

Schedule 'A' to By-law No. 2017 – 166
Amended by By-law No. 2019-150



The Corporation of the
Municipality of Kincardine

**2018-2022 Multi-Year
Accessibility Plan**

This document is available in alternate formats upon request.
Please contact the Clerk's Department at 519-396-3468 ext. 7111.

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Executive Summary

The Municipality of Kincardine is committed to providing excellent service for both the public and employees by delivering programs and services that are efficient, effective, responsive and accessible. Accessible services meet people's needs while protecting the dignity and independence of people with disabilities. When services are accessible, people can easily navigate into and around buildings and offices, receive information in a format that works for them, and work in an accommodating place.

The Municipality of Kincardine Multi-Year Accessibility Plan 2018-2022 outlines the initiatives in regards to accessibility that the Municipality has taken to date, as well as those they intend to achieve to ensure it is meeting the needs of our diverse community and is in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c. 11.

In the development of the Multi-Year Accessibility Plan, the Municipality commits to the following:

- To post the Multi-Year Accessibility Plan on the Municipality's website and provide it in an accessible format upon request;
- To review and update the Multi-Year Accessibility Plan at least once every five years in conjunction with the Accessibility Advisory Committee;
- To prepare an annual status report on the progress measures taken to implement the strategies within the Multi-Year Accessibility Plan;
- To post the annual status report on the Municipality's website and provide the report in an accessible format upon request.

The Municipality of Kincardine welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback. Our Accessibility Policies, Multi-Year Accessibility Plan, feedback and document request procedures are available under the Accessibility in the Community link on the Municipality of Kincardine website at www.kincardine.net .

Legislative Background

Ontarians with Disabilities Act, 2001 (O D A), S.O. 2001, CHAPTER 32

In 2001, the *Ontarians with Disabilities Act* (O D A) was established to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.

Accessibility for Ontarians with Disabilities Act, S.O. 2005, C.11 (A O D A)

The *Accessibility for Ontarians with Disabilities Act* (A O D A) was enacted in 2005 and was created to compliment the O D A and to address discrimination against persons with disabilities in Ontario. The purpose of the A O D A is to develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and to provide for the involvement of persons with disabilities in the development of the accessibility standards.

O. Reg. 191/11: Integrated Accessibility Standards

The Integrated Accessibility Standards Regulation (I A S R) were created as part of the A O D A. The I A S R establishes the accessibility standards for each of information and communications, employment, transportation, the design of public spaces and customer service. These standards are rules that businesses and organizations in Ontario have to follow to identify, remove and prevent barriers to improve accessibility for persons with disabilities.

Facility Accessibility Design Standards (F A D S)

At the Council meeting of May 18, 2005, Council adopted the use of the City of London's Facility Accessibility Design Standards, as amended from time to time, as a guide when technically and economically feasible to do so.

Accessibility Advisory Committee

The regulations require the Municipality of Kincardine to have an Accessibility Advisory Committee to advise Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports. This includes the preparation of accessibility plans and the achievement of actions outlined within the plan. The majority of members must be persons with a disability.

The members of the Accessibility Advisory Committee (A A C) are appointed by Council in accordance with the Municipality of Kincardine Procedure By-law. The membership of the A A C includes six members of the public and one Council member and they sit for the term concurrent with that of Council.

The A A C shall advise the council

- each year about the preparation, implementation and effectiveness of its accessibility plan;
- on the accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises that the council purchases, constructs or significantly renovates; for which the council enters into a new lease; that a person provides as municipal capital facilities under an agreement entered into with the council in accordance with section 210.1 of the Municipal Act;
- perform all other functions that are specified in the regulations.

During the Multi-Year Accessibility Plan 2013-2017, the A A C has:

- reviewed the 2013-2017 Multi Year Accessibility Plan in detail and recommend items be added to the plan;
- performed an annual review of various municipal facilities, parks and streets to create a Catalogue of Issues and consulted with the senior management team on their upcoming plans to improve accessibility in the Municipality;
- assisted in the development of the annual public status report;

- reviewed building projects and site plans for municipal facilities including the Lions Board Walk, Lions Splash Pad, Kincardine Centre for the Arts washroom renovations and new build, Municipal Parking Lot and Rotary Music Park;
- implemented a Stop Gap program to increase accessibility to local retail outlets;
- increased accessibility at Station Beach with the addition of the Rotary Club Beach Wheelchair and the Mobi Mats sponsored by Bruce Power and the Kincardine Rotary Club in partnership with the Kincardine Agricultural Society and the Grey Bruce Community Fund;
- hosted a Mobility Scooter Rodeo;
- developed a Share the Sidewalk poster to educate people about the safe use of mobility devices on local sidewalks and roads;
- coordination with other organizations regarding accessibility features including mobility scooter parking and charging area at South Bruce Grey Health Centre and accessible golf carts at Kincardine Golf Course.

A O D A Progress

General

(a) Establishment of Accessibility Policies

The Municipality of Kincardine developed GG. 3.9 Integrated Accessibility Standards Policy in 2013 which outlines the Municipality's commitment to achieving the requirements under the various A O D A Standards (customer service, general, information and communication, employment standards, transportation and design of public spaces).

(b) Multi-Year Accessibility Plan

The objectives of the Municipality of Kincardine's Multi-Year Accessibility Plan are to outline the Municipality's strategy to prevent and remove barriers and meet its accessibility requirements under the A O D A. The first plan was initially reviewed by the Accessibility Advisory Committee and adopted by Council in 2013. It is posted on the Municipality's website and is available in alternate accessible formats upon request.

The Municipality of Kincardine Multi-Year Accessibility Plan, 2018-2022

(c) Procurement or Acquiring Goods and Services

In 2013, the Municipality of Kincardine reviewed GG.2.17 Purchasing and Procurement Policy and added that when procuring goods, services and facilities, the Municipality will incorporate accessibility criteria and features.

(d) Self Service Kiosks

The Municipality of Kincardine shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

(e) Training – I A S R Standards and Human Resources

Ongoing compliance with Integrated Accessibility Standards Regulations and Human Rights Code training includes the training of new hires, volunteers and individuals who serve the public on behalf of the Municipality.

Information and Communications

Information and communications are a large part of the Municipality of Kincardine's daily business. It is because of this that it is so important to ensure that information and communications are created and presented in a way that considers accessibility.

The Municipality follows universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This includes websites and print communications materials as well as face-to-face interactions.

Accessible formats for information or communication supports are provided upon request and take into account the disability of the member of the public requesting the information. This includes information for emergency or public safety information made available to the public.

As of January 1, 2014 all new web content on the Municipality of Kincardine's website conforms to WCAG 2.0 Level A to ensure it is accessible to people with all disabilities.

Staff have received training on developing content for the municipal website and a tip sheet for accessible documents will be created for Staff in 2018.

When a new website is developed or by 2020 it and all web content will conform with WCAG 2.0 Level A.

Employment

The Municipality has incorporated accessibility criteria into its employment practices by:

- Notifying employees and the public about the availability of accommodation for applicants with disabilities in its recruitment, selection and notification process;
- Notifying and providing accessible formats and communication supports to employees as requested;
- Advising employees of the workplace emergency response information and developing a procedure to implement and accommodation;
- Developing an employee accommodation plan and return to work plan;
- Incorporating accessibility considerations into performance management, career development and advancement as well as redeployment.

Transportation

Through GG. 3.9 Integrated Accessibility Standards Policy the Municipality of Kincardine adopted Transportation Standards that ensure conformity with the current Ontario regulations with respect to accessible taxicabs, fares, mobility aids and appropriate information to be displayed on taxi cabs.

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

The Municipality is committed to enhanced accessibility of our public spaces. Many buildings have already been updated and renovated to include accessible features such as automatic door openers and accessible washrooms. Renovations of other facilities

are in progress to ensure that all residents and visitors are able to enjoy all that the Municipality of Kincardine has to offer.

As public spaces are constructed or redeveloped, the Municipality will ensure that persons with disabilities and the Accessibility Advisory Committee are consulted. These public spaces will include the following features:

1. Recreational Trails/beach access routes
Clear widths, firm and stable surfaces, clear signage, location of amenities, ramps
2. Outdoor Public Eating Spaces
Portion of spaces accessible, level, firm and stable
3. Outdoor Play Spaces
Firm and stable surfaces, incorporate accessibility features, consult with people with disabilities
4. Exterior Paths of Travel
Clear widths, ramps, tonal contrast and stairs have tonal contrast and tactile profiles
5. Accessible Parking
Will provide two types of parking:
Type A – wide parking spot 3400 mm with signage “van accessible”
Type B – standard 2400 mm
6. Service Related Elements
Service Counters, fixed queuing guides (width, turn around space, cane detectable) and waiting areas (accessible seating and mobility aid space)
7. Maintenance and Restoration

Maintain and restore public spaces and a sidewalk logbook will be inspected annually

In addition to the Design of Public Spaces Standard, the Ontario Building Code was amended in 2016 to include accessible requirements. The amended Building Code is used when issuing building permits and conducting building inspections.

Preventative and Emergency Maintenance of Accessibility Elements

As required under the Design of Public Spaces Standards (Accessibility Standards for the Built Environment) the Multi Year Accessibility Plan includes the following procedures for preventative and emergency maintenance of the accessible elements in public spaces and for dealing with temporary disruptions when accessible elements are not working.

The Design of Public Spaces Standard applies to public spaces that are newly constructed or redeveloped, that include:

- Recreational trails and beach access routes;
- Outdoor public use eating areas;
- Outdoor play spaces;
- Exterior paths of travel;
- Accessible parking.

Departments that maintain elements listed under these areas:

- Shall apply best practices in the preventative maintenance of accessible elements with periodic checks such as:
 - Annual inspections or more frequently as per the Minimum Maintenance Standards;
 - After storms or events that might affect accessible elements;
 - As part of any report of vandalism or complaints.
- Shall apply best practices in the emergency maintenance of accessible elements with active response once notified.
- Shall continue to provide public notification of temporary disruptions in keeping with compliance requirements under the Integrated Accessibility Standard Regulation (O. Reg 191/11) and the Municipality's GG.3.8 Accessibility Standards for Customer Service Policy. This will include:
 - Notice of the disruption will include: the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available

- Notice will be given by posting the information in a conspicuous place on the premises as well as by posting the information on the Municipal website.
- Shall repair as soon as practicable.

Customer Service

The Accessibility Standards for Customer Service came into force on January 1, 2008 under Ontario Regulation 429/07 but as of July 1, 2016, that regulation was repealed and placed in the Integrated Accessibility Standards Regulation 191/11. It forms standards that require every provider of goods and services to establish policies, practices and procedures governing the provision of goods or services to persons with disabilities.

The Municipality of Kincardine has successfully met the requirements of this standard through the development of GG. 3.8 Accessibility Standards for Customer Service Policy and the ongoing training of new employees, volunteers and individuals who serve the public on behalf of the Municipality. Procedures outlined in the policy deal with support persons, service animals, temporary service disruptions, feedback process, format and availability of documents and assistive devices.

[GG. 3.8 Accessibility Standards for Customer Service Policy](#) is available through the Municipality of Kincardine website or in an alternate accessible format upon request.

The Municipality of Kincardine is committed to being responsive to the needs of the community and will receive and respond to feedback about the manner in which it provides goods or services to persons with disabilities. Customers can provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.

On an ongoing basis, the Municipality provides emergency information in formats that are accessible and take into account the disabilities of members of the public requesting information. They also provide notice of temporary service disruptions that include the reason and duration to the public.

Services Animals are permitted in all Municipality of Kincardine premises unless the animal is excluded by law.

Compliance

The Municipality of Kincardine submits an accessibility compliance report to the Province of Ontario every two years. Reports were submitted in 2013 and 2015 and will continue to be submitted as required by the Regulation.

Catalogue of Issues

The Terms of Reference for the Accessibility Advisory Committee requires that they “Catalogue and prioritize accessibility issues related to existing municipal facilities” and consult with the various municipal departments on their upcoming plans to improve accessibility in our municipality. This task is performed annually by the Committee and compiled into the Catalogue of Issues.

Since 2013 the following municipal facilities and parks have been reviewed by the Accessibility Advisory Committee:

- Dunsmoor Park
- Tiverton Community Centre (2016 & 2013)
- Davidson Centre (2016, 2014, & 2012)
- Municipal Administration Centre
- Underwood Community Centre
- Tiverton Arena (2016 & 2013)
- Tiverton Library
- Harbour Street Flag Pole area
- Kincardine Centre for the Arts
- Hawthorne Community Medical Clinic
- Kincardine Library

These accessibility reviews and future reviews, are created to accompany the Municipality of Kincardine Accessibility Annual Public Status Report. They are meant to assess and identify potential barriers to accessibility and suggest improvements on the recommendations listed in the reviews. In addition, accessibility issues identified by the public are encouraged in a feedback process on the Municipality of Kincardine website or by contacting the Clerk's Department.

All recommendations listed in the Catalogue of Issues are a priority for the Municipality of Kincardine. However, they are based on funding and Municipality of Kincardine Council approval.

Maintenance

The Municipality of Kincardine will reasonably maintain public spaces as per the Ontario Regulation 239/02 Minimum Maintenance Standards for Municipal Highways. In addition, all trails, playgrounds, paths and beach access will be maintained from May to October unless otherwise stated or posted. Elements such as playgrounds and walkways/sidewalks will be continuously maintained within reason by the Municipality of Kincardine to ensure the safety of the citizens of the Municipality of Kincardine and to prevent barriers to people with disabilities.

If a public space is temporarily disrupted or not functioning, the public will be notified in a variety of formats to educate about the scope of the disruptions.

Members of the public are encouraged to notify the Municipality of Kincardine if a function or maintenance issue occurs in a public space.

Responsibilities

Council, employees, volunteers and those providing a good, service, program or facility on the Municipality's behalf are responsible for adhering to the parameters of this accessibility plan and for ensuring that the needs of people with disabilities are addressed when accessing the Municipality's good, services, programs and facilities.

Conclusion

The Municipality of Kincardine continues in its efforts to remove barriers from within the municipality (See Appendix “A”). In accordance with the Provincial Legislation, the Municipality will continue to meet its compliance obligations by developing and implementing programs, policies and initiatives that create and maintain a fully accessible and inclusive community.

The identification and removal of barriers will continue to be an ongoing activity for municipal Council, employees, volunteers and those providing a good, service, program or facility on the Municipality’s behalf.

For further information, please contact the Clerk’s Office:

Donna MacDougall, Clerk

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Schedule “A”

Davidson Centre

- Lions Club Splash Pad & Picnic Shelter – Including Accessible Washrooms and Picnic Tables
- Davidson Centre Entranceway including accessible sidewalk and crosswalk
- Accessible Doors to indoor track
- Vision Strips repaired at Davidson Centre

Macpherson Park

- Macpherson Park Playground
- Accessible features in Lions Club Boardwalk at Macpherson Park

Tiverton Park

- Tiverton Park Playground Equipment

Rotary Park

- Rotary Music Park

Station Beach

- Station Beach Mobi Mats and Beach Wheelchair
- Purchase of additional accessible picnic tables

Kincardine Centre for the Arts and Victoria Park

- Kincardine Centre for the Arts Centre indoor washroom renovations
- Kincardine Centre for the Arts Centre/Victoria Park addition of Accessible Washroom
- Extended Victoria Park sidewalk to meet accessible parking space

Public Works – Sidewalks and Parking

- Municipal Parking Lot off Princes Street updated to include accessible features
- Completion of sidewalk from Trillium Court to Sutton Park Mall
- Repair of heaved sidewalk on Queen Street Bridge
- St. Albert Street, Gary Street and Fraser Street Sidewalk made to accessible standards
- Upgrade Crosswalk at Huron Terrace and Harbour Street

Kincardine Community Medical Clinic

- Renovations to Kincardine Community Medical Clinic

Municipal Administration Centre

- Accessible counter in main reception area