

Accessibility Plan

2016-2020



Endorsed by the
Accessibility Advisory Committee
on March 9, 2016

This document is available in alternate formats upon request.

City of St. Catharines 2016-2020 Accessibility Plan

Message from the Co-chairpersons Accessibility Advisory Committee (AAC)

The City of St. Catharines Accessibility Advisory Committee (AAC) has been providing accessibility plans to Council since before Ontario mandated it. The Plan gives us all a chance to see how far we have come, to celebrate our accomplishments as well giving the city a list of guidelines and goals for the coming year(s). Although we are an 'accessibility' committee, we are seeing how much we overlap with and support all members of the community; older adults, young people and families all benefit from accessible open spaces, recreation centers and inclusive programming.

Accessibility is more than wheelchairs and ramps. There are Provincial Standards for customer service, employment, procurement, information and communication, employment, transportation and outdoor spaces. Accessibility training is mandatory for all city staff and volunteers. We are looking to make sure that this information is not just taken in and stored away but is put into daily practices at the city. Are we ensuring that; third parties follow the policies and standards, an accessibility lens is put on purchases, alternative format and communication support arranged upon request, forms are accessible and fillable, play spaces are accessible to children of all abilities, aquatic and recreation programs include youth, older adults of all abilities?

The AAC's membership encompasses a diverse group of people, covering many different abilities, age groups, genders, as well as others who have family or work with persons with disabilities. We work hard and truly dedicated to making our community inclusive for all. We provide reports to Council regarding accessibility and have included some previous key community feedback in this Plan, such as needs for increased weekend paratransit service and trail connectivity. We certainly appreciate all feedback from the city's residents. Read the Plan, visit our facilities, parks or trails, join a recreation program, and let us know where we are hitting the mark and of course, what could be improved upon and areas overlooked. Positive encouragement is also appreciated!

As always we appreciate the continuing support and understanding of Council and staff in helping to meet the province's objective of an accessible Ontario by 2025.

Shelley Stewart and Diane Foster, AAC co-chairpersons

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Introduction

Ontario is the first province and one of the first jurisdictions in the world to enact specific legislation establishing a goal and time-frame for accessibility. It is also the first jurisdiction to legislate accessibility reporting and to establish standards so people with disabilities can participate more actively in their communities.

About the Legislation

[The Ontarians with Disabilities Act \(ODA\)](#) was enacted in 2001 and was the initial step in a journey towards an accessible province. It recognizes and builds on the foundation of the Ontario Human Rights Code. The ODA requires public sector organizations to identify, remove and prevent barriers to people with disabilities through a formal planning process. It also requires municipalities with populations greater than 10,000 to create an Accessibility Advisory Committee.

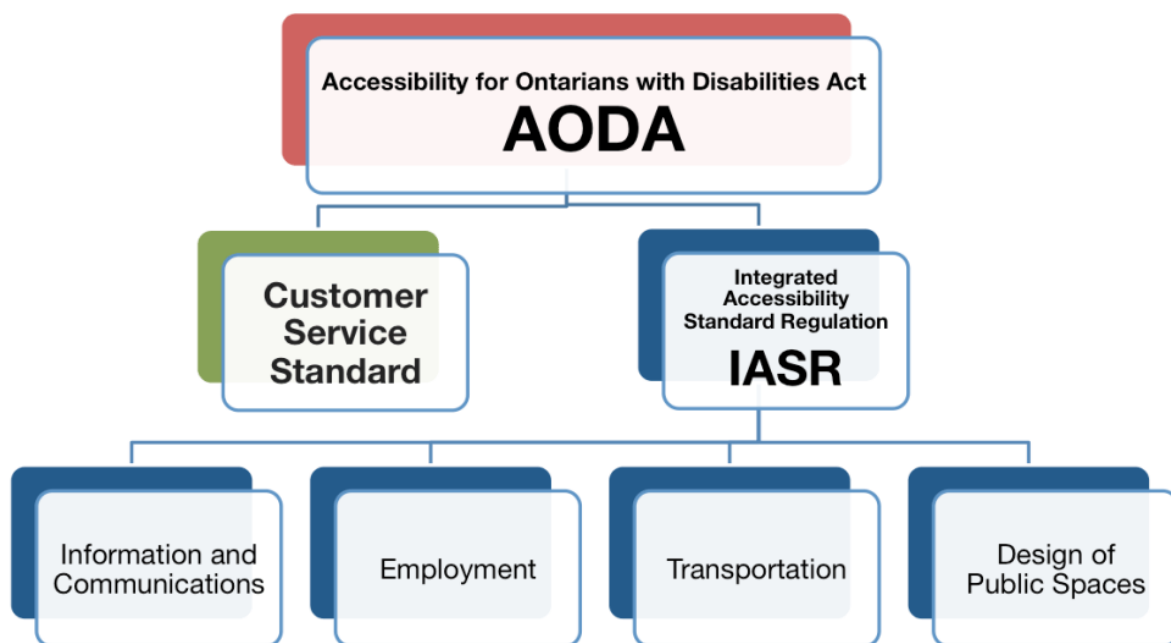
The [Ontario Human Rights Code](#), as it relates to people with disabilities, is pivotal in understanding and applying accessibility legislation. Under the Ontario Human Rights Code, everyone has the right to equal treatment without discrimination. There is a positive duty to accommodate, short of undue hardship, meaning that wherever unequal treatment or discrimination exists it must be remedied unless the remedy would cause undue hardship. The Ontario Human Rights Code has primacy over the Accessibility for Ontarians with Disabilities Act legislation.

The [Accessibility for Ontarians with Disabilities Act](#) (AODA) is a law that sets out a process for developing accessibility standards.

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Implementing and enforcing these standards will help achieve the goal of an accessible Ontario by 2025.

Accessibility standards under the AODA are laws that public and private sector organizations must follow to become more accessible. They help organizations identify and remove barriers to improve accessibility for people with disabilities in 5 areas of daily life; customer service, information and communication, employment, transportation and design of public spaces.



2016 Update:

- As at Feb. 2016 a review of the Accessible Customer Service Standard is being finalized. Once completed, it is anticipated to be made an amendment under the umbrella of the Integrated Accessibility Standards Regulation (IASR).
- Based on the latest AODA review, the Province anticipates a new standard to address barriers to accessibility in the health care sector.

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About the Accessibility Advisory Committee

St. Catharines Council recognized the importance of removing barriers to persons with disabilities and formed an [Accessibility Advisory Committee \(AAC\)](#) in 1998 that;

- Is a resource to staff and advises Council on AODA implementation, community issues related to accessibility, including review site plans
- Makes recommendations aimed at maximizing the participation and inclusion of people with various disabilities
- Consists of a majority of members who have various disabilities
- Possess a wide range of disability knowledge, including the perspective of older adults

About the City of St. Catharines

Statement of Commitment

The Corporation of the City of St. Catharines is committed to developing, implementing, maintaining, and enhancing accessibility as set out under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its Standards for people with a disability, in a manner that:

- Reflects the principles of dignity and independence;
- Seeks to provide integrated services; and
- Provides opportunity equitable to others to obtain, use and benefit from its goods, facilities or services.

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Objectives

- Meet the obligations of Ontario's AODA and ODA as enacted
- Strengthened the commitment of the City to accessibility planning and the identification, removal and prevention of barriers to people with disabilities.
- Understand that solutions for barrier-free access go beyond physical accommodations such as wheelchairs ramps.
- Increase knowledge and awareness that there is a broad spectrum of disabilities which includes, but is not limited to, vision, hearing, learning, cognitive, physical, sensory, visible and invisible disabilities.

Affiliated Plans

Accessibility plans and objectives are also conducive to walkable communities, including accessible and connective pedestrian routes, and complete streets.

Corporate-wide plans include;

- City's Strategic Plan
- Community Sustainability Strategy
- Official Plan, Zoning By-law, Urban Design Guidelines,
- Recreation Facility and Programming Master Plan
- St. Catharines Museum and Welland Canal Centre Strategic Plan
- Inspire St. Catharines: Culture Plan 20/20
- Departmental master plans and guiding documents
- Mayor's Poverty Reduction Initiative

All continue to partner in support of an accessible, inclusive and livable community.

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Council's Commitment

The City of St. Catharines Council, through the establishment of an AAC in 1998 as well as through statements contained within the City's Strategic Plan, and various other guiding documents, has established a history of supporting initiatives related to the identification, removal and prevention of barriers to people with disabilities. At its meeting on October 25, 1999, Council affirmed its commitment to accessibility planning by adopting the following policy:

"In that the City of St. Catharines values the full participation and contribution of its citizens in the life of the community, the City of St. Catharines commits itself to remove the barriers to full participation through ongoing research, initiatives and methods which result in:

- the identification of barriers;*
- the provision of safe access and egress to City property through appropriate retrofitting and upgrading and advance planning for the future;*
- awareness and education programs for City staff and Councillors;*
- the encouragement of sponsored (City grants, etc.) and related institutions (Library, Transit, Region, Provincial and Federal, etc.) and licensed enterprises (i.e., private businesses) to support the policy;*
- consultation with those citizens experiencing barriers and/or their representatives;*
- the annual evaluation of the progress of City departments in meeting the goals of this policy through the office of the Chief Administrative Officer; and*
- the identification of planned and actual expenditures to correct the identified deficiencies.*

A new Council was inaugurated in December 2014. In early 2015 Council reorganized its various advisory committees and included the perspective of older adults within the Accessibility Advisory Committee's mandate.

Council's commitment continues to be pivotal in creating a truly inclusive and accessible City through the improvement of access to all facilities, programs and services for all residents and visitors, including those with disabilities.

Development of an Accessibility Plan

Overview

As follow-up to the previous 3-year plan (2013-2015), its subsequent annual reports, and based on the advice of the Accessibility Advisory Committee a 5-year plan (2016-2020) has been adopted in order to ensure that the objectives, budgets and associated organization can be maintained.

This timing strategy also better aligns with the Province's ultimate objective of an accessible Ontario by the year 2025.

Ideally, accessibility plans should;

- meet or exceed the requirements under the AODA
- ensure that undertakings reflect accessibility principles of equality, dignity, integration and independence
- reflect a balance of stakeholder priorities
- achieve incremental change within set priorities and budgeted resources
- establish prioritized work programs
- be productive to the overall success of accessibility planning.

Everyone involved with accessibility planning recognizes that, beyond the core principles and policy framework that define the plan, the plan is fluid and will change over time as further barriers are identified, removed and priorities reassessed.

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Partnerships

Accessibility Plan participants consist of the;

- Corporation of the City of St. Catharines
- St. Catharines Library Board
- St. Catharines Transit Commission

Roles and Responsibilities

Each participant is responsible on an annual basis for the preparation, review and submission of the accessibility plan or its status updates as it relates to their respective operation and the AODA.

The AAC will act in an advisory capacity and will review, revise and reflect stakeholder input within the Accessibility Plan prior to seeking Council approval.

City accessibility plans, training and materials are shared with the Lincoln County Humane Society to support their AODA compliance and accessibility.

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AODA reviews effect access planning

Independent reviews of the AODA and its Standards are periodically required by the Province. The 2009/10 review by Charles Beers titled Charting a Path Forward was highlighted in the previous 2013-2015 Accessibility Plan.

The next independent review in 2013/14 was undertaken by Provost Mayo Moran whose detailed [report](#) in 2015 was responded to by the Province noting several key areas of action;

- **Ontario Public Service**; strengthen its own leadership by example and commitment to accessibility
- **Public awareness**; create tools to ensure businesses know about the AODA
- **Compliance reporting**; engage and ensure reports are submitted by public and private sector businesses
- **Enforcement**; create a compliance action plan outlining compliance and enforcement activities with the private, public and non-profit sectors
- **Human Rights Code**; build awareness on how the AODA and the code work together to promote inclusion and accessibility
- **New Standards**; address barriers to accessibility in the health care sector
- **Next steps**; boost efforts to create inclusive environments by encouraging and supporting accessibility planning beyond the AODA.

The suggestions provided through these reviews are considered by the Province and are often reflected into amendments or additional standards under the AODA.

2016-2020 Accessibility Plan

Strategy

- Align with the AODA and its Standards.
- Delineate the legislative requirements and timeframes.
- Create an annual list of access related improvements for facility budget
- Continue staff accessibility training and awareness
- Identify specific departmental initiatives over the 5-year period

Framework

- Ensure that people with disabilities are provided with equal opportunities to participate in the life of the community.
- Continue to apply a lens of inclusion to City services, facilities and programs.
- Continue to apply the Facility Accessibility Design Standard (FADS) to City facility renovations and new construction designs.
- Continue with the open and effective communication between staff and the AAC

Ultimately core objectives that are both measurable and achievable are becoming clearer;

- Improvements (e.g., parks, trails, facilities, services, programs)
- Staff training (awareness, orientation, responsibilities)
- Council awareness (budgets, connective pedestrian routes, inclusive community)
- Stakeholder input (public and AAC)
- Communication (City and AAC)
- Legislative (ODA, AODA and associated Standards)

Status of Provincial Standards in Accessibility Planning

Accessible Customer Service Standard

(Ontario Regulation 429/07)

City **services** are integrated and accessible and additional measures can be provided to a person with a disability in order to use City services, facilities, goods, or programs; Compliant

Communication is provided in various ways to ensure inclusion; Compliant

City recognizes and respects that **assistive devices** are often used to obtain or benefit from its services; Compliant

City recognizes that **support persons** are key to inclusion and can participate in programming at no charge that the person with a disability is enrolled in; Compliant

Guide dogs or **service animals** are welcome at all City facilities and staff understand that these animals are working and not pets; Compliant

All staff and volunteers receive ongoing **training** on the AODA Standards, all third parties acknowledge their compliance through the procurement process; Compliant

The City has a template for any staff to complete and post to notify of **service disruptions**; Compliant

Public feedback can be made through various choices of communication to voice accessibility concerns or suggestions, which are received, appreciated and responded to; Compliant

Compliance Deadline:

January 1, 2010

Integrated Accessibility Standard Regulation

(Ontario Regulations 191/11, 413/12)

Comprised of several Standards with various compliance dates;

- General elements
- Information & Communication
- Employment
- Transportation
- Design of Public Spaces

General Elements

Accessibility Policies

Status: Ongoing and compliant to-date

Accessibility Plans

Status: Ongoing and compliant to-date

Procurement and Self-serve Kiosks

Status: Ongoing and compliant to-date

Training

Status: Ongoing and compliant to-date

Information and Communication

Public Feedback

Status: Responses ongoing, compliant to-date

Accessible formats and Communication supports

Status: Provided upon request, compliant to-date

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Emergency procedure, plans or public safety information

Status: Completed, updated as needed, compliant to-date

Accessible websites and web content

Web content Status: elements and uploads to be accessible since 2012

Website Status: Currently WCAG 2.0 A compliant, progressing to AA by 2021

Public libraries

Materials and Availability Status: Compliant

Employment

Recruitment and Notification

Status: Compliant

Employee formats and supports

Status: Provided upon request, compliant to-date

Employee emergency plans

Status: As needed, compliant

Accommodation Plans

Status: As needed, compliant

Return to Work

Status: As needed, compliant

Career development, performance, redeployment

Status: On-going and compliant

Transportation

All relevant requirements of the Transportation Standard are detailed in the [St. Catharines Transit Commission's Accessibility Plan](#).

Design of Public Spaces

Recreational trails and beach access routes

Status: Undertaken previously, compliant starting 2016

Outdoor public use eating areas

Status: Undertaken previously, compliant starting 2016

Outdoor play spaces

Status: Undertaken previously, compliant starting 2016

Exterior paths of travel

Status: Undertaken previously, compliant starting 2016

Accessible parking

Status: Undertaken previously and through the amended zoning by-law 2015-246, compliant starting 2016

Obtaining services; service counters, queues, waiting areas

Status: Undertaken previously, compliant starting 2016

Maintenance

Status: Best practices developed. Endorsed by Council in 2015.
Compliant starting 2016

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5-year Projections for Accessibility Planning

AODA current and future requirements

- AODA and Standards as at January 1, 2016
 - Future Standards may be implemented by the Province over the next 5 year period, or existing Standards amended
- Effective January 1, 2016
 - Implement the Design of Public Spaces Standard
 - Maintenance of accessible elements; staff awareness, action, understanding and inspections
- Effective January 1, 2017
 - Transportation Standard
 - Additional various requirements
- Effective January 1, 2021
 - Information & Communication Standard
 - Website & web content must conform to WCAG 2.0 AA (excluding live captioning and audio description)

City initiatives under AODA

- AODA compliance for all Standards; current, future, ongoing, including planning and improvement updates
 - Implement the Design of Public Spaces Standard
 - Annual access audit of website and web content in preparation for compliance with WCAG 2.0 AA by 2021
 - On-going staff training on creating accessible web documents
- Training; continue to ensure that accessibility training is ongoing
 - Continue bi-annual workshops on creating accessible documents
 - Introduce bi-annual workshops on creating fillable, accessible forms
 - Develop lunch-and-learn sessions on various accessibility topics
 - Develop informative training, tools and resources relating to accessible procurement

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City projects and undertakings

- Reconstruction of traffic signals will include vibro-tactile mechanisms at pedestrian crossings
- Promote the need through budget for more paratransit vehicles and increased weekend levels of service
- Assess AODA implementation through process review and analysis
- Renovate all accessible parking at City facilities, lots, parks and trails to conform to the Zoning By-law amendment 2015-246 for new sizing, ratios and for enforceable signage
- Promote the benefits with the business community for accessible parking at properties developed prior to 2005 when the City formalized zoning requirements
- Educate front-line staff on communicating with people who have a communication disability (staff training and free on-line course)
- Create an informative resource, including videos, virtual tours, and resources to highlighting the accessible attributes available at various City facilities, parks, trails for the public
- Develop a training workshop to support staff knowledge relating to procurement and accessibility
- Planned road reconstruction / sidewalk improvements
 - Burgoyne bridge once completed, 2.4 m wide sidewalks, both sides
 - St. Paul St. and Carlisle St. downtown streetscape, including modifications of ramps in the bus layby
 - Ontario Street parking garage, major elevator rehabilitation and stairwell replacement
- Planned renovations for park accessibility include;
 - Montebello Park; new pathway connections at the Rose Garden
 - West Park; new playground, splash pad, fitness equipment, pathways
 - Lakeside Park; new playground, renovate change room / snack-bar building

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- Advocate for improved trail system access at various areas, including accessible pedestrian connectivity
- Undertake at least one major project with a large accessible component per year using FADS/OBC whichever provides best accessibility
- St. Catharines Museum and Welland Canal Centre provides a full audio-tour as an alternative information format for the World War One exhibit.
- St. Catharines Museum and Welland Canal Centre provides large-print handouts of posted exhibit information and continues to grow audio-tour opportunities as new exhibits are added.
- Create 2 on-street accessible parking spaces on Queen St. at Montebello Park
- Update Emergency Facility Information Plans with Fire Prevention
- Integrate audit of physical characteristics and accessibility of 1,100 bus stops into strategy for bus stop renovations and replacements
- Design/construct road allowance projects to AODA Public Spaces Std.
- Train staff on using web software to create and check documents for WCAG 2.0 AA before posting to the City's website
- Ensure that all AODA related employee orientation continues beyond to the initial training by Human Resources and that in-department orientation for the IASR learning module is completed by new hires
- Ensure all elements of the AODA Design of Public Spaces Standard are implemented starting January 1, 2016 and that this is communicated in all third party RFP's etc.
- Continue to increase accessible library materials; large print, CD's
- Advocate for Niagara Region to update their Regional FADS (priority)
- Update City facility/park rental agreements with AODA accessibility requirements
- Communicate the community benefits of budget related items, e.g. increased paratransit, renewal of older City facilities, revitalization of parks and green-spaces
- Review accessible parking (City and site plans) for posted signage

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Transit

- Developed a 5-year AODA strategy for access compliance and improvements for 2013-2018; document and details provided in previous accessibility plans.
- In 2016; 1 new paratransit bus, 5 new conventional buses, 5 new more accessible shelters, install new paratransit scheduling software
- Plans for the 2017 AODA transit requirements have been planned for, with some already achieved

Library

- Developed a 5-year AODA strategy for access compliance and improvements for 2012-2017; document and details provided in previous accessibility plans
- In 2016; renovate the Mills meeting room kitchen, improve facility signage, improve ramp surface in lobby, install Read Easy equipment, make access improvements at the information desk
- In 2017; upgrade the elevator at the Central library location

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Accessibility Advisory Committee (AAC)

Actions:

- Renew the Sidewalk Action Plan and community Friendly Reminders, such as sidewalk snow shovelling and sidewalk ad boards
- Advocate for an updated FADS by Niagara Region
- Participant in providing corporate access training
 - Plan to provide lunch and learn sessions to increase staff understanding on best practices relating to specific disabilities
- Continue to meet monthly to provide accessibility expertise to the City
- Promote the need for increased paratransit services through budget support

Ongoing:

- Continue to provide advice to Council in areas relating to people with disabilities and older adult perspectives
- Continue to support the accessibility of older adult recreation facilities, programming and Niagara's Age Friendly initiative
- Continue to promote benefits of access to businesses in the community
- Advocate for connective and accessible sidewalks, pedestrian routes
- Continue to review site plans from an accessibility perspective
- Continue to advocate for park benches with graspable arms, placed on concrete pads that include an open wheelchair area beside and that are connective to pathways
- Provide access input on projects such as;
 - park or trail access audits,
 - design review of new builds and facility renovations
 - Downtown streetscape project
 - Various park and playground projects
 - Zoning By-law amendment
- Review and endorse the Accessibility Plan to Council

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Acknowledgements

Accessibility Advisory Committee (AAC)

Shelley Stewart, Co-Chairperson

Diane Foster, Co-Chairperson

Bob Asham

Steve Byers

Ian Crawford

Stacey Headey-Komenda

Tracey Hrick

Julie Morris

Linda Marie O'Hagan

David Reed

Mary Jane Waszynski

The AAC reports under Council's Social Sustainability Committee;
Councillors Bellows, Phillips, Sorrento

AAC membership appointment is for a 4 year period concurrent to the term
of Council.

Anyone interested in membership is welcome to contact the Accessibility
Coordinator or the City Clerk.

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Corporate

City of St. Catharines – Staff Resources

Dan Carnegie, Chief Administrative Officer

Diana Lecinski, Accessibility Coordinator, CAO's Office

Cindy Upshall, Corporate Communications, CAO's Office

Marco Marino, Economic Development, CAO's Office

Bob Cornelius, Human Resources, Corporate Support Services

Wayne Racey, Information Systems, Corporate Support Services

Trish Cardwell, Customer Service, Corporate Support Services

Leah LaPlante, Clerk's Office, Legal and Clerks Services

Stacey Wells, Legal, Legal and Clerks Services

Linda Robinson, Administration, Financial Management Services

Frank Donati, Prevention, Fire & Emergency Management Services

Margaret Josipovic, Site Plan, Planning & Building Services

Sam Carrera, Building, Planning & Building Services

Phil Cristi, Programs and Culture, Parks, Recreation & Culture Services

Kristen Sullivan, Park Design, Parks Recreation & Culture Services

Christine Adams, Engineering, Transportation & Environmental Services

Steve Bittner, Transportation, Transportation & Environmental Services

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Participant contact information

City of St. Catharines

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St. Catharines, ON L2R 7C2
905-688-5601, ext. 1510
www.stcatharines.ca
TTY 905-688-4TTY (4889)

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Accessibility Coordinator
905-688-5601, ext. 1510
dlecinski@stcatharines.ca

St. Catharines Public Library Board

54 Church St., St. Catharines, ON L2R 7K2
905-688-6103 www.stcatharines.library.on.ca

Primary Contacts:

Lilita Stripnieks, CEO
Jack Foster, Business Administrator

St. Catharines Transit Commission

2012 First Street Louth, RR3
St. Catharines, ON L2S 3V9
905-685-4228 www.yourbus.com
905-685-9844 Para-Transit & TTY

Primary Contact:

David Sherlock, General Manager
Graham Morrison, Manager of Transportation

Definitions

Used by both the Province of Ontario and Ontario Human Rights Commission.

Interpretation

The terms “disability” and “barrier” are referenced throughout this plan and it is important to define both terms as related to the context of this document. In order to be consistent with the direction and guidance provided by the Province, the City of St. Catharines has adopted the following definitions for “disability” and “barrier” as they appear in the AODA and ODA:

Disability means;

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”).

Barrier means;

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

Acronyms;

FADS	Facility Accessibility Design Standard (accessible built environment guidelines exceeding the Ontario Building Code - OBC) - Passed by Region of Niagara Council – 09/2005 - Adopted by City of St. Catharines Council – 04/2006
AAC	Accessibility Advisory Committee
ODA	<i>Ontarians with Disabilities Act, 2001</i>
AODA	<i>Accessibility for Ontarians with Disabilities Act, 2005</i>
IASR	Integrated Accessibility Standards Regulation
O. Reg.	Ontario Regulation

Participant abbreviations:

- Administration - Mayor and CAO offices (CAO)
- Corporate Support Services (CSS)
- Economic Development (ED)
- Financial Management Services (FMS)
- Fire and Emergency Management Services (FEMS)
- Legal and Clerks Services (LCS)
- Planning and Building Services (PBS)
- Parks Recreation and Culture Services (PRC)
- Transportation and Environmental Services (TES)
- St. Catharines Public Library Board (Library)
- St. Catharines Transit Commission (Transit)

Feedback on Accessibility

The City of St. Catharines welcomes all feedback regarding;

- accessible customer service,
- accessible information, communication, accessible formats
- accessible facilities, goods or services

The City of St. Catharines offers its documents in alternative formats upon request.

You may contact us in person, by mail, email, website, phone, fax, TTY, or contact the Accessibility Coordinator directly.

Visit Us: City Hall, 50 Church Street
Located at the corner of Church St. and James St.
Accessible Main Entrance at James St. side of City Hall

Mail: City of St. Catharines
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 CITY OF ST. CATHARINES	Corporate Support Services, Accessibility			
	Subject:	AODA, Design of Public Spaces Std.	Level of Service:	General Practices for the Maintenance of Public Spaces; all departments
	Issue Date:	Council May 11, 2015	Revision Date:	April 18, 2016
	Review Date:	Part of the Accessibility Plan	Page:	25 of 2

Purpose; Maintenance of Public Spaces

To meet the requirements under the *Accessibility for Ontarians with Disabilities Act* (AODA), Design of Public Spaces Standard (Sec. 80.44) Maintenance of accessible elements.

Practices:

To ensure that any newly constructed or redeveloped elements provided for under the Design of Public Spaces (O. Reg. 413/12) will have procedures for preventative and emergency maintenance of the accessible elements in public spaces put in place, as well as to ensure best practices for accessible maintenance of facility elements.

Scope:

In addition to the accessibility plan requirements, obligated organizations such as the City of St. Catharines shall ensure that their multi-year Accessibility Plan includes procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part and procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.

The Design of Public Spaces Standard (Sec. 80.2) applies to public spaces that are newly constructed or redeveloped, that include;

- Recreational Trails and Beach Access Routes
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- Accessible Parking
- Obtaining Service; service counters, fixed queues, waiting areas (interior/exterior)
- Other Best Practices include maintenance of facility accessible elements, such as but not limited to, power-door operators, courtesy and evacuation wheelchairs, elevator audio, signage, placement of objects; planters, refuse containers, notice boards.

Introduction:

1. Procedures for preventative and emergency maintenance of the accessible elements in Public Spaces.
2. Procedures for dealing with temporary disruptions when accessible elements of Public Spaces are not in working order.

Application:

Departments that maintain elements listed under Scope;

- shall apply best practices in the preventative maintenance of accessible elements with periodic checks such as;
 - scheduled inspections
 - after storms or events that might affect accessible elements,
 - as part of any reports of vandalism or complaints.
- shall apply best practices in the emergency maintenance of accessible elements with active response once notified.
- shall continue to provide public notification of temporary disruptions in keeping with compliance requirements under the AODA Accessible Customer Service Standard (O. Reg. 429/07) and the City's corresponding policy (Sec. 3.7);
 - *Notice of service disruption is provided in the event of a planned or unexpected disruption in the facilities or services generally used by persons with a disability. This notice will include information about the reasons for the disruption, its anticipated duration and a description of alternatives.*
 - A service disruption template is available to all departments under City templates.

Compliance:

As with all City of St. Catharines' active AODA compliance, this practice is effective as soon as possible, and prior to January 1, 2016.

Effective: January 1, 2016.