

**2018**  
**The Corporation of the City of Kitchener**  
**Status Update on the Accessibility Plan**

The City of Kitchener Accessibility Plan for 2018-2022 describes how the Corporation will continue to prevent and remove accessibility barriers. The Status update provides the progress on the implementation of the plan.

Highlighted below are the 2018 Status updates.

**General Requirements Commitments:**

**Accessibility Policy**

- The City of Kitchener Accessibility Policy was updated in May 2017 and continues to be reviewed and updated as required.
- The Accessibility Policy is available to the public on the city website.

**Accessibility Plan**

- In 2018, Council approved The City of Kitchener Multi-Year Accessibility Plan for 2018-2022. The Accessibility Plan is available to the public on the city website.
- The annual status updates are presented to the City of Kitchener's Accessibility Advisory Committee at the end of each year.
- The annual status update is available to the public on the city website.

**Procurement**

- City of Kitchener staff are provided with the opportunity to take Procurement 101 training online which includes an accessibility section.
- City of Kitchener staff are provided with The Guide to Accessibility Requirements for Purchasing Goods, Services and Facilities available to them on the City of Kitchener intranet. This guide will be updated in 2019.
- All City of Kitchener purchases include an AODA clause in the terms and conditions.
- Project Managers include accessibility requirements in the RFP on a project specific basis.

**Training**

- Mandatory eLearning accessibility training is provided to all new staff.
- Closed captioning is available on eLearning modules.
- The corporate training brochures for staff and volunteers were updated in October 2017.
- Continue to update and provide new resources for staff on the intranet.
- Provided the updated training brochures to staff leads to distribute to city affiliates and volunteers.

## **Standards Commitments:**

### **Information and Communications Standards**

- The City of Kitchener has a statement on the website informing people that accessible formats and communication supports are available upon request. An accessibility link is posted on the City of Kitchener home page directing people to more detailed information on how to request accessible formats or communication supports.
- In 2015, the implementation of including the City of Kitchener Corporate Contact Centre phone number as the main point of contact for requests. This allows for more efficient customer service.
- The website is up to WCAG AA standards. In March 2014, an automated reporting system that includes accessibility checker for web content and pdfs was implemented and staff continue to work on making the documents posted on the website accessible.
- Training sessions are available to staff year round on creating accessible documents. An updated training program was rolled out in 2018 as part of the implementation of the website review recommendations. Select content editors were identified as accessible document creators and received training. Staff were given a training module to create accessible documents using Microsoft Word.
- In 2018, training resources for accessible document creation has been added on the staff intranet.

### **Employment Standards**

- Management staff are trained and updated on policies and practices with respect to recruitment, hiring and interviewing.
- City of Kitchener job postings notify employees and the public about the availability of accommodations for applicants with disabilities in its recruitment processes.
- Inform all current and new employees through the IASR training brochure and through the mandatory accessibility eLearning module of procedures used to support employees with disabilities.
- Accessible formats and communication supports are available for all employees, upon request. Information is posted for staff under Learning & Development intranet page.
- Continue to provide individualized workplace emergency response information to employees who have a disability. Implemented prior to 2013, posted on the staff intranet and part of AODA training.
- Continue to have in place a written process for the development of documented individual accommodation plans for employees with disabilities through the Corporate Workplace Accommodation Program.
- Continue to have in place a return to work process and plan for employees who have been absent from work due to a disability through the Corporate Workplace Accommodation Program.

### **Design of Public Spaces Standards**

- City of Kitchener staff consult with GRAAC, before constructing new or redeveloping existing municipal recreational trails, outdoor play spaces, and exterior paths of travel, rest areas and on-street parking spaces. GRAAC has developed an accessibility comments sheet for each of these areas to help staff with accessibility considerations.
- City of Kitchener public consultations are open to all members of the public.

- The City of Kitchener’s ‘Accessibility Standards for the Built Environment’ document, approved by council in May 2017 was prepared to assist in implementing the Design of Public Spaces Standards, and is used under the City of Kitchener’s Site Plan Approval process.
- Annually review and update the City of Kitchener procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements are not in working order.

#### **Customer Service Standards**

- The customer service standards are included in the Accessibility Policy.
- The corporate training brochures for staff and volunteers include the customer service standards.
- The mandatory accessibility training for staff includes the customer service standards.
- Staff resources related to customer service standards are available on the staff intranet.

All Standards are reviewed by the Province of Ontario, therefore requiring updates to existing policies, training, manuals, bylaws etc. As a result of the reviews, revisions to current standards or new standards may be introduced by the Province of Ontario which will include new requirements and compliance deadlines. Those revisions and any actions related to them will be captured in the City of Kitchener annual status update. No revisions to the current standards were introduced in 2018.

#### **Consultation with the Grand River Accessibility Advisory Committee (GRAAC):**

As municipal projects arise, city site plans continue to be reviewed by the Grand River Accessibility Advisory Committee for suggestions on how to best improve and achieve accessibility.

In 2018 GRAAC advised on;

- City of Kitchener Snow Angels Study
- Doon Pioneer Park Centre Addition
- South Kitchener District Park, Playground Area and Splash Pad
- Outdoor Gym at Victoria Park
- Accessibility of City of Kitchener ION stop locations
- Painted Crosswalk Accessibility
- Pool lift at Breithaupt Centre
- Kitchener Leisure Facilities Master Plan
- The update of the City of Kitchener Snow Angels Program
- Accessible crosswalk at Gaukle Street ION station
- The Registry Theatre outdoor signage to accessible entrance
- City of Kitchener Parks and Trails sign designs

## Update on the Design of Public Spaces Standard

The Design of Public Space Standard (DOPS) addresses accessibility in public access spaces. Items addressed include recreational trails, outdoor public use eating spaces, outdoor play spaces, exterior paths of travel (e.g. sidewalks), on and off-street parking, service counters and fixed queuing guides. The DOPS includes technical specifications, public consultation and maintenance requirements.

The Design of Public Spaces Standard, section 80.44, maintenance of accessible elements states that multi-year accessibility plans shall include procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions. The chart below addresses all sections within the DOPS.

**City of Kitchener**  
**Design of Public Spaces Standard**  
**80.44 - Maintenance of accessible elements**

Section(s) #	Maintenance of accessible elements	Procedures for preventative maintenance	Procedures for emergency maintenance and Procedures for dealing with temporary disruptions
80.8, 80.9, 80.11, 80.12, 80.13, 80.14, 80.15	<b>Recreational trails</b> (means public pedestrian trails that are intended for recreational and leisure purposes)	Procedure for preventative maintenance of recreational trails involves the following general activities: <ul style="list-style-type: none"> <li>- Routine scheduled maintenance activities are carried out, as required.</li> <li>- Specific maintenance work associated with inspection findings.</li> <li>- Planned capital upgrades are carried out.</li> <li>- Work repairs generated through customer and staff reported complaints.</li> <li>- Annual inspection program for recreational trails was developed and implemented in 2017.</li> </ul>	Procedure for emergency maintenance/temporary disruptions of recreational trails involve: <ul style="list-style-type: none"> <li>- Trail section and limit of work zone is cordoned off to secure construction area.</li> <li>- Signs are posted indicating closure of trail if closure is in excess of one (1) day.</li> <li>- Alternate routes are identified.</li> <li>- Temporary closures, in excess of one (1) day will be communicated via City of Kitchener website.</li> <li>- Repair work is carried out to appropriate standards.</li> <li>- Trail is reinstated following completion of work.</li> </ul>
80.21, 80.22, 80.23, 80.24, 80.25, 80.26, 80.27, 80.29, 80.30, 80.31	<b>Exterior paths of travel</b> (are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience)	Procedure for preventative maintenance of exterior paths of travel of sidewalks or walkways involve the following general activities: <ul style="list-style-type: none"> <li>- Annual inspection of sidewalks to meet the MMS (minimum maintenance standard).</li> <li>- Annual inspection of sidewalk or walkways leading to the entrance of city facilities.</li> </ul>	Procedure for emergency maintenance/temporary disruptions of exterior paths of travel of sidewalks or walkways involve: <ul style="list-style-type: none"> <li>- Areas are closed off and or identified until work is complete.</li> </ul>

Section(s) #	Maintenance of accessible elements	Procedures for preventative maintenance	Procedures for emergency maintenance and Procedures for dealing with temporary disruptions
		<ul style="list-style-type: none"> <li>- Work repairs generated through customer and staff reported complaints.</li> <li>- In accordance to the City of Kitchener Snow Removal By-law, the City will clear sidewalks in front of City owned properties as well as sidewalks located at the rear of the private properties.</li> <li>- Sidewalks in the downtown area will be maintained by the City and will be funded through special by-law taxation to downtown properties.</li> <li>- Winter maintenance of sidewalks adjacent to private properties is the responsibility of the property-owner.</li> <li>- For the 2018-2019 winter season, bylaw officers will be proactively inspecting the sidewalks citywide. The findings from this program will be reported to City Council in the spring of 2019 to determine the future of this program.</li> </ul>	<ul style="list-style-type: none"> <li>- Signs are posted indicating closure of sidewalk or walkway.</li> <li>- Repair work is carried out to appropriate standards.</li> <li>- Sidewalk or walkway is reinstated following completion of emergency work.</li> </ul>
80.18, 80.19, 80.20	<p><b>Outdoor play spaces</b> (consists of an area that includes play equipment, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers)</p>	<p>Procedure for preventative maintenance of outdoor play spaces involve:</p> <ul style="list-style-type: none"> <li>- Playground inspections as per CSA Standards.</li> <li>- Work repairs generated through customer and staff reported complaints.</li> </ul>	<p>Procedure for emergency maintenance/temporary disruptions of outdoor play spaces involve:</p> <ul style="list-style-type: none"> <li>- Follow the CSA Standards for removal of damaged equipment and signage guidelines (i.e. unsafe equipment is removed, new piece of equipment is installed, and sign is posted if the park will be closed).</li> <li>- Temporary closures, in excess of one (1) day will be communicated via City of Kitchener website and social media channels.</li> </ul>
80.16, 80.17,	<p><b>Outdoor public use eating area</b> (consists of tables that are found in public areas, and are specifically intended for use by the public as a place to consume food)</p>	<p>Procedure for preventative maintenance of outdoor public use eating areas involve:</p> <ul style="list-style-type: none"> <li>- Annual inspection of tables at municipal outdoor public use eating areas.</li> <li>- Routine scheduled maintenance activities are carried out, as required.</li> <li>- Specific maintenance work associated with inspection findings.</li> <li>- Work repairs generated through customer and staff reported complaints.</li> </ul>	<p>Procedure for emergency maintenance/temporary disruptions of outdoor public use eating areas involve:</p> <ul style="list-style-type: none"> <li>- Unsafe tables would be removed.</li> <li>- Signage would be placed on the table to warn the public not to use, until it is removed.</li> </ul>

Section(s) #	Maintenance of accessible elements	Procedures for preventative maintenance	Procedures for emergency maintenance and Procedures for dealing with temporary disruptions
80.32, 80.33, 80.34, 80.35, 80.36, 80.37, 80.38, 80.39	<b>Accessible parking</b> – off-street parking facilities, accessible parking spaces, access aisles, signage, on-street	<p>Procedure for preventative maintenance of accessible off-street and on-street parking involve:</p> <ul style="list-style-type: none"> <li>- Routine maintenance activities are carried out, as required for off-street municipal parking lots (i.e. repainting lines).</li> <li>- Planned capital upgrades are carried out.</li> <li>- When severe snow fall is expected a public notification is issued regarding a parking ban in order to clear the roads and no on-street parking is permitted so the roads can be cleared.</li> <li>- On-street parking is inspected through Operations Roads &amp; Traffic’s road patrol program and maintained in accordance to the Municipal Act’s Minimum Maintenance Standards.</li> </ul>	<p>Procedure for emergency maintenance/temporary disruptions of accessible off-street and on-street parking involve:</p> <ul style="list-style-type: none"> <li>- For (paid) municipal off-street parking lots when work is going to be done. Permit holders are notified.</li> <li>- For (no charge) municipal off-street parking lots when work is going to be done signage would be posted.</li> <li>- For on-street parking during emergency maintenance work the parking spot would not be available for use and signage would be posted.</li> </ul>
80.40, 80.41, 80.42, 80.43	<b>Obtaining Services</b> (requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors)	<p>Procedure for preventative maintenance of municipal facility service counters, fixed queuing guides and waiting areas involve:</p> <ul style="list-style-type: none"> <li>- Work repairs generated through customer and staff reported complaints.</li> <li>- Planned capital upgrades are carried out.</li> </ul>	<p>Procedure for emergency maintenance/temporary disruptions of municipal facility service counters, fixed queuing guides and waiting areas involve:</p> <ul style="list-style-type: none"> <li>- Areas are closed off and or identified until work is complete.</li> <li>- Alternate service areas are identified.</li> <li>- Repair work is carried out to appropriate standards.</li> <li>- Area is reinstated following completion of work.</li> </ul>