

## City of North Bay

### Report to Council

**Report No:** CSBU 2017 - 66

**Date:** December 5, 2017

**Originator:** Beverley Hillier, Manager, Planning Services

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

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#### Recommendation

That Council receive Report No. CSBU 2017 - 66 dated December 5, 2017 regarding the 2017 Update to the Multi-Year Accessibility Plan for information purposes.

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#### Background

The *Accessibility for Ontarians with Disabilities Act* (AODA) was enacted in 2005 to serve as a framework relating to accessibility standards in several key areas, including:

- Customer Service;
- Integrated (Information and Communication; Employment; Transportation); and
- Built Environment (not yet in force).

The goal of these accessibility standards is to ensure all Ontarians with disabilities have full and equal access to goods, services, facilities, accommodations, employment and structures by January 1, 2025.

Under the AODA all municipalities have an obligation to prepare an accessibility plan. This plan is the framework to provide persons with disabilities full participation through the identification, removal and prevention of barriers within municipal facilities and services.

The first regulation to come into force was the *Accessibility Standards for Customer Service*, Ontario Regulation 429/07. It took effect for municipalities on January 1, 2010. The City has complied with this regulation. The City's Accessible Customer Service Policy is available on the City's web-site ([www.cityofnorthbay.ca](http://www.cityofnorthbay.ca)) and in alternative formats upon request.

The second regulation to come into force was the *Integrated Accessibility Standards*, Ontario Regulation 191/11. It took effect for large designated municipalities (those with 50 or more employees) on July 1, 2011, with compliance dates phased through to 2021.

Ontario Regulation 191/11 will remove barriers in 3 areas:

- Information and Communications – giving people with disabilities access to more of the information that we all depend on;
- Employment – expanding Ontario's labour pool and welcoming people with disabilities into more workplaces; and
- Transportation – making it easier for people with disabilities to get where they need or want to go.

This regulation also sets out the requirements for each of the three areas, as well as general requirements that apply to all, including:

- Developing policies to support each standard (January 1, 2012);
- Training employees, volunteers and third parties on the requirements of the Integrated Accessibility Standard and the Human Rights Code that are appropriate to their duties (January 1, 2014);
- Establishing and maintaining a multi-year accessibility plan outlining strategies to prevent and remove barriers (January 1, 2013); and
- Incorporating accessibility criteria and features when procuring or acquiring goods, services, facilities or self-service kiosks (January 1, 2013).

This regulation applies to public, private and not-for-profit businesses and organizations that:

- Provide goods, services or facilities either directly to the public or to other businesses or organizations; and
- Have at least one employee in Ontario.

### **Accessibility Plan**

The Regulation requires municipalities to establish, implement, maintain and document multi-year accessibility plans which outline the municipality's strategy to identify, remove and prevent barriers to all citizens in accessing City's facilities and services, in accordance with the *Integrated Accessibility Standards*.

The objectives of the multi-year Accessibility Plan are:

- To describe the process by which the City will identify, remove and prevent barriers to people with disabilities;
- To review efforts to remove and prevent barriers to people with disabilities;
- To identify the facilities, policies, programs, practices, and services that the City will review in the coming years to identify barriers to people with disabilities;
- To describe the measures the City will take in the coming year to identify, remove and prevent barriers to people with disabilities; and
- To outline the process of how the City will make this Accessibility Plan available to the public.

On December 10, 2012, Council passed Resolution No. 2012-680 to adopt the Multi-Year Accessibility Plan.

The Internal Accessibility Working Group meets quarterly and on an annual basis reviews the Plan and advises Council of the initiatives that have been identified, evaluated and approved within the context of the City's Capital and Operating Budget Process.

In 2017 a number of initiatives and/or upgrades were identified and will be met before the end of the year. These initiatives include, but are not limited to, the following:

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**1. Transit:**

Concrete Bus Pads: new concrete bus pads have been installed at current sheltered stops. In addition, new concrete bus pads and grading work is being completed to allow the installation of new shelters/canopies throughout the community. The surfacing work addresses barriers to the access of bus shelters and/or stops.

Sidewalks: New sidewalks have been added throughout the Community (specifically McKeown Avenue at McKeown Commons) and on Sherriff Avenue to allow better access to bus stops.

Bus Lane: A new bus pull off lane and sidewalk extension was added on Airport Road across from Surrey Avenue to improve safety and better access to the bus stop.

Parabus: A new Parabus vehicle was purchased and added to the Parabus fleet of vehicles.

**2. Roads:**

Sidewalk Tactile Indicator Panels: Tactile indicator panels are now installed at intersections when repairing or replacing sidewalks.

Pedestrian Signal Heads with Countdown Timers: Pedestrian signal heads with countdown timers are now installed when replacing single section pedestrian signal heads.

Audible Pedestrian Push Buttons: Audible pedestrian push buttons, which include visual lights, vibration and navigation tones, are now installed when replacing pedestrian push buttons.

**3. Facilities:**

Armstrong Park Gazebo: A new accessible gazebo was installed at Armstrong Beach.

**4. Human Resources:**

Employment Regulations: Human Resources Staff are continuing to develop and implement policies based on the requirements of AODA regulations.

They also continue to train employees, volunteers and third parties on the Integrated Accessibility Standard and the Ontario Human Rights Code to ensure that the City remains compliant with these regulations. Finally, an Accessibility Training Video was created in collaboration with the Information Systems Department and is used to train employees. Approximately 380 individuals have completed this training since its introduction.

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## **Conclusion**

The City of North Bay is committed to creating barrier-free transportation services, accessible information and communications, and an accessible employment environment so that people with disabilities can live independently in safe and caring neighborhoods. Implementing the accessibility requirements enhances this commitment to residents and visitors.

The City will continue to implement the requirements of the Standards by integrating accessibility planning into business practices and processes across all departments, in consultation with the Municipal Accessibility Advisory Committee.

The City's Municipal Accessibility Advisory Committee will continue to play a critical role in making the City accessible by providing input into the development, implementation and compliance with the standards under the regulations.

The 2017 Update of the City of North Bay's Accessibility Plan is attached. This Plan recognizes the municipality's obligation to facilitate the implementation of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the regulations. To date, the municipality has met all of the key dates for compliance.

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## **Options / Analysis**

### Option #1:

That Council receive the 2017 Update to the Multi-Year Accessibility Plan for information purposes.

This is the recommended option.

### Option #2:

That Council not receive the 2017 Update to the Multi-Year Accessibility Plan for information purposes.

This option is not recommended.

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## **Recommended Option**

That Council receive the 2017 Update to the Multi-Year Accessibility Plan for information purposes.

Respectfully submitted,

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Manager, Planning Services

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C11 / RTC CSBU #2017-66 / B. HILLIER / ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

attach.

We concur in this report and recommendation.

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John Severino, P.Eng., FEC, M.B.A.  
Managing Director, Community Services

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David Euler, P.Eng.  
Managing Director, Public Works &  
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A. Keith Robicheau  
Chief Administrative Officer

Personnel designated for continuance: Development Planner