
The City of Kenora Multi-Year Accessibility Plan Progress Report



To request a copy of the City of Kenora's Multi-Year Accessibility Plan and Progress Report in an alternative format please see the contact information on the last page of this report.



Purpose

This is the Accessibility Progress Report of the city of Kenora's Multi-Year Accessibility Plans to date. In 2014, the City released its first Multi-Year Accessibility Plan, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11 (IASR)). This plan outlines the City of Kenora's strategy to identify, prevent, and remove accessibility barriers and meet legislative requirements.

City of Kenora's Commitment

"The City of Kenora is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and going beyond the minimum requirements under the Accessibility for Ontarians with Disabilities Act."

Background

The Accessibility for Ontarians with Disabilities Act (AODA) became law in 2005. It sets out the minimum accessibility requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the built environment, with staggered compliance deadlines to 2021.

As part of its requirements under legislation, the City established an Accessibility Advisory Committee (AAC) in 2003. The AAC is responsible for the provision of advice to Council on specific initiatives to be undertaken by the City. This consultation assists with the prevention, identification and removal of barriers that restrict people with disabilities from participating in City programs or accessing services, and facilities. The Committee is comprised of dedicated volunteers committed to working towards a barrier-free municipality.

The City's AAC is made up of 10 citizens and 2 Council representatives. Members are representing and advocating for persons with disabilities in the community.

The AAC meets on a regular basis and meetings are open to the public. During meetings, updates are provided to the AAC which may include presentations or discussions led by staff.



The mandatory accessibility standards are in the areas of:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces (Built Environment)


Both public and private sector organizations must implement these standards in phases.

The following sections illustrate the City’s progress in realizing the action items identified in the Multi-Year Accessibility Plans to date. They are organized according to the requirements within the [Guide to the Integrated Accessibility Standards Regulation](#).



Status of Actions

	Actions with this symbol are complete.		Actions with this symbol have been implemented and are a consistent practice.		Actions with this symbol are in development or being implemented.
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Emergency Procedure, Plans, or Public Safety Information

	<p>72 hour Emergency Preparedness Guides for People with Disabilities have been developed and have been made available from the Fire Chief’s Office (100 14th Street N) or can be accessed on the City of Kenora Website.</p>
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Workplace Emergency Response Information

	<p>A self-reporting form has been developed by the Human Resources Department to allow staff with a disability to identify their needs.</p>
	<p>The City will continue to ensure that employees’ individualized emergency protocols are reviewed and updated if required on a regular basis.</p>


Procurement

	<p>Tools have been developed to assist procurement staff determine applicable accessibility criteria and features, and evaluate proposals with respect to those standards.</p>
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Training

	Training on the requirements of the IASR and on the Ontario Human Rights Code, as it pertains to persons with disabilities have been developed.
	All employees, volunteers, and persons participating in the development and approval of policies have been, or will be once needed, provided with training.
	The City documents and maintains a record of all training provided, including dates that the training occurred, and the individuals to whom it was provided.
	Training will be provided whenever changes to Accessibility Policies are made.












Transportation Specific Requirements

	The City's various Transportation Service providers will work to ensure compliance with AODA/IASR requirements on behalf of the City of Kenora.
	The City of Kenora's Fleet Department uses Transit Procurement Initiative (TPI) to ensure current accessibility standards are adhered to when purchasing new transit or handi-transit vehicles.
	The City of Kenora Transit met compliance of AODA/IASR standards when new audible devices were purchased and installed.








Accessibility Policies

	The City will continue to review its policies and standard operation procedures to identify opportunities to integrate AODA requirements.
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Accessible Formats, Information, and Communication Standards








	<p>Updates to the City of Kenora website have been made to improve accessibility and to meet 'Web Content Accessibility Guidelines' (WCAG) requirements. The website is designed with accessibility features in the background for screen readers, these are important enhancements for flow of reading.</p>
	<p>The City uses a program which scans the website and advises of any non-compliance with content.</p>
	<p>The City will continue to ensure any new website(s) or virtual content meets WCAG 2.0 Level A with a goal of meeting AA requirements as soon as feasible.</p>
	<p>The City has implemented the practice of creating content text on its website as opposed to linking site visitors to a PDF format.</p>
	<p>The City has developed guidelines and best practices for creating accessible documents and works with staff who create documents for public use to create web-ready, accessible documents at the source.</p>
	<p>The City will continue to respond to feedback with respect to accessibility at the City of Kenora through accessible feedback processes.</p>
	<p>In 2022, the City of Kenora held their third electronic voting municipal election. If approved by Council at each Election time, this practice will continue.</p>
	<p>The City continues to implement electronic means where possible in order to access information easier from the comfort of own home or area where assistance is readily available.</p>
	<p>The City of Kenora implemented a Customer Self-Reporting module to its website for service requests so individuals may request service from the City through their own accessible devices.</p>
	<p>The City of Kenora Fire and Emergency Services Department is working towards digitalizing open air burn permits which would allow individuals to obtain these online. The City is also aiming towards transitioning building permits to a digital format within the coming years.</p>
	<p>The Kenora Library began digitalizing its catalogue of books and materials to be utilized by persons with visual impairments via e-reading technology in 2020.</p>

Employment Standards

	The City has developed and implemented a barrier-free recruitment and employment strategy for equity-seeking groups, including people with disabilities.
	The City will continue to ensure that employees' individualized accommodation plans are reviewed and updated if required on a regular basis. The City will continue to develop and document Individual Accommodation Plans for employees with disabilities as required and/or as new employees are on boarded.
	The City of Kenora will continue to embed an equity analysis into all recruitment processes to remove any unintended barriers.
	The City of Kenora's Human Resources Department has established and implemented procedures for accommodating workers with disabilities.
	The City has developed a guide to the Accommodation of Disabled Workers and made it available and accessible for all employees.
	The City has developed a documented Return to Work Process.
	The City will continue to review Human Resources policies and procedures with an accessibility perspective and ensure that the requirements of the Employment Standard and the Ontario Human Rights Code are being met.

Design of Public Spaces

	<p>The City of Kenora's Parks Division and Facilities Division will continue to be responsible for maintaining the accessible elements of public spaces and will apply best practices in preventative maintenance. This will include periodic evaluations, such as:</p> <ul style="list-style-type: none"> • Annual Inspections; • Inspections after storms or events that may affect accessible elements; • Seasonal based maintenance; and • Inspections in response to reports of vandalism or complains. <p>The City will also apply best practices in the emergency maintenance and repair of the accessible elements of public spaces. These practices focus on an active response upon notification and repair as soon as practicable.</p> <p>Regarding procedures for dealing with temporary disruptions to public spaces' accessible elements, the City will continue to provide public notification of</p>
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	<p>disruptions. Public notification may include signage, notification on the City's website and virtual platforms, and/or media releases, as determined by the City, based on the nature or extent of the disruption.</p>
	<p>The Accessibility Advisory Committee of the City of Kenora will continue to review design plans for new city owned buildings and major renovations, and comment on site plan controls.</p>
	<p>The City of Kenora, in conjunction with its Accessibility Advisory Committee will work on improving the accessibility of public spaces in advance of these requirements. Some examples include:</p> <ul style="list-style-type: none"> • Accessibility Sidewalk Ramping Program; • Lift and Level Program; and • Trip Edge Removal Program.
	<p>The City added an accessible boardwalk and transition points, enhancing accessibility on the walkways and washrooms at Coney Island Beach.</p>
	<p>The City installed an accessible path from the Splashpad to the beach, including an accessible ramp and Mobi-Mat at Norman Park.</p>
	<p>The City is actively working to remove barriers wherever possible, some notable items recently addressed are:</p> <ul style="list-style-type: none"> • Bowman Electric Keewatin Arena's accessible ramp was upgraded with handrails for improved accessibility; • Kenora's Sportsplex had an elevator installed to allow barrier-free access to the second floor, as well as repairs to the accessible ramp; and • The Kenora Library received a several thousand dollar upgrade to its accessible ramp.
	<p>The City of Kenora will continue to work at rehabilitating, replacing, or reconstructing all existing sidewalks to current Engineering Standards to provide a safe, uniform walking surface with incorporated barrier-free ramps at intersections.</p>
	<p>The City of Kenora will continue to install audible crossing signals at pedestrian crossings at signalized intersections when signals are scheduled to be updated or replaced.</p>

Your Feedback Is Important!

To let us know what you think of the City of Kenora's Progress Report for Multi-Year Accessibility Plans, or the City of Kenora's efforts in meeting AODA and IASR requirements, please contact us via:

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Tel: 807-467-2000 **Fax:** 807-467-2009

Email: service@kenora.ca

Additional Information

[About Accessibility Laws](#)
[Accessibility Rules for Municipalities](#)
[2023-2026 Multi-Year Accessibility Plan](#)



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