

---

# City of Kenora's Multi-Year Accessibility Plan 2023 - 2026



---

# Table of Contents

City of Kenora’s Commitment to Accessibility.....

About City of Kenora’s Multi-Year Accessibility Plan .....

Consultation.....

Implementation Strategy.....

Structure and Governance.....

Senior Leadership Team .....

City of Kenora Council .....

Accessibility Advisory Committee .....

Legislative Background.....

Progress on the AODA / IASR.....

2019-2022 Priorities and Commitment .....

Review and Monitoring .....

Feedback .....

Availability of the Plan.....

Contact Information .....

---

# City of Kenora's Commitment to Accessibility

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 meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

## Consultation

Consultation on the plan was conducted with City of Kenora staff from numerous departments and committees including:

- Accessibility Advisory Committee
- Senior Leadership Team
- Development Services Department
- Finance Department
- Human Resources Department
- Corporate Services Department
- Community Services Department
- Engineering and Infrastructure Department

## Implementation Strategy

The City of Kenora supports the spirit and goals of the AODA to make the Province of Ontario accessible by 2025. The City is striving to become more accessible and inclusive to people with disabilities by ensuring accessibility is a reality throughout all facilities and public services; ensuring accessibility is integrated into all City initiatives, services, Boards and departments. City Council, all City staff, and the Accessibility Advisory Committee are all committed to building Kenora to be more accessible.

---

# Structure and Governance

The responsibility for the implementation of the AODA and the various clauses within the Integrated Accessibility Standards Regulation is a shared responsibility among departments. The Accessibility Advisory Committee staff resources are responsible for ensuring compliance at the corporate level and is the focal point for legislative analysis and subject matter expertise. Departments retain the accountability for ensuring that their respective clauses are executed according to legislative requirements pertaining to the service delivery.

## Senior Leadership Team

The Senior Leadership Team continues to support creation of accessible goods, services and facilities to improve inclusion to benefit all residents, visitors and employees. The Senior Leadership Team has reviewed and provided comments on the Multi-Year Accessibility Plan throughout its development.

## City of Kenora Council

City Council is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity. City Council allocates funds each year to the Accessibility Reserve for accessibility upgrades to Kenora's public spaces and approves updates to policies guiding the delivery of services and goods in an accessible manner.

## Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) is a key resource and contributor to accessibility planning issues in all departments at the City of Kenora. The AAC is a legislatively mandated committee of community volunteers. Presently, the AAC is comprised of ten members as well as a Council representative and alternate, and a City staff resources.

---

The staff resource may be called upon as required from time to time to address specific situations. This person will assist in all matters relating the administration of the activities of the Committee.

The City staff resource shall act as secretary for the Committee and duly record and administer the agenda's and minutes for the committee. An agenda will be developed through the Chair and staff resource for circulation prior to the meeting.

## Legislative Background

### **Ontarians with Disabilities Act, 2001 (ODA)**

The Ontarians with Disabilities Act (ODA), was enacted in 2001. The Act requires municipalities to develop an annual accessibility plan aimed at identifying, removing and preventing barriers to accessibility.

### **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

The Accessibility for Ontarians with Disabilities Act (AODA) was enacted in 2005. The purpose of the Act is to develop, implement and enforce accessibility standards in order to remove barriers for Ontarians with disabilities in relation to goods, services, facilities, accommodations, employment, structures and premises.

### **Integrated Accessibility Standards Regulation (O. Reg. 191/11):**

The IASR establishes accessibility standards and introduces requirements for:

- General Requirements
- Information and Communications Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces Standard

### **Ontario Building Code**

Amendments to the Ontario Building Code were made in 2013 in accordance with the AODA. These amendments enhanced accessibility requirements in newly constructed buildings and extensive renovations.

---

The Ontario Building Code outlines accessibility / barrier-free design requirements in newly constructed buildings and existing buildings that are to be extensively renovated.

The Ontario Ministry of Municipal Affairs outlines in a new edition of the Building Code (Ontario Reg 88/19) amendments that include accessibility requirements for barrier-free access.

### **Ontario Human Rights Code**

The Ontario Human Rights Code is an individual, complaints-based legislation that addresses discrimination. The Ontario Human Rights Code requires organizations to accommodate people with disabilities to the point of undue hardship.

## **Progress on the AODA/IASR**

### **Garrow Park Accessibility Upgrades**

In 2016, the City of Kenora successfully received funding through the Government of Canada's Enabling Accessibility Fund to complete two major accessibility enhancements at Garrow Park. A walkway was paved to serve as a connecting link between the Park and Rabbit Lake trails. Further, a Mobi Mat was purchased to ensure accessible access from the beach to the lake. Another major enhancement occurred in 2018 with the construction of a new accessible playground structure.

### **Website Redevelopment**

In 2017, the City of Kenora's website was redeveloped to be fully compliant with WCAG 2.0 Level AA. Using the site improvement program, content is continually monitored for accessibility issues.

### **Coney Island Docking Improvements**

In 2018 accessibility at Coney Island was improved by building a new floating dock which allows easier access to the shore for boaters. The project also included a walkway to the existing boardwalk.

### **Norman Park Improvements**

In 2022 accessibility at Norman Park was improved with the installation of an accessible path from the splashpad to beach including accessible ramp and installation

---

of a Mobi Mat. Additional improvements to this park are in progress which will include a fully accessible and barrier free playground.

### **Bowman Electric Keewatin Memorial Arena and Kenora Sportsplex Improvements**

The Bowman Electric Keewatin Memorial Arena (formerly Keewatin Memorial Arena) was upgraded with handrails for improved accessibility. Further works are in progress for the arena, including an elevator and improved washrooms. The Kenora Sportsplex saw a significant improvement with the installation of an elevator to allow barrier free access to the second floor, and a barrier free playground is planned for 2023.

### **Employment Expectations**

Throughout 2018 to 2022 the City ensured all current staff had received appropriate AODA training, and continue to provide refresher training, as well as train all new staff, volunteers, or contracted employees with this training. The City of Kenora has established procedures for accommodating workers with disabilities and will continue to embed an equity analysis into all recruitment processes to remove any unintended barriers. This includes an initiated targeted outreach strategy for recruiting people with disabilities and ensuring an application process that is barrier-free.

### **Kenora Library Evolvement**

In 2020, the Kenora Library began digitalizing their catalogue of books and materials to be utilized by persons with vision impairments via e-reading technology, this work is ongoing.

### **2022 Municipal Elections**

In 2022, the City of Kenora held their third electronic voting municipal election. With the use of internet/telephone voting it essentially eliminates the need for polling locations with the exception of the Revision Centre at City Hall Council Chambers. This type of voting method is recognized as the most accessible format of voting as it allows persons to vote from the convenience of their own homes where aid devices are readily available no matter what the person's disability may be. This type of voting also increases the visible portion to a person with disabilities to recognize that they may require special assistance as they can use their own devices from their own homes.

---

# Priorities and Commitments

## *General Requirements*

- a) Keep accessibility standards and criteria consistent in the procurement of goods and services.
- b) Provide training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities as new staff are on boarded or legislation is updated.
- c) All employees, volunteers, and persons participating in the development and approval of policies will be provided with training.
- d) Continue to include mental health training with traditional first-aid training.
- e) The City will document and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
- f) Training will be provided whenever changes to Accessibility Policies are made.
- g) Ensure all volunteers and contractors understand AODA standards when completing activities on behalf of the City.

## *Information, Communications and Accessible Formats*

- a) Conduct regular review of the City of Kenora website content for accessibility. The City uses a program which scans the website and advises of any non-compliance with content.
- b) Utilize best practices for creating accessible documents and work with staff who create documents for public use to create web-ready, accessible documents at source.



- 
- c) Respond to feedback with respect to accessibility at the City of Kenora through accessible feedback processes.
  - d) The Kenora Library will continue to digitalize its catalogue of books and materials to be utilized by persons with visual impairments via e-reading technology (2023-2026).
  - e) Develop and implement e-permitting for open air burn permits as well as building permits.
  - f) Encourage residents to utilize the newly implemented self-reporting module on the City website for service requests so individuals may request service from the City through their own accessible devices.
  - g) Hold Municipal Elections online at the discretion of Council with an in-person component should persons require assistance.
  - h) Program designated fitness classes with sensory alterations for impairments (2026).
  - i) Implement new notification tool to alert transit riders of changes or cancellations to the City transit schedule.

## ***Employment***

- a) Develop and document individual accommodation plans for employees with disabilities for new staff or existing staff who require these plans.
- b) Ensure that employees' individualized emergency protocols and individualized accommodation plans are reviewed on a regular basis.
- c) Review emergency procedures on an annual basis to ensure that information is available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

- 
- d) Foster a culture of employee engagement and inclusion through analysis of equity data gathered through survey – to inform workforce planning priorities through data-informed decision making.

## ***Transportation***

- a) The City's various Transportation Service providers will work to ensure compliance with the accessibility legislation on behalf of the City.
- b) The City's Fleet Department will continue to use procurement initiatives to ensure current accessibility standards are adhered to when purchasing new City owned vehicles.

## ***Design of Public Spaces***

- a) Continue to remove barriers from existing facilities and infrastructure as identified in the City of Kenora's previous accessibility plans in addition to others that are identified including washroom renovations, ramps and automatic door openers.
- b) Continue Norman Park installation of fully accessible and barrier free playground (2023)
- c) Addition of accessible docking at Coney Island (2023)
- d) Rebuild of Central Park Community Clubhouse with fully accessible features (2023)
- e) Create an accessible pathway at Beatty park (2023)
- f) Installation of accessible lift at Bowman Electric Keewatin Memorial Arena (formerly Keewatin Memorial Arena) (2023)
- g) Upgrades to McLeod Park which includes improved accessibility features (2023)
- h) Installation of new public washrooms in the downtown core which will be fully accessible (2023)

- 
- i) Completion of detailed design for portions of the Harbourfront with fully accessible features (2023-2024)
  - j) Expansion of the Discovery Centre will be completely accessible (2023-2025), the programmed space from this expansion will be accessible as well, including items such as braille, multiple languages, etc.
  - k) Continue Lift and Level Program and Trip edge removal program to remove trip hazards and barriers to accessibility caused by heaved and sunken sidewalk slabs, which provides safer and more uniform walking surface to all citizens of Kenora.
  - l) All existing sidewalks rehabilitated replaced and reconstructed to current Engineering Standards to provide a safe uniform walking surface which incorporate barrier free ramps at each intersection.
  - m) Install audible crossing signals at pedestrian crossings at signalized intersections. When signals are scheduled to be updated or replaced.
  - n) Accessibility Advisory Committee will continue to review design plans for new City-owned buildings and major renovations, and comment on site plan controls.
  - o) The Moncrief Construction Sports Centre (formerly Kenora Recreation Centre) will undergo the following accessibility improvements:
    - paint stairs alternating colours to contrast level changes for visual impairment (2024)
    - add braille signage throughout the building (2025)
    - add additional accessible parking stalls (2024)
    - add auditory cues for schedules within the facility (2026)
  - p) The Kenora Library will strive to implement the following accessibility improvements: (2023-2026)
    - strengthen online presence
    - explore the concept of a dementia friendly space as well as train staff with respect to customers with dementia

- 
- review current washrooms and make accessible improvements where necessary

q) The City of Kenora's Parks Department, as well as the Facilities Department, 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:

- 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.

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.

Regarding procedures for dealing with temporary disruptions to public spaces' accessible elements, the city will continue to provide public notification of temporary disruptions. Public notification may include signage, notification on the City's website or social media platforms, or media releases, as determined by the City, based on the nature or extent of the disruption.

## **Review and Monitoring**

The Multi-Year Accessibility Plan will be reviewed and updated at least once every four years. An annual status report will be completed to document the progress and measures taken to implement City of Kenora strategy and meet the requirements of the Integrated Accessibility Standards Regulation. The City of Kenora will prepare accessibility reports for submission to the Ontario Government every 2 years. The report will be prepared in consultation with the municipal Accessibility Advisory Committee.

---

## ***Availability of the Plan***

The Multi-Year Accessibility Plan can be accessed through the City of Kenora's website.  
<http://kenora.ca/living/accessibility-inclusion/>

## ***Feedback***

We will also monitor and evaluate and feedback we have received throughout the year related to accessibility. This information may be integrated into our accessibility reports. Any comments on our accomplishments and plans are welcome and will be considered in our ongoing accessibility planning.

We welcome inquiries and feedback about accessibility and the City of Kenora's efforts at meeting the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard and the Integrated Accessibility Standards Regulation.

Visit/Mail: 1 Main Street South Kenora, Ontario P9N 3X2 Tel: 807-467-2000

Fax: 807-467-2009

Email: [service@kenora.ca](mailto:service@kenora.ca)

Alternate formats of this document are available free upon request.

Revised: March 24, 2023