

The City of Woodstock's Annual Status Report of the Multi- Year Accessibility Plan



2018

A summary of Woodstock's accomplishments towards inclusion in 2018, and looking ahead to 2019. In compliance with Accessibility for Ontarians with Disabilities Act, 2005.

Accessible formats and communication supports are available, upon request.

Background and Purpose

The purpose of this status report is to make the public aware of the City of Woodstock's progress with regards to our 2018-2022 Accessibility Plan to prevent and remove barriers and meet requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). An open public meeting was held on November 27, 2018 to allow the public to have the opportunity to participate in a review and to provide feedback regarding the status report on the current City of Woodstock Multi-Year Accessibility Plan in accordance with section 4(2) of O. Reg 191/11 (The Integrated Accessibility Standards). The City of Woodstock's 2018-2022 Municipal Accessibility Plan can be found online at:

<https://www.cityofwoodstock.ca/en/resourcesGeneral/PDFs/Clerks/Accessibility/2018-2022-Multi-Year-Accessibility-Plan-Final-accessible.pdf>

The City's vision on accessibility:

- To promote public awareness and sensitivity to all persons with disabilities;
- To encourage co-operation between all service and interest groups;
- To identify and document relevant matters and concerns;
- To create a community that provides opportunities for barrier-free access to housing, transportation, education, recreation, health care and employment;
- To embrace the concept of universal design to include both persons with disabilities and the increasing aging population;
- To ensure that policies and practices are maintained in relation to the development and redevelopment of services and facilities that incorporates persons with disabilities and aging population statistics;
- To ensure that the City receives the maximum economic benefits from building an accessible City;
- To encourage public participation and civic engagement in community accessibility matters.

The City of Woodstock is dedicated to promoting a barrier-free City for employees, citizens and all who live, work, visit, and invest in Woodstock. With this plan, the City is proud to present its findings and report on the development of strategies to remove and prevent future barriers for people with disabilities and the aging population.

The Legislation

In 2005, the Government of Ontario committed to the development of five accessibility standards under the Accessibility for Ontarians with Disabilities Act. The purpose of AODA is to develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities by the year 2025. These standards outline the identification, removal, and prevention of barriers so that people with disabilities will have more opportunities to participate in everyday life.

The Integrated Accessibility Standards Regulation is comprised of five (5) standards. This is now law and requirements are being phased in each year.

- The *Information and Communications* Standard will help Ontario businesses and organizations make their information accessible for people with disabilities.
- The *Employment* Standard will help Ontario businesses and organizations make accessibility a regular part of their recruitment, hiring and supporting of employees with disabilities.
- The *Transportation* Standard will make it easier for everyone to travel in Ontario.
- The *Design of Public Spaces* Standard will make it easier for persons with disabilities to move through, use and enjoy our community public spaces.
- The *Customer Service* Standard will make it easier for persons with disabilities to obtain services.

Update on the Design of Public Spaces

Effective 2016, the City of Woodstock is required to meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces including:

- Recreational trails and beach access routes
- Outdoor eating areas and play spaces (such as playgrounds)
- Exterior paths of travel (such as walkways across parks or between buildings)
- Accessible on- and off-street parking
- Service counters and waiting areas

For more information please visit the Province of Ontario's Website.

Highlights of 2018

The below list highlights the planned accessibility action items for 2018 that were outlined in the 2018-2022 Multi-Year Plan. These items are a representation of the City's commitment in striving towards a barrier-free city. If a requirement has been completed in a previous year, it has not been listed here.

Planned Action Item	Status
Community Complex <input type="checkbox"/> Installation of an accessible door at the red pad <input type="checkbox"/> Universal Washroom Accessible door	Accessible door- Complete Accessible washroom door- Complete
Museum <input type="checkbox"/> Accessible washroom upgrade <input type="checkbox"/> Customer Service Counter to be lowered	Accessible washroom upgrade- Complete Customer Service Counter Lowered in compliance with our Accessibility Standards- complete
City Hall <input type="checkbox"/> Accessible washroom upgrade (power doors) <input type="checkbox"/> Service counter to be lowered in the Human Resources office	Accessible washroom upgrade- Complete Installation of an accessible service counter in Human Resource department-complete
Parks and Trails : <input type="checkbox"/> Hunting estates- Remove old play equipment and design new equipment with accessible features	Remove old play equipment and design new equipment with accessible features-complete
<input type="checkbox"/> Ludington Park Create concrete and asphalt pathways linking play features in the park	Concrete Pad- Complete Asphalt Path- Complete
<input type="checkbox"/> Shanna Larson park Accessible pathway to be installed leading to new half-court basketball court	Accessible Path- Complete
<input type="checkbox"/> Accessible picnic table purchase	Completed and installed at Southside Park concession booth.

Accessibility Improvements Above and Beyond the Original Plan

Art Gallery

The Art Gallery installed accessible doors on the 2nd floor. In addition, the Art Gallery has also acquired accessible tables that rise and lower to use in Art Gallery programming. The Gallery also purchased two standard wheelchairs for persons requiring assistance.

Summer Camps

The City of Woodstock provides a barrier-free registration for individuals of all abilities when registering for camp. If a child needs support, all that is required is to check off a box on the registration papers. There is no limit on how many weeks a child who needs support can attend camp.

The City of Woodstock Camps have highly trained staff to work with children with disabilities between the ages of 4-12 years of age. Staff members are required to complete an immense amount of training to help support all campers. City Camps also provide Inclusion Facilitators whose specific role is to promote inclusion in the camp and work with children who need additional support, at no additional cost.

The City of Woodstock Camp is currently holding community meetings, speaking at public events, and hosting events to promote inclusion and support for our camps while continuously looking at how we can provide a better service to all children who want to participate.

Fire Department

In 2018 the Fire Department underwent renovations at the Fire Hall. These renovations included the creation of an accessible access point at the new front end of the building which will become the main entrance. Accessible parking spaces have been provided as close as possible to this entrance. The route between the accessible parking spaces and new entrance is ramped with no stairs. Additionally, the main floor washroom is being renovated to be an accessible washroom facility.

Looking Ahead to 2019

- **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
- **Construction of paved pathways at Cowan Park** (pending EAF grant approval response to be received in January/ February, 2019)
- **Para-Transit-** Commencing in 2019, the City of Woodstock will implement an electronic request form for para-transit users to request a ride on a para-transit bus through the City's website. The electronic request form will increase usability for customers with hearing impairments or who are non-verbal and will allow a new level of customer service to individuals who would benefit from being able to book rides without having to directly speak with staff.

Accessibility Feedback Policy

The City has in place a system for managing, evaluating and taking action on customer feedback regarding the City's delivery of accessible goods or services. Feedback may be provided either:

- In person at any City of Woodstock facility
- Via email to accessibility@cityofwoodstock.ca
- Via telephone at 519-539-1291 or TTY 519-539-7268

All feedback will be investigated, forwarded to the appropriate personnel, responded to, documented and tracked within seven (7) days. Feedback will be accepted in accessible formats and with other communication supports as required.

Continuous Achievement in Accessibility

In General...

- The City offers customer service to accommodate persons with disabilities;

- All departments must make the Clerk's Department aware of changes to facilities or services which increase accessibility so that the annual update reports can remain current documents;
- The Accessibility Committee develops key messages to communicate with and educate the general public and staff;
- Evacuation procedures are in place for persons with disabilities at municipal facilities;
- The City provides education to the general public on accessibility issues faced by persons with disabilities;

Human Resources

- The City continues to train all new staff, volunteers, contractors and any other third parties who interact with the public on the City's behalf about the requirements of the Integrated Standards, 191/11 and the Customer Service Regulation, 429/07; and
- We continue to uphold employment equity policies and procedures;

Engineering

- An Accessibility Advisory Committee member is designated as the site plan reviewer to ensure accessibility is considered when reviewing site plan approvals;
- When planning sidewalks and walkways, the City implements accessibility features such as curb cuts, ramps, grate design, and location and grade elevations;
- Create designated accessible parking spaces at municipal facilities; and
- Where feasible, all steps at municipal facilities will be maintained so that they are cane detectable with contrasted nosings and treads;

Transit

- The City continues to provide a transit system that respects people's dignity and offers equal service to everyone, including those with a disability;
- Fare and hours of service parity between the conventional and specialized transit services exists:
 - There is never a charge for storing mobility aids.
 - Support Persons for persons with disabilities are not charged a fare.

Methodologies

Review of Current Activities to Identify Barriers

A review of current activities to identify barriers is ongoing with the goal of creating policies and procedures to prevent future barriers from being created and viewing the identified ones as opportunities for improvement. Barriers will be addressed on an ongoing basis.

Monitoring Progress and Audit Function

The status report of the Multi-Year Accessibility Plan is required on an annual basis and reviewed by the Staff Accessibility Advisory Team prior to the budget preparation cycle each year. The purpose of an annual review of the Multi-Year Accessibility Plan is to evaluate whether or not targets are being met and to adopt a plan to meet current expectations. The Staff Accessibility Advisory Team and the Accessibility Advisory Committee meet in May of each year to discuss the current year Accessibility Plan and to consider the upcoming year's accessibility capital budget. An annual public meeting shall be held involving persons with disabilities to review and collect feedback on the Plan and the annual status report. This includes consultation on services provided by conventional and specialized transit along with Parks & Recreation.

Communication of Plan

The availability of the Multi-Year Municipal Accessibility Plan and any Status Reports are announced publicly at the televised City Council meeting. Additionally, plans and reports are posted on the City's [website](#).

Conclusion

The City of Woodstock is committed to continuously addressing accessibility barriers and to being progressive in developing innovative solutions to accessibility matters. We believe in integration and equal opportunity and are committed to treating all people in a way that allows them to maintain their dignity and independence. The City recommends that the Province provides Accessibility Funding to assist municipalities in the implementation of barrier-free services and facilities. For more information on the City of Woodstock's 2018 Status Report contact Alysha Faria or Amy Humphries:

- In person at City Hall, 500 Dundas St Woodstock
- By phone 519-539-1291 (TTY: 519-539-7268)
- Via email at afaria@cityofwoodstock.ca or ahumphries@cityofwoodstock.ca