



The Corporation of the
Municipality of Kincardine

**2023-2027 Multi-Year
Accessibility Plan**

This document is available in alternate formats upon request.
Please contact the Clerks 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 creation of a Municipal Multi-Year Accessibility Plan is a requirement under the *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (AODA)* and *Integrated Accessibility Standards Regulation (ISAR)*.

The Municipality of Kincardine Multi-Year Accessibility Plan 2023-2027 outlines the initiatives regarding accessibility that the Municipality has taken to date to prevent and remove barriers to accessibility, as well as those they intend to achieve to ensure it is meeting the needs of our diverse community and is following the *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11*.

In addition, the Plan highlights key priorities that are important to Municipality of Kincardine residents and was developed with valuable input from the public.

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.ca.

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 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 must 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.

Barriers to Accessibility

The AODA and accessibility plans aim to remove barriers that prevent people with disabilities from accessing services, facilities, and information.

The A O D A defines a disability as follows:

- (a) 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,
- (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, or

(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; (“handicap”)

Barriers to accessibility can be described as anything that prevents an individual from participating in aspects of society based on their disability. Barriers can be organized into five types:

Environmental Barriers

Physical barriers within building or outdoor spaces that restrict or limit physical access for people with disabilities.

Communication Barriers

Lack of considerations for people with disabilities when sending or receiving information.

Attitudinal Barriers

Judgements, assumptions, and perceptions that discriminate against people with disabilities. Attitudinal barriers are often related to lack of knowledge or understanding.

Technological Barriers

When technology cannot be or is not modified to support various assistive devices and/or software.

Systemic Barriers

Policies, procedures, or practices established by an organization that limits people with disabilities from participating and does not consider accessibility.

Consultation

Under the AODA, the Municipality is required to consult with individuals and people with disabilities. The Municipality is committed to working with members of the community and visitors to ensure legislation is met and the Municipality is accessible.

A survey was created as outlined in Appendix A to gather feedback regarding accessibility in the Municipality relating to the five Integrated Accessibility Standards.

The survey acted as a valuable tool to receive clear comments and recommendations for improvements. What we heard from the survey is outlined in Appendix B.

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. Most 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 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 2017-2022, the A A C has:

- reviewed the 2017-2022 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 Staff 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 new harbour/marina washrooms, soccer field washrooms, Dunsmoor Park washrooms, Bruce County Housing Site Plan, gate for the Davidson Centre track, signage at the Municipal Administration Centre, accessible parking spaces on Lambton Street, playground at Bervie Park, electronic participation at Council meetings, funding for accessible transportation, medical clinic bollard, Promenade street closure, On Street Patio Applications, Queen Street reconstruction;
- implemented a Stop Gap program to increase accessibility to local retail outlets;
- increased accessibility at the Davidson Centre with the creation of a new accessible family change room and pool lift;
- pass a resolution to support waiving of fees for service dogs and guide dogs;
- booth at Annual Kincardine Health and Wellness Fair;
- created videos to highlight accessibility in the Municipality and accessible parking;
- advocate for accessible transportation with Saugeen Mobility;
- approval of Election Accessibility Plan for 2018 and 2022.

A O D A Progress

General

- (a) Establishment of Accessibility Policies

The Municipality of Kincardine updated 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.

(c) Self Service Kiosks

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

(d) 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.

(e) 2017-2022 Accessibility Achievements

During the Multi-Year Accessibility Plan 2017-2022, the Municipality has had achievements with respect to improving accessibility in the Municipality of Kincardine. Achievements include removing barriers and creating more inclusive communities. A comprehensive list of achievements has been identified within our annual Accessibility Status Reports. Highlights of these achievements have been summarized in Appendix A.

Information and Communication

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 consider 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.

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
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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 can 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.

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.

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The Municipality of Kincardine is committed to being responsive to the needs of the community and will receive and respond to feedback about the way 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 consider 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 2017, 2019 and 2022 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 2017, the Accessibility Advisory Committee have reviewed the following municipal facilities and parks:

- Dunsmore Park
- Kincardine Library
- Tiverton Community Centre

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- Davidson Centre
- Municipal Administration Centre
- Underwood Community Centre
- Tiverton Sports Centre
- Tiverton Library
- Harbour Street Flagpole area
- Kincardine Centre for the Arts
- Hawthorne Community Medical Clinic

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 completed 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.

Consultation

Under the AODA, the Municipality is required to consult with individuals and people with disabilities. The Municipality is committed to working with members of the community and visitors to ensure legislation is met and the Municipality is accessible.

A survey was created as outline in Appendix B to gather feedback regarding accessibility in the Municipality relating to the five Integrated Accessibility Standards.

The survey acted as a valuable tool to receive clear comments and recommendations for improvements. What we heard from the survey is outlined in Appendix C.

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 Legislative Services Department

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Appendix “A”

Highlights of 2017-2021 Accessibility Achievements

Highlights of 2018

- Obtained and began work on an Enabling Accessibility Grant to replace the pool lift and make improvements to the family changeroom at the Davidson Centre.
- Worked with Kincardine & District Secondary School to complete an additional StopGap Ramp for a local business.
- Obtained and began work on a Rural Economic Development Grant to replace the existing website and upgrade it to make it WAGG 2.0 Level AA.
- Updated Municipality’s Procedure By-law No. 2013 - 161 to include electronic participation at committee meetings.
- Creation of a Trails GIS (Geographic Information System) Storybook highlighting accessible features.
- Completed the Harbour Street sidewalk extension.
- Installed new crosswalk at Queen and Broadway Street.
- Connaught Park Sewer Upgrade Project, Broadway Street Reconstruction and MCR Project included curb and sidewalk reconstruction done to accessible Standards.
- Three new accessible washrooms located at the Marina, Dunsmoor Park and the Soccer Fields were approved and have gone to tender for construction.
- Stonehaven Park playground built with accessible features.

Highlights of 2019

- Worked with Kincardine & District Secondary School to complete an additional StopGap Ramp for a local business.
- Accessibility Advisory Committee developed plans for a short video to highlight accessible features throughout the Municipality including the Mobimats, beach wheelchair, accessible washrooms, StopGap Ramps, and accessible picnic tables.
- Updated the Multi-Year Accessibility Plan to include a more detailed section on Preventative and Emergency Maintenance of Accessibility Elements.
- Updated the Accessibility Advisory Committee’s Terms of Reference.
- Policy GG.1.9 Remuneration, Council & Others was updated to include reimbursement for accessible transportation costs.
- Updates to Electronic Participation section in the Municipality of Kincardine Procedure By-law to reduce the amount of time required to apply.
- Replaced the existing municipal website and worked to upgrading it to make it WAGG 2.0 Level AA.

- Continued conversion of necessary historic documents to meet new accessibility requirements and continued developing all new documents in accessible formats.
- Ongoing Emergency Planning for people with disabilities.
- Temporary service disruptions in the Municipality were posted on the municipal website.
- Updated Municipality's Procedure By-law No. 2013 - 161 to include electronic participation at committee meetings.
- Creation of a Trails GIS (Geographic Information System) Storybook highlighting accessible features.
- Three new accessible washrooms were constructed at the Marina, Dunsmoor Park and the Soccer Fields.
- Whitney Crawford Community Centre project worked on tender ready drawings that meet FADS.
- Planning of an accessible gate at the Davidson Centre Track for access to the track that will be completed in 2020.
- Review and installation of five concrete bollards at the medical clinic due to safety concerns
- Review of relocation accessible parking spaces on Lambton Street to in front of 286 Lambton Street and the creation of a new accessible parking space near 316 Lambton Street.
- Installed Stonehaven Park accessible equipment.
- Review of Bervie Pak playground equipment with accessible features.
- Enabling Accessibility Fund Grant to update the accessible family change room and purchase new accessible pool lift.
- Road and sidewalk improvements completed on Broadway, Connaught Park and MCR projects.
- Trail improvements at Stonehaven Park.
- Regraded and resurfaced foot path at end of Mechanics.

Highlights of 2020

- Accessibility Advisory Committee worked with the Tourism Department to create a short video to highlight accessible parking.
- Updates to Electronic Participation section in the Municipality of Kincardine Procedure By-law to include Council participation and updated requirements per the Municipal Act.
- Completed Accessibility Survey.
- Expansion of Queen Street Bridge sidewalk to 1.84 m wide.
- Reviewed the Phase 3 Renovations at the Kincardine Center for the Arts.
- 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.
- Review of Site Plans of wedding venue on Bruce Saugeen Townline, Campbell Ave Development and mixed use building on Queen.
- Began development of an Accessible Site Plan Checklist.
- Reviewed Queen Street closure application for Queen Street Promenade and affects on accessible parking.
- Reviewed Outdoor Patio Policy applications and affects on accessibility.
- Created temporary accessible parking spots during Queen Street closure and for spot covered by Outdoor Patio.
- Expansion of Queen Street Bridge sidewalk to 1.84 m wide.
- Reviewed the Phase 3 Renovations at the Kincardine Center for the Arts
- Review of Municipal Administration Centre Signage.

Highlights of 2021

- Accessibility Advisory Committee debuted a short video highlighting the need to raise awareness regarding accessible parking and “Respect the Space”.
- Advocate for accessible transportation with Saugeen Mobility
- Public Input on accessibility to aid in developing and Inclusion, Diversity, Equity, and Access (IDEA) Strategy.
- Continued to work on the municipal website to conform 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
- Purchased and implemented website scanning tool to assess and identify areas for mediation to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA
- Identified workshops to train staff on how to create accessible documents - implementation in 2022.
- Creation of additional accessible parking spot on Queen Street and creation of curb stop at existing accessible spot.
- Creation of curb stop on Gary Street to assist with access to sidewalks from Bruce County Mixed use housing.
- Installed fixtures in the change rooms and washrooms at the Tiverton Sports Complex that were compliant with Facility Accessible Design Standards.

Highlights of 2022

- Advocate for accessible transportation with Saugeen Mobility

- Advocate with the Kincardine Business Improvement Area and the Kincardine and District Chamber of Commerce to increase accessible businesses.
- Provided a presentation during Accessibility Awareness Week at the Business IDEA Breakfast Meeting.
- Liaised with organizations that provide accessibility services in the Municipality including Fanshawe College's Personal Support Worker Program, Home and Community Support Services Grey Bruce, and Canadian Mental Health Association.
- Reviewed Site Plan for Staybridge Hotel Phase 1.
- Reviewed Queen Street closure application for Queen Street Promenade and affects on accessible parking.
- Reviewed Outdoor Patio Policy applications and affects on accessibility.
- Reviewed Election Accessibility Plan.
- Ring My Bell initiative to provide doorbells to businesses to aid in accessibility.
- Accessibility Advisory Committee developed plans for a short video to highlight accessible features throughout the Municipality including the Mobi mats, beach wheelchair, curb cuts, Ring by Bell doorbells, audio for crosswalks and accessible picnic tables.
- Members of Accessibility Advisory Committee participated on the Queen Street Reconstruction Advisory Group and the Waterfront Master Plan consultations.
- Worked with Kincardine & District Secondary School to complete an additional StopGap Ramp for a local business.
- Accessibility Survey Completed.

Appendix B

Multi-Year Accessibility Plan Consultation Survey

We need your help to make Municipality of Kincardine services, programs, and buildings more accessible for people with disabilities!

The purpose of this survey is to record your experiences with Municipal services, programs, and facilities, as we create the next Municipality of Kincardine Accessibility Plan as part of our commitment to the Accessibility for Ontarians with Disabilities Act (AODA). The answers you provide today will help inform the Municipality of gaps and barriers that currently exist for people with disabilities and provide us with ideas on how to reduce and/or eliminate existing barriers.

For accessible survey formats or communications supports (paper, large font, etc.), please contact clerk@kincardine.ca or 519-396-3468 ext. 7111.

1.0 Please check all that applies to you

- Person with a disability
- Family member, friend, or caregiver of a person with a disability
- Employed or volunteer at an organization that provides services to people with disabilities
- Merchant or businessperson
- Permanent Resident of Kincardine
- Seasonal Resident of Kincardine
- Employed in Kincardine
- Visitor to Kincardine
- Other (please specify)

Design of Public Spaces

2.0 Which municipally owned facilities do you visit if any? Please check all that apply.

- Municipal Administration Centre
- Underwood Community Centre/Office
- Davidson Centre
- Tiverton Sports Complex
- Armow Hall
- Parks – please specify Municipal Administration Centre
- Underwood Community Centre/Office
- Davidson Centre
- Tiverton Sports Complex
- Armow Hall
- Parks – please specify

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- Beaches – please specify
- Marina
- Lighthouse
- Kincardine Library
- Tiverton Library'
- Other – please specify

3.0 Do you or anyone in your family/residence routinely face any accessible barriers to access within the Municipal Facilities?

- Yes
- No

If yes, please specify which type of barrier and the location

4.0 Have you or anyone in your family/residence encountered any accessible barriers in accessing trails, walkways, and/or sidewalks?

- Yes
- No

If yes, please specify which type of barrier and the location

Customer Service

5.0 Do you or anyone in your family/residence participate in any Municipal program or activities? (e.g., summer playground, recreation programs, community events, council, or committee meetings etc.)

- Yes
- No

6.0 Have you or anyone in your family/residence encountered any accessible barriers to participating in a Municipal program or activity?

- Yes
- No

If yes, please specify which type of barrier and the program or activity

7.0 Have you or anyone in your family/residence encountered any accessible barriers in customer service at Municipal facilities?

- Yes
- No

If yes, please specify which type of barrier and the location

Information and Communications

8.0 Have you or anyone in your family/residence encountered any accessible barriers to receiving information or communications from the Municipality? This

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includes but is not limited to technology and signage, Municipal website, Municipal social media, printed materials and other Municipal correspondence, water and property tax billing, maps and public meetings, consultations, and events.

- Yes
- No

If yes, please specify which type of barrier and the location

Employment

9.0 Have you or anyone in your family/residence encountered any accessible barriers to applying for employment or volunteering opportunities?

- Yes
- No

If yes, please specify which type of barrier and the location

Transportation

10.0 Have you or anyone in your family/residence encountered any accessible barriers to transportation in the Municipality? This includes but is not limited to accessible parking at Municipal facilities and private transportation companies operating within the Municipality.

- Yes
- No

If yes, please specify which type of barrier and the location

11.0 In your opinion, what are the top priorities for improving accessibility in the municipality?

12.0 In your opinion, what is already working well in making the Municipality accessible?

13.0 If you have specific problems accessing municipal services, buildings, or infrastructure, please tell us about the problem.

You can request accessible formats of Municipal public documents and we welcome your comments on the accessibility of our services, programs and facilities through the following channels: by phone at (519) 396-3468 ext. 7111, by email at clerk@kincardine.ca and in person or by mail to the Municipal Administration (1475 Concession 5, RR #5, Kincardine, ON N2Z 2X6)

Appendix C

What we heard

The following sections provide an overview of what we heard from the community through the public survey posted on www.kincardine.ca . Some of the feedback received relates to planned accessibility initiatives, which confirms that these priorities are responsive to the priorities for the community. Some comments were not within the scope of the Municipality and these comments have been shared with the appropriate organizations/authorities (such as private operators or groups).

Customer Service

Public Comments

- Access to the Davidson Centre office
- Lack of signage regarding the best entrance to use for accessibility at the Davidson Centre and Tiverton Sports Centre during events.
- Ease of use of program for registering for Municipal programming.
- Accessible programming required for all age levels.

2023-2027 Accessible Goals

- Continue use of Customer Service staff at the Davidson Centre main accessible entrance to assist customers.

Information and Communication

Public Comments

- Website is hard to navigate.
- Text on tax bills is small and hard to read.
- Live stream of Council meetings audio and video

2023-2027 Accessible Goals

- Live stream of Council meetings including closed captioning on Municipal YouTube in 2023.
- Continued upgrades to the website.

Employment

Public Comments

- Additional training for staff in accessibility and diversity.

2023-2027 Accessible Goals

- Continue to provide all staff and volunteers with Accessible Customer Service Training.

- Provide opportunities for staff and volunteers to attend workshops regarding inclusion, diversity, equity, and access.

Design of Public Spaces

Public Comments

- No elevator and ramps at the Davidson Centre make it hard to navigate.
- More accessible seating on Queen Street.
- Lack of accessible playgrounds.
- High counters in Davidson Centre Office.
- Timing on crosswalks – not long enough for people to cross
- Uneven interlocking brick on Queen Street
- Access to beaches – Boardwalk and mobi mats need additional work
- Access to Kincardine Library
- Uneven sidewalks and not enough sidewalks in community
- Beach boardwalk – condition and sandy makes it slippery
- Require accessible picnic shelters and picnic tables.
- More accessible parking spots – on Queen Street and at Davidson Centre.

2023-2027 Accessible Goals

- Reconstruction of Queen Street – interlocking brick will be removed, more accessible access to Kincardine Library and no step access to more businesses and increased seating.
- Improved beach access through additional Mobi Mats and constructed paths.
- Waterfront Master Plan to look at and plan for improvements to waterfront area including accessible features.

Transportation

Public Comments

- Accessible Transportation is limited or not available at all

2023-2027 Accessible Goals

- Continue to work with Saugeen Mobility and other community partners to promote and enhance accessible transportation