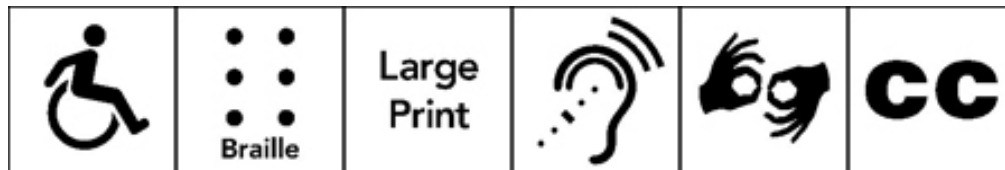




# 2010 Annual Accessibility Plan



Universal symbols of accessibility

Approved by Council: September 21, 2010

## Table of Contents

Letter of Support - Mayor, City of Kawartha Lakes.....	3
Letter of Support – Chief Administrative Officer, City of Kawartha Lakes.....	4
Letter of Support - Chair, KLAAC .....	5
Executive Summary .....	6
City of Kawartha Lakes Profile .....	8
Legislation .....	9
Kawartha Lakes Accessibility Advisory Committee .....	13
AODA Staff Team.....	15
Accessibility Planning in the City of Kawartha Lakes .....	17
City of Kawartha Lakes Staff Functional Organizational Chart.....	18
Status Report of Accomplishments (July 2009 to September 2010) .....	19
Planned Initiatives (September 2010 to September 2011).....	34
Appendix A.....	39
Kawartha Lakes Accessibility Advisory Committee By-Law 2007-008	
Appendix B.....	46
AODA Staff Team Terms of Reference	
Appendix C.....	51
Accessible Customer Service Policy	
Appendix D.....	58
Update of Accomplishments and Compliance with the Accessible Customer Service Standard, Regulation 429/07	

## Letter of Support - Mayor, City of Kawartha Lakes



*The Corporation of the*

*City of Kawartha Lakes*

*P.O. Box 9000, 26 Francis St.,*

*Lindsay, Ontario K9V 5R8*

*Tel: (705) 324-9411 ext 1320, 1 888-822-2225*

*Fax: (705) 324-8110*

*[rmcgee@city.kawarthalakes.on.ca](mailto:rmcgee@city.kawarthalakes.on.ca)*

**Ric McGee**, *Mayor*

August 11, 2010

Dear Friends,

On behalf of Council and the residents, I am pleased to support the Accessibility Plan for 2010. We appreciate the efforts made by the Kawartha Lakes Accessibility Advisory Committee (KLAAC) and municipal staff in the completion of the Plan and comprehensive report.

There have been many advancements made toward fulfilling the AODA requirements in the past 2 years including the hiring of the Accessibility Coordinator Barb Condie and the training of staff in the customer service standard. Of particular note, are the tireless efforts of the Kawartha Lakes Accessibility Advisory Committee in their passion to serve the people of, and visitors to Kawartha Lakes by forging ahead with excellence in all standards. The creation of Accessibility Awards combined with an Accessibility Special Event to raise awareness allows our community to focus on accessibility and the benefits to creating a barrier free community focused upon **"inclusion for all"**.

The City of Kawartha Lakes is proud to support the Accessibility Plan and the initiatives that make our community a more welcoming destination and economically sustainable tourism experience for everyone.

Warmest Regards,

Ric McGee, Mayor  
City of Kawartha Lakes

## Letter of Support – Chief Administrative Officer, City of Kawartha Lakes



The Corporation of the  
**City of Kawartha Lakes**

P.O. Box 9000, 26 Francis St.,  
Lindsay, ON K9V 5R8

Tel: (705) 324-9411 ext 1296, 1-888-822-2225

Fax: (705) 324-5417

[www.city.kawarthalakes.on.ca](http://www.city.kawarthalakes.on.ca)

---

**Jane Reynolds, Chief Administrative Officer**

August 12, 2010

Council and Members of the Public  
City of Kawartha Lakes

The City continues to show a real commitment to ensuring accessibility to all residents, employees and visitors to the City of Kawartha Lakes. In particular, there have been many accomplishments in the area of accessibility over the past year. Upon approval of the regulations, we moved quickly to hire an Accessibility Coordinator to assist in facilitating and enabling our staff to strive towards better understanding and supporting accessibility. As a result, we met our goals in terms of providing Customer Service training and accessibility has taken prominence in our site plan and construction review processes. Further, a staff committee has been re-activated to carry forward these successes.

I applaud the dedication and commitment of the members of the Kawartha Lakes Accessibility Advisory Committee, the leadership of our Human Resources Director and Accessibility Coordinator, and the rest of our staff team for their diligent work in progressively move forward on accessibility issues. With these continual positive steps forward, we will continue to strive towards becoming a barrier free municipality.

Yours truly,

*Jane Reynolds*

Jane Reynolds  
Chief Administrative Officer

## Letter of Support - Chair, KLAAC

August 11, 2010

Dear Councillors and Mayor,

The Kawartha Lakes Accessibility Advisory Committee is pleased to formally tender our support for the Accessibility Plan for 2010 as tabled before you. We appreciate the efforts made by your municipal staff in the comprehensive nature of the Plan and report.

We have observed many advances made toward fulfilling the AODA requirements in the past 2 years including the hiring of the coordinator Barb Condie, the training of staff regarding services to the public, and an increased number of consultations with our Committee from staff, particularly in regard to transportation and parks.

We look forward to continuing our supportive role to the City of Kawartha Lakes and are eager to share our expertise and knowledge with any member of the Council or staff upon request.

Yours very truly,

*Karla Forgaard-Pullen*

Karla Forgaard-Pullen, MSW RSW  
Chair – 2010 on behalf of KLAAC

## **Executive Summary**

The City of Kawartha Lakes 2010 Accessibility Plan marks the City's 7<sup>th</sup> annual accessibility plan. Although a requirement under the Ontarians with Disabilities Act (ODA), 2001, the City demonstrates its corporate commitment to making accessibility an integral part of everyday business through its commitment and support of the plan.

The effectiveness of the accessibility planning process is ensured through the support of Council, collaboration of the Kawartha Lakes Accessibility Advisory Committee, the AODA Staff Team, representing all departments within the City, the Chief Administrative Officer and Senior Leadership Team who endorse and support improvements to City facilities, policies and procedures.

It is important to recognize the work of the Kawartha Lakes Accessibility Advisory Committee (KLAAC). 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.

The dedication and commitment of the AODA Staff Team is evident when we reflect on the significant accomplishments that have been made since the team was established in January, 2010. This Team of twenty (20) City employees are recognized for their commitment to the accessibility planning process.

The exchange of open dialogue that was shared at the joint meeting held Tuesday, August 17, 2010 between KLAAC and the AODA Staff Team proved to be a great success resulting in both groups adopting the contents of the draft plan in principle.

The Accessibility for Ontarians with Disabilities Act (AODA), 2005 enacted the requirement of private, public and non-profit organizations to identify, remove and prevent barriers in order to make the Province accessible for all people with disabilities by 2025. The Act introduced the development, implementation and enforcement of five (5) Accessibility Standards in Customer Service, Employment, Information and Communication, Public Transportation and Built Environment.

The Accessible Customer Service Standard, Ontario Regulation 429/07 was the first standard to be regulated into law under the AODA, 2005. Compliance with the Accessible Customer Service Standard was a priority in 2009/10. The City developed and implemented an Accessible Customer Services Policy (Appendix C), endorsed by Council in December, 2009. This mandatory training was embraced by staff who are to be recognized for their attendance and overall participation in order to reach compliance with the Accessible Customer Service Standard (Appendix D). The City filed their compliance report within the provincially mandated timeline of March, 2010.

It is anticipated that the four (4) remaining accessibility standards will be released into regulation in the coming year and plans are well underway in preparation for their implementation. The 2010 Accessibility Plan is aligned with the City's Vision Statement and their Accessibility Strategy 2008-2012. The details of accomplishments made, and the initiatives planned in the coming year, is presented in this plan for Council endorsement. Early support of the 2010 Accessibility Plan encourages serious consideration through the City's annual budget process.

Letters of support from Mayor Ric McGee, Jane Reynolds, Chief Administrative Officer and Karla Forgaard-Pullen, Chair of the Kawartha Lakes Accessibility Advisory Committee reinforces the City's position on the importance of accessibility and the City's role in orchestrating a barrier free environment for the citizens of the City of Kawartha Lakes.

The City of Kawartha Lakes welcomes the Public to provide comment on the 2010 Accessibility Plan by e-mailing [accessibility@city.kawarthalakes.on.ca](mailto:accessibility@city.kawarthalakes.on.ca) or by submitting correspondence to the attention of the Accessibility Coordinator through one of the City's Customer Service locations.

## **City of Kawartha Lakes Profile**

The City of Kawartha Lakes is an amalgamated municipality that was officially created on January 1, 2001 as a single tier municipality comprised of the following communities; Lindsay, Bobcaygeon, Dunsford, Kirkfield, Fenelon Falls, Omemee, Sturgeon Point, Woodville, Norland, Coboconk, Downeyville, Cameron, Cambray, Bethany, Pontypool, Janetville, View Lake, Oakwood, Little Britain, Reaboro and Kinmount. It is governed by a Mayor and with a Councillor for each of the 16 Wards.

The City of Kawartha Lakes includes approximately 35,075 dwellings with approximately 75,000 full time residents and 35,000 seasonal residents. It is one of the largest single tier municipalities in Ontario encompassing an area of over 3,067 square kilometers (757,848 acres).

The City of Kawartha Lakes is a community rich with beautiful parks and over sixty (60) named lakes. The Trent Severn Waterway passes through the centre of the City via a network of navigable rivers and locks linking the Pigeon, Sturgeon, Cameron, Balsam, Mitchell, Scugog and Canal Lakes. A rural landscape is accompanied by a comfortable urban mix of amenities, service facilities and recreational opportunities.

## Legislation

### **Ontarians with Disabilities Act, 2001 (ODA)**

The *Ontarians with Disabilities Act, (ODA)*, 2001 was built on the strong foundation of the Human Rights Code that protects the rights of all Ontarians. The purpose of the legislation is to improve access and opportunities for persons with disabilities across Ontario. The legislation applies to all Provincial and Municipal governments, school boards, colleges and universities and hospitals. Municipalities with a population of 10,000 or more residents must establish an Accessibility Advisory Committee, prepare an annual Accessibility Plan and engage community involvement, through the Accessibility Advisory Committee in the identification, removal and prevention of barriers for persons with disabilities.

### **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

On June 13, 2005, the *Accessibility for Ontarians with Disabilities Act, (AODA)* received Royal Assent and is now Law. The purpose of the Act is to “develop, implement and enforce accessibility standards in order to achieve accessibility for all Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.” Accessibility Standards will be or have been developed in the given areas:

- Customer Service (Ontario Regulations 429/07)
- Transportation
- Information & Communication
- Built Environment
- Employment

Under Section 41 of the AODA, a comprehensive review is mandatory within four years after the Act takes effect. Mr. Charles Beer, Principal with Counsel of Public Affairs, provides strategic advice to a wide range of public and private sector clients as well as to the non-profit sector. Mr. Beer was contracted by the Ministry of Community and Social Services in 2009 to conduct the review inclusive of public consultation, to report on the

findings and make recommendations for improving the effectiveness of the Act and regulations.

The report and recommendations titled “Charting a Path Forward: Report of the Independent Review of the Accessibility for Ontarians with Disabilities Act, 2005” is available by accessing:

[http://www.mcsc.gov.on.ca/en/mcsc/publications/accessibility/charles\\_beer/tableOfContents.aspx](http://www.mcsc.gov.on.ca/en/mcsc/publications/accessibility/charles_beer/tableOfContents.aspx).

Further reviews are to take place every three (3) years.

The Martin Prosperity Institute is the World’s leading think-tank on the role of sub-national factors – location, place and city-regions – in global economic prosperity. The Institute is headquartered at the MaRS (Medical and Related Sciences) Centre in downtown Toronto and affiliated with the Rothman School of Management at the University of Toronto. The Province of Ontario commissioned the Martin Prosperity Institute to examine the potential economic impact of achieving substantially higher levels of accessibility. The report titled, “Releasing Constraints: Projecting the Economic Impact of Increased Accessibility in Ontario” is now available by accessing:

<http://martinprosperity.org/research-and-publications/publication/releasing-constraints>

## **Development of Accessibility Standards**

The process for standards development has various components. Standards Committees were established and membership appointed by the Minister of Community and Social Services. Standards were developed by each Standard Committee which included over 50 % of persons with disabilities as well as professionals from the public and private sectors. Once the initial proposed standard has been prepared it is provided to the Minister who then releases it for public comment. All comments are reviewed and considered by the Committee. A final release and proposal is prepared and remitted for endorsement as a regulation under the AODA, 2005 to the Minister.

The ***Accessible Customer Service Standard, Ontario Regulation 429/07***, is the first accessibility standard to be adopted under the authority of the Accessibility for Ontarians with Disabilities Act, 2005.

This regulation came into force on January 1, 2008 and states what businesses and other organizations in Ontario must do to make the provisions of their goods and services accessible to persons with disabilities.

Under the Accessible Customer Service Standard the City of Kawartha Lakes is required by law, to develop and maintain policies, practices and procedures and to report compliance with the regulation no later than March 31, 2010.

The Accessible Customer Service Policy and associated practices and procedures must address:

- Accessible Customer Service (the manner in which goods and services are provided to persons with disabilities)
- Accessible Customer Service Training
- Use of Assistive Devices
- Service Animals and Support Persons
- Alternate Format of Documents
- Availability of Documents
- Notice of Service Disruption
- Customer Feedback Mechanisms

It must ensure that the provision of City goods and services to persons with disabilities is consistent with the following principles:

- Dignity
- Independence
- Integration
- Equality of Opportunity

The City of Kawartha Lakes has made numerous achievements thus far as it pertains to the implementation of the Accessible Customer Service Standard. Compliance was reported to the Ministry of Community and Social Services by the deadline of March 31, 2010.

The proposed Information and Communications, Employment, Transportation and Build Environment Standards have been developed and have been circulated for public review by the Province. Public comment has been received and considered by each individual Standard Committee. The final proposed standards have been submitted to the Minister of Community and Social Services for consideration as regulations under the AODA, 2005. Although unclear, it has been suggested, that the four (4) remaining standards could be released within the next year.

## **Kawartha Lakes Accessibility Advisory Committee**

The Kawartha Lakes Accessibility Advisory Committee (KLAAC) was previously known as the Municipal Advisory Committee for Disabled Persons (MACDP). MACDP was originally established in the Town of Lindsay as a Standing Committee of Council in 1991. The Committee was renamed the Kawartha Lakes Accessibility Advisory Committee (KLAAC) in 2001 with the enactment of the ***Ontarians with Disabilities Act, 2001*** and the amalgamation that created the City of Kawartha Lakes. With the expanded responsibilities of serving a population in excess of 75,000 and an area of 3,067 square kilometers the original committee membership was increased from seven (7) to thirteen (13) members. The Committee is governed by By-Law 2007-008, attached as Appendix A to this report.

The Kawartha Lakes Accessibility Advisory Committee members, the majority of whom are persons with disabilities, are committed to their mission statement:

### **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.**

Each member of KLAAC is appointed by Council for a suggested term. Their role is to provide recommendations to Council and Staff in the preparation and implementation of the annual Accessibility Plan, to review Building Accessibility to municipally owned/leased premises, to review and provide comment on selected Site Plans as described in section 41 of the Planning Act, to provide comment to the Province of Ontario with regard to the development of the AODA, 2005 Standards and other matters relating to the identification, removal and prevention of barriers for persons with disabilities.

KLAAC continues to build awareness and to educate the general public in regard to the importance of social change and full inclusion by hosting an annual Accessibility Aware Fair, with the presentation of community Accessibility Awareness Recognition Awards and through a variety of other work plan initiatives.

KLAAC recognizes that persons with disabilities represent a significant and growing segment of our population. The proactive approach of the Community Vision Statement of the City of Kawartha Lakes Council, the City Mission Statement and mandate of KLAAC, which fully supports the enhancement of the abilities of persons with disabilities to have equal access to opportunities, live independently and contribute to the Community, have had, and will continue to have, positive effects to the future prosperity of the City of Kawartha Lakes and to all citizens.

The City of Kawartha Lakes and KLAAC encourages the community to visit the Ministry of Community and Social Services Web Site to follow the evolution of a fully accessible Ontario by 2025.

<http://www.mcsc.gov.on.ca/mcss/english/pillars/accessibilityOntario>

The KLAAC Team members are acknowledged for their dedication, commitment and participation.

**Members of the  
Kawartha Accessibility Advisory Committee**

Chair	Karla Forgaard Pullen
Vice-Chair	Kaca Henley
	Lynda Dasilva
	Mary Ann Fitzpatrick
	Linda Griffith
	Barbie Holmes
	Bill Huskinson
	Teresa Jordan
	Holli Lizée
	Jane McLean
	Aileen Murray
	Dorla Pearn
	Norman Price
Council Liaison	Stephen Strangway
Staff Liaison	Janice Platt
Staff Liaison	Barbara Condie
Recording Secretary	Colleen Paterson

## **AODA Staff Team**

Accessibility Planning involves a collaborative process to achieve the desired outcome of a fully inclusive community. Strategizing for a planned approach to remove existing barriers and develop mechanisms that will ensure barriers are prevented and removed as the City moves forward with future initiatives involves the resources and expertise from each and every facet of the organization, including public consultation.

As outlined within the 2009 Accessibility Plan, the establishment of an AODA Staff Team is identified as an accomplished goal during for the 2010 year. The AODA Staff Team was established in January 2010 with a membership of twenty (20) City employees who represent a cross section of the organizational structure with all City departments represented.

Terms of Reference, attached as Appendix B, were created and endorsed, detailing the responsibilities and obligations of the Committee including accountability to provide recommendations to the City Senior Leadership Team. The AODA Team has met several times throughout the past six (6) months. The team is evolving and advancements have been made through the exchange of open dialogue, the review of best practices, other information considered valuable to their respective departments and to the creation of the Annual Accessibility Plan.

Items of discussion and achievement included:

- Centralization of a contractor / vendor list accessed by all Managers and Supervisors in order to ensure that all contractors who do work for the City have received Accessible Customer Service Training
- Liaising and representation of City Departments
- Research regarding user fees for support persons
- Electronic folder access by all members in order to share information and resource materials from other municipalities
- Use of a feedback form to gather information on processes
- Ongoing development of Standard Operating Procedures (SOP)
- Preparation of resource material for joint meeting with KLAAC
- Plans for facility audit training

The AODA Team members are acknowledged for their dedication, commitment and participation.

## **Members of the AODA Staff Team**

Chair	Barbara Condie, Human Resources
Accessibility Coordinator	Carolyn Daynes, Finance Christina Sisson, Engineering and Public Works David Kerr, Engineering and Public Works Gerry Barker, Community Services Heather Muir, Community Services Hildy Nickel, Health and Social Services Hope Lee, Health and Social Services Jim Irwin, Community Services Judy Currins, CAO Office Kari Kleven, Finance Keith Kirkpatrick, Emergency Services Liana Patterson, Human Resources Marty Jones, Engineering and Public Works Pat Twohey, Emergency Services Paul Young, Engineering and Public Works Randy Robinson, Engineering and Public Works Richard Holy, Development Services
Director (ex-officio)	Janice Platt, Human Resources
Recording Secretary	Judy Rice, Human Resources

## Accessibility Planning in the City of Kawartha Lakes

The City recognizes the importance of creating an inclusive community, one where all people are given an equal opportunity to attend school, to work, to go shopping, to dine in restaurants, to travel and to play, a City where all individuals of all abilities can participate in everything that this vibrant community has to offer.

The City has demonstrated their dedication to the creation of an inclusive community by expressing this commitment within the Community Vision Statement (2002-2012), which reads: “the City of Kawartha Lakes will strive to make our communities better; encourage people and communities to care about each other, help those in need, embrace diversity of people; with Good Government - decisions take into account fair treatment of all ages, all abilities, all communities. Attention has been given to three groups within our population – Seniors, Youth and Persons with Special Needs.” and further by the endorsement of the **Accessibility Strategic Plan (2008-2012)**. For more information on this strategic initiative access the following link on the City of Kawartha Lakes website:

<http://www.city.kawarthalakes.on.ca/residents/accessibility/accessibility-plans>

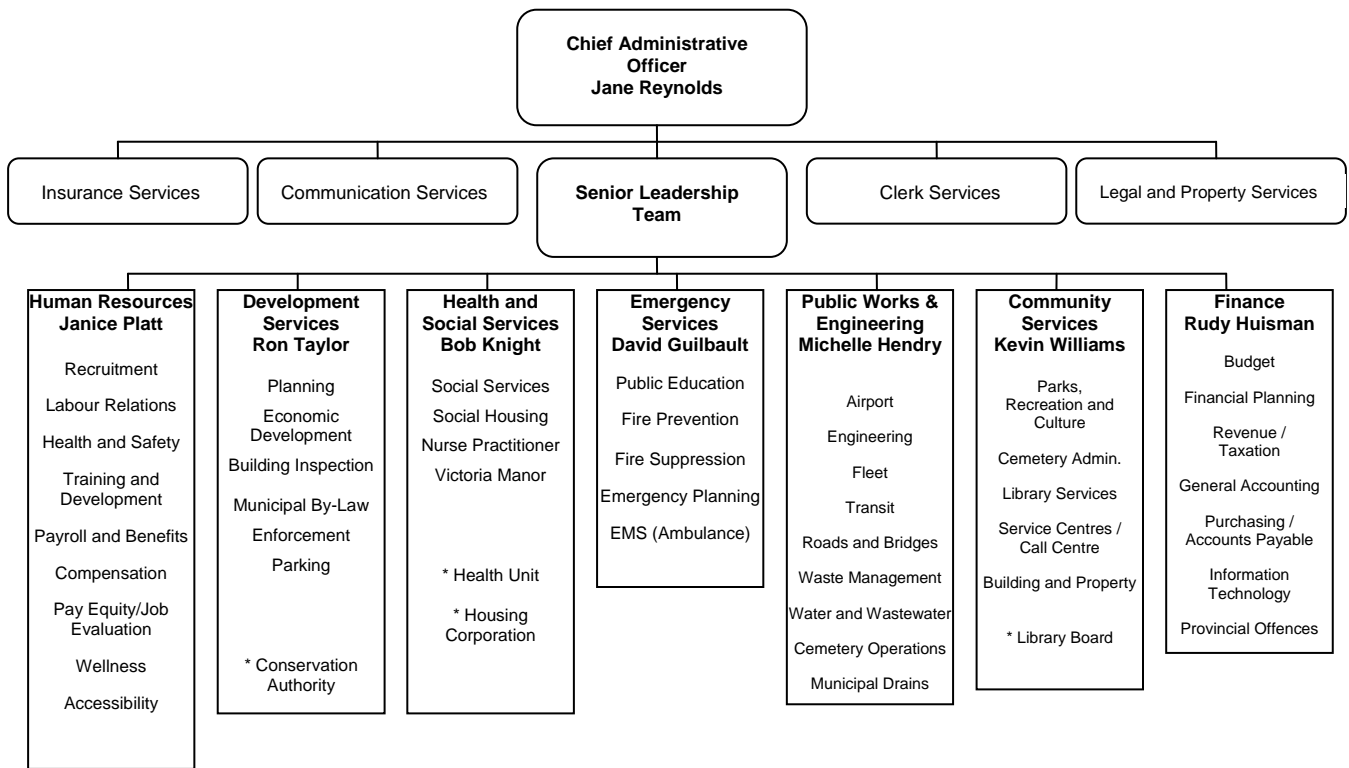
In 2003, the City of Kawartha Lakes put together their first Annual Accessibility Plan to identify, remove and prevent barriers. They have reported on their accomplishments and detailed their initiatives in each of the subsequent years.

This past year has brought progressive accomplishment to the City of Kawartha Lakes. This includes, but is not limited to, a change in content and formatting of the Annual Accessibility Plan as the City moves forward to consider all barriers that inhibit persons with disabilities to access City goods and services.

The City of Kawartha Lakes Annual Accessibility Plan (2010) is coordinated through the office of the Director of Human Resources. It involves the efforts of the Accessibility Coordinator, our Accessibility Committee (KLAAC), the AODA Staff Team and the Executive Assistant (HR) to create a shared approach to identifying, removing and preventing barriers for persons with disabilities.

# City of Kawartha Lakes Staff Functional Organizational Chart

The City of Kawartha Lakes provides goods and services to the public through the following staff functional organizational chart:



## Status Report of Accomplishments (July 2009 to September 2010)

Initiatives from the 2009 Plan are outlined below and are included in the following two sections that present information on accomplishments and future initiatives that each Department plans to achieve in the coming year as the City moves forward to remove/prevent barriers for persons with disabilities. The projects originally designated in the 2009 Disability Plan are either complete or currently in progress.

ITEM NO.	2009 INITIATIVES
1	Hiring an Accessibility Coordinator to implement the Regulations and Accessibility Strategic Plan as they become effective over next few years.
2	Bobcaygeon Arena – upgrade and improve accessibility at the facility
3	Improve lighting in the Victoria Room
4	Lindsay Recreation Complex construction to entrance accessibility issues in building family change rooms.
5	Begin planning for construction of Fenelon Falls Arena Community Centre
6	Upgrades to several Community Centres
7	Plan renovations for improvement at Fenelon Falls and Bobcaygeon libraries
8	Library Accessibility Retrofits including washrooms and ramps
9	Bus replacements that are accessible
10	Audio traffic device for pedestrians at several locations
11	Formation of Transit Advisory Committee and review transit issues including accessibility
12	The City will launch a new web site including a content management system in the summer of 2009. The site will comply to W3C standards.

<b>Department:</b>	Chief Administrative Office
<b>Division:</b>	Communications
<b>Initiative:</b>	New City Website with attention given to the access of information (W3C compliant)
<b>Status:</b>	Complete

<b>Department:</b>	Chief Administrative Office
<b>Division:</b>	Clerks
<b>Initiative:</b>	Measures developed to adhere to an Accessible Election process which includes but is not limited to the following: Vote by Mail, the provisions of the availability of large print text documents upon request, availability of Image Cast Ballot Marker Device at City Hall for electors with special needs, consideration given to varied means to access information, Accessible Customer Service Training for those administering election processes, utilization of an audit tool to ensure access to premises utilized for election purposes, dissemination of information to candidates as it pertains to accessibility
<b>Status:</b>	On-going throughout the 2010 Election Process

<b>Department:</b>	Chief Administrative Office
<b>Division:</b>	CAO / Clerks
<b>Initiative:</b>	Created addition of section to Council reporting template that asks staff to consider and report on accessibility implications of any development / policy issue
<b>Status:</b>	Complete

<b>Department:</b>	Chief Administrative Office
<b>Division:</b>	Communications
<b>Initiative:</b>	Exploring “tagging” of publications as an alternative format
<b>Status:</b>	On-going

<b>Department:</b>	Human Resources
<b>Division:</b>	Accessibility
<b>Initiative:</b>	Development of an on-line Accessible Customer Service Feedback mechanism, assisted by Communications Division
<b>Status:</b>	Complete

<b>Department:</b>	Human Resources
<b>Division:</b>	Recruitment
<b>Initiative:</b>	Hired a dedicated staff person to coordinate Accessibility Initiatives under the direction of the department
<b>Status:</b>	Complete

<b>Department:</b>	Human Resources
<b>Division:</b>	Accessibility
<b>Initiative:</b>	Creation of the Accessible Customer Service Policy and endorsement by Council on December 8, 2009 (see Appendix C)
<b>Status:</b>	Complete

<b>Department:</b>	Human Resources
<b>Division:</b>	Accessibility
<b>Initiative:</b>	Reaching compliance with the Accessible Customer Service Standard, Reg. 429/07 and on-going measures to ensure continued compliance (see Appendix D)
<b>Status:</b>	On-going

<b>Department:</b>	Human Resources
<b>Division:</b>	Accessibility
<b>Initiative:</b>	Coordination of Accessible Customer Service Training requirement of the Accessible Customer Service Standard 429/07 (see Appendix D, Items 1 – 12)
<b>Status:</b>	On-going

<b>Department:</b>	Human Resources
<b>Division:</b>	Accessibility
<b>Initiative:</b>	Dedication of administrative support and resources to KLAAC as required to achieve workplan objectives
<b>Status:</b>	On-going

<b>Department:</b>	Human Resources
<b>Division:</b>	Accessibility
<b>Initiative:</b>	Establishment of a Staff Team to become active in the preparation of the annual accessibility plan and City initiatives associated with the five standards being enacted into regulations under the AODA, 2005 (see Appendix B)
<b>Status:</b>	Complete

<b>Department:</b>	Human Resources
<b>Division:</b>	Accessibility
<b>Initiative:</b>	Process to address feedback regarding Accessible Customer Service was initiated and a form template created so that staff and citizens can provide input
<b>Status:</b>	Complete

<b>Department:</b>	Human Resources
<b>Division:</b>	Accessibility
<b>Initiative:</b>	Establishment of a Service Disruption Notification procedure
<b>Status:</b>	Complete

<b>Department:</b>	Human Resources
<b>Division:</b>	All Divisions
<b>Initiative:</b>	The proposed Employment Standard is being resourced as Policy and Standard Operating Procedures are reviewed and drafted new
<b>Status:</b>	On-going

<b>Department:</b>	Development Services
<b>Division:</b>	Municipal By-Law Enforcement
<b>Initiative:</b>	A review of the Parking By-Law is presently under way to incorporate the discussions of a meeting held with the KLAAC Parking Sub-Committee to address the recommendations, made by the Committee, as it pertains to the Accessible Parking component of the Parking By-Law. The By-Law is proposed to be complete by the end of 2010
<b>Status:</b>	On-Going

<b>Department:</b>	Health and Social Services
<b>Division:</b>	All Divisions
<b>Initiative:</b>	Accessibility awareness explored by organizing a variety of simulation exercises for staff and encouraging discussion about the barriers that they encounter while participating
<b>Status:</b>	Complete

<b>Department:</b>	Health and Social Services
<b>Division:</b>	Housing
<b>Initiative:</b>	Three (3) barrier free unit conversions provided at the Fenelon Area Independent Living Association building
<b>Status:</b>	Complete

<b>Department:</b>	Health and Social Services
<b>Division:</b>	Housing
<b>Initiative:</b>	Conversion of two (2) regular Kawartha Lakes Haliburton Housing Corporation units to barrier free at the Hamilton Street location
<b>Status:</b>	Complete

<b>Department:</b>	Health and Social Services
<b>Division:</b>	Housing
<b>Initiative:</b>	The Special Needs Local Priority Policy was endorsed and adopted by Council in June 2010. This policy, established under the Social Housing Reform Act, will enhance and expedite access to affordable housing units in its service area for people with special needs.
<b>Status:</b>	Complete

<b>Department:</b>	Health and Social Services
<b>Division:</b>	Victoria Manor
<b>Initiative:</b>	Addressing the requirements of the Accessible Customer Service Standard (see Appendix C, Rationale, Item 4)
<b>Status:</b>	On-going

<b>Department:</b>	Health and Social Services
<b>Division:</b>	Victoria Manor
<b>Initiative:</b>	Purchase of mobile ramps for accessibility to garden areas and areas assigned for programming
<b>Status:</b>	Complete

<b>Department:</b>	Emergency Services
<b>Division:</b>	Fire Services
<b>Initiative:</b>	Addressing the requirements of the Accessible Customer Service Standard (see Appendix C, Rationale, Item 6)
<b>Status:</b>	On-going

<b>Department:</b>	Emergency Services
<b>Division:</b>	Emergency Medical Services
<b>Initiative:</b>	Lifting / assistance aids have been purchased to address emergencies involving persons with disabilities to accommodate varied needs (eg: adaptable stretchers, Ferno Stair Chair, Stryker StairPro Stair Chair, etc.)
<b>Status:</b>	On-going

<b>Department:</b>	Emergency Services
<b>Division:</b>	Emergency Medical Services
<b>Initiative:</b>	A policy is in place to accommodate the service animal of a person with a disability
<b>Status:</b>	Complete

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Engineering
<b>Initiative:</b>	Installation of two (2) Accessible Pedestrian Signals - in Lindsay and Fenelon Falls
<b>Status:</b>	Complete

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Transit
<b>Initiative:</b>	Formation of the Transit Advisory Committee.
<b>Status:</b>	Complete

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Transit
<b>Initiative:</b>	Fleet Replacement – Accessible Bus
<b>Status:</b>	Complete

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Transit
<b>Initiative:</b>	Enhanced availability of services – revision of bus schedules; review of the Transit public informational brochure to incorporate new schedules of availability taking into account accessible formatting of the publication as per the proposed Information and Communication Standard and the CNIB print guidelines
<b>Status:</b>	On-going

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Waste Management
<b>Initiative:</b>	Addressed the requirements of the Accessible Customer Service Standard (see Appendix C, Rationale, Item 9)
<b>Status:</b>	On-going

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Waste Management
<b>Initiative:</b>	Review of the content Waste and Recycling and Environment Webpage and changes made to ensure accessibility. Periodic changes made as required
<b>Status:</b>	On-going

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Waste Management
<b>Initiative:</b>	All guidelines and resources received from the Accessibility Coordinator including CNIB Clear Print Guide, Executive Summary and Clear Print Full Review have been summarized and emailed to all Solid Waste Services Staff to incorporate into workplace activities and/or identify areas for improvement
<b>Status:</b>	Complete

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Waste Management
<b>Initiative:</b>	Landfill tickets have been redesigned to increase font size, provide simple messaging and updated information
<b>Status:</b>	Complete

<b>Department:</b>	Public Works and Engineering																				
<b>Division:</b>	Engineering																				
<b>Initiative:</b>	<p>New sidewalk and sidewalk reconstruction and is an on-going effort. The following chart represents the meters of sidewalk that was completed <b>2009</b>:</p> <table border="1"> <thead> <tr> <th><b>New Area Construction</b></th> <th><b>Meters</b></th> </tr> </thead> <tbody> <tr> <td>Lindsay - Francis Street</td> <td>230</td> </tr> <tr> <td>Lindsay - William Street</td> <td>994.2</td> </tr> <tr> <td>Bobcaygeon – King St.</td> <td>802.8</td> </tr> <tr> <td><b>Replacement Sidewalk Tender</b> (Lindsay, Bobcaygeon, Woodville, Oakwood, Little Britain, Bethany, Lindsay, Coboconk and Kinmount)</td> <td>2681.6</td> </tr> <tr> <td><b>Total Sidewalk Construction</b></td> <td><b>4708.6</b></td> </tr> </tbody> </table> <p>New sidewalk and sidewalk reconstruction projects currently being addressed in <b>2010</b> are:</p> <table border="1"> <thead> <tr> <th><b>New Area Construction</b></th> <th><b>Meters</b></th> </tr> </thead> <tbody> <tr> <td>Lindsay – St. Lawrence St. project</td> <td>1080</td> </tr> <tr> <td><b>Replacement Sidewalk Tender</b> (Lindsay, Oakwood, Manilla, Norland, Bobcaygeon)</td> <td>1531</td> </tr> <tr> <td><b>Total Sidewalk Construction</b></td> <td><b>2611</b></td> </tr> </tbody> </table> <p>During sidewalk construction all curbs are depressed at the intersection corners and have directional lines placed in the concrete to accommodate individuals with special needs</p>	<b>New Area Construction</b>	<b>Meters</b>	Lindsay - Francis Street	230	Lindsay - William Street	994.2	Bobcaygeon – King St.	802.8	<b>Replacement Sidewalk Tender</b> (Lindsay, Bobcaygeon, Woodville, Oakwood, Little Britain, Bethany, Lindsay, Coboconk and Kinmount)	2681.6	<b>Total Sidewalk Construction</b>	<b>4708.6</b>	<b>New Area Construction</b>	<b>Meters</b>	Lindsay – St. Lawrence St. project	1080	<b>Replacement Sidewalk Tender</b> (Lindsay, Oakwood, Manilla, Norland, Bobcaygeon)	1531	<b>Total Sidewalk Construction</b>	<b>2611</b>
<b>New Area Construction</b>	<b>Meters</b>																				
Lindsay - Francis Street	230																				
Lindsay - William Street	994.2																				
Bobcaygeon – King St.	802.8																				
<b>Replacement Sidewalk Tender</b> (Lindsay, Bobcaygeon, Woodville, Oakwood, Little Britain, Bethany, Lindsay, Coboconk and Kinmount)	2681.6																				
<b>Total Sidewalk Construction</b>	<b>4708.6</b>																				
<b>New Area Construction</b>	<b>Meters</b>																				
Lindsay – St. Lawrence St. project	1080																				
<b>Replacement Sidewalk Tender</b> (Lindsay, Oakwood, Manilla, Norland, Bobcaygeon)	1531																				
<b>Total Sidewalk Construction</b>	<b>2611</b>																				
<b>Status:</b>	On-going																				

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Engineering
<b>Initiative:</b>	Evaluated sidewalk trip hazards in preparation for new program initiative in 2011
<b>Status:</b>	Complete

<b>Department:</b>	Community Services
<b>Division:</b>	Building and Property
<b>Initiative:</b>	Improve lighting in Victoria Room – City Hall
<b>Status:</b>	Complete

<b>Department:</b>	Community Services
<b>Division:</b>	Building and Property
<b>Initiative:</b>	Designed and replaced accessible ramp at the office of the Nurse Practitioner – Kirkfield
<b>Status:</b>	Complete

<b>Department:</b>	Community Services
<b>Division:</b>	Building and Property
<b>Initiative:</b>	Accessible enhancements will be addressed at the Kinmount Library, as it pertains to reconstruction of the accessible ramp. Installation proposed for 2010
<b>Status:</b>	On-going
<b>Division:</b>	Building and Property
<b>Initiative:</b>	Accessible enhancements will be addressed at the Lindsay Library, as it pertains to sidewalks, automatic door openers, washroom and reconstruction of the accessible ramp. Construction proposed in 2010
<b>Status:</b>	On-going

<b>Department:</b>	Community Services
<b>Division:</b>	Building and Property
<b>Initiative:</b>	Designed and replaced accessible ramp at Boyd Museum
<b>Status:</b>	Complete

<b>Department:</b>	Community Services
<b>Division:</b>	Building and Property
<b>Initiative:</b>	Installation of a single-person lift at the Dalton Community Centre Library
<b>Status:</b>	Complete

<b>Department:</b>	Community Services
<b>Division:</b>	Building and Property
<b>Initiative:</b>	<p>To communicate and track the accessibility concerns expressed by KLAAC as it pertains to access to Municipal Facilities the Building and Property Maintenance Division has provided the Accessibility Coordinator with a v-Tiger ID and report status. Items addressed:</p> <ul style="list-style-type: none"> <li>➤ replaced the board on the ramp, and tightened all nuts/bolts/nails on the railings of the ramp at Train Station Gallery-Fenelon Falls</li> <li>➤ downspout fixed to divert water away from the Accessible parking space at Oakwood Library</li> <li>➤ sign installed side door City Hall to “Watch your Step”</li> </ul>
<b>Status:</b>	On-going

<b>Department:</b>	Community Services
<b>Division:</b>	Customer Services
<b>Initiative:</b>	Enhancements at municipal Service Centres include accessible entries, lowered counter service areas, accessible washrooms and elevator lifts where required
<b>Status:</b>	Complete

<b>Department:</b>	Community Services
<b>Division:</b>	Customer Services
<b>Initiative:</b>	Issue-Traq is the City's electronic Customer Relationship Management tracking software where every issue is recorded and assigned to the applicable department responsible for the service or concern. Recent system enhancements have introduced a new category entitled "Accessibility Issues" which ensures that a record of the reported issue is sent both to the applicable department and to the Accessibility Coordinator
<b>Status:</b>	Complete

<b>Department:</b>	Community Services
<b>Division:</b>	Library Services
<b>Initiative:</b>	Exploring a project to improve the interior of the Bobcaygeon Library by preparing a plan for the renovation of the existing space and expansion the building. A survey is being conducted and is available to gather input from the public
<b>Status:</b>	On-going

<b>Department:</b>	Community Services
<b>Division:</b>	Parks, Recreation and Culture
<b>Initiative:</b>	Installation of accessible showers and washrooms at Centennial Park
<b>Status:</b>	On-going

<b>Department:</b>	Community Services
<b>Division:</b>	Parks, Recreation and Culture
<b>Initiative:</b>	The Kawartha Lakes Accessibility Advisory Committee was consulted and their recommendations are being considered as staff proceed with renovations to the Lindsay Recreation Complex
<b>Status:</b>	On-going

<b>Department:</b>	Community Services
<b>Division:</b>	Parks, Recreation and Culture
<b>Initiative:</b>	Fenelon Falls Beach project with accessible paved pathways
<b>Status:</b>	Complete

<b>Department:</b>	Community Services
<b>Division:</b>	Parks, Recreation and Culture
<b>Initiative:</b>	Installation of accessible washrooms at the Bobcaygeon Beach and Trailer Park and Austin Sawmill Park in Kinmount
<b>Status:</b>	Complete

<b>Department:</b>	Community Services
<b>Division:</b>	Parks, Recreation and Culture
<b>Initiative:</b>	Planned renovations to the Bobcaygeon/Verulam Community Centre (arena) to include new accessible washrooms and elevator to the second floor
<b>Status:</b>	Completion anticipated in 2010

<b>Department:</b>	Community Services
<b>Division:</b>	Parks, Recreation and Culture
<b>Initiative:</b>	Addressing the requirements of the Accessible Customer Service Standard (see Appendix C, Rationale, Item 5)
<b>Status:</b>	On-going

<b>Department:</b>	Community Services
<b>Division:</b>	Parks, Recreation and Culture
<b>Initiative:</b>	Fenelon Falls Arena Plans will be presented to KLAAC in the fall of 2010 their review and recommendation
<b>Status:</b>	On-going

<b>Department:</b>	Community Services
<b>Division:</b>	Parks, Recreation and Culture
<b>Initiative:</b>	Installation of accessible viewing areas at the Little Britain and Oakwood arenas
<b>Status:</b>	In progress

<b>Department:</b>	Finance
<b>Division:</b>	Revenue and Taxation
<b>Initiative:</b>	Referred to the proposed Information and Communication Standard and CNIB print guidelines to improve readability of the information presented on the property tax billing
<b>Status:</b>	Complete

<b>Department:</b>	Finance
<b>Division:</b>	Purchasing
<b>Initiative:</b>	Addressing the requirements of the Accessible Customer Service Standard. See Appendix B, Rationale, Item 8 Process in place to capture existing vendor compliance and new vendor compliance
<b>Status:</b>	On-going

<b>Department:</b>	Finance
<b>Division:</b>	Purchasing
<b>Initiative:</b>	The Purchasing Policy is under review and will address the requirements of the Accessible Customer Service Standard, Regulation 429/07, as it pertains to those that provide goods and services, on behalf of, or for the City
<b>Status:</b>	On-going

<b>Department:</b>	Finance
<b>Division:</b>	Budget and Financial Planning
<b>Initiative:</b>	The 2011 Capital Budget Database Priority Matrix now addresses accessibility as a criterion for determining projects. The capital project will receive a higher rating, therefore be given greater consideration, should the project involve improved access as well as other needs
<b>Status:</b>	Complete

<b>Department:</b>	Finance
<b>Division:</b>	Information Technology
<b>Initiative:</b>	Established secured access for staff at Victoria Manor as they move forward to complete the on-line Accessible Customer Service Training and meet the requirements of the regulation
<b>Status:</b>	On-going

## Planned Initiatives (September 2010 to September 2011)

<b>Department:</b>	Chief Administrative Office
<b>Division:</b>	Clerks
<b>Initiative:</b>	Continue to review of the content of current City policies for compliance
<b>Status:</b>	On-going

<b>Department:</b>	Chief Administrative Office
<b>Division:</b>	Clerks
<b>Initiative:</b>	Preparation of a Report to Council, as per the legislative requirements of the Municipal Elections Act, Section 12.1 as amended January 1, 2010, will be provided within ninety (90) days after voting day, addressing the measures taken to remove and prevent barriers that affect electors and candidates with disabilities
<b>Status:</b>	In progress

<b>Department:</b>	Chief Administrative Office
<b>Division:</b>	Clerks
<b>Initiative:</b>	Introduction of a Forms Management Policy that will allow for a standard accessible format giving better control and more consistency with forms across the Corporation
<b>Status:</b>	Pending

<b>Department:</b>	Chief Administrative Office
<b>Division:</b>	Clerks
<b>Initiative:</b>	Introduction of an electronic Council meeting agenda which will be posted on the web site that will allow access to all open session business going to Council. It will be in an accessible format
<b>Status:</b>	Pending

<b>Department:</b>	Human Resources
<b>Division:</b>	Accessibility
<b>Initiative:</b>	Explore, strategize and plan a process associated with Accessibility Audits of municipal premises as per the Accessibility Strategy 2008-2012 endorsed by Council
<b>Status:</b>	Pending

<b>Department:</b>	Human Resources
<b>Division:</b>	Accessibility
<b>Initiative:</b>	Continue to engage in a proactive approach as the City prepares for the release of the four remaining standards: Information and Communication, Employment, Built Environment and Transportation
<b>Status:</b>	Pending

<b>Department:</b>	Human Resources
<b>Division:</b>	Accessibility
<b>Initiative:</b>	Development of Standard Operating Procedures regarding the Assistance of Support Persons and Service Animals in keeping with the Accessible Customer Service Policy
<b>Status:</b>	In progress

<b>Department:</b>	Development Services
<b>Division:</b>	Economic Development
<b>Initiative:</b>	Coordinating an information session on compliance with the Accessible Customer Service Standard by the Business Sector. (see Appendix D, Item 12) – November 2010
<b>Status:</b>	In progress

<b>Department:</b>	Development Services
<b>Division:</b>	Planning
<b>Initiative:</b>	Review of the Site Plan guidelines to incorporate proposed Built Environment Standards
<b>Status:</b>	In progress

<b>Department:</b>	Development Services
<b>Division:</b>	Planning
<b>Initiative:</b>	Extension of site plan control into rural areas throughout the entire City, to permit staff to implement accessibility measures for development contemplated through site plan approval
<b>Status:</b>	Ongoing

<b>Department:</b>	Development Services
<b>Division:</b>	Planning and Municipal By-Law Enforcement
<b>Initiative:</b>	A comprehensive list of accessible parking spaces throughout the City that are approved through site plan control will be created for enforcement purposes
<b>Status:</b>	Pending

<b>Department:</b>	Health and Social Services
<b>Division:</b>	Housing
<b>Initiative:</b>	Conversion of sixteen (16) regular Kawartha Lakes Haliburton Housing Corporation units to barrier free at the Melbourne Street location
<b>Status:</b>	Pending

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Waste Management
<b>Initiative:</b>	The proposed Information and Communications Standard and the CNIB clear print guideline has been resourced as the department develops the annual Waste Management Calendar. Greater accessibility to information will be provided with the presence of an increased font size, the incorporation of instructional graphics wherever possible and with the inclusion of a text document on the City's website
<b>Status:</b>	On-going

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Waste Management
<b>Initiative:</b>	Landfill signage replacement will take place as budget, and staff time allow. The proposed Information and Communication Standard and CNIB Guidelines will be referenced with replacement
<b>Status:</b>	Pending

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Transit
<b>Initiative:</b>	The form to apply for specialized transportation services will be updated to ensure compliance with the standards. Transit will update the application form with the assistance of Human Resources
<b>Status:</b>	Pending

<b>Department:</b>	Public Works and Engineering
<b>Division:</b>	Engineering
<b>Initiative:</b>	The annual sidewalk program designates funds for repairs and replacements. With the completion of sidewalk inventory and the identification of trip hazards the department will explore a planned approach to removal.
<b>Status:</b>	Ongoing

<b>Department:</b>	Community Services
<b>Division:</b>	Parks, Recreation and Culture
<b>Initiative:</b>	Addition of seven (7) new accessible playgrounds within the City
<b>Status:</b>	Pending

<b>Department:</b>	Community Services
<b>Division:</b>	Parks, Recreation and Culture
<b>Initiative:</b>	Addressing accessibility with construction of the Fenelon Falls arena
<b>Status:</b>	Pending

<b>Department:</b>	Community Services
<b>Division:</b>	Library Services
<b>Initiative:</b>	Explore the possibility of incorporating accessible workstations offering computer software geared to the special needs of persons with disabilities
<b>Status:</b>	Pending

<b>Department:</b>	Finance
<b>Division:</b>	Revenue and Taxation
<b>Initiative:</b>	Introduce an e-post option to the ratepayers; e-post has advised that the billing will be accessibility friendly to those that use assistive software
<b>Status:</b>	Pending

## **Appendix A**

# **Kawartha Lakes Accessibility Advisory Committee By-Law 2007-008**

# THE CORPORATION OF THE CITY OF KAWARTHA LAKES

## BY-LAW 2007 - 008

### A BY-LAW TO ESTABLISH AN ACCESSIBILITY ADVISORY COMMITTEE FOR KAWARTHA LAKES

#### **Recitals**

1. Subsection 29(1) of the *Accessibility for Ontarians with Disabilities Act, 2005* (S.O. 2005, c. 11) requires that the Council establish an Accessibility Advisory Committee to advise and assist on all matters relating to Part 7 of the Act.
2. Council has resolved to change the name of the Municipal Advisory Committee for Disabled Persons to the Kawartha Lakes Accessibility Advisory Committee. The committee will continue to fulfill its obligations under the Act.

Accordingly, the Council of The Corporation of the City of Kawartha Lakes enacts this By-law 2007-008.

Article 1.00: Definitions and Interpretation

1.01 **Definitions:** In this by-law:

"**Act**" means the *Accessibility for Ontarians with Disabilities Act, 2005* (S.O. 2005, c. 11).

"**City**", "**City of Kawartha Lakes**" or "**Kawartha Lakes**" means The Corporation of the City of Kawartha Lakes.

"**City Clerk**" means the person appointed by Council to carry out the duties of the clerk described in section 228 of the *Municipal Act, 2001*.

"**Council**" or "**City Council**" means the municipal council for the City.

"**Director of Development Services**" means the person who holds that position and his or her delegate(s) or, in the event of organizational changes, another person designated by Council.

"**Disability**" means

- 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* (S.O. 1997, c. 16, Schedule "A").

"KLAAC" is an acronym representing the "Kawartha Lakes Accessibility Advisory Committee", and is the Accessibility Advisory Committee established by this By-law pursuant to the Act.

1.02 **Interpretation Rules:**

- (a) The Schedules attached to this by-law form part of the by-law, and are enforceable as such.
- (b) The words "include" and "including" are not to be read as limiting the meaning of a word or term to the phrases or descriptions that follow.

1.03 **Statutes:** References to laws in this by-law are meant to refer to the statutes, as amended from time to time, that are applicable within the Province of Ontario.

1.04 **Severability:** If a court or tribunal of competent jurisdiction declares any portion of this by-law to be illegal or unenforceable, that portion of this by-law shall be considered to be severed from the balance of the by-law, which shall continue to operate in full force and effect.

Article 2.00: Establishment & Members

2.01 **Establishment:** An accessibility advisory committee, as contemplated by the *Accessibility for Ontarians with Disabilities Act* is established as a committee of the Council, to be known as the "Kawartha Lakes Accessibility Advisory Committee" or "KLAAC".

2.02 **Members:** KLAAC shall consist of the following twelve (12) to fourteen (14) persons:

(a) One (1) member of the Council, to be appointed annually by the Council;  
and

(b) A minimum of eleven (11) and a maximum of thirteen (13) other members who meet the qualifications for membership and are appointed by the Council.

2.03 **Membership Requirement:** A majority of the members of KLAAC shall include persons with disabilities.

2.04 **Exclusions:** The following persons do not qualify for membership in KLAAC:

(a) Full or part-time employees of the City;

(b) Non-residents of Kawartha Lakes;

(c) Persons under the age of eighteen (18) years; and

(d) Persons who do not meet the general requirements for membership on City boards and committees as established by Council through by-law or policy.

2.05 **Staff Support:** The Director may appoint a City employee as a staff liaison person to the KLAAC. That person may provide administrative support and assistance to the KLAAC, but will not constitute a voting member and will not be included in the twelve (12) to fourteen (14) persons described in Section 2.02 of this By-law, and shall not be counted when quorum is considered.

2.06 **Terms of Office:** Unless exempted by legislation, members will be appointed to varying terms to a maximum of a three year term. An equal number of appointees will be for a one year term and two year terms with the balance appointed to a three-year term for the first appointees. Successive appointments will be for a three year term to ensure knowledge succession and that there be no complete turnover of membership in any given year. Members shall continue to serve beyond the termination of their appointments until the appointments of their successors have been confirmed by Council.

2.07 **Reappointment:** All members of the KLAAC are eligible for reappointment, subject to any approved City by-laws or policies governing City boards and committees in general.

2.08 **Officers:** The KLAAC shall, at its first meeting in each year, elect from its membership a chairperson and a vice-chairperson. In the event that there is a staff liaison appointed pursuant to Section 2.05, that person shall serve as the KLAAC Secretary-Treasurer. In the event that there is no staff liaison, the KLAAC shall, at its first meeting in each year, elect from its membership a Secretary-Treasurer.

Article 3.00: Meetings; Procedures

3.01 **Meetings**: The KLAAC shall hold a minimum of nine (9) meetings in each calendar year. The Chair shall cause notice of the meetings, including the agenda for the meetings, to be provided to members of the KLAAC a minimum of three (3) business days prior to the date of each meeting. Quorum for meetings shall consist of a majority of the members of KLAAC.

A copy of the Agenda shall be provided to the Clerk's Office.

3.02 **Procedures**: Meetings of the KLAAC shall be governed by Robert's Rules of Order, Procedural By-law and Legislation.

3.03 **Closed Meetings**: KLAAC may, upon affirmative vote of the majority of its members present at a meeting, determine to hold any meeting or part of a meeting as a closed session in order to discuss sensitive personal issues or legal matters. If KLAAC elects to hold a closed session, all persons not entitled to vote (with the exception of the staff liaison, if any, and all persons excepted by the members) shall vacate the premises where the meeting is taking place. Closed meetings can only be held in accordance with the *Municipal Act, 2001*.

3.04 **Conflicts of Interest**: Members shall abide by the rules outlined within the Municipal Conflict of Interest Act and shall disclose the pecuniary interest to the Secretary and absent himself or herself from meetings for the duration of the discussion the voting (if any) with respect to that matter.

3.05 **Errors/Omissions**: The accidental omission to give notice of any meeting of the KLAAC to its members, or the non-receipt of any notice by any member, or any error in any notice that does not affect its substance, does not invalidate any resolution passed or any proceedings taken at the meeting. Any member of the KLAAC may at any time waive notice of any meeting.

3.06 **Meeting Attendance**: Any member of KLAAC who misses three consecutive meetings, without being excused by the Committee, may be removed from the Committee. The Committee shall make recommendations, by a report to Council, for the removal of any member.

3.07 **Location of Meetings**: The location of the meetings will be set by the Committee.

3.08 **Purchasing Policy**: All Committees that have purchasing responsibilities shall follow the Procurement Policy of the City unless another purchasing policy has been endorsed by Council.

3.09 **Budget**: Committee will prepare by September 15<sup>th</sup> of each year a projected budget and work program for the succeeding year, for presentation to, and adoption by, Council during the budget presentation process.

3.10 **Volunteer Positions:** Unless approved by Council, as part of the Terms of Reference or establishing by-law, all committee members are considered volunteer positions. Mileage costs and other minor expenses related to committee activities may be eligible for reimbursement subject to budget approvals by Council.

3.11 **Dissolution:** At the discretion of Council or upon the mandate of the Board/Committee being fulfilled, the Committee may be dissolved by resolution of Council.

3.12 **Expulsion of Member:** The Committee may recommend to Council the expulsion of a member for reasons as listed, but not limited to, the member being in contravention of the Municipal Act, the Municipal Freedom of Information and Protection of Privacy Act, the Provincial Offences Act, the Municipal Conflict of Interest Act; disrupting the work of the Board/Committee or other legal issues.

Article 4.00: Goals and Objectives

4.01 **Enumerated Goals and Objectives:** The following are the goals and objectives of the KLAAC:

- (a) The KLAAC shall promote public awareness and sensitivity to accessibility issues.
- (b) The KLAAC shall encourage co-operation among all service and interest groups to ensure a better community for the disabled.
- (c) The KLAAC shall communicate with all levels of government and service agencies and make recommendations on policy and legislation related to accessibility.
- (d) The KLAAC shall identify and document relevant accessibility issues and concerns.
- (e) 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.
- (f) The KLAAC shall promote the recognition that the needs of all disabled persons are constantly changing, growing and in need of refinement.

Article 5.00: Terms of Reference

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

5.02 **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.

5.03 **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.

5.04 **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.

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

#### Article 6.00: Administration and Effective Date

6.01 **Administration:** The Director of Development Services is responsible for the administration of this by-law.

6.02 **Effective Date:** This By-law shall come into force on the date it is finally passed.

By-law read a first, second and third time, and finally passed, this 16<sup>th</sup> day of January, 2007.

## **Appendix B**

# **AODA Staff Team Terms of Reference**

## TERMS OF REFERENCE

**NAME:** Accessibility for Ontarians with Disabilities Act (AODA) Staff Team

**MISSION:**

The AODA Staff Team will act as a Steering Committee (Team) for Accessibility initiatives as required within the City of Kawartha Lakes.

**OBJECTIVES:**

The general purpose is to provide input into the preparation of proposed response each year, in the form of an Accessibility Plan, pursuant to the requirements of the Accessibility for Ontarians with Disabilities Act (AODA). The completed Accessibility Plan shall be developed no later than the third quarter of each calendar year.

The Committee will abide by any terms and conditions which may be set out by the City's Council, CAO, Clerk, Solicitor, Auditor and/or Insurer for any activities relating to Committee business.

**ROLES AND RESPONSIBILITIES:**

**The Responsibilities of the Committee's Individual Members are:**

- (a) The AODA Staff Team member will serve as a communication liaison for their respective department.
- (b) Each Member will bring their expertise, experience, and commitment of improved access and opportunities for people with disabilities to the table.
- (c) Each individual member will work together with other members as a team to identify, remove and prevent barriers, set priorities and develop strategies that will aide in the assurance of a City wide integrated approach to a fully accessible municipality.

**The Responsibilities of the Chair are:**

- (a) Assisting the Team to work within its mandate and timelines, through reference to these Terms of Reference and established deadlines.
- (b) Ensure that the minutes and documentation regarding the progress of the Committee are maintained and distributed to members, the Directors and the CAO on a regular basis.
- (c) Providing information on applicable accessibility resources to the Team, as required, on the AODA legislation and other relevant materials.
- (d) Liaise between the Kawartha Lakes Accessibility Advisory Committee (KLAAC) and the Staff Team
- (e) Report quarterly, through the Human Resources Department quarterly report, the progress of the AODA Staff Team and their respective departments as it pertains to the accomplishments to date as addressed within the Accessibility Plan.

- (f) Compile a final annual draft Accessibility Plan, based on input from the Staff Team, Directors and the CAO, for submission to the Kawartha Lakes Accessibility Advisory Committee for their recommendation to Council that the document be approved and made publicly available as required.

**ACTIVITIES:** The following are the activities and responsibilities of the Committee:

- (a) To ensure that accessibility initiatives are developed and implemented Corporately, that support compliance with each of the AODA Standards (Customer Service, Information and Communication, Employment, Transit and Built Environment), the Corporate Strategic Plan and the Departmental Service Plans to identify, remove, and prevent barriers for people with disabilities in the City's programs, services and facilities;
- (b) To ensure that access consideration for persons with disabilities are incorporated into the City's bylaws, policies, programs, and services on an ongoing basis;
- (c) To identify the bylaws, policies, programs, practices and services that the City will review in the coming year in order to identify barriers to access for persons with disabilities, including but not limited to systemic, technological, physical, and attitudinal barriers;
- (d) To propose priorities for the identification, removal and prevention of barriers for each reporting year;
- (e) To review, monitor and report on the annual Accessibility Plan. This report will be made available to the Kawartha Lakes Accessibility Advisory Committee and in turn to Council for their information through the quarterly reporting process.

**COMPOSITION:**

The Membership is structured to include representation inclusive of all City departments including: the Office of the CAO, Community Services, Development Services, Emergency Services, Finance, Health and Social Services, Human Resources and Engineering and Public Works.

The Accessibility Coordinator shall be the Chair of the Committee.

**RESOURCES:**

The Human Resources Department will provide staff support to assist with agenda preparation, minute taking and other tasks as necessary.

**STAFF ASSIGNED:**

Staff from the Human Resources Department will be available to assist the Committee as outlined under "Resources" and to attend meetings of the Committee upon request. The Director of Human Resources is 'ex officio'.

**TIMING OF MEETINGS:**

Meetings will be held on a set day and time and shall be set at the first meeting of each calendar year to ensure the dates are secured in the calendar of each member. Other meetings may be scheduled as determined by the call of the Chair.

**ADMINISTRATION:**

Any responsibilities not clearly identified within these Terms of Reference shall be the responsibility of the City of Kawartha Lakes Senior Leadership Team. Any changes proposed to these Terms of Reference by the Committee/Board shall be recommended to the Senior Leadership Team through the Director of Human Resources.

**MEETINGS:** The Committee shall hold a minimum of four (4) meetings in each calendar year. At least one (1) meeting per year will be with the Kawartha Lakes Accessibility Advisory Committee (KLAAC). The Chair shall cause notice of the meetings, including the agenda for the meetings, to be provided to members of the Committee a minimum of three (3) business days prior to the date of each meeting. Quorum for meetings shall consist of a majority of the members of the Committee.

**PROCEDURES:**

Procedures for the meetings of the Committee shall be governed by Procedural By-law and Legislation or, where both of these are silent, by Robert's Rules of Order.

**REPORTS:** All recommendations of the AODA Staff Team are to be forwarded to the Director of Human Resources. It will be the responsibility of the Director of Human Resources to identify those recommendations to the Director Team and subsequently KLAAC and Council through formal written report, as required.

**CONFLICTS OF INTEREST:**

Members shall abide by the rules outlined within the Municipal Conflict of Interest Act and City of Kawartha Lakes Code of Conduct for Employees and shall disclose the pecuniary interest to the Secretary and absent himself or herself from meetings for the duration of the discussion and voting (if any) with respect to that matter.

**ERRORS/OMISSIONS:**

The accidental omission to give notice of any meeting of the Committee to its members, or the non-receipt of any notice by any member, or any error in any notice that does not affect its substance, does not invalidate any resolution passed or any proceedings taken at the meeting. Any member of the Committee may at any time waive notice of any meeting.

**MEETING ATTENDANCE:** Should a Member not be available to attend they shall:

- send a designate from their department
- notify the Chair in advance of the meeting, if possible, providing the name of the designate that will be attending on their behalf
- provide that designate with the appropriate information so that they may fully participate in the meeting

**LOCATION OF MEETINGS:**

The location of the meetings will be set at the call of the Chair.

**PURCHASING POLICY:**

This Committee has no purchasing or procurement responsibilities.

**BUDGET:** This Committee will not be responsible for a budget.

**EFFECTIVE DATE:**

This Committee has been formed effective February 5, 2010

**DISSOLUTION:**

At the discretion of the Director Team, or upon the mandate of the Board/Committee being fulfilled, the Committee may be dissolved.

# **Appendix C**

## **C168 HR 037 Accessible Customer Service Policy**



## CORPORATE POLICY AND PROCEDURES MANUAL

Policy No:

<b>C</b>	<b>168</b>	<b>HR</b>	<b>037</b>
----------	------------	-----------	------------

**Policy Name:**  
**ACCESSIBLE CUSTOMER SERVICE**

<b>DEVELOPED BY:</b>	<b>Barbara A. Condie</b>	<b>DATE:</b>	<b>October 30, 2009</b>
<b>DEPARTMENT:</b>	<b>Accessibility Coordinator</b>		
	<b>Human Resources</b>		
<b>ADOPTED BY:</b>	<b>Council</b>	<b>DATE:</b>	<b>December 8, 2009</b>
<b>RESOLUTION NUMBER:</b>	<b>CR2009-1383</b>	<b>EFFECTIVE:</b>	<b>December 8, 2009</b>
<b>CROSS-REFERENCE:</b>		<b>REVISIONS:</b>	

---

---

### **PURPOSE AND BACKGROUND:**

The Accessibility for Ontarians with Disabilities Act (AODA), 2005 is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by January 1, 2025.

Under the *AODA, 2005*, Ontario Regulation 429/07, Accessibility Standards for Customer Service came into effect on January 1, 2008. The Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties, addressing the following:

- The provision of goods and services;
- The use of assistive devices;
- The use of service animals;
- The use of support persons;
- Notice of temporary disruptions in services and facilities;
- Training;
- Customer feedback regarding the provision of goods and services; and
- Notice of availability and format of documents.

Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of the City.

In keeping with The City of Kawartha Lakes, Community Vision Document, the City is committed to providing quality goods and services that are accessible to **all persons** that we serve, in a manner that: respects the **dignity and independence** of each individual, the **integration** of each individual as fully as practicable into the method of service delivery and ensures that people with disabilities will be given an **equal opportunity** to use an benefit from goods and services provided by the City.

By considering these principles when developing policies, practices, and procedures, accessibility planning becomes entrenched with the decision making process and satisfies the spirit with which the *AODA, 2005* was enacted.

### **SCOPE:**

This policy applies to all persons who provide goods and services to members of the public or other third parties on behalf of the City, whether the person does so as an employee, member of Council, agent, volunteer, student and all persons who participate in developing the City's policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

### **DEFINITIONS:**

**“Accessibility Standard”** means the Ontario Regulation 429/07 created under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* which provides for standards to enhance the accessibility of an organization (“the Standard”).

**“Agent”** means one who is authorized to act or do business for another; one who represents a government agency.

**“Assistive Device”** means any device that is designed and/or adapted to assist a person to perform a particular task (For example, canes, crutches, walkers, wheelchairs, personal sound amplification devices, ventilators, etc.)

**“City”** means The City of Kawartha Lakes.

**“Dignity”** means service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.

**“Disability”** means

- a) Any degree of physical 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 impairment, deafness or hearing impediment, muteness or speed 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 developmental 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,
- 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*.

“**Equal Opportunity**” means access to goods or services equal to that given to another.

“**Independence**” means doing things on your own without unnecessary help or interference from others.

“**Integration**” means benefiting from the same services, in the same place, and in the same or similar manner as another.

“**Nurse**” means a Registered Nurse or Registered Practical Nurse who is a registered member in good standing with the College of Nurses of Ontario.

“**Physician**” means a physician who is a registered member, in good standing, with the College of Physicians and Surgeons of Ontario.

“**Public**” means, all people seeking goods and services from the City;

- a) Mayor and members of Council,
- b) All staff,
- c) Citizens and visitors to the City of Kawartha Lakes,
- d) Businesses,
- e) Volunteers and agents recognized by the City,

“**Service Animal**” means

1. A “guide dog”, as defined in Section 1 of the ‘*Blind Persons Rights’ Act R.R.O. 1990*, or
2. A “service animal” for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability,
  - a) If it is readily apparent that the animal is used by the person for the reasons relating to their disability; or
  - b) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“**Support Person**” means a person who accompanies a person with a disability in order to assist them with communication, mobility, personal care, medical needs or with access to goods or service.

## **POLICY, PROCEDURE AND IMPLEMENTATION:**

### **1.0 Use of Service Animals, Support Persons and Assistive Devices**

#### **1.01 Service Animals**

If a “guide dog” or other “service” animal accompanies a person with a disability, the City will ensure that **service animals** are permitted in all City owned and operated facilities

accessible to the public with the exception of food preparation areas or unless the animal is otherwise excluded by law. Two examples of laws that specifically exclude animals are regulations under the *Health Protection and Promotion Act* and the *Food Safety and Quality Act, 2001*.

If a service animal is excluded by law from the premises, the City shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.

If it is not readily apparent that the animal is a service animal, the City may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to their disability. The City may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

It should be noted that the care and control of the service animals is the responsibility of the owner.

## **1.02 Support Persons**

If a support person accompanies a person with a disability, the City will ensure that:

- a) Support persons are permitted access to all public areas in facilities owned and operated by the City;
- b) The applicable rate payable by a support person for admission to public areas in facilities owned and operated by the City in connection with a person's presence at the premises shall apply.

## **1.03 Assistive Devices**

The City will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the City.

Should a person with a disability be unable to access the City's services through the use of their own personal assistive device, the City will ensure the following measures:

- a) Determine if service is inaccessible, based upon individual requirements,
- b) Assess service delivery and potential service options to meet the needs of the individual,
- c) Notify person with disability of alternative service and how they can access the service, temporarily or on a permanent basis.

It should be noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

## **2.0 Notice of Temporary Service Disruption**

Temporary disruptions in City services or facilities may occur due to reasons that may or may not be within the City's control or knowledge. The City will make every reasonable effort to provide notice of disruption to the public.

The Notice will include information about the reason for the disruption, its anticipated duration, and a description of any available alternative services.

If feasible, notice will be given by posting the information at a conspicuous place on the premises, by posting it on the City's website or by such other method as is determined reasonable in the circumstances.

### **3.0 Customer Feedback Process**

All individuals will have the opportunity to submit feedback regarding the provision of accessible customer service.

The feedback process will permit persons to provide their feedback in person, by telephone, by mail, e-mail, fax or otherwise.

Information about the feedback process will be readily available to the public and notice of the process will be posted on the City's website ([www.city.kawarthalakes.on.ca](http://www.city.kawarthalakes.on.ca)) and/or through other printed outreach methods.

Feedback information will be analyzed and utilized in the development of the Annual release of the Accessible Customer Service Report to the Ministry of Community and Social Services.

### **4.0 Training**

The City will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training given will be tailored to suit each person's interactions with the public and their involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

The content of the training will include:

- a review of the purposes of the AODA, 2005;
- the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);
- instruction on the City's Accessible Customer Service policy and resulting procedures and practices pertaining to the provision of goods and services to persons with disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing the City's goods or services;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
- information about the equipment or devices available on the City's premises that may assist with the provision of goods or services to persons with disabilities.

#### **4.01 Timeline for Training**

Training will be provided in accordance with the Ontario Regulation 429/07 created under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and will consider

individual departmental requirements and movement of staff throughout the organization in association providing accessible customer service in the applicable areas. An Accessible Customer Service Training component will be included within the employee orientation workshop module.

#### **4.02 Records of Training**

The City will keep records of the training, including the dates and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes, subject to the *Municipal Freedom of Information and Protection of Privacy Act*. (“MFIPPA”).

#### **5.0 Notice of Availability and Format of Documents**

All documents required by the Accessibility Standards for Customer Service, including the City’s Accessible Customer Service policies, procedures and practices, notices of temporary disruptions, training statistics and written feedback process are available upon request. (subject to the *Municipal Freedom of Information and Protection of Privacy Act*. (“MFIPPA”).

When providing a document to a person with a disability, the City will provide the document, or the information contained in the document, in a format that takes the person’s disability into account.

# **Appendix D**

**Report HR2010-012**

## **Update of Accomplishments and Compliance with the Accessible Customer Service Standard, Regulation 429/07**

**THE CORPORATION OF THE CITY OF KAWARTHA LAKES**

**REPORT**

**HR2010-012**

---

**Meeting Date:** July 13, 2010  
**Meeting Time:** 1:00 p.m.  
**Meeting Place:** Council Chambers

<b>Ward/Community Identifier</b>
----------------------------------

All
-----

**Subject:** Update of Accomplishments and Compliance with Accessible Customer Service Standard – Ontario Regulation 429/07

**Author:** Barbara Condie  
Accessibility Coordinator

**Signature:**

---

**RESOLVED THAT** Report HR2010-012, “Update of Accomplishments and Compliance with Accessible Customer Service Standard – Ontario Regulation 429/07” be received for information.

## **BACKGROUND:**

On June 13, 2005, the ***Accessibility for Ontarians with Disabilities Act, (AODA)*** received Royal Assent and has now been passed into law. The purpose of the Act is to “develop, implement and enforce accessibility standards in order to achieve accessibility for all Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.”

Accessibility Standards will be or have been developed for the following areas:

- Customer Service (Ontario Regulation 429/07)
- Transportation
- Information & Communication
- Built Environment
- Employment

The ***Accessible Customer Service Standard, Ontario Regulation 429/07***, is the first accessibility standard to be adopted under the authority of the Accessibility for Ontarians with Disabilities Act, 2005. This Ontario law came into force on January 1, 2008 and states what businesses, municipalities and other organizations in Ontario must do to make the provisions of their goods and services accessible to people with disabilities.

To comply with the Accessible Customer Service Standard the City of Kawartha Lakes is required by law to develop and maintain an Accessible Customer Service Policy and resulting practices to address the following:

- Accessible Customer Service (the manner in which goods and services are provided to people with disabilities);
- Accessible Customer Service Training;
- Use of Assistive Devices;
- Service Animals and Support Persons;
- Notice of Availability and Format of Documents;
- Notice of Temporary Service;
- Customer Feedback Process

(Refer to previously endorsed - Accessible Customer Service Policy C168 HR 037 for details)

To ensure accessible customer service, the City of Kawartha Lakes will use reasonable effort to ensure that all policies, procedures and practices related to the provision of goods and services to persons with disabilities are consistent with the following principles:

- ***Dignity*** – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- ***Independence*** – when a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
- ***Integration*** – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternative measure is necessary to enable a person with a disability to access goods or services.

- **Equal Opportunity** – service is provided to a person with a disability in such a way that they have an opportunity to access your goods or services equal to that given to others.

On December 8, 2009 Council received and endorsed Report HR2009-008, “Accessible Customer Service Policy and Training Strategy”. This report is written to provide Council with an update on all that has been accomplished to date and to report the completion and submission of the Accessible Customer Service Compliancy Report to the Ministry of Community and Social Services.

**RATIONALE:**

Accomplishments to date as it pertains to the training strategy include the following:

1. Five hundred and eighty (580) permanent full time/part time City Employees have received Accessible Customer Service Training to date. Fifteen (15) – Two (2) hour training sessions were delivered at the Ops Community Centre Hall during a seven (7) day period throughout the months of December, 2009, March and June, 2010.

The Accessible Customer Service Training was provided by Kevin Duguay of KMD Planning and Consulting Inc. in partnership with the Accessibility Coordinator for the City.

A review of the “May I Help You” Guide which outlines the City policy and provides helpful tips on how to assist people with disabilities was provided. Concluding each session, each trainee was requested to complete, sign, date and remit page 7 of the guide; described as the compliancy form, back to the Accessibility Coordinator prior to departing. The compliancy form has been provided to the Human Resources Department for inclusion in the employee’s individual training file.

The training was well attended and well received by City of Kawartha Lakes staff as noted on the feedback forms collected after each training session.

**Costs of the Accessible Customer Service Training:**

KMD Consulting Ltd. – Fifteen (15), 2 hour training sessions	\$13,704.18
Material Reproduction Cost – handouts	\$ 950.53
Food Costs	<u>\$ 82.49</u>
 Total Cost	 \$14,737.20

Total Cost per Staff Member  $\$14,737.20/580 = \underline{\$ 25.41}$  per person

2. Training for thirty-five (35) permanent full time/part time Library Staff was prearranged previous to the employ of the Accessibility Coordinator to the City. The Accessible Customer Service Standard Training was supplied through the Southern Ontario Library Service and a Certificate of Training has been provided to the Human Resources Department for record purposes.
3. Council was provided with an opportunity to attend an Accessible Customer Service Training and AODA, 2005 information session (information on other standards being released under the Ontario Provincial Act). Kevin Duguay of KMD Planning and Consulting provided a presentation to Council on March 16, 2010 from 1:00 to 3:00 p.m. Eleven (11) members of Council were in attendance at this session. The cost associated with this presentation was \$413.70 (mileage and taxes included).

4. To incorporate flexibility of daily service requirements and the varied work schedules of staff at the Victoria Manor, five (5) instructional training manuals have been developed and supplied. Arrangements have been made with the IT Department to provide two secured login identities and passwords for the purposes of providing internet access to the Ministry of Community and Social Services on-line training module. Each employee will follow the instructional training manual while completing the on-line training, and they will be required to review and understand the Accessible Customer Service Policy C-168 HR 037, the "May I Help You" Guide and to complete, sign and submit page 7 of the Guide to the Human Resources Department to confirm that they are compliant with the Accessible Customer Service Training requirement of the 429/07 regulation. The compliancy form will be included in their individual training files. Approximately one hundred and fifty-two (152) Victoria Manor Staff will utilize this method of compliancy training. Proposed completion date has been set for September 1, 2010.
5. To incorporate flexibility of daily service requirements and the varied work schedules, instructional training manuals have also been supplied to the Community Services Department to address the training requirement of part-time staff, such as aquatic, fitness instructors, and security attendants. The on-line training was considered the most flexible and economically feasible way of providing the training to those that work minimal hours and have school or other obligations in addition to their employ with the City of Kawartha Lakes. The same process will be followed as noted in Item 4 above. Each trainee is required to provide their Manager/Supervisor with a signed compliancy form once they have completed the training requirement and in turn, it will be forwarded to the Human Resources Department for inclusion in the employee's individual training file. There are fifty-four (54) part-time staff members for which this training manual will be utilized.
6. A memo has been circulated to the twenty-one (21) Fire Station Halls providing direction on the necessity for compliance and how to comply with the training requirement of the Accessible Customer Service Standard to approximately three hundred and seventy five (375) Volunteer Fire Fighters by providing the same instruction as noted above. A proposed completion date has been set for September 1, 2010.
7. On February 24, 2010, a memo accompanied by a letter addressed to each Board/Committee of Council Chairperson was circulated through the respective Staff Liaison, requesting compliance by each Board/Committee member with the Accessible Customer Service Standard Training requirement. Currently there are forty-eight (48) Committees/Boards of Council that are required to meet the compliancy requirements of the regulation. To date a response that each member of the Board/Committee is compliant has been received from nine (9) Chairpersons. Please note that this process is on-going as meetings are held and as contact is made with each Committee/Board Member. It is anticipated that a reply from all Committee/Board Chairpersons will be received prior to September 1, 2010. The Staff Liaison and Chairperson have been provided with the instruction that as membership changes the list will require updating and that an annual review process should be put in place to ensure on-going compliance.
8. Meetings have been conducted with the Purchasing Department resulting in, but not limited to the following:

- Inclusion of this line on all City Tenders – “All Contractors/ Companies must be compliant with the Accessible Customer Service Standard, Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act (AODA), 2005 in order to provide goods and services on behalf of/or with the Corporation of the City of Kawartha Lakes.”
  - “May I Help You” Guide for Consultants/Contractors/Agents created (note: page 7 of 7 must be signed and remitted to the Purchasing Department by the contractor prior to completing any work for, or on behalf of, the City).
  - A letter of notification to be directed to the consultants, contractors, agents, etc. has been drafted and is ready for circulation.
  - A contact listing of Consultants/Contractors/Agents has been recently provided by the Purchasing Department. Many of the contacts have e-mail addresses/access. It has been determined that an e-bulletin will be sent to those (90%+) that have provided an e-mail address making them aware of how they must comply with the Accessible Customer Service Standard, Regulation 429/07 by a proposed deadline of September 1, 2010 so that they may continue to do business with the City of Kawartha Lakes. Those without e-mail access will be notified by regular mail;
  - The Purchasing Department will maintain the vendors listing on an on-going basis and will provide quarterly listings/reports to the Accessibility Coordinator.
9. There are over forty (40) Retailers that are listed as Garbage Bag Tag sale locations on the City Web Site and in the City Waste Management Calendar. The Public Education Officer with the Environmental Services Division has organized a mailing that included a letter from the Accessibility Coordinator, explaining the requirement of the Accessible Customer Service Standard, the process involved in meeting the Regulation and the “May I Help You” Guide for Consultants/Contractors/Agents. The Public Education Officer has agreed to collect the signed compliance forms and provide a listing to the Accessibility Coordinator by September 1, 2010.
10. Accessible Customer Service Training will be delivered as part of the ongoing employee orientation process.

The Accessibility Coordinator conducted Accessible Customer Service Training at six (6) Student Orientation sessions where ninety-four (94) students were trained and compliance forms have been signed and submitted to their training files.

11. The Accessible Customer Service Policy and training has also been shared with the City of Kawartha Lakes Police Service for their review and consideration as they work to comply with the Regulation.
12. Arrangements have been made for Linda Markowsky, Accessibility Directorate of Ontario, to speak at an information session arranged for the business community which will take place on August 20, 2010 from 2 p.m. to 4 p.m. at the Victoria Park Armoury.

Ms. Markowsky will provide a presentation on the AODA, 2005 and the five (5) Accessibility Standards with details relating to compliance by the private sector by January 1, 2012. Following the presentation, she will field any questions on the Act and the requirement for compliance.

The Economic Development division will coordinate the event. All organizations with twenty (20) or more employees, all Chamber offices and not-for-profit organizations will be invited to attend the information session.

In summary, sixty-five (65) percent of the staff complement has received training to date which has far exceeded our original forecast of thirty (30) percent.

The Accessible Customer Service Standard Compliancy Report was submitted and the City of Kawartha Lakes was able to reach compliance based upon, but not limited to, the following additional accomplishments:

- Endorsement of the Accessible Customer Service Policy C168 HR 037 by Council on December 8, 2009;
- Incorporating the City Policy, understanding Accessible Customer Service and guidelines on providing service to people with disabilities through the permitted adoption of the “May I Help You” template; two guidelines were established; one for Staff/Volunteers and the other for Consultants, Contractors and Agents;
- Availability of an On-line Accessible Customer Feedback Form;
- Development of standard operating procedures in association with the feedback process, notice of temporary disruption process, support person and service animals. The Standard Operating Procedures are still draft and under review by the affected departments.

#### **OTHER ALTERNATIVES CONSIDERED:**

There are no other alternatives to be considered as these standards are provincially legislated. Failure to provide training will result in potential fines to the Corporation and its Directors for non-compliance.

#### **FINANCIAL CONSIDERATIONS:**

In the original report, it was clearly identified that a further training budget would be included in the proposed 2010 Operating Budget in order to comply with the legislation. The adopted 2010 Human Resources Operating Budget has been reduced and does not include these funds; however, we have an obligation to proceed with training and are doing so in the most economical way possible. To date, the cost of training is \$15,150.90. We will have ongoing costs for on-line training; material costs for manuals/handouts and also anticipate continuing costs for training to address changes in staffing (ie. Seasonal, student and normal turnover) as well as for contractors and Committees of Council.

Training requirements will also be mandated for the next four standards; Built Environment, Information and Communication, Employment and Transportation, as each are enacted under the AODA, 2005. While it is difficult to project full costs for these standards at this time; we do anticipate that all of the standards will be released within the next year and that we will spend an additional \$10,000. on ongoing initiatives for the balance of 2010.

#### **RELATIONSHIP OF RECOMMENDATIONS TO 2002-2012 VISION:**

As expressed in the *Community Vision Statement*, the City of Kawartha Lakes will strive to make our communities better; encourage people and communities to care about each other, help those in need, embrace diversity of people; with Good Government - decisions take into account fair treatment of all ages, all abilities, all communities. Attention has been given to three groups within our population – Seniors, Youth and Persons with Special Needs. The City of Kawartha Lakes

expresses their commitment to an accessible community with the endorsement of the *Accessibility Strategy 2008-2012*.

**REVIEW OF ACCESSIBILITY IMPLICATIONS OF ANY DEVELOPMENT/POLICY**

The purpose of the proposed program is to begin to implement the Accessibility Strategy of the City, to report through the 2010 Accessibility Reporting and Planning processes the compliances and intent to comply with the Accessibility for Ontarians with Disabilities Act, 2005 and the Accessible Customer Service Standard 429/07.

**SERVICING COMMENTS:**

N/A

**CONSULTATIONS:**

Director of Human Resources  
Human Resources Department Staff  
Purchasing Department Staff  
Community Services Department Staff  
Fire Department Staff  
Victoria Manor Staff  
IT Department Staff

**ATTACHMENTS:**

N/A

<b>Phone:</b> (705) 324-9411 Ext. 1185	<b>Director:</b> Janice Platt
<b>E-Mail:</b> bcondie@city.kawarthalakes.on.ca	<b>Dept. File:</b> KLAAC