employees disclose how the City can be of assistance. An accommodation policy is in place and the City will continue:

- to consult with applicants and employees to determine their accommodation requirements;
- to continue to provide supports and refresh plans throughout the employment cycle as necessary;
- to provide an individual accommodation plan that includes emergency response procedures and with provisions for periodic review and updating;
- to provide notification to both employees and applicants of the availability of accommodation for people with disabilities;
- to provide a return to work process for employees who have been absent due to a disability.

## **Transportation Standard**

The City of Kawartha Lakes operates both conventional and specialized transit services in the town of Lindsay. Lindsay Transit has met all requirements as set out in the transportation standard and will continue:

- to provide municipal service excellence to users;
- to consult with the public annually on the removal of barriers to transit services;
- to be receptive to public feedback;
- to meet the technical requirements when acquiring new vehicles;
- to provide accessibility training to drivers;

- to make the public aware of service disruptions;
- to provide visitors with access to specialized transit;
- to provide fare parity and parity in hours of service between conventional and specialized transit services;
- to make all bus stop locations accessible or to provide a safe boarding and de-boarding location should the stop not be safe;
- to review and update if necessary the eligibility requirements associated with specialized transit services;
- New scheduling software has been purchased to enhance the services provided by the specialized transportation services (LIMO);
  - meet all other requirements as per the [transportation standard](#) for conventional and specialized transportation services.

### **Design for Public Spaces Standard**

- Incorporate the City Facility Design Standards and Facility Accessibility Design Management Directive;
- Incorporate the Design for Public Spaces criteria as per the Integrated Accessibility Regulation Standard (technical requirements for recreational trails and beach access routes, outdoor public use eating areas, outdoor playspaces, exterior paths of travel (ramps, paths, stairs, curb ramps, depressed curbs, pedestrian signals, rest areas, etc.), accessible parking and service counters).

The City is committed to establishing Council Policies and/or Corporate Management Directives that will strengthen our community vision “to create one of the most accessible, inclusive communities in Ontario” and shape our community culture.

Note: Appendix A includes Planned Projects and Tasks, updates for specific Built environment, Accessibility Related Projects, Master Plans, Management Directives and Policies throughout the next five (5) years.

# Appendix A:

## Planned Projects and Tasks for 2018 to 2023

The Kawartha Lakes Accessibility Advisory Committee (AAC) will play an important role by providing review and comment on all action items listed.

(Appendix A is updated annually as part of the City of Kawartha Lakes annual budget process and is subject to Council approval of the respective budget)

Action Item	Lead	Year 2018 - 2023
Investigate ways to encourage, educate and support accessible development.	Engineering & Corporate Assets, Development Services	2018 On-going
Funding of \$1,000,000 available through the Community Improvement Program (CIP) where, an application to improve accessibility is a highlighted qualifier. The City will continue to seek additional funding streams.	Development Services	2018
In cooperation with local partners, provide Accessibility Awareness and Age-Friendly training for local businesses.	Economic Development	2018 On-going
Determine a plan and schedule for accessibility audits of City buildings	Office of Strategy Management	2018
Incorporation of accessibility in City policies, Master Plans, Management Directives and processes as reviewed and renewed	All Departments	2018 On-going
City Staff to partner with and support the work plan of the Age-Friendly Communities Designation	Accessibility Officer	On-going
Explore the options for a public education/ engagement strategy and program for Accessibility	Accessibility Officer	2019 On-going

Action Item	Lead	Year 2018 - 2023
The City will continue to plan and deliver projects to improve accessibility for staff and public spaces throughout the City's buildings portfolio. In so doing, we will focus on both the physical and the ambient aspects of the built environment.	Community Services	2019 On-going
Review the process for follow-up on complaints received from the Public regarding accessibility	Accessibility Officer	2019 On-going
Explore the development of a Corporate Culture of Diversity and Inclusion	Human Services	2019
Annual meeting between the Kawartha Lakes Accessibility Advisory Committee and Chambers/BIA	Kawartha Lakes Accessibility Advisory Committee	2019 On-going
Review winter sidewalk level of service policy	Council, Public Works	2020
Review Human Resources policies and processes to ensure accessibility	Human Resources	2020

# Appendix B:

## Glossary of Key Definitions:

**“Accessibility”** a general term describing the degree of ease that something (e.g., device, service, physical environment and information) can be accessed, used and enjoyed by persons with disabilities. The term implies conscious planning, design and/ or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population, by making things more usable and practical for everyone, including older people and families with small children.

**“Barrier”** means 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”)

**“Disability”** means,

Defining disability is a complex, evolving matter. The term “disability” covers a broad range and degree of conditions. A disability may have been present at birth, caused by an accident, or developed over time. Section 10 of the Human Rights Code defines “disability” as:

1. 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,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

