

2015 Year-End Report

Accessibility Plan 2013-2015

Endorsed by the Accessibility Advisory Committee
March 9, 2016



This document is available in alternate formats upon request.

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2013-2015 Plan; year-end report for 2015

This annual status report includes accessibility highlights and AODA objectives met during 2015. The next long-term Accessibility Plan will span 2016-2020.

AODA Standards; a quick review

Accessible Customer Service Standard

Key elements:

- Accessible service
- Accessible communication
- Accommodating assistive devices
- Welcoming support persons
- Welcoming guide dogs or service animals
- Training all staff and volunteers
- Notification of any service disruption
- Act on feedback

The City of St. Catharines has complied with this requirement before the deadline of December 31, 2009.

Integrated Accessibility Standards

Key elements:

- General requirements including accessible procurement and self-serve kiosks
- Accessible information and communication
- Accessible employment
- Accessible transportation
- Accessible design of public spaces

There are various compliance dates within these various standards. The City continues its practice to implement elements as soon as possible and before deadlines. This helps to ensure that practices are in place prior to compliance deadlines.

AODA Integrated Accessibility Standards

Broader
Public Org.
50+
employees

2011	2012	2013	2014	2015	2020
Transportation <ul style="list-style-type: none"> • Technical requirements (purchased after July 1, 2011) • Fares (equal fares for persons with/without disabilities) • Pre-boarding and On-board announcements (verbal) • School transportation – accessible service • Public sector organizations • Ferries • Non-functioning accessibility equipment • Origin to Destination services • Storage of mobility aids (no charge) • Duties of Municipalities (taxicab – equal fares and fees) 	Information & Communications <ul style="list-style-type: none"> • Emergency and public safety information Transportation <ul style="list-style-type: none"> • Transit stops • Storage of mobility aids • Companions and Children • Duties of Municipalities (taxicab – registration ID and information) • Availability of information on accessibility equipment • General responsibilities • Emergency preparedness and response • Ferries • Courtesy seating Employment <ul style="list-style-type: none"> • Workplace emergency information 	General Requirements <ul style="list-style-type: none"> • Policies • Accessibility plans • Procuring or acquiring goods, services or facilities • Kiosks Information & Communications <ul style="list-style-type: none"> • Educational/training resources/materials • Training to educators • Public libraries Transportation <ul style="list-style-type: none"> • Technical requirements (manufactured on/after Jan 1, 2013) • Accessibility plans • Coordinated services • Service disruptions • Visitors • Fare parity (within same provider) • Alternative accessible method of transportation • Hours of service (within same provider) • Service delays • Ferries • Duties of municipalities (bus stops/shelters) • Duties of Municipalities (accessible taxicabs) • Fares (payment options) 	General Requirements <ul style="list-style-type: none"> • Training Information & Communications <ul style="list-style-type: none"> • Accessible feedback processes • New internet websites and web content on those sites must conform with WCAG 2.0 Level A. Employment <ul style="list-style-type: none"> • Recruitment • Employees returning to work • Employee accommodation • Performance management, career development, and redeployment Transportation <ul style="list-style-type: none"> • Training • Trip restrictions • Fares, support persons • Eligibility application process (existing) • Booking • School transportation – policies • Emergency or compassionate grounds • Ferries 	Information & Communications <ul style="list-style-type: none"> • Accessible formats and communication supports • Educational libraries – print based resources • Producers of educational or training material – textbooks 	Information & Communications <ul style="list-style-type: none"> • Educational libraries – multi-media/digital resources • Producers of educational or training material – supplementary print materials
				2017	2021
				Transportation <ul style="list-style-type: none"> • Pre-boarding and on-board announcements (electronic) • Fare parity (separate conventional and specialized providers) • Hours of service (separate conventional and specialized providers) • Categories of eligibility 	Information & Communications <ul style="list-style-type: none"> • All internet websites and web content on those sites must conform with WCAG 2.0 Level AA , excluding live captioning and audio description

Compliant



Compliant



Compliant



Compliant



Compliant
or Planning



Planning
or Achieving



2015 Accessibility Accomplishments

Physical Environments

- Opened the FirstOntario Performing Arts Centre in October, providing accessible arts and entertainment for people with various disabilities
- Renovated the entrance, interior doorways and washrooms for improved access at the West St. Catharines Older Adult Centre
- Constructed new outdoor accessible washroom facilities at both Pearson Park and Happy Rolph's Animal Farm
- Re-graded a steep slope on the Waterfront Trail at Happy Rolph's
- Installed a new rubberized play surface at Pearson Park playground
- Purchased Mobi-mats, a roll-out surface for beach access at Lakeside Park (install Spring 2016)
- Installed adaptive swings at Henley Park and at Westcliffe Park
- Reconstructed Vintage Park sidewalks, benches and playground with inclusive and interactive features; adaptive swing, transfer points, on-grade play features and panels
- Installed play-by-play on listening assistive devices at the Meridian Centre for Niagara Ice Dog game patrons
- Built sidewalk switchback to alleviate steep slope for pedestrians at Carlisle and Maguire Streets
- Introduced a new placement program of tactile walking surface indicators (TWSI) at all City curb ramps and crossings that are constructed or reconstructed
- Implemented general practices relating to the maintenance of accessible elements under the Design of Public Spaces Standard
- Added 2 accessible parking spaces in the Ontario Street parking garage
- Continued to advocate for the update of accessible parking space markings and signage to current zoning standards at City lots, facilities, parks and trails

- All conventional bus routes are serviced by accessible buses
- Installed 7 new bus shelters that are more accessible, purchased 5 new accessible conventional buses and 10 new waiting benches
- Audited physical characteristics and accessibility of 1,100 bus stops to develop strategies for renovations / replacement with the City or Region
- Continued growth to the selection of library books available in alternative formats such as large print and audio compact disc
- Continued to grow and improve technology and software; all library locations have adjustable computer workstations, with large monitors, large print keyboard, large trackball and mouse, and include ZoomText and BrowseAloud software
- Reconstructed the exterior plaza on the James St. side of the Central Library creating a more integrated, landscaped and accessible design
- Continued installation of visual/audible fire alarms and evacuation chairs for people with a disability at various facilities
- Ongoing referral to FADS by staff in day-to-day renovations and system improvements
- Continued access input into all new builds, renovations, parks, and trails
- New seasonal closure signage installed at outdoor washroom facilities to better align with service disruption notification

Training and Knowledge

- Continued to ensure policies, practices, procedures and training support accessible services
- Presented Mayor and Council with a training package covering all AODA Standards for completion in 2015
- Trained staff on creating accessible and fillable forms
- Incorporated accessibility components into recreational programming
- Supported accessibility related elements of the TO2015 Pam Am and Parapan Am games

- Shared procurement best practices and training with purchasing staff
- Continued to provide emergency evacuation planning opportunities to staff with a disability
- Continued to provide public safety information about facilities if requested
- Hosted training sessions for staff and community stakeholders on accessible communication to people with a communication disability not due to hearing loss provided by Communication Disabilities Access Canada
- Orientation of new staff includes comprehensive AODA Standards content and review of accessibility related training to-date; City, Transit, and Library
- Continued with an accessibility training component including annual orientation of students, crossing guards, as well as providing training and policy information via staff intranet and bulletin boards
- Ensured staff are knowledgeable and apply accessibility elements under the latest Ontario Building Code (OBC) to building permits and site plan applications
- Provided all volunteers, new and existing, with electronically distributed training packages through their staff liaisons, covering all AODA standards as well as provided options of large print hardcopy, group training sessions or other alternative formats and communication supports if requested

Other

- Filed the City's AODA compliance report with the Province in October
- Purchased another UbiDuo for face to face typed 2-way communication to be available for public meetings and City service counters
- Introduced new healthy recreation programming "Beyond the Playground" for children and youth that promotes physical literacy and improves fundamental movement skills

- Started filming accessibility videos to highlight City facilities and services; the first being A Visit to City Hall Council Chambers.
- Reviewed the submissions for the Welland Canal Fallen Worker Memorial for best accessible design application
- Promoted the accessibility of the City's older adult recreation facilities and programming
- Reviewed and endorsed the Recreation Facility and Programming Master Plan and its 10 guiding principles, 1 being to make recreation accessible for all
- Ensured public consultation processes for accessibility elements as required under the Design of Public Spaces Standard
- Supported the Older Adults Plan and Niagara's Age Friendly initiative
- Continued to include and promote the accessibility accommodation statement onto all employment information, webpage and job postings
- Supported a more informative, more accessible website that offers Browse Aloud text-to-speech technology free to users
- Continued to remove barriers to various City services, programs and facilities while seeking opportunities to make them more inclusive and accessible
- Continued to seek / respond to public feedback regarding accessibility
- Continued membership in Center of Equitable Library Access (CELA) for access to over 85,000 audio books, magazines and described videos (Library)
- Expanded collections of alternative format materials and acquired Hoopla service to provide downloadable e-formats (Library)
- Continued the home delivery program library to provide materials to people in the community who cannot visit the library (Library)
- Achieved all AODA requirements to-date (Transit and Library)

Acknowledgements

2015 Mayor's Advisory Committee on Accessibility (MACOA)

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

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.

Corporate representatives

City of St. Catharines – Staff Resources & Roles

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

Mauro Becchetti, Parks Maintenance, Parks Recreation & Culture Services

Christine Adams, Engineering, Transportation & Environmental Services

Steve Bittner, Transportation, Transportation & Environmental Services

Participant contact information

City of St. Catharines

PO Box 3012, 50 Church St.
St. Catharines, ON L2R 7C2
905-688-5601, ext. 1510
www.stcatharines.ca
TTY 905-688-4TTY (4889)

Primary Contact:

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

St. Catharines Public Library – Central Branch

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 Transit

Feedback on Accessibility

The City of St. Catharines welcomes all feedback regarding;

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

The City of St. Catharines offers its documents in alternative formats and communication supports 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
P.O. Box 3012
50 Church Street
St. Catharines, ON
L2R 7C2

Phone: 905-688-5601 extension #1510

TTY phone: 905-688-4TTY (4889)

Fax: 905-682-3631

Email: info@stcatharines.ca

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