

The Corporation of the City of Kawartha Lakes

Committee of the Whole Report

Report Number CLK 2020-03

Meeting Date: Tuesday, March 10, 2020

Title: 2019 Municipal Accessibility Master Plan Progress Report

Description: Annual Progress Report

Author and Title: Barbara Condie, Accessibility Officer

Recommendation(s):

That Report CLK2020-01, the 2019 Municipal Accessibility Master Plan Progress Report, be received.

Department Head:_____

Financial/Legal/HR/Other:_____

Chief Administrative Officer: _____

Background:

At the Council Meeting of June 5, 2018, Council adopted the following resolution:

CR2018-354

That Report CLK2018-005, **Municipal Accessibility Master Plan 2018-2023**, be received;

That the **Municipal Accessibility Master Plan 2018-2023**, be approved;
and

That the necessary by-law be brought forward for adoption.

Carried

This report addresses the direction of removing barriers to provide greater accessibility for people with disabilities as outlined in the Municipal Accessibility Master Plan and the planned approach to reach set goals. It also commits to providing an annual progress report addressing accomplishments of each year.

Rationale:

As required by the Province of Ontario, an accessibility compliance report was submitted prior to the deadline of December 31, 2019 on behalf of the City as per **Appendix A** to this report. After consultation with City Departments it was determined that to date the City has maintained or exceeded compliance with the requirements of the Integrated Accessibility Standards Regulation (IASR) enacted under the Accessibility with Ontarians with Disabilities (AODA);

In 2018 the following Management Directives were developed and are in place in support of the Accessibility Policy and statement of commitment: **Managing Notification of Temporary Service Disruptions, Accessible Meetings, Persons who Use Service Animals in City Facilities and Public Spaces, Accessible Customer Service Feedback Processes, Accessible Formats and Communication Supports and Accessible Buildings and Outdoor Spaces.**

An Employee training guide was designed and created in 2019 to educate on Accessible Customer Service and inform staff of the content of each management directive in effect. A training strategy involving the creation of an on-line module is in the development stages in partnership with Human Resources. The legislation states that each municipality shall provide Corporate-wide Accessibility Training when new plans, policy and processes are developed.

Training is anticipated to begin in the first half of 2020 and will continue through new employee and volunteer orientation processes.

The Clerk's Office and the Communications, Advertising and Marketing Division provided a number of employee training sessions involving the creation of accessible documents and accessible website content. This training is on-going as needed by new employees or those requiring the training for new positions in the organization.

As a result of the support provided by City Council, the Kawartha Lakes Accessibility Advisory Committee (AAC), City Staff and others there has been a number of noteworthy accomplishments made since the adoption of the contents of the Municipal Accessibility Masterplan 2018-2023. The Review and Progress Report – Kawartha Lakes Accessibility Masterplan 2018-2023 is provided as per attached **Appendix B**.

Other Alternatives Considered:

No other alternatives are considered. This report is a requirement of the Integrated Accessibility Standards Regulation as enacted under the Accessibility for Ontarians with Disabilities Act and Council By-law 2018-093.

Financial/Operation Impacts:

N/A.

Relationship of Recommendation(s) To The 2016-2019 Strategic Plan:

Kawartha Lakes is committed to accessible, timely, knowledgeable, courteous and fair services as described in the guiding principles associated with the 2020-2023 Strategic Plan. The Municipal Accessibility Masterplan supports and strengthens the commitment of Goal 1 in the Strategic Plan that reads: Improve the health and well-being of residents that further states that Kawartha will make this happen by Enhancing accessibility and encouraging and supporting "age-friendly" programs and initiatives.

Consultations:

Appropriate City Staff Managers
Kawartha Lakes Accessibility Advisory Committee
City Clerk

Attachments:

Appendix A – 2019 Accessibility Compliance Report



CLK2020-003
Appendix A.pdf

Appendix B – Review and Progress Report – Accessibility Masterplan 2018-2023



CLK2020-003
Appendix B.pdf

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Department Head: Cathie Ritchie

Department File: Kawartha Lakes AAC