



Accessibility Annual Public Status Update 2023

A Summary of the Municipality of Kincardine's
accomplishments towards inclusion in 2023

Approved: by Resolution -

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

Annual Accessibility Plan

As per Part 1, Section 4 (3) (a) of Ontario Regulation 191/11, the Integrated Accessibility Standards, the Municipality of Kincardine must prepare an Annual Public Status Report on the progress of measures taken to implement the Multi-Year Accessibility Plan, including steps taken to comply with this Regulation.

The purpose of this Status Report is to make the public aware of the Municipality of Kincardine's progress made in 2023 with the Multi-Year Accessibility Plan adopted in 2023 to outline the Municipality's strategy to prevent and remove barriers and meet the requirements under the above noted Regulation.

The Municipality of Kincardine's Commitment Statement

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 will promote accessibility by ensuring that compliance is met for all regulations made under the *Accessibility for Ontarians with Disabilities Act, 2005*. Timelines for compliance vary. In order to ensure that timelines are met, the Municipality established, implemented and maintains a Multi-Year Accessibility Plan. The plan outlines the Municipality's strategy to prevent and remove barriers to people with disabilities.

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.

Continuous Achievements in Accessibility

- The Municipality focuses on removing barriers which may exist in municipal building and facilities, while ensuring that new buildings, facilities leased by the Municipality and renovations do not create barriers.
- The Municipality adopted the Accessibility Standards for Customer Service Policy GG.3.8 and the Integrated Accessibility Standards Policy GG.3.9 which outline what the Municipality will do to comply with the Regulations and what customers and employees can expect.
- The Municipality continues to meet and review accessibility initiatives.
- The Municipality continues to comply with the requirements of the Customer Service Standards including the ongoing training of staff, volunteers and third parties who interact on behalf of the Municipality on an ongoing basis.
- Notifying the public of accommodations for job applicants with disabilities in its recruitment process.
- Continue to review customer feedback and take appropriate action.

General Requirements

- Advocate with the Kincardine Business Improvement Area and the Kincardine and District Chamber of Commerce to increase accessible businesses.
- Ring My Bell initiative to provide doorbells to businesses to aid in accessibility.
- Members of Accessibility Advisory Committee participated on the Queen Street Reconstruction Advisory Group and the Parks and Recreation Master Plan consultations.

Information and Communications

- Ensured documents were available in an accessible format upon request.
- Continued conversion of necessary historic documents to meet new accessibility requirements and continued developing all new documents in accessible formats.
- Temporary service disruptions in the Municipality were posted on the municipal website.
- Staff worked with Consultant to ensure new website conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

- Continued to work on various municipal social media sites to ensure compliance with WCAG 2.0 Level AA
- Worked with staff on how to create accessible documents.

Employment

- Accessibility accommodations were available throughout the recruitment process and employment life cycle, as Per Policy GG. 3.9 Integrated Accessibility Standards, including:
 - Job advertisements specify that accommodation is available for job applicants with disabilities.
 - Policy in place for employees returning to work after being away with a disability.
 - Policy in place to enhance workplace emergency responses through individualized emergency response information and assistance as required.
 - Policy in place that takes into account the accessibility needs of employees with disabilities during the performance process.
 - Relevant staff are trained on the Human Rights Code, Integrated Accessibility Standard, and Customer Service Standard as it pertains to persons with disabilities.

Transportation Standards

- Through taxicab licensing and renewal process the Municipality ensured that taxicabs do not charge a higher fare or additional fee to persons with disabilities; do not charge a fee for mobility assistive devices; and have appropriate information displayed on the rear bumper and business cards available in an accessible format.
- Advocate for accessible transportation with SMART.

Design of Public Spaces

- Reviewed Queen Street closure application for Queen Street and accessible parking.
- Review of Site Plans for private development.
- Continued work on development of an Accessible Site Plan Checklist.

- Reviewed Outdoor Patio Policy applications and their impact on accessibility.

Customer Service Standards & Training

- Continued to ensure that relevant staff are trained on the Human Rights Code, Integrated Accessibility Standard, and Customer Service Standard as it pertains to persons with disabilities.

Highlights of 2023

The strides made by the Municipality to remove barriers in our community including:

- Designed Boardwalk with accessibility features;
- Provided accessible summer camp programs;
- Completed Accessibility Audit of Davidson Centre (DC) with Julie Sawchuk;
- Staff and Committee members completed Accessibility Training with Julie Sawchuk;
- Designed Station Beach accessible washroom;
- Installed accessible fixtures in various washroom throughout the municipality;
- Designed plans for accessible washroom in the Kincardine library;
- Designed playground equipment at Grozelle Park for accessibility;
- Designed accessible ramp at Tiverton Library;
- Purchased wheelchair for DC;
- Accessible Customer Service Training to all staff and summer students;
- Installed new accessible ramp at the DC pool; and
- Confirmed Council's commitment to using the Facility Accessibility Design Standards (FADS); and using the FADS when maintain or designing work on Municipal facilities or parks.

The Accessibility Advisory Committee (AAC) has been very active in 2023. Some of the meeting highlights are as follows:

- AAC met 13 times in 2023; including an annual Holiday Social with family members.
- Met with Members of SMART Board to advocate for returning to pre-covid services – requested quote for enhanced services for Kincardine, to present at Budget time.

- Media Campaign for National AccessAbility Awareness week.
- Partnered with Strategic Initiatives to participate in Seniors Forum.
- Participated in the Transportation Study provided by the County of Bruce
- Advocated for addition parking space on Queen Street. Suggested limited mobility parking space, first of its kind in Kincardine.
- Made 2 delegations to Council to advocate for accessibility
- Attended Parks and Recreation Master Plan Information session, participated in online survey and made recommendations.
- Attended Boardwalk Information Session and made recommendations. Subsequent meeting with Consultant, to show how the AAC comments were incorporated into the design.
- Provided input into accessible summer programing. Reached out to personal contacts to assist with volunteers.
- Met with Chief Building Official to discuss site plan agreements and timelines and advocate for accessibility
- Advocated for mobility scooters to be permitted on bike lanes.
- Reviewed 3 private site plans, to advocate for accessibility.
- Reviewed plans for Sidewalk Patio and made recommendations.
- Reviewed 9 plans for Municipal facilities and made recommendations.
- Initiated Facility Audit of DC with Julie Sawchuk and participated in tour and training with staff.
- Toured Fire Station #12.
- Toured 4 facilities to update Catalogue of Issues and will continue in 2024.
- Toured and prepared an analysis of all accessible parking spaces in Kincardine.
- Toured and prepared analysis of all crosswalks in Kincardine.

Availability of Plan and Status Report

The Multi-Year Accessibility Plan and Annual Accessibility Status Reports can be accessed through the Municipality of Kincardine's website: www.kincardine.ca

Contact Information

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Accessible formats and communication support available upon request.