

MULTI-YEAR ACCESSIBILITY PLAN 2018-2022



city of
Woodstock

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accessibility@cityofwoodstock.ca | www.cityofwoodstock.ca

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PART I: INTRODUCTION TO THE MULTI YEAR PLAN

Acknowledgements

The City of Woodstock would like to recognize the commitment of Council, Staff and the Woodstock Accessibility Advisory Committee for their guidance while compiling this plan.

Additional information

For further information regarding this Multi-Year Accessibility Plan, or to provide feedback, please contact the City Clerk or the Deputy Clerk.

City of Woodstock
P.O. Box 1539
500 Dundas Street
Woodstock, Ontario
N4S 0A7

(519) 539-1291 (phone) | (519) 539-7268 (TTY)
accessibility@cityofwoodstock.ca | <http://www.cityofwoodstock.ca>

About Our Plan

The City of Woodstock is committed to providing an accessible environment for its employees, residents and all other individuals who utilize its services.

The City of Woodstock is dedicated to creating an inclusive community that promotes the possibility of active public participation and civic engagement of all individuals, including persons with disabilities.

The Plan

The City of Woodstock Multi-Year Accessibility Plan will summarize the various procedures that will be implemented over the course of the next five years to improve all facilities and services. It incorporates the legislated requirements stipulated in the Accessibility for Ontarians with Disabilities Act, 2005. It outlines the methods ensuring that all accessibility features will comply with Ontario's accessibility legislation.

Vision on Accessibility

- The City of Woodstock encourages partnerships between interest groups and all other services.
- The City of Woodstock embraces the concept of universal design to include persons with disabilities, as well as the increasing aging population.
- The City of Woodstock ensures that all policies and practices pertaining to development and redevelopment of facilities and services are inclusive to persons with disabilities, as well as the increasing aging population.
- The City of Woodstock ensures that all facilities and services gain maximum economic benefits from creating accessibility features, which will potentially increase tourism, retail business and accommodated conventions.

Woodstock Accessibility Advisory Committee (WAAC)

The WAAC

- Established in 2002, the Woodstock Accessibility Advisory Committee consists of ten voting members: nine citizens and one member of the Woodstock City Council.
- The WAAC provides insight on matters regarding the identification, removal and prevention of barriers for persons with disabilities.
- The WAAC advises City Council about the establishment, review and updates of Annual Status Reports, as well as Multi-Year Accessibility Plans.
- The WAAC facilitates public forums geared towards persons with disabilities to gather concerns and issues regarding matters of accessibility in the City of Woodstock, and reports findings to City Council in order to guide policies, practices and programs.

- The WAAC provides advice to City Council regarding the accessibility features for all existing and future buildings, premises and structures owned or leased by The City of Woodstock, or that is recognized as a municipal capital facility under The Municipal Act.
- The WAAC reviews site plans and drawing under The Planning Act.

Staff Accessibility Advisory Committee (SAAC)

The SAAC

- Established in 2003, the Staff Accessibility Advisory Committee is comprised of senior employees from various City Departments.
- The primary role of the SAAC is to demonstrate leadership while creating and recommending innovative approaches and progressive solutions to guide City policies, programs and services accessible to all individuals.

Vitality of Accessibility

Long-term planning

- It is imperative to meet the challenges and identify the opportunities of an aging population.
- It is crucial to prevent new barriers by ensuring a heightened awareness of accessibility considerations.

Employment

- The City of Woodstock must be recognized as exemplary by providing equal employment opportunities.

Universal design concepts

- Buildings and community services must provide access to all citizens, including persons with disabilities and the aging population.

Education

- This is an essential factor to effective change, good management and integrated services.
- The City of Woodstock is committed to further educating its employees and beyond on opportunities regarding accessibility.

Governance

- The City of Woodstock is dedicated to making all materials and resources accessible.
- The City of Woodstock recognizes the vitality of offering the availability of time and other resources required to further the accessibility of existing facilities.

Part II: Accessibility Requirements

Ontario Human Rights Code

- The Ontario Human Rights Code ensures that all individuals have access to equal opportunities and rights. It prevents discrimination and unequal treatment against persons with disabilities.

Ontarians with Disabilities Act, 2001

- The Ontarians with Disabilities Act received Royal Assent on December 14, 2001.
- The purpose of the ODA is to implement accessibility practices, allowing all individuals to fully participate within their community.
- The ODA requires all municipalities to prepare annual accessibility plans, which outline their commitment for accessible communities.

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

- The Accessibility for Ontarians with Disabilities Act became law on June 13, 2005.
- The AODA is applied to private and public sector organizations across Ontario.
- The AODA represents collaboration between various representatives of the private and public sectors and persons with disabilities to develop accessibility standards.
- The AODA consists of standards that were developed to achieve results in stages during a fixed period of time.
- The AODA creates mandatory accessibility standards that will identify, prevent and remove barriers for persons with disabilities in key areas of daily living.

O. Reg. 191/11: Integrated Accessibility Standards

Information and Communications Standards

These standards ensure that all communication and information distributed by The City of Woodstock is available in alternative format or with communication supports.

Employment Standards

These standards provide accessible employment opportunities for persons with disabilities during the recruitment process and throughout the duration of employment at The City of Woodstock.

Transportation Standards

These standards enhance the experience of persons with disabilities when traveling on a conventional bus or with Para-Transit.

Design of Public Spaces Standards

These standards are critical for new construction projects and extensive renovations, as they eliminate environmental barriers in buildings and outdoor spaces.

Customer Service Standards

These standards educate all organizations about the needs of persons with disabilities.

Part IV: Overview Of Legislative Requirements

This section highlights the City of Woodstock's efforts towards meeting with the accessibility requirements set out in *Ontario Regulation 191/11 Integrated Accessibility Standards*.

Accessibility Customer Service Standards - *Compliant*

- ✓ Documenting policies, practices and procedures, s. 80.46
- ✓ Service animals, s. 80.47
- ✓ Support persons, 80.47
- ✓ Training, s. 80.49
- ✓ Feedback process required, s. 80.50

General - *Compliant*

- ✓ Accessibility policies, s. 3
- ✓ Accessibility plans, s. 4
- ✓ Procuring or acquiring goods, services or facilities, s. 5
- ✓ Self-service kiosk, s. 6
- ✓ Training, s. 7

Information and Communications Standards - *Compliant*

- ☐ Accessible websites and web content to conform to WCAG 2.0 Level AA, s. 14 2021 – *In progress*
- ✓ *Feedback, s. 11*
- ✓ *Accessible formats and communication supports, s. 12*
- ✓ *Emergency procedures, public safety information, s. 13*
- ✓ *Educational and training resources and materials, s. 15*
- ✓ *Accessible websites and web content to conform to WCAG 2.0 Level AA, s. 14*

Employment Standards - *Compliant*

- ✓ Recruitment, general, s. 22
- ✓ Recruitment, assessment or selection process, s. 23
- ✓ Notice to successful applicants, s. 24
- ✓ Informing employees of supports, s. 25
- ✓ Accessible formats and communication supports for employees, s. 26
- ✓ Workplace emergency response information, s. 27
- ✓ Documented individual accommodation plans, s. 28
- ✓ Return to work process, s. 29
- ✓ Performance management, s. 30
- ✓ Career development and advancement, s. 31
- ✓ Redeployment, s. 32

Transportation Standards - *Compliant*

- ✓ Availability of information on accessibility equipment, s. 34
- ✓ Non-functioning accessibility equipment, s. 35
- ✓ Accessibility training, s. 36
- ✓ Emergency preparedness and response policies, s. 37
- ✓ Fares, support persons, s. 38

- ✓ Conventional and specialized transportation service providers, accessibility plans, s. 41-43
- ✓ General responsibilities, s. 44
- ✓ Fares , s. 46
- ✓ Transit stops, s. 47
- ✓ Storage of mobility aids, s. 48
- ✓ Seating, s. 49
- ✓ Service disruptions, s. 50
- ✓ Pre-boarding announcements, s. 51
- ✓ On-board announcements, s. 52
- ✓ Conventional transportation service providers, technical requirements, s. 53-61
- ✓ Categories of eligibility, s. 63
- ✓ Eligibility application process, s. 64
- ✓ Emergency or compassionate grounds, s. 65
- ✓ Fare parity, s. 66
- ✓ Visitors, s. 67
- ✓ Origin to destination services, s. 68
- ✓ Co-ordinated services, s. 69
- ✓ Hours of service, s. 70
- ✓ Booking, s. 71
- ✓ Trip restrictions, s. 72
- ✓ Service delays, s. 73
- ✓ Companions and children, s. 74
- ✓ Duties of municipalities, general, s. 78
- ✓ Duties of municipalities, accessible taxicabs, s. 79
- ✓ Duties of municipalities, taxicabs, s. 80

Design of Public Spaces Standards - (Ongoing)

- ✓ Recreational trails and beach access routes, s. 80.6-80.8
- ✓ Technical requirements for recreational trails, s. 80.9
- ✓ Technical requirements for beach access routes, s. 80.10
- ✓ Technical requirements common to recreational trails and beach access routes, s. 80.11-80.13
- ✓ Exceptions to the requirements for recreational trails and beach routes, s. 80.14-80.15
- ✓ Outdoor public use eating areas, s. 80.16-80.17
- ✓ Outdoor play spaces, s. 80.18-80.20
- ✓ Exterior paths of travel, s. 80.21-80.31
- ✓ Accessible parking, s. 80.32-80.39
- ✓ Obtaining services, s. 80.40-80.43

Maintenance of accessible elements, s. 80.44

Pursuant to Section s. 80.44 of the Act the City of Woodstock will:

- ✓ Review and update procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards.
- ✓ Review and update procedures for dealing with temporary disruptions when these accessible elements are not working.

Part IV: Highlights of Capital Accessibility Improvements

2013 Accessible Capital Projects

- ✓ Washrooms in Goff Hall at the Community Complex were upgraded to accessible washrooms.
- ✓ A new central transit terminal was developed which incorporated many accessible features.
- ✓ Various accessible playground features were installed at David Lowes Memorial Park and Les Cook Park.
- ✓ An accessible washroom was installed at the Sea Cadets Building in Southside Park.
- ✓ An accessible automatic door was installed at the Red Pad of the Community Complex (to compliment the ramp installed in 2011 to allow full, independent access to the 3rd floor), the windows of both doors were also lowered.

2014 Accessible Capital Projects

- ✓ Accessibility features were added to Southside pool. These features included replacing the pool lift with a mobile pool lift further allowing greater accessibility in and out of the pool for persons with mobility issues. Further, several barriers were removed in order to create greater access to the women's and family change rooms.
- ✓ The customer service counter height was lowered at the Lions pool.
- ✓ Accessible playground features were installed at Armstrong Park.
- ✓ All features were made accessible at David Lowes Memorial Park.
- ✓ An accessible pathway was constructed at Southwood Sports Field.
- ✓ Flat curb cuts were installed at Southside Park.

2015 Accessible Capital Projects

- ✓ City staff converted 60 existing bus stops into accessible bus stops leading to all bus stops in the City being accessible.
- ✓ All City conventional buses became fully accessible. The Transit Department also implemented Transit Travel Training to assist persons with disabilities to become familiar and comfortable with the conventional routes and accessibility features within the conventional buses.
- ✓ New accessible furniture was purchased for the City's committee room.
- ✓ A new play structure was installed at the Burtch Street playground which included several accessibility features.
- ✓ Accessible features, including an accessible rope area and slide were installed at the new Bexley Playground.
- ✓ Accessible picnic tables were purchased for the Bandshell and Boathouse.
- ✓ An accessible entrance was installed at the Henry Street Dog Park.
- ✓ An accessible walkway was installed at the lookout area near the Jack Dunn Memorial Ball Diamond.
- ✓ South Gate Centre installed automatic sliding doors, paddle doors, and made accessibility improvements to the men's, women's, and accessible washrooms.
- ✓ A concrete walkway was added in the rear of the South Gate Centre, enhancing the accessibility of the gazebo and patio.

- ✓ Automatic sliding doors were installed at the front entrance of Southside pool. Accessible portable washrooms were also installed outside the wading pool for greater access to washrooms outside facility operating hours.
- ✓ The City of Woodstock hired a Web Developer/ AODA specialist. The overall goal of the AODA specialist is to ensure that the City of Woodstock complies with the legislative requirement of ensuring that all web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA by the year 2021
- ✓ Audible pedestrian traffic signals were installed at the intersection of Dundas and Springbank. Additional sidewalk curb cuts were completed throughout The City of Woodstock.

2016 Accessible Capital Projects

- ✓ Transit staff provided travel training sessions to approximately 150 people. These training sessions were conducted through collaboration with community groups. One-on-one training sessions were also provided to persons requesting additional support.
- ✓ New accessible washrooms were built at the east recreational complex. Asphalt pathways and concrete pads were also created to join all baseball diamonds together increasing accessibility to the baseball diamonds.
- ✓ A new playground was built at Cottle Park which included various accessibility features such as an accessible swing, ground sensory features and dual slides for caretakers.
- ✓ A new walkway to the Afghanistan Memorial at the Cenotaph in Victoria Park was constructed. The newly constructed walkway allows for greater access to and from the Afghanistan Memorial.
- ✓ Southside Aquatic Centre renovated the pool and pool deck area. These renovations created the installation of a built-in accessible ramp allowing for greater independence and accessibility for persons with disabilities when entering and exiting the pool.
- ✓ The Southside Aquatic Centre also purchased a specially designed wheelchair that can be used in and around water. The pool access chair or aquatic wheelchair is used as a means to provide persons with disabilities with a secure and safe way into and out of the pool. Dedicated accessible change rooms were also created as a means to further enhance the accessibility of services for persons with disabilities.
- ✓ The Lions pool received an accessible wheelchair lift from the Southside Aquatic Centre. The wheelchair lift provides persons with disabilities the opportunity to fully participate in pool activities during the summer months. A portable accessible washroom was also installed at the Lions pool which provides persons with disabilities greater independence.
- ✓ The parks department Community Services office located on 192 Old Wellington Street installed a new accessible service counter. The service counter at the Community Services office is fully accessible and was installed in accordance to the City's Accessible Technical Guidelines.
- ✓ After receiving public feedback City staff created an additional accessible seat in the Market Centre Theatre that is able to accommodate larger wheelchairs.

2017 Accessible Capital Projects

- ✓ The accessibility of the East Diamond at Cowan Fields park was further increased. New fencing was installed to divide the space from the rest of the park. Backstop and concrete pads were added allowing complete inclusivity of the Diamond for all individuals. Additionally, six accessible picnic tables were purchased and installed in the Pavilion. Accessible pathways and trails were created throughout the new complex as well as a fully accessible pavilion, washroom, playground and spray pad.
- ✓ Accessibility improvements were installed at Edgewood Park. These improvements consisted of bump ups, ground level sensory play features and an accessible swing.
- ✓ The spray pad at Vansittart Avenue Park was revitalized in order to level out irregular slopes to enhance accessibility.
- ✓ The Halifax park development incorporated bumps ups, ground level sensory play features, and an accessible swing.
- ✓ A pavilion with accessible pathways were installed at Shanna Larsen Park. The new accessible pathways connect to the accessible playgrounds and pathways that were installed in 2016.
- ✓ Asphalt pathways were installed at Eastdale and Cottle Park which increased access to both playgrounds.
- ✓ An additional parking space was designated as accessible in the main lot in proximity to the main entrance of Southside Aquatic Centre.
- ✓ Doors for accessible change stalls were modified at Southside Aquatic Centre, allowing access for wheelchairs with different dimensions (including water wheelchairs).

Part V: Multi-Year Action Plan

2018 Planned Action Items

Community Complex

- Installation of an accessible door at the red pad, Universal Washroom Accessible door

Museum

- Accessible washroom upgrade
- Customer Service Counter to be lowered

City Hall

- Accessible washroom upgrade (power doors)
- Service counter to be lowered in the Human Resources office

Parks and Trails

- Hunting estates- Remove old play equipment and design new equipment with accessible features
- Ludington Park- Create concrete and asphalt pathways linking play features in the park
- Shanna Larson park- Accessible pathway to be installed leading to new half-court basketball court
- Various parks- Acquire accessible picnic tables

2019 Planned Action Items

Parks and Trails

- Southside park- Create pathway in Southside Park from playground to West diamond to allow area to walk off of the park drive
- Concession playground in Southside Park- Remove old play equipment and design new equipment with accessible features
- Pattullo Woodlot trail system- Completion of 1-2km of recreational trail which includes accessibility features
- Various parks- Acquire accessible picnic tables

2020 Planned Action Items

Parks and Trails

- Create 6'wide pathways from the city sidewalks to play feature to Edgewood Park and to Park Row Park tennis courts
- Broadview/Cree- Remove old play equipment and design new equipment with accessible features
- Installation of walking bridge to join Lions Trail to Burgess Trail network

2021 Planned Action Items

Parks and Trails

- Create 6'wide pathways from the city sidewalks to play feature at Hunting Estates and Springbank Park

- Homer Brown Park- Remove old play equipment and design new equipment with accessible features

2022 Planned Action Items

Aquatics

- Southside Aquatic Centre to undergo renovations that will increase accessibility throughout the facility

Parks and Trails

- Create 6'wide pathways from the city sidewalks to play feature at William Gray Park
- West End / Sudsworth Park- Remove old play equipment and design new equipment with accessible features
- Trial development Burgess Park- Evaluate trail system to include rest areas and information to provide better access to the park

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Part VI: Spotlight: Transportation Standards- Ontario Regulation 191/11

Transportation Standards

The Transportation standards are applied to The City of Woodstock's conventional and specialized transportation services.

An annual public meeting is held to ensure the participation of persons with disabilities in the review of accessibility plans and feedback, specifically in regards to conventional and specialized transportation services.

Estimating Demands

The City of Woodstock generates monthly statistical reports which outline the number of rides given on a monthly basis. These monthly rides which are calculated for both the City para-buses and the Voyageur overflow buses are compared to benchmarks and previous months in order to analyze trends and projections for future demands.

In addition the City also generates "Unable to Provide" statistics which provides the number of rides that were not able to be accommodated for service. These statistics are measured against the Para transportation policy which outlines the threshold for the acquisition of additional buses.

Steps towards Wait Times Reduction

In August of 2016 the hours of service for conventional and para-transit were extended later into the evening.

The construction of accessible bus shelters and bus stops were completed. All bus stops and shelters in the City of Woodstock are now fully accessible. New future bus stops and bus shelters will be built to accessibility standards.

Our dispatch service provider is also equipped with scheduling software which optimizes scheduling activities and improves efficiency of ride management.

First Response: Transit Equipment Failures

<p>Alarms and Indicators Alarms and/or indicators do not work</p>	<p>Operator will verbally warn passengers if alarms and/or indicators are not functioning.</p> <p>Operator will report failure to supervisor.</p> <p>Alarms and/or indicators will be repaired as soon as feasibly possible.</p>
<p>Announcement System Failure to prompt next stop</p>	<p>Operator will manually announce each stop.</p> <p>Bus will be replaced as soon as feasibly possible.</p>
<p>Bus Air System Kneeler ramp will not deploy</p>	<p>Operator will attempt to override kneeler controls. If this is unsuccessful, operator will report failure to supervisor.</p> <p>Supervisor will determine on-site repair or replacement. If repair is not possible, passengers will be transferred to a working replacement bus as soon as feasibly possible.</p>
<p>Kneeler ramp will not retract</p>	<p>Operator will attempt to override kneeler controls. If this is unsuccessful, operator will report failure to supervisor.</p> <p>Supervisor will determine on-site repair or replacement. If repair is not possible, passengers will be transferred to a working replacement bus as soon as feasibly possible.</p>
<p>Floors and Carpeted Surfaces Floor material becomes unsecured</p>	<p>Operator will temporarily secure flooring material to floor or temporarily block off area.</p> <p>Operator will advise passengers of hazards.</p> <p>Floor will be repaired as soon as feasibly possible.</p>
<p>Ice, snow or water build up on the floor</p>	<p>Operator will clean floor regularly to minimize slip hazard.</p>
<p>Grab Bars, Handholds, Handrails, etc. Grab bars, handholds, handrails, etc. break</p>	<p>Operator will visibly mark broken equipment to warn passengers.</p> <p>Equipment will be repaired as soon as feasibly possible.</p>
<p>Lighting Features Lights do not work</p>	<p>Operator will report failure to supervisor.</p> <p>Features will be repaired as soon as feasibly possible.</p>
<p>Securement Straps Strap will not retract to tension line</p>	<p>Operator will make necessary adjustments with other straps to secure mobility aid properly or transfer passenger to other wheelchair area, if available.</p> <p>Operator will report failure to supervisor.</p>

	Supervisor will determine on-site repair or replacement. If repair is not possible, and mobility aids cannot be safely secured, passengers will be transferred to next available bus.
Signage Signs do not work	Operator will indicate bus route to passengers when boarding. Manual board signs will be used until repair or replacement completed. Bus will be replaced as soon as feasibly possible.
Stop Requests and Emergency Response Controls Controls not functioning	Operator will instruct passengers when boarding to notify operator verbally of stop requests or emergencies. Operator will report failure to supervisor. Supervisor will determine on-site repair or replacement. If repair is not possible, passengers will be transferred to working replacement bus as soon as feasibly possible.

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