

2009 Annual Accessibility Plan

**A Joint Accessibility Plan for the City
of Kitchener and the City of Waterloo**



Table of Contents

	Page
Executive Summary	3
Section 1	6
Status Updates for 2008 Initiatives	
1.1 Information/Communication Barriers	7
1.2 Technological Barriers	8
1.3 Policy/Practice Barriers	8
1.4 Attitudinal Barriers	10
1.5 Physical/Architectural Barriers	10
Notable Success	12
Section 2	15
Plan of Activities for 2009	
1.1 Information/Communication Barriers	16
1.2 Technological Barriers	17
1.3 Policy/Practice Barriers	17
1.4 Physical Architectural Barriers	18
Appendices	
Appendix 1 – Customer Service Regulation Critical Path	19
Appendix 2 – GRAAC Recommendations to the Accessibility Audit of municipal facilities (the Herrington Audit)	21
Appendix 3 – City of Waterloo Accessibility 2009 Budget: Expenditures for Accessibility Improvements	22
Appendix 4 – GRAAC Summary of Buildings and Plans Reviewed in 2008	23
Appendix 5 – Glossary of Terms	24
Appendix 6 – City of Waterloo Technical Resource Group for the Joint Accessibility Plan	25

City of Kitchener and City of Waterloo
2009 Joint Accessibility Plan

Executive Summary

This report was prepared to meet the obligations of the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and describes the actions each of the participating municipalities took in 2008 and the areas to be reviewed, including measures and actions, in 2009. The Cities of Kitchener and Waterloo are proud to present the Joint Plan and to report on the steps that are being taken to identify, prevent and remove barriers to accessibility in our communities.

BACKGROUND

Ontarians with Disabilities Act, 2001 (ODA)

The Ontarians with Disabilities Act, 2001 (ODA) was passed into law “to improve opportunities for persons with disabilities and to provide for their full involvement in the identification, prevention and removal of barriers to their full participation in the life of the Province”. The ODA applies to all municipalities, hospitals, district school boards, colleges, universities, public transportation organizations, the Ontario Government, ministries and agencies.

The ODA requires municipalities to prepare annual accessibility plans and to get advice from an accessibility advisory committee on the contents of the Plan. The purpose of the Plan is to identify, prevent and remove barriers to accessibility in each municipality’s by-laws, policies, practices and services. The accessibility plan must be made available to the public.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The AODA focuses on improving accessibility in areas such as buildings and spaces, employment, customer service, information and communications and transportation in the private, government and broader public sector. The AODA intends to achieve an accessible Ontario on or before January 1, 2025. To do so, mandatory and enforceable standards will be implemented. These Standards include:

Customer Service Standard

- Established as regulation 429-07 on January 1, 2008
- Municipalities required to comply by January 1, 2010
- A critical path is attached to this Plan that identifies how the City of Kitchener and the City of Waterloo will achieve compliance by January 1, 2010.

Transportation Standard

- Public review document anticipated for early 2009

Information and Communication Standard

- Draft for public review has been made available with a response date by February 6, 2009

Employment Standard

- Public review document is anticipated for Spring 2009

Built Environment Standard

- To consider the following elements: buildings, public and private ways, public parks, trails and playgrounds, housing, life safety, secure facilities, heritage properties and transportation facilities which includes transit stations, passenger loading zones, bus shelter stations and bus stop stations.

More information on the Standards can be found at www.gov.on.ca

The ODA, 2001 will eventually be repealed with all regulations once the AODA standards are in place.

Grand River Accessibility Advisory Committee (GRAAC)

The Grand River Accessibility Advisory Committee was established to advise the participating Councils on the preparation, implementation and effectiveness of the Joint Plan. The participating municipalities include the Cities of Kitchener and Waterloo, the Region of Waterloo and the Townships of Woolwich, Wellesley and North Dumfries. The Councils also seek advice from GRAAC on the accessibility of buildings, structures or premises that the municipalities purchase, build, renovate or leases as municipal capital facilities. GRAAC also reviews site plans and drawings for new municipal buildings or developments (as per Section 41 of the Planning Act) that the Committee selects.

In 2008, GRAAC had the Built Environment Sub-Committee – to review and comment on site plans and the Transportation Sub-Committee – to examine transportation issues within the scope of municipal responsibility. These issues may include: travel by pedestrians, transit (conventional or specialized transit), taxi or use of a personal vehicle.

GRAAC members for 2008:

Taposhi Batabyal (Co-Chair)	Sharon Ward Zeller (Co-Chair)
Amy Ross	Brad Ullner
Gail Brunsdon	Rosa Bustamante
Sharon Giles	James Hunsberger
Myron Steinman	Saul Herzog
Gordon Cummer	Ken Parker

Built Environment Sub-Committee members for 2008:

Sharon Ward-Zeller	Amy Ross
Brad Ullner	Rosa Bustamante
Saul Herzog	Gordon Cummer
Paula Saunders	Brian MacOwan

Transportation Sub-Committee members for 2008:

Amy Ross	Sharon Giles
Sharon Ward-Zeller	Brad Ullner
Myron Steinman	Judy Bruyn
Ken Parker	John Brown
Taposhi Batabyal	

Staff Contacts

GRAAC operates with the support of staff representatives from each of the participating municipalities. The following staff may be contacted for additional information related to the Joint Plan, the Grand River Accessibility Advisory Committee or the municipalities involved in this Plan:

City of Kitchener – Kelly Steiss, Inclusion Coordinator
200 King Street West, 7th Floor, Kitchener, ON N2G 4G7
519-741-2226 or kelly.steiss@kitchener.ca

City of Waterloo – Kelly Steiss, Inclusion Coordinator
100 Regina Street South, Waterloo, ON N2J 4A8
519-747-8651 or ksteiss@city.waterloo.on.ca

Municipal Highlights

The following chart provides population information and highlights of the municipalities participating in this Joint Plan.

Municipality	First Established	Population	Municipal Government
Kitchener	1799 (as Sand Hills)	219,800	Mayor and 6 Councilors
Waterloo	1816 (as Township of Waterloo)	117,000	Mayor and 7 Councilors

Section 1

2008 Status Updates

Information/Communication Barriers

Action	Status	Details	Municipality	Department Responsible
Provide signage for the public at the Clerk's desk that assistive listening devices (phonic ears and FM systems) are available for use at Council and Standing Committee meetings.	Carry forward Kitchener Complete Waterloo	Waterloo – Included in the Delegation pamphlets that assistive listening devices are available as well as the TextNet number. New signage was installed in Council Chambers to identify the assistive listening devices available.	Joint	Legislative Services
Develop a policy for providing American Sign Language (ASL) Interpreters at Council and Standing Committee meetings	Carry forward	Carry forward to 2009	Kitchener	Legislative Services
Continue to work on the implementation of TextNet	Carry forward	The implementation of TextNet will be coordinated with the opening of the Central Maintenance Facility.	Kitchener	Information Technology Corporate Services
Develop an education/outreach plan to those who are deaf, deafened or hard of hearing about the accommodations available at the City (i.e. ASL, FM systems)	Complete	- Meetings were held with the Canadian Hearing Society (CHS) staff to discuss and create a plan to best advise and inform with respect to these services. - Ads about the services available have been sent to CHS. - List of key community liaisons has been generated	Joint	City of Kitchener – Clerks City of Waterloo – Clerks and Corporate Services
With TextNet, encourage staff to place the TextNet number on ads, notices and publications	Ongoing Kitchener Complete Waterloo	Kitchener – the communication plan will be implemented once TextNet has been installed Waterloo – TextNet number has been included on all e-mail	Joint	City of Kitchener – Clerks City of Waterloo – Clerks and Corporate Services

		signature lines for Clerks department staff.		
Solicit more information from agencies representing persons with disabilities as to their clients' needs	Deferred	Deferred pending direction from the Information and Communication standard	Waterloo	Clerks and Corporate Services
Develop communications strategy for staff and public on process for requesting materials in alternate formats.	Carry forward	Provide information to the public that alternative formats are available upon request. This to be further developed with the Information and Communication Standard.	Waterloo	Clerks and Corporate Services

Technological Barriers

Action	Status	Details	Municipality	Department Responsible
Plans for website overhaul that will make the use of HTML code that is more reader friendly	Carry forward	Overhaul still in process. Project currently at the new design phase	Joint	City of Kitchener - Information Technology City of Waterloo – Information Systems

Policy/Practice Barriers

Action	Status	Details	Municipality	Department Responsible
Continue to incorporate the consideration of accessibility into the Community Investment Strategy	Carry forward	Updated applications with appropriate wording. Maintained grant program for Inclusion grants	Kitchener	Community Services
Identify outcomes from the special events checklist	Carry forward	Staff are using the checklist in their planning.	Joint	City of Kitchener – Community Services City of Waterloo – Special Events
Coordinate initiatives from the checklist in the Special Events manuals	Carry forward	The manual has been drafted for implementation in 2009	Joint	City of Kitchener – Community Services City of Waterloo – Special Events

Continue to work with community agencies to identify barriers to employment for persons with a disability	Deferred	Staff from Human Resources met with the CNIB, CHS, and Conestoga College to identify barriers and develop strategies to remove those barriers. The Employment Standard will further define the work that needs to be done to remove barriers in the area of employment.	Joint	City of Kitchener – Human Resources City of Waterloo – Human Resources
Review policies and practices with respect to recruitment and interviewing	Carry forward	Waterloo is currently reviewing the recruitment policy The Employment Standard will have more direction	Joint	City of Kitchener – Human Resources City of Waterloo – Human Resources
Continue to investigate options to improve snow clearance on sidewalks	Complete	Staff had a review meeting with GRAAC to discuss 07/08 snow clearing. GRAAC continues to recommend full sidewalk clearance. Subsequent to presentations to Councils, staff met to coordinate strategies and to develop an enhanced communication plan.	Joint	City of Kitchener – Bylaw Enforcement, Communications, Community Services City of Waterloo – Bylaw Enforcement, Public Works Services
Presentation to Council on the results of the Parking By-law review	Complete	Shayne Turner, Director of By-law, presented to GRAAC on May 26 th and subsequently presented to Council on improving language and strategies with respect to accessible parking. Council endorsed the recommendations.	City of Kitchener	City of Kitchener – Bylaw Enforcement, Development and Technical Services, Community Services
Update the accessible design guidelines and present to Council	Complete	Waterloo – Accessible Design Guidelines were introduced to	Joint	City of Kitchener – Development and

		Council and accepted in a report presented on November 17 th .		Technical Services City of Waterloo – Development Services and Asset Management
At City of Kitchener outlying facilities, ensure that evacuation procedures consider persons with disabilities	Carry forward	The Emergency Management Team developed a template to address outlying facility emergencies. There will be further follow-up and considerations under the Information and Communication Standard	Kitchener	Facilities Management Community Services
Develop communication cards to facilitate the transfer of information during an emergency to persons who are deaf, deafened or hard of hearing.	Deferred	Awaiting direction from the Information and Communication Standard	Joint	City of Kitchener City of Waterloo
Review the feasibility of LED screens at facilities to communicate information about emergencies	Deferred	Awaiting direction from the Information and Communication Standard	Joint	City of Kitchener City of Waterloo

Attitudinal Barriers

Action	Status	Details	Municipality	Department Responsible
Staff Awareness Training	Deferred	Full details are available in the plan for compliance with the Customer Service Standard	Joint	City of Kitchener City of Waterloo

Physical/Architectural Barriers

Action	Status	Details	Municipality	Department Responsible
Continue to plan for and work with the results of the Accessibility Audit	Carry forward	Staff have developed a plan and have allocated dollars to address the barriers Waterloo – The Asset Management team has started	Joint	City of Kitchener – Facilities Management, Corporate Accessibility Steering Group City of Waterloo – Asset

		referencing the accessibility audits before doing minor upgrades.		Management, Facilities Services
Work with GRAAC to develop priority areas from the accessibility audit	Complete	Staff from both City of Kitchener and City of Waterloo met with GRAAC members on to hear recommendations on the priorities (See Appendix)	Joint	City of Kitchener – Facilities Management, Corporate Accessibility Steering Group City of Waterloo – Asset Management, Facilities Services

Notable Successes

Joint Initiatives

- Hire a Corporate Services Trainer as a shared contract with the City of Kitchener and the City of Waterloo.
- Every Kid Counts provided support to children and youth to enable their participation in municipal playgrounds, fun centres
- Volunteer Support provided support to children, youth and adults to enable their participation in municipal recreation programs
- Access Awareness Week activities (week of May 27th 2008)
- Day of the Disabled awareness activities (December 3rd) coordinated with the City of Waterloo

City of Kitchener

- Youth Camp – offered to youth ages 13-17 who have special needs.
- ASL provided at KidSpark and Word on the Street during the storytelling
- Lunch and learn offered on autism during Autism Day (April 25, 2008)
- Recreation opportunities session with members from KW Habilitation
- Installation of accessible swing at Victoria Park
- Automatic Door Openers installed at the Breithaupt Centre Men's and Women's exercise pool change rooms
- Salute to Seniors – provided reserved accessible seating to this general admission event
- Downtown Community Centre – Additional L-shaped grab bars were installed in the washrooms, painted the edge of the steps to the entrance, moved soap dispensers and the locking device in the washrooms moved
- Community engagement lens and inclusive communities checklist developed
- Volunteers – placed numerous individuals with a disability in volunteer positions. Provided accommodations such as additional support, where necessary
- Presented at “To Remember is To Resist” conference on sport and accommodation
- Cameron Heights Pool – 3 accessible parking spaces were added, patrons allowed to enter through the emergency exit
- Huron Natural Area – installation of accessible trails, accessible washrooms and main entrance.
- Joseph Street – ramp at the intersection fixed and leveled off
- Regional Children's Museum – Installation of 2 beam detectors in the elevator and at the entrance doors.
- City Hall – timing of automatic door openers adjusted to a longer time

City of Waterloo

- Staff in the Clerks department were trained on how to receive calls from someone who is deaf
- Staff in the Clerks department were trained on how to use the texttalker
- Pedestrian Charter – On September 8, 2008, Council supported the Pedestrian Charter for the City of Waterloo. First principle is “Accessibility”. The Charter supports that the City of Waterloo “create an urban environment in all parts of the City that encourages and supports walking. The City of Waterloo supports the following goals – Uphold the right of pedestrians of all ages and abilities to safe, convenient, direct and comfortable walking conditions. Appendix – Pedestrian Charter
- RIM Park – In response to a call from the public, there was concern about the sidewalk from the corner of Park Lane and University Ave that leads into a parking space does not allow enough room for people using walkers, wheelchairs, bikes or strollers to squeeze through. As a result, the parking space was eliminated and painted with line. Additionally, more asphalt was put in place to ensure a smooth transition from the sidewalk to the parking lot.
- Special Events – this year the author event was moved from the Button Factory because the 2nd floor was not accessible, to the Knox Presbyterian Church, which is fully accessible. Capacity for this event was increased from 100 to 300 and they were able to fill the hall and provide a fully accessible venue.
- The Building Maintenance Team reviewed their priorities and now allocates top priority to calls regarding automatic door openers or accessibility issues with a turnaround time of 24 hours, pending availability of parts.
- Upgrade to the Life Safety System at the Waterloo Memorial Recreation Complex with the installation of new strobes and bells for the fire alarm system
- Parking – additional 3 accessible parking spaces were installed in the Waterloo Town Square South lot and 1 additional accessible parking space was added to the Regina Lot. The accessible spaces (2) at the Regina lot now have access aisles beside them and there is a designated pedestrian access to the pathway between the lot and City Hall.
- Trails – Old Albert Trail Upgrade Project includes a Railway Crossing System installed to improve accessibility from Quiet Place to Albert McCormick Arena. This upgrade is expected to be installed Fall 2008 or Spring 2009.
- Public Areas – The Public Square construction is underway and once completed will allow for universal and easier access into the Waterloo Town Square. The Built Environment Sub-Committee provided feedback on this site plan.
- Adult Recreation Centre – Two (2) automatic door operators were installed at the parking lot entrance. Renovations to the building included: touchless sink faucets (8), new countertops at the recommended height, new paper towel, hand soap and trash receptacle installed at the recommended height.
- Development Services redesigned the whole department including all workstations and offices and ensured accessibility.
- Conestoga Mall – there are a number of new pedestrian walkways (all with drop curbs) located throughout the parking lot providing for safe and accessible linkages to the mall entrances as well as the Grand River Transit terminal located within the mall parking lot. These walkways also extend out beyond the mall providing access across Conestogo Road to other desirable destinations via safer crossing points at the new roundabout. Before the roundabout, pedestrians of all abilities had

a difficult and dangerous task of crossing the roadway. Additionally, a number of accessible parking spaces were relocated to nearer the mall entrances.

- Parkview Cemetery – upgrades and renovations allowed for parking lot delineation where new high visibility pavers were installed to better delineate the parking stalls for those with slight vision challenges. The accessible parking space sign was installed; concrete pavers at the chapel were re-laid to remove existing step hazards and facilitate barrier free movement, automatic light controls were installed in the public bathroom, currently working on providing improvements to the hard surface pathways in one of the Cemetery sections to allow for easier access to this area.

Section 2

2009 Plan of Activities

Information/Communication Barriers

Action	Timeline	Provincial Standard Alignment	Municipality	Department Responsible
Provide signage for the public advising that assistive listening devices (phonic ears and FM systems) are available for use at Council and Standing Committee meetings	January 1, 2010	Customer Service	Kitchener	Legislative Services
Develop a policy for providing ASL Interpreters at Council and Standing Committee meetings	December 31, 2011	Information and Communications	Kitchener	Legislative Services
Implementation of TextNet	December 31, 2011	Information and Communications	Kitchener	Legislative Services
Policy for all staff to place the TextNet number on all external communications	December 31, 2011	Information and Communications	Joint	All
Review the feasibility of installing systems at facilities that provide announcements both visually and audibly.	2009	Information and Communications	Joint	City of Kitchener - Facilities Management City of Waterloo – Asset Management & Information Services
Develop communications strategy for staff and public on process for requesting materials in alternate formats.	December 31, 2011	Information and Communications	Joint	Clerks and Corporate Services

Technological Barriers

Action	Timeline	Provincial Standard Alignment	Municipality	Department Responsible
Plans for website overhaul that will make the use of HTML code that is more reader friendly	December 31, 2011	Information and Communications	Kitchener	Information Technology
Work towards compliance with W3C standards	2009	Information and Communications	Joint	Information Technology

Policy/Practice Barriers

Action	Timeline	Provincial Standard Alignment	Municipality	Department Responsible
Continue to incorporate the consideration of accessibility into the Community Investment Strategy	January 1, 2010	Customer Service	Kitchener	Community Services
GRAAC to review the special events checklist and provide comment/feedback	December 31, 2009	Customer Service	Joint	Special Events
Coordinate initiatives from the checklist in the Special Events manuals	January 1, 2010	Customer Service	Joint	Special Events
Review policies and practices with respect to recruitment, hiring and interviewing	2009	Employment Standard	Joint	Human Resources
GRAAC to review the emergency template document to ensure that it addresses needs for individuals with various disabilities	2009	Information and Communication Standard	Joint	Facilities Management
To review the policy with respect to availability of specialty golf carts at Golf North	2009	Customer Service	Waterloo	Recreation & Leisure

Physical/Architectural

Action	Timeline	Provincial Standard Alignment	Municipality	Department Responsible
Implementation of the results of the Accessibility Audit	Review of progress every 6 months	Built Environment	Joint	City of Kitchener – Facilities Management City of Waterloo – Asset Management

Appendix 1

Customer Service Regulation Critical Path for Staff Needs – April 17/08

Action Plan	Timeline	Kitchener - Implementation Tactic	Staff Responsible	Waterloo – Implementation	Staff Responsible
1. Inventory of policies, procedures and practices	May 30/08	a. Using the Region of Waterloo Survey Tool, evaluate what currently exists within the Corporation. b. Bring forward to CMT for support and to identify key Admin staff to assist to complete	Designated staff department leads	a. Using the Region of Waterloo Survey Tool, evaluate what currently exists within the Corporation. b. Bring forward to CMT for support and to identify key Admin staff to assist to complete	Designated staff department leads
2. Identify where gaps in policy, procedure and practice development exist.	June 27/08	a. In coordination with the regional reps (Camb, Guelph, Well, Reg, Kitch and Wat), create a form to cross reference what policy are required and what currently exists – partially or fully complete. b. Assign each regional rep to take the lead on developing the missing policies	Regional Reps (over e-mail)	a. In coordination with the regional reps (Camb, Guelph, Well, Reg, Kitch and Wat), create a form to cross reference what policy are required and what currently exists – partially or fully complete. b. Assign each regional rep to take the lead on developing the missing policies	Regional Reps (over e-mail)
3. Identify departments and/or divisions responsible for areas in the legislation.	June 27/08	Speak with respective Directors about the role for their department	Inclusion Coordinator	Speak with respective Directors about the role for their department	Inclusion Coordinator
4. Write/tweak policies to comply with	2009	a. Using the shared policies, work with each	Inclusion Coordinator with	a. Using the shared policies, work with each	Inclusion Coordinator with

legislation and our Corporation		department/division responsible to finalize the policies. b. Report(s) to Council	department leads	department/division responsible to finalize the policies. b. Report(s) to Council	department leads
5. Training Needs Identification	2009	a. Identify the training requirements b. From survey, identify what currently exists c. Identify the training philosophy. d. Audit the training needs.	Inclusion Services with department leads	a. Identify the training requirements b. From survey, identify what currently exists c. Identify the training philosophy. d. Audit the training needs.	
6. Budget	Aug 2008	a. identify costs b. presentation to Council, as required	Inclusion Services with the Corporate Accessibility Steering Group	a. identify costs b. presentation to Council, as required	Inclusion Services with Human Resources
7. Training Implementation	Dec 31/08	a. Determine training strategy (i.e. hire consultant, train the trainer) b. Secure the resources (financial and human) c. Develop training plan	Inclusion Services	a. Determine training strategy (i.e. hire consultant, train the trainer) b. Secure the resources (financial and human) c. Develop training plan	
8. Training Delivery	2009				

Appendix 2

GRAAC Recommendations to the Accessibility Audit of municipal facilities (the Herrington Audit)

The following was resolved in April 2008 by members of the Grand River Accessibility Advisory Committee with regard to the municipal accessibility audit performed by the Herrington group in the cities of Kitchener and Waterloo and the townships of Woolwich, Wellesley and North Dumfries:

1. The safety of persons with disabilities in municipal facilities remains a major priority. GRAAC wishes to refer staff and council to the auditor's recommendation in the executive summary with regard to having emergency and fire evacuation plans that consider the priority needs of persons with disabilities. Accessibility improvements should first and foremost bear the safety of such persons in mind.
2. The committee decided that accessibility audit priorities should be undertaken by specific task at specific buildings first, rather than solely by task or by building.
3. The committee treated Herrington's Priority 1 and 2 jointly as Priority 1. As defined by the auditor, Priority 1 changes are those that could be completed in routine maintenance cycles, and Priority 2's are changes that need to be made immediately. If these changes are not made, they could form the basis of legitimate human-rights and accessibility complaints.
4. Task priorities identified by GRAAC are as follows: signage, access/egress (such as automatic door openers, ramps etc.), washrooms, lighting, and paths and patterns of travel (both interior such as hallways and corridors, and exterior such as walking paths and trails).
5. Of these, the committee recommends that staff focus first on the following: access/egress, paths and patterns of travel, and signage.
6. GRAAC requests that these tasks be carried out in a pragmatic and efficient manner. The greatest number of people should be able to access municipal services with minimal barriers.
7. The committee recommends that these tasks be carried out first in buildings that have the highest traffic, are community gathering places, and/or serve the utility of the greatest number of people.
8. GRAAC also requests that staff provide regular follow up reports to the committee on an annual basis.

Appendix 3

City of Waterloo
ACCESSIBILITY 2009 BUDGET: EXPENDITURES
for Accessibility Improvements

The following is a list of projects, including estimated costs, pertaining to accessibility issues that have been identified as Priority 1(high) items, either as part of the list compiled through the Accessibility Audit completed by The Herrington Group or as otherwise identified by the Grand River Accessibility Advisory Committee and/or City staff:

1. Increase door width & Automatic door operator (1) at WMRC	\$10,000
2. Automatic sliding doors at RIM Park Sportsplex -	\$12,000
3. Automatic Door Operator (RIM Park Skating Club)	\$5,000
4. Automatic door operator at AMCC (Library) -	\$6,000
5. Replace door hardware – RIM Park	\$5,000
6. Waterloo Park (Washroom accessibility) -	\$20,000
7. RIM Park Sportsplex (washroom partitions/plumbing)	\$19,000
8. Automatic door operators (other facilities)	\$18,000
9. Signage (WMRC/RIM Park)	\$5,000
10. Pipe insulation/ faucet replacement (WMRC/RIM)	\$5,000
11. Painting (contrasting colours) at RIM Park	\$4,000
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Total:	\$109,000

Appendix 4

GRAAC – Built Environment Sub-Committee **Summary of Buildings and Plans Reviewed In 2008**

Plans Reviewed

City of Kitchener

- Charles/Benton Parking garage
- Kingsdale Community Centre
- King Street Master Plan – as a result of feedback provided by GRAAC, staff have ensured that the plan will incorporate the following:
 - Street parking will be flush so that all spaces are accessible
 - Lighting – doubled the number of existing features so as to improve visibility
 - Sidewalks will be flattened
 - Interlocking will be used however with the use of large pavers and the bricks will have straight edges

City of Waterloo

- Fire Station 4 – provided feedback on the initial plan and the revised plan
- Railway Interface
- Y-Library Building

Township of Woolwich

- Admin Building; Elevator at the Library

Region of Waterloo

- Heritage Museum – provided feedback at the initial concept, design and detail phases
- Sunnyside Assisted Living Apartments

Other feedback provided

- City of Kitchener Urban Design Guidelines – Barrier-Free section
- City of Kitchener Downtown Accessibility tour
- City of Waterloo – light standard at Willis Way and King St.
- Ontario Association of Landscape Architects (OALA) Accessibility tour of St. Jacobs
- Joint meeting with GTSC to discuss roundabouts, priorities and refuge islands

Glossary of Terms

Community Investment Strategy – This is the term for the grant system offered by the Cities of Kitchener and Waterloo to community agencies. This Strategy is evaluating 3 tiers of granting:
1. Annual funding (long-term grants); 2. General provision and, 3. Grants that look at leveraging community partners.

**City of Waterloo Technical Resource Group
For The Joint Accessibility Plan**

Core Business	CMT Rep	Staff Team Rep	ODA Responsibilities
Corporate Services	David Calder	Susan Greatrix Jim Barry	Clerks, bylaw, Mayor's office, legal services
Corporate Communications		Janice Works	Communications plan, publishing access plan, alternate formats, etc Promotion of accessible community
Purchasing		John Miller	Regard to accessible goods and services
Human Resources		Alison Meunier	Employee accommodations, policies, recruitment
Information Systems		Teresa Soulliere Garry Bezruki	Accessible web site TEXTNET/assistive technology
Asset Management		Jean Starchuk Al McGregor	Access upgrades to municipal facilities, project administration
Development Services	Cam Rapp	Ralph Kaminski	Inspection & building code issues
		Bebe Khan	Site plans, standards and policy development, building code issues
Public Works Services	Tim Anderson	Phil Hewitson	Engineering – infrastructure, design of sidewalks, curb cuts, traffic – parking, roads
		Mark Dykstra	Parks, snow removal, playgrounds
Recreation & Leisure Services	David Smith	Steve Heldman (interim)	Access to facilities and services, cemeteries
		Leta Bulgin	Facility scheduling, program registration processes
		David Smith	Grey Silo Golf Course
		Jane Waurechen Colleen Dostle	Programs and Inclusion, aquatics Special Event Planning (outdoor)
		Chris Cressman	Emergency Planning – facility services/community evacuation centres
		Cassandra Pacey Lori Ludwig	Capital/operational budget development related to Access plan
Library	Cathy Matyas	Lynda Gale	Access to building, programs, services & accommodations