



ANNUAL ACCESSIBILITY PLAN

2008

APPROVED BY COUNCIL:

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EXECUTIVE SUMMARY

The purpose of the *Ontarians with Disabilities Act, 2005* (ODA 2005) is to improve opportunities for persons 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. To this end, the ODA mandates that each municipality of over 10,000 persons prepare an annual accessibility plan. (The Act places pressure and responsibility on the City to meet accessibility standards and will require a concentrated effort on the City's part to meet future standards.)

This is the fifth year plan (2008) prepared by the City of Kawartha Lakes (City). The report describes the measures that the City has taken in the past, and the measures that the City will take during 2008 to identify, remove and prevent barriers to persons with disabilities who use the facilities and services of the City, including staff.

The City will have to continue to commit itself to the continual improvement of access to its facilities and services for persons with disabilities; developing methods to gain the participation of persons with disabilities in the development and review of its annual access plans; and the provision of quality services to all members of the community with disabilities, within fiscal constraints.

With the assistance of the Kawartha Lakes Accessibility Advisory Committee (KLAAC), barriers for persons with disabilities will be identified. While the City has been active in removing barriers to persons with disabilities, there are many improvements that can be made.

KEY CONTACTS

Richard Danziger – Director of Development Services

180 Kent Street West

Lindsay ON K9V 2Y6

1-888-822-2225 ext. 239

1-705-324 9411 ext. 239

rdanziger@city.kawarthalakes.on.ca

Judy Currins, Clerk

26 Francis Street, P.O. Box 9000

Lindsay ON K9V 5R8

1-888-822-2225 ext. 295

1-705-324 9411 ext. 295

jcurrins@city.kawarthalakes.on.ca

AIM

This report describes the measures the City will take during the current year (2008) to remove and prevent barriers to persons with disabilities who use the facilities and services of the City, including staff.

OBJECTIVES

This report will:

1. Review earlier efforts to remove and prevent barriers to persons with disabilities.
2. Propose a plan to move forward on making the City of Kawartha Lakes an accessible City.
3. Describe how the City will make this Accessibility Plan available to the public.

THE CITY'S VISION ON ACCESSIBILITY

The City's Community Vision notes that:

Attention has been given to three groups within our population – **Seniors, Youth and Persons with Special Needs**. Under the guidance of the city-wide Seniors Council, the important role of seniors in our communities as well as their special needs have been recognized. Seniors are fully participating members of the City, making contributions as volunteers, mentors, investors, consumers and community leaders. Youth also have a voice through the city-wide Youth Council which is working with City Council, educators, community leaders and business to make Kawartha Lakes an attractive place for youth to live and work. With leadership from organizations such as the United Way and Community Care, planning for community facilities, services and programs has improved participation, accessibility and affordability for persons with special needs. All residents can access health and community care services.

Under the "Initiatives" section of the City's Community Vision, the following is stated:

"Accessibility

Support work that is already underway with the leadership of the Municipal Advisory Committee of Disabled Persons and encourage community organizations such as United Way, Community Care, seniors and youth

groups, rural representatives and others to come together with public agencies and the City to:

- Identify accessibility issues in areas such as health, education, recreation, employment and transportation and develop means of addressing accessibility problems whether they are the result of disability, cost or distance to services and facilities.
- Advocate for support and action by senior levels of government.
- Encourage efforts of community organizations to meet the needs.
- Recognize and reward volunteers for their contributions.
- Plan for accessibility in the new Official Plan and other long-range City plans including recreation master plan, long-range capital plan for infrastructure and the economic strategy.”

CITY OF KAWARTHA LAKES COMMITMENT TO ACCESSIBILITY PLANNING

At the Council meeting of August 21, 2002 the following resolution was adopted:

“THAT Council direct the CAO to form a staff committee to prepare the Accessibility Plan for Council approval, as required by the Ontarians With Disabilities Act, 2001; and

THAT the City of Kawartha Lakes Municipal Advisory Committee for Disabled Persons (MACDP) be confirmed as the Accessibility Advisory Committee as required by the Ontarians with Disabilities Act, 2001; and

THAT staff liaise with MACDP in the preparation of an accessibility Plan.”

In 2006, MACDP was renamed the “Kawartha Lakes Accessibility Advisory Committee” (KLAAC).

The KLAAC is a Committee of the Council of the City of Kawartha Lakes. Their role is to advise Council on matters of accessibility. The goals of the Committee are:

1. The KLAAC shall promote public awareness and sensitivity to accessibility issues.
2. The KLAAC shall encourage co-operation among all service and interest groups to ensure a better community for the disabled.
3. The KLAAC shall communicate with all levels of government and service agencies and make recommendations on policy and legislation related to accessibility.
4. The KLAAC shall identify and document relevant accessibility issues and concerns.

5. The KLAAC shall help to facilitate improved access to housing, mobility, education, recreation employment and information, which are the qualities of a six star community.
6. The KLAAC shall promote the recognition that the needs of all disabled persons are constantly changing, growing and in need of refinement.

The Terms of Reference for the Committee are:

Evaluation: The KLAAC shall advise Council annually about the preparation, implementation and effectiveness of its accessibility plan.

Building Accessibility: The KLAAC shall advise Council on the accessibility for persons with disabilities to a building, structure or premises, or part of a building structure or premises:

- a) that the Council purchases, constructs or significantly renovates;
- b) for which the Council enters into a new lease; or
- c) that a person provides as a municipal capital facility.

Site Plans: The KLAAC shall review in a timely manner the site plans and drawings described in Section 41 of the *Planning Act*. If the committee selects site plans and drawings described in Section 41 of the *Planning Act* to review, the Council shall supply them to KLAAC in a timely manner for the purpose of the review.

Advice: KLAAC shall assist Council by advising, reviewing and making comment and recommendations on Federal and Provincial legislation and municipal by-laws of the City in the interest of people with disabilities. Within the framework of the goals and objectives set out in Section 4.01, KLAAC will deal with community issues relevant to disabled persons.

Report: KLAAC shall prepare, before the commencement of each calendar year, a report of the previous year's activities

The Members of KLAAC are:

| MEMBER | AREA |
|-----------------|-------------|
| Dale Broomer | Janetville |
| Tracey Goulet | Lindsay |
| Kaca Henley | Dunsford |
| Barbie Holmes | Oakwood |
| Bill Huskinson | Lindsay |
| Margaret Kupusa | Bobcaygeon |
| Mary McCord | Kirkfield |
| Jane McLean | Lindsay |
| Aileen Murray | Cameron |
| Teresa Nugent | Janetville |

| | |
|------------------------------|------------------------|
| Dorla Pearn | Cameron |
| Norman Price | Lindsay |
| Karla Forgaard Pullen | Little Britain |
| Councillor Stephen Strangway | City of Kawartha Lakes |
| Michelle Truax | Lindsay |

THE ACCESSIBILITY WORKING GROUP

In February of 2003 a staff accessibility working group was formed to prepare the accessibility plan for the City. The accessibility working group proceeded to:

- Conduct preliminary research on barriers to persons with disabilities in all facilities, regulations, policies, programs, practices and services offered by the City.
- Seek methods to list facilities, regulations, policies, programs, practices and services that cause or may cause barriers to persons with disabilities.
- Identify barriers that will be removed or prevented in the coming year.
- Describe how these barriers will be removed or prevented in the coming years.
- Prepare a report on these activities, and after its approval by the Council, make the Plan available to the public.

The Accessibility Working Group (AWG) has not been active for the past 3 years. The AWG needs to be reconstituted and become active in response to the needs of the disabled and in preparation for the standards that will come from the AOD 2005. One of the goals for 2008 will be the reactivation of the Committee and the creation of an access strategy for the City to comply with the legislation by January 1, 2010.

ACCESSIBILITY INITIATIVES FOR 2007

The City undertook a number of works related to improving accessibility to its facilities and services including:

| ITEM NO. | INITIATIVE | STATUS |
|----------|---|----------|
| 1 | Tenders have been awarded to construct a new vestibule at the Kirkfield Service Centre. At that time, the door activator button will be relocated to make it easier to reach and use. | Complete |
| 2 | Tenders have been awarded to construct the vestibule and public reception area at the Bobcaygeon Service Centre and this will make the front desk accessible. | Complete |
| 3 | The Community Services Department will be undertaking an assessment audit of recreation facilities. Once | Complete |

| | | |
|---|--|------------------------------------|
| | completed, the audit will identify which facilities will require accessibility upgrades. | |
| 4 | Money has been provided for the design of improvements necessary to make the family change rooms in the Lindsay Recreation Complex accessible. | Improvement Concepts Identified |
| 5 | Six accessibility units that are computer work stations with large screens, keyboards and mice, zoom text and earphones are schedule to be installed at the Libraries in Lindsay, Bobcaygeon, Fenelon Falls, Bethany, Kirkfield and Coboconk in 2007. Further, three vision access units are scheduled to be installed at the Libraries in Lindsay, Bobcaygeon and Fenelon Falls in 2007. The units not installed as yet because of IT issues. | Units Purchased |
| 6 | A sum of \$42,500 has been approved in the 2007 Capital Budget for the Dalton Library refurbishment including improving accessibility to the facility. | Design Complete |
| 7 | The City will continue to improve its web site including a content management system and a reduction in the amount of java used on the site, especially the menus. This should make it much easier for those with screen readers to navigate the site. | Expected Completed March 2008 |
| 8 | The City's 2007 Capital Budget contains \$578,760 for new and replacement sidewalks which improves accessibility as well as \$300,000 for new traffic signals which permits better traffic control for accessibility purposes. | Most Works Complete |
| 9 | The 2007 Capital Budget also contains \$20,000 to develop an accessibility strategy for the City. | Accessibility Study in Final Draft |

The creation of an accessibility strategy is a critical undertaking for the City. To this point, the City's efforts have not had a comprehensive strategic direction which has resulted in a somewhat disjointed effort to improve accessibility. The strategy will provide a comprehensive plan and direction for accessibility improvements. The plan will be undertaken by a consultant with expertise in the field and will involve Council, staff and the KLAAC. The consultant was retained and a draft strategy has been completed.

ACCESSIBILITY INITIATIVES FOR 2008

The following projects will be undertaken in 2008 to improve accessibility to City facilities and services:

| ITEM NO. | INITIATIVE |
|----------|--|
| 1 | A design of the proposed enhancements to the Lindsay Recreation Complex was approved. This would address enhanced entrance and |

| | |
|----|---|
| | common areas, improved fitness areas and modernization and accessibility improvements including family change rooms. \$200,000 design budget with construction to begin in 2009. |
| 2 | Little Britain Community Centre front doors being replaced with a budget of \$30,000 to provide fully accessible main entrance door with automated accessible push buttons. |
| 3 | Ops Community Centre is receiving various enhancements including door replacement and washroom upgrades. Budget of \$27,695 and accessibility issues will be addressed. |
| 4 | Victoria Park Armoury stage replacement. The new stage will have a ramp to make it 100% accessible (current one is not accessible). Budget \$25,000. |
| 5 | Northlin Park walkway replacement. Current walkway is cracked and decayed. Budget of \$20,000 to replace and extend throughout entire park which will make it accessible for all park users. |
| 6 | Centennial Park washroom enhancement to retrofit to make it accessible. Budget of \$30,000. |
| 7 | The Bobcaygeon Beach Park washroom enhancement to make it accessible. Budget of \$30,000. |
| 8 | Replace existing ramp for Nurse Practitioner Building in Kirkfield. |
| 9 | Replace existing ramp at the Bobcaygeon Chamber of Commerce (Boyd Building). |
| 10 | <p>The City will continue to improve its web site including a content management system and a reduction in the amount of java used on the site, especially the menus. This should make it much easier for those with screen readers to navigate the site.</p> <p>It is expected that the IT Department will be finished with the back-end programming of the Content Management System (CMS) by September 30th. Then the redesign of the site will begin, followed by implementation of the CMS and training of staff. We hope to have the new site up by the end of 2008. All of the preceding actions will improve the web site's accessibility.</p> |
| 11 | The City's 2008 Capital Budget contains \$575,000 for new and replacement sidewalks as well as \$50,000 for pedestrian signals to assist in accessibility. |
| 12 | The implementation of the City's Accessibility Strategy will commence. |
| 13 | Council support for 2008 Accessibility Awareness Fair being organized by KLAAC. |
| 14 | Accessibility Awards to be awarded by Council. |
| 15 | KLAAC to review its structure in relation to Strategic Plan requirements. |

REVIEW AND MONITORING PROCESS

The staff working group shall meet regularly to review progress. The working group shall remind departments, either through personal contacts or by e-mail, about their roles in implementing the Plan.

COMMUNICATION OF THE PLAN

Copies of this Plan are available at City Hall and the Service Centres and on the City's website and may be downloaded from the website. Notice will also be placed in local newspapers on the availability of the Plan.

APPENDIX “A” – COMMUNITY AWARENESS CAMPAIGN
A Fully Accessible Environment For Persons with Disabilities:
A Community Awareness Campaign
April 2007 through December 2008

GOALS:

To provide opportunities for members of the City of Kawartha Lakes community to learn more about accessibility issues for the disabled in all its various forms to meet the goal of a barrier free City of Kawartha Lakes.

To inform our citizens of the requirements of **Accessibility for Ontarians with Disabilities Act (AODA or Bill 118)**“. An Act respecting the development, implementation and enforcement of standards relating to accessibility with respect to goods, services, facilities, employment, accommodation, buildings and all other things specified in the Act for persons with disabilities. Assented to June 13, 2005”

The standards are being developed in Ontario for use by all sectors includes transportation, Customer Service, the Building Codes, and more. These standards will become law for everyone in 2025. The customer service standards have been adopted and all municipal governments must comply with the standards by January 1, 2010.

To educate and encourage our community to successfully prevent and remove obstacles that inhibit any of our citizens from fully participating in the opportunities enjoyed in our city. We strive for inclusive programs and services.

CURRICULUM: What Is Accessibility?
What Are The Disabilities?
What Are Accessibility Barriers?
How Can You Help?

| STRATEGY | ACTION STEPS | TARGET AUDIENCE | RESOURCES | LOCATIONS | RESPONSIBLE PERSONS | TIME FRAMES |
|---|---|---|---|--|--|--|
| Brochure | Design brochure Submit for approval Print brochure Distribute brochure | Total community | CoKL paper & print shop \$3,000 fund | Library Dr. offices Other Community Services Businesses City Offices | Karla, Mary, Barbie CoKL Members of KLAAC | Spring 2007 |
| Celebrating Accessibility: Certificate of Merit | Design certificate Print certificate Set criteria for presentation Assess individual situations Present certificate | Individuals Businesses Govt offices Community services | CoKL paper & print shop \$3,000 fund | As determined | Barbie Members of KLAAC | Spring 2007 |
| Open House - Booth at the Mall & experiential event | Contact Mall Arrange for physical plant Take brochures Arrange volunteer schedule Contact other agencies Invite council & media to attend Briefing Arrange for insurance certificate | Shoppers at the mall | Brochure Volunteers \$3000 fund | Lindsay Square Mall | Bill Barbie Tracy Members of KLAAC David | April, 2007 Accessibility Awareness Week 5/27-6/2,2007 Spring 2008 |
| Work with education | Contact Director of Sp Ed Present plan and brochures Develop joint trainings Invite to participate in booth during awareness week Possible accessibility poster contest | | | | Mary Steve | April, 2007 |

| STRATEGY | ACTION STEPS | TARGET AUDIENCE | RESOURCES | LOCATIONS | RESPONSIBLE PERSONS | TIME FRAMES |
|--|---|-----------------|-----------|-----------|------------------------|---------------------------------------|
| Work with other agencies that serves disabled | Contact Director Present plan and brochures Develop joint trainings Invite to participate in booth during awareness week | | | | Karla Eileen | April, 2007 |
| Press releases | Determine purpose Write release Work with Brenda to distribute | | X355 | | Steve | AccesAwar Week 5/27- 6/2,2007 |
| Web Site & Municipal Bulletin page | Presentation by Web designer Work with Web designer | | | | David ? | April 3, 2007 |
| Presentation at Council & Invite media to attend | Present Community Awareness Campaign Present Brochure | | | | Steve Karla Mary | Council with accessibility plan |
| Ads in Papers & Radio Public Service announcements | Contact Brenda Contact papers Determine purpose of ads Write ads Submit to papers Save a copy | | | | ? | ? |
| Cable 10 show | Contact Cable 10 to do a show on accessibility Determine purpose Check with Ric Design questions & answers | | | | ? | ? |
| Speaking Opportunities | Design appropriate topics & format Search out opportunities to present E.g. clubs, conferences, schools, | | | | ? | |

**Our Goal is a
Barrier Free City!**

A barrier free City of Kawartha Lakes means that we all successfully prevent and remove obstacles that inhibit any of our citizens from fully participating in the opportunities enjoyed in our beautiful towns and neighbourhoods. We strive for inclusive programs and services.

Barriers may include:

- *Physical – i.e. stairs, high curbs, narrow sidewalks.
- *Information – small print, hard to find, hard to understand.
- *Attitude – assuming that disabled people are incapable or uninterested in participating.
- *Technology – fast traffic lights, phones without TTD, information in only one language or format.
- *Policy/Practices – holding public events in inaccessible places.

Inclusive Communities:

Respect human rights
Promote and seek **Social Justice**
Provide for vulnerable citizens
Ensure **full participation** in democracy

APPENDIX “B” - BROCHURE

**Kawartha Lakes Accessibility
Advisory Committee
KLAAC**

KLAAC is an appointed volunteer Committee of the City of Kawartha Lakes Council.

We do not make policies, or decisions regarding use of City resources. However, we are able to help residents and City staff to identify and resolve issues regarding accessibility.

We meet the First Tuesday of the month in at City Hall, 26 Francis Street in Lindsay.

If you would like to make a presentation to the committee on an accessibility issue, we are interested to hear from you. Call or email us!

Volunteering for this committee is done through the Municipality
324-9411 Ext. 310

**Kawartha Lakes
Accessibility Advisory
Committee
(KLAAC)**



Purpose of KLAAC

- Advise Municipal Council and staff
- Undertake needs assessments related to Accessibility issues
- Promote community awareness (of accessibility issues)
- Encourage compliance with AODA standards

To Contact KLAAC:
Phone 705-324-9411

Or email us at
info@city.kawarthalakes.on.ca

“Accessibility for Ontarians with Disabilities Act?” (AODA) or Bill 118)

“An Act respecting the development, implementation and enforcement of standards relating to accessibility with respect to goods, services, facilities, employment, accommodation, buildings and all other things specified in the Act for persons with disabilities.
Assented to June 13 2005”

The standards being developed in Ontario for use by all sectors include Transportation, Customer Service, the Building Codes, and more. These standards will become law for everyone in 2025.

Who defines Disability?

Human Rights laws in Ontario define disability. It includes physical, mental and learning disabilities of all types. For more information:

Ontario Human Rights Commission –

“What is Disability?” fact sheet.

What can KLAAC do for You?

Direct Action

- Receive concerns from community members and track action by City staff.
- Receive inquiries from City staff and Council regarding Best Practices in accessibility. Research the issue and return suggestions.
- Identify barriers to accessibility through various needs assessment options.

Awareness & Community Development

- Provide opportunities to the community to learn more about accessibility in all its various forms.
- Provide information regarding community resources.

Advisory

- Act in an advisory capacity as the citizens’ voice to the City in developing and implementing the Annual Accessibility Plan as required under Bill 118.

What KLAAC does for the Community at large:

Site Review Committee

- Review all commercial and public building plans submitted to the City planning department and report on how well each plan meets accessibility standards.

Parking Committee

- Ensures that all parking plans submitted to the City meet or exceed the current standards for disabled access parking.

Certificate of Merit

- An award from KLAAC recognizing agencies and businesses that have done an outstanding job of some aspect of accessibility.

APPENDIX "C" – ACCESSIBILITY STRATEGY