

# **City of Windsor 2018-2022 Multi-Year Accessibility Plan**

The City of Windsor wants residents of all ages and abilities to enjoy the same opportunities as they live, work, play and invest in Windsor. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) sets out accessibility standards for organizations to implement with the goal of making Ontario accessible by 2025. The City of Windsor is committed to removing and preventing barriers through sound and effective accessibility planning.

The City of Windsor Diversity and Inclusion Initiative and the Multi-Year Accessibility Plan highlights and guides the important work that the City of Windsor is doing to create accessible programs, services, supports and facilities for everyone. Through our focus on customer service excellence, and with the support of the Windsor Accessibility Advisory Committee, Council will continue to create a welcoming and inclusive community that values the diversity of our residents.

## **A) Statement of Commitment**

The Corporation is committed to ensuring an accessible environment for all persons with disabilities, and it is dedicated to meet the accessibility needs of persons with disabilities in a respectful, equitable and timely manner. This commitment extends to residents, visitors and employees with visible and non-visible disabilities.

### **i) Guiding Principles**

Underlying our Multi-year Accessibility Plan is a set of accessibility principles that all employees at the City of Windsor will follow. Staff must use reasonable efforts to ensure that policies, programs and services – including procedures and practices established to provide accessible service to persons with disabilities – reflect these principles.

#### **Dignity**

The principle of respecting the dignity of persons with disabilities means treating them as valued customers as deserving of high quality and timely service as any other customer. Persons with disabilities should not have to accept lesser service, quality, or convenience. The delivery of goods and services must take into account how persons with disabilities can access and use them.

#### **Independence**

Sometimes, independence means freedom from the control or influence of others and the freedom to make your own choices. It can also mean freedom to do things

your own way. We must not deny people who have unique abilities the opportunity to take part in a program or service. For example, it is important for people with disabilities to take the time they need, without being rushed or having a task taken away from them.

## **Integration**

The provision of goods or services must be integrated so that persons with disabilities may benefit from the same services, in the same place, and in the same or similar way as other customers. Integration means that policies, programs, services, practices and procedures created to be accessible to everyone, including persons with disabilities.

## **Equal Opportunity**

Equal opportunity means that persons with disabilities have the same access as others to get, use, and benefit from goods or services. They should not have to make significantly more effort to access services, and they should not have to accept lesser quality or more inconvenience than any other customer.

## **B) Windsor Accessibility Advisory Committee**

The Windsor Accessibility Advisory Committee provides expertise and advice to Council about accessibility initiatives to create a barrier-free Windsor community. Our committee includes 8 volunteer members, 4 alternate members, and one member of Council, the majority being persons with disabilities. Its membership represents different backgrounds, abilities, and disabilities that offer many perspectives to improve accessibility for Windsor residents. To us, accessibility means ensuring that all people, including people with disabilities, have the freedom and opportunity to take part fully in their community. Our Multi-Year Accessibility Plan builds on the accomplishments of Windsor's previous accessibility planning and activities to implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Our Multi-Year Accessibility Plan outlines strategies and actions to prevent and remove barriers for people with disabilities in employment and also in accessing our programs, services, and facilities. The Plan also details our strategy for meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005.

## **C) Background**

The Accessibility for Ontarians with Disabilities Act (AODA) became law in 2005. Under the AODA, The City of Windsor must establish, review and update a multi-year accessibility plan at least once every five years, and prepare annual status

reports on the actions taken to improve accessibility and implement legislated requirements.

## **D) Accessibility Planning in Action**

This Multi-Year Accessibility Plan includes both legislated and non-legislated actions. The City of Windsor will continue to maintain compliance with the Province's accessibility standards and work towards meeting Accessible Website and Web Content requirements in 2021. The plan also contains non-legislated initiatives that address barriers people may face accessing our services.

The Budget requests to fulfill the legislated requirements have been and will continue to be, addressed through regular budget period requests. The AODA capital fund, under the Diversity and Accessibility Officer, has been allocated for meeting the legislated requirements except the requirement tied to the Built Environment, which will be addressed in the appropriate Capital funds.

### **i) Non-AODA Legislated Actions**

The Diversity and Inclusion Initiative is aimed at creating "A Corporation that meets the needs of everyone living, working, and playing within its borders." This plan forms part of the Corporate Diversity and Inclusion Initiative.

In addition to legislated actions under the AODA and Goals, Objectives and Action Items making up the Diversity and Inclusion Initiative, the following non-legislated key actions will help ensure programs, services and facilities continue to be accessible to everyone:

- Continue to maintain a Capital fund for ongoing corporate accessibility improvements/retrofits, above and beyond AODA standards. The Windsor Accessibility Advisory Committee will review applications and make recommendations for approval and funding.
- Review transportation for ongoing improvements, above and beyond legislated requirements, and provide recommendations for ongoing accessibility enhancements.
- Continue to review and recommend ongoing improvements, above and beyond AODA standards, to enhance Corporate services and facilities including but not limited to accessible recreation, communications, pools, playgrounds, wayfinding, and snow removal
- Continue to conduct accessibility audits of corporate facilities/services to make recommendations regarding accessibility improvements.

- Make recommendations regarding accessibility improvements/conditions for all Condo Conversions and street patio applications
- Provide Braille consolidated final agenda at Council meetings
- The goals, objectives and action items set out in the Diversity and Inclusion Initiative including:
  - A review of hiring practices to identify and help address barriers to employment for person's with disabilities
  - The creation and distribution of a Workforce Census on an ongoing basis
  - The creation of a Departmental Action Item committee, a Person's with Disabilities Employee Resource Group and a Mental Health Employee Resource Group

## **ii) Legislated Actions in Progress**

Another key action of the Multi-Year Accessibility Plan is to meet compliance with the remaining requirements of the Accessibility with Ontarians with Disabilities Act which ensures websites and web content meets specific accessibility standards by January 1, 2021.

### **a) Information and Communications – Websites and Web Content**

January 1, 2021 Accessible websites and web content: All websites and web content to WCAG Level AA

The City of Windsor will:

- Implement a strategy to ensure all websites and web content conform to WCAG Guidelines 2.0 Level AA\*
- Provide accessible formats of content published before 2012, upon request
- Report updates in annual Status reports

## **iii) Legislated Actions Implemented and Ongoing (Overview)**

The AODA is ongoing legislation. The following legislated actions are already in place. The City of Windsor will continue to implement going forward. Here is an overview and a detailed list follows.

## **a) General Requirements**

- Use the corporate Accessibility Policy and detailed Accessibility Procedures to guide the City's accessibility work
- Implement a Multi-Year Accessibility Plan that outlines long-term strategies to achieve AODA requirements and improve accessibility within programs, services and facilities, with annual Accessibility Status Reports
- Include accessibility criteria in purchases and acquisitions including self-service kiosks
- Train all employees, volunteers and agents on the AODA Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to people with disabilities

## **b) Information and Communications**

Continue to provide accessible information and communication to residents, visitors and employees through the following actions:

- Ensure processes for receiving and responding to feedback are accessible to people with disabilities • Provide and arrange for the provision of accessible formats and communication supports upon request, in consultation with the requestor and taking into account the person's accessibility needs. This includes emergency plans and public safety information
- Ensure City of Windsor websites and web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA in accordance with the timelines set out by the AODA Integrated Regulation

## **c) Employment**

Continue to ensure employment policies and practices are inclusive of people with disabilities with these established actions:

- Ensure all employees and successful applicants with disabilities are informed of available supports and accommodations
- Ensure applicants with disabilities are informed of available accommodations during the recruitment, assessment and the selection processes

- Consult with employees to provide and arrange for accessible formats and communication supports • Provide employees, upon request, individualized workplace emergency response information
- Maintain a return to work process and provide individual documented accommodation plans for employees with disabilities when required
- Ensure the needs of the employees with disabilities are taken into account for the purposes of performance management, career development, advancement and redeployment

#### **d) Transportation**

Continue to meet Federal/Provincial legislative requirements as applicable

Continuing to ensure accessible taxi service is available to the public within the City of Windsor by:

- Consulting with the Accessibility Advisory Committee and the public to determine the proportion of on-demand accessible taxicabs required in Windsor and demonstrate progress toward meeting that need.
- Continuing to ensure that no person with a disability is charged additional fees or is charged a fee for storage of mobility aids or mobility assistive devices
- Continuing to ensure vehicle registration and identification is visible in accordance with Provincial legislation and is available in accessible formats for passengers with disabilities:

#### **e) Design of Public Spaces**

Continue to ensure new or redeveloped public spaces comply with specific accessibility design requirements for the following areas:

- Trails, beach access routes and forest trails
- Outdoor public eating areas
- Public play spaces and accessible parking
- Exterior paths of travel including sidewalks and accessible pedestrian signals
- Service counters, fixed queuing lines and waiting areas
- Emergency and preventative maintenance in public spaces

## **f) Customer Service**

Continue to offer an excellent accessible customer experience to everyone through the following actions:

- Provide Accessible Customer Service training to all staff and volunteers, and to agents who provide service to the public on our behalf
- Accommodate the use of assistive devices, support persons and service animals
- Receive and respond to feedback regarding the manner in which goods or services are provided to people with disabilities
- Provide notice of temporary service disruptions to programs, services or facilities

## **iv) Requirements for a Municipality under the Integrated Accessibility Standards**

This section is organized under the five standards identified in the Integrated Accessibility Standards for municipalities and includes what is required and what is planned and/or being implemented.

### **a) General Requirements**

Develop policy on how the City of Windsor will achieve accessibility and a statement of the commitment.

- Ongoing- Current City of Windsor Accessibility Policy, Accessibility Procedures and other related documents will be reviewed and modified as required to reflect any changes to the Act and/or its regulations.
- The current City of Windsor Accessibility Policy and its detailed Accessibility Procedures will be included as part of the overarching City of Windsor Respectful Workplace Policy (anticipated by 2019).

Develop multi-year accessibility plan in consultation with persons with disabilities and the Windsor Accessibility Advisory Committee. Post plan on website. Prepare an annual status report and post on website.

- Ongoing. Multi-year Accessibility Plan 2018- 2022 developed according to requirements and posted on City of Windsor website
- Annual status update posted City of Windsor website.

IASR section 7 training for staff as it pertains to people with disabilities

- Ongoing- All current employees have completed the training and all new employees are required to take the training as part of their employment with the City of Windsor.

- Training records continue to be maintained as required through regulation.
- Continue to monitor changes to legislation and modify training materials as required.

Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so

- “All Bidders, Suppliers and Contractors who provide Goods, Services or Construction to the City shall comply with the Accessibility for Ontarians with Disabilities Act, 2005, and all Regulations emanating there from.”
- Accessibility criteria will be utilized when purchasing goods, services and facilities unless it is not practicable to do so (then will provide explanation upon request).

The city will have regard to accessibility if it designs, procures or acquires self service kiosks

- Reviewed as required when self service kiosks are being considered.

Compliance reporting to Accessibility Directorate

- As Required. Report to the province bi-annually – Upcoming reporting periods-- 2019, 2021, 2023

## **b) Customer Service**

Develop, implement and maintain policies governing its provision of goods, services, facilities to persons with disabilities in line with the guiding principles. b

- Ongoing-City of Windsor Accessibility Policy, Accessibility Procedures and other related documents will be reviewed and modified as required to reflect any changes to the Act and/or its regulations. The current City of Windsor Accessibility Policy and its detailed Accessibility Procedures, including procedures related to accessible customer service, will be included as part of the City of Windsor Respectful Workplace Policy once it is finalized (anticipated by 2019).

Use of service animals and support persons

- Detailed accessibility procedures are in place for both service animals and support persons
- To be reviewed and modified as required.
- Public notified of these Accessibility Procedures on City of Windsor website.

Give notice of temporary disruptions that include the reason and duration to the public provide information in alternative formats upon request

- Detailed accessibility procedure is in place for accessible service disruptions and includes required information regarding notices of temporary disruptions.
- To be reviewed and modified as required.
- Public notified of Accessibility Procedures on City of Windsor website.

Provide customer service training to all staff, volunteers and representatives that make decisions on behalf of the City

- Ongoing. All current employees have completed the training and all new employees are required to take the training as part of their employment with the City of Windsor.
- Training records continue to be maintained as required through regulation.
- Monitor changes to legislation and modify training materials as required

Provide feedback process in an accessible format and accommodate individual needs upon request.

- Procedure is in place for receiving and responding to accessibility related feedback •
- To be reviewed and modified as required.
- Public notified of these Accessibility Procedures on City of Windsor website.

Provide or arrange for documents or information to be made available in accessible formats or with communication supports

- Procedures are in place for providing documents or information in accessible alternate formats or with communication supports.
- To be reviewed and modified as required.
- Public notified of these Accessibility Procedures on City of Windsor website.

### **c) Information and Communication**

Provide feedback process in an accessible format and accommodate individual needs upon request.

- Procedure is in place for receiving and responding to accessibility related feedback •
- To be reviewed and modified as required.
- Public notified of these Accessibility Procedures and related forms on City of Windsor website.

Provide information that is produced and controlled by the City of Windsor in alternate accessible formats or with communication supports and take into account the disability of the member of the public requesting information

- Procedures are in place for providing documents or information in accessible alternate formats or with communication supports.
- To be reviewed and modified as required.
- Public notified of City of Windsor Accessibility Procedures and related forms on City of Windsor website.

Where emergency procedures, plans and/or public safety information is available to the public, provide in accessible format or communication supports upon request

- Procedures are in place for providing documents or information in accessible alternate formats or with communication supports.
- To be reviewed and modified as required.
- Public notified of these Accessibility Procedures on City of Windsor website.
- All emergency plans are available in alternate formats upon request

Achieve compliance with the Web Content Accessibility Guidelines (WCAG 2.0) to ensure the website is accessible to people with disabilities

- Continue to work towards achieving WCAG 2.0 Level AA compliance
  - Website to be in compliance with WCAG 2.0 Level AA requirements by January 1, 2021
- Continue to educate staff on the requirement for accessible documents

#### **d) Employment**

Ensure that the recruitment, selection, and notification processes are as inclusive and accommodating as possible to build a diverse and effective workforce

- Regularly review our human resources policies to prevent or remove systemic employment barriers • City of Windsor's job postings will continue to include wording advising that disability-related accommodations are available.
- Candidates selected for interview will continue to be advised that disability-related accommodations are available.
- Offer of Employment will advise that disability-related accommodations are available.

Accessible formats and communication supports for employees

- Ongoing-Provide/arrange for accessible formats and communications supports as requested by employees
- Ongoing-Notify employees of availability of accessible formats and communication supports for employees

Workplace emergency response information

- Ongoing- Provide employees with an individualized workplace emergency response plan upon request

#### Documented individual accommodation plans

- Ongoing-- Develop individual accommodation plans (for each employee that comes forward with a disability) in consultation with the employee with a disability

#### Performance management, career development and redeployment

- Continue to support employee development through a variety of learning opportunities
- Foster a culture of inclusive employee engagement and inclusion through the development the Inclusive Action Network
- Create a Persons with Disabilities Employee Resource Group and a Mental Health Employee Resource group for staff.
- Conduct the City of Windsor Employee Census on an ongoing basis

#### **e) Transportation**

Continue to meet the Federal/Provincial legislative requirements as applicable

Ensure accessible taxi service is available to the public within the City of Windsor by:

- Ongoing- Consulting with the Accessibility Advisory Committee and the public to determine the proportion of on-demand accessible taxicabs required in Windsor and demonstrate progress toward meeting that need; Information will be utilized to determine the need for on demand accessible taxicabs.
- Ongoing-At least every two (2) years, the Licence Commissioner shall determine the number of Taxicab Plates and Taxicab Wheelchair Accessible Plates to be in issuance and will consider such factors as changes in: (a) wait times and demand for service (regular and accessible); (b) level of customer satisfaction; (c) number of trips dispatched; (d) changes in population; (e) changes in tourism-related activity; and, (f) changes in public transit and handi-transit ridership
- In 2017 the Taxicab By-law was reviewed and additional wheelchair accessible plates were released to better meet the proportion of on-demand accessible taxicabs in the City.
- Ongoing- Ensuring that no person with a disability is charged additional fees or is charged a fee for storage of mobility aids or mobility assistive devices and Ensuring vehicle registration and identification is visible in accordance with Provincial legislation and is available in accessible formats for passengers with disabilities:
  - As per 137-2007 Public Vehicle Licensing Bylaw
  - These requirements are additionally covered in the Taxicab Customer Service and Safety course

## **f) Design of Public Spaces**

\*Implementation of Design of Public Space Standards will occur when adding new or replacing existing infrastructure\*

- Continue to maintain Windsor Accessibility Design Standards.

### Maintenance Planning

- The City of Windsor will undertake activities to keep existing public spaces and elements in good working order and within their original condition according to required Corporate procedures
- Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements according to required Corporate Procedures
- Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation as per Service Disruptions Procedure.

### Consultation

- Continue to consult the Windsor Accessibility Advisory Committee and persons with disabilities in the following areas:
  - Recreational Trails
  - Outdoor Play Spaces
  - Rest Areas on Exterior Paths of Travel
  - On-Street Parking

### Recreational Trails and Beach Access Routes

- The City of Windsor will follow all the technical aspects of the requirements to trails and beach access routes, as outlined in the Design of Public Spaces Requirements. This includes boardwalks and ramps. This will take into consideration the exception noted in 80.14 and 80.15.
- All trail signage will possess information about the technical aspects of the trail at a high tonal contrast

### Outdoor Public Use Eating Areas

- Ongoing--A minimum of 20% of outdoor tables will be accessible to those using mobility aids by having knee and toe clearance underneath the table, the surface leading to and under the tables is firm and has enough clear space for mobility devices

### Outdoor Play Spaces

- Ongoing--All new and redeveloped outdoor play spaces will consist of an area that includes play equipment that enhances the play opportunities and experiences of children and caregivers with various disabilities and consult with people with disabilities on the amenities of the park to include sensory

components and active play, the surface of the park will be firm, stable and help prevent injuries and be accessible

#### Exterior Paths of Travel

- Ongoing—The City of Windsor will follow the technical aspect of paths of travel as outlined in the Design of Public Spaces Standard including width, surface, slope, height of overhead obstacles, and tactile walking surface indicators.
- Ongoing-The technical requirements of ramps, stairs, curb ramps and depressed curbs as outlined in the Design of Public Spaces Standard will be followed by the City of Windsor when building new or doing a major renovation
- Ongoing-All technical and dimensions of accessible pedestrian signals will be installed as outlined in the Design of Public Spaces Standard

#### Accessible Parking

- Ongoing-The City of Windsor will implement Type A and B accessible spaces for off-street parking that includes access aisles and is on an accessible path of travel
- Ongoing-The City of Windsor will implement the requirement of having 4% of parking lot spaces be accessible and the ratio outlined in the Design of Public Spaces Standard
- Ongoing-All accessible parking spaces will have signage displayed at each parking space in accordance with the *Highway Traffic Act*

#### Obtaining Services

- Ongoing--The City of Windsor will comply with the requirements outlined in the Design of Public Spaces Standards when building or redeveloping service counters, fixed queuing guides, and waiting areas.
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### **v) Monitoring, Evaluation and Reporting**

As legislated, the City of Windsor will review and update this plan at least every five years. An annual status report outlining the progress of the actions in the plan will also be prepared. These documents are posted on the City of Windsor's Website and can be made available in an accessible alternate format or with communication supports upon request.

Accessibility (compliance) reports are submitted as required to the Government of Ontario, which regulates compliance for all Ontario organizations. With the Diversity and Inclusion Initiative and 2018 to 2022 Multi-Year Accessibility Plan, Windsor will continue to strive for excellence to meet Ontario's requirements and enhance accessibility in our communities.

**vi) We value your ongoing input**

We welcome your feedback. Please let us know what you think about the Windsor 2018 to 2022 Multi-Year Accessibility Plan and accessibility matters in general. To request a copy of the plan in another format or to send us your comments or questions, please contact us at:

Email: [diversity@citywindsor.ca](mailto:diversity@citywindsor.ca)