



**The Corporation of the City of  
Niagara Falls**

**Multi Year  
Accessibility Plan  
2024 to 2029**

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## **APPENDICES**

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## SECTION 1: Municipal Information

**Municipality:** The Corporation of the City of Niagara Falls

### **Municipal Contact Information:**

The Corporation of the City of Niagara Falls  
4310 Queen Street  
Niagara Falls, Ontario  
L2E 6X5

Local Phone Number: 905-356-7521  
Local Fax: 905-356-5110  
Email: [accessibility@niagarafalls.ca](mailto:accessibility@niagarafalls.ca)

### **Key Staff Contacts:**

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### **Population of the City of Niagara Falls**

The population, according to the 2021 census, is 94,415

### **Municipal Highlights**

The City of Niagara Falls provides a vast array of year-round activities for its local residents and visiting tourists. Beautifully maintained biking and walking trails line the world-famous Niagara gorge while numerous golf courses, baseball diamonds, playing fields, swimming pools and rinks unite local citizens and contribute to a strong sense of community. Whether you currently reside in Niagara Falls or are planning to locate here, we invite you to explore and discover why Niagara Falls is a great place to call home.

Niagara Falls is the 2<sup>nd</sup> largest of 12 municipalities within the Region of Niagara. The remaining 11 municipalities include the following: City of St Catharines, City of Welland, Town of Fort Erie, Town of Grimsby, Town of Lincoln, Town of West Lincoln, Township of Wainfleet, City of Thorold, City of Port Colborne, Town of Pelham, and the Town of Niagara on The Lake.

**Source: Stats Canada 2021**

The Council of the Corporation of the City of Niagara Falls is comprised of a Mayor and 8 City Councilors.

## **SECTION 2: Legislation and Interpretation**

On June 13, 2005, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) received Royal Assent and is now law. The purpose of the AODA 2005 is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities by 2025. Standards will be developed by the Government of Ontario in collaboration with persons with disabilities, representatives of industries and of various sectors of the economy. Both the public and private sectors that provide goods and services to people in Ontario will have to meet certain accessibility standards in five (5) important areas which include the following:

- Accessible Customer Service (O.Reg. 429/07)
- Accessible Transportation (O. Reg. 191/11)
- Accessible Information & Communications (O. Reg. 191/11)
- Accessible Employment Standards (O. Reg. 191/11)
- Accessible Built Environment (O. Reg. 191/11)

Public sector organizations including government ministries, municipalities, hospitals, public transportation organizations, school boards, colleges and universities are required to establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategy to prevent and remove barriers and meet its requirements under Ontario Regulation 191/11. The accessibility plan sets out the steps an organization will take to comply with Ontario's accessibility laws and prevent and remove accessibility barriers.

Communities are changing throughout the Province of Ontario as the population ages. As reported in 2021 by the AODA, approximately twenty-four (24%) of Ontario's

population (3.44 million people), have some sort of disability, whether it is physical, cognitive, sensory, or episodic. In addition, approximately over 400,000 of those people reside in the Greater Toronto Area (GTA).

As the population ages, those numbers will only increase. In 2017, there were more Ontarians over the age of 65 than under the age of 14 and people continue to reach retirement age at a rate of 1,000 people per day. That number will really increase by 2030, when those 65 and over will account for 21.9% of Ontario's population.

This is important because, according to 2017's Canadian Survey on Disability, the occurrence of disability naturally increases with age. Only 13% of those 15 to 24 have disabilities, while 47% of those over the age of 75 are affected. These statistics mean that for many Canadians, it's not a question of if they'll ever get disability, but rather a question of when they will get one.

Over the next 20 years, that number will rise as the population ages. Creating a province where every person who lives or visits can participate fully makes good sense – for our people, our businesses, and our community. A mandate to remove barriers by 2025 will allow communities to fully accommodate an aging population, persons with disabilities; everyone.

Like other municipalities in Ontario, an Accessibility Plan is prepared to address any issues and barriers preventing persons with disabilities from participating fully in the life of the community. Ultimately, the Accessibility Plan is intended to identify, remove and prevent all barriers that may impede residents and visitors from accessing and using municipal services within the responsibility of the Corporation of the City of Niagara Falls. Accessibility planning will no longer be an afterthought but instead will become ingrained in the normal operating policies and procedures.

### **SECTION 3: Definitions**

Definitions for “disability” and “barrier” as they appear in the Accessibility for Ontarians with Disabilities Act (AODA) and Ontarians with Disabilities Act (ODA):

**Accessibility Directorate of Ontario:**

The organization within the Ontario government that is responsible for day-to-day administration of the AODA.

**Accessibility report:**

A report that a person or organization must file if an accessibility standard applies to the person or organization.

**Accessibility standard:**

An accessibility standard is a rule that persons and organizations have to follow to identify, remove and prevent barriers.

**Barrier:**

Anything that keeps a person with a disability from participating fully in society because of his or her disability. This includes a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

**Comply:**

Another word for “obey”. A person or organization covered by the AODA must comply with the Act.

**Director:**

The person the government appoints to see that the AODA is carried out. His or her responsibilities are listed in the AODA and its regulations.

**Disability - The AODA uses the Ontario Human Rights Code definition of “disability” which is:**

- 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,
- a condition of mental impairment or a developmental disability,

- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- 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”).

**Person:**

In the AODA, “person” means an individual or a corporation.

**Prescribed:**

Anything that the AODA lists or contains in its regulations.

**Regulations:**

A rule of a legal nature that the Cabinet, with approval of the Lieutenant Governor in Council, makes and approves under the power of the AODA. Regulations explain how the AODA is put into practice. Regulations also include more details about the Act. On the recommendation of the minister, the Lieutenant Governor in Council can make proposed accessibility standards into regulations.

**Standard:**

In the AODA, a “standard” sets out what a person or organization must do to achieve accessibility for people with disabilities to whom the standard applies.

**Tribunal:**

One or more people who will decide appeals of director’s orders.

**Common acronyms:**

- AAC = Accessibility Advisory Committee
- FADS = Facility Accessibility Design Standards
- ODA = Ontarians with Disabilities Act, 2001 – Bill 125
- AODA = Accessibility for Ontarians with Disabilities Act, 2005 – Bill 118
- UD = Universal Design
- TTY = Teletypewriter (text communication phone)

**Common barriers:**

- Architectural = may result from the design of a building

- Attitudinal = refers to persons who do not know how to communicate with people with disabilities, or persons who display discriminatory behaviours
- Communicational = makes it difficult for people to receive or send information
- Policy / Practice = may result from an organization's policies, practices and protocols if they restrict persons with disabilities

## **SECTION 4: Divisions Participating in This Plan**

### **4.1 City Divisions**

- Office of the Mayor and Chief Administrative Officer
- Corporate Services
- Planning, Building and Development
- Municipal Works
- Recreation, Culture and Facilities
- Human Resources Department
- Clerks Department
- Business Development Department
- Fire Department
- Mayors Accessibility Advisory Committee

For more information regarding the City's various divisions and committees of council, please refer to the City of Niagara Falls website at [www.niagarafalls.ca](http://www.niagarafalls.ca)

## **SECTION 5: Outside Consultation Activities**

### **5.1 Target Groups**

The Mayors Accessibility Advisory Committee (or AAC), Sterling Frazer Consulting Services (Brian Kon), Niagara Region Transit, the Ministry of Economic Development and Growth and the Regional Niagara Accessibility Advisory Committee.

### **5.2 Consultation Activities**

<b>Agency</b>	<b>Mandatory/ Preferred</b>	<b>Status</b>
Mayors Accessibility Advisory Committee	Mandatory	Ongoing
Sterling Frazer (Brian Kon)	Preferred	Ongoing
Niagara Region Transit	Preferred	Ongoing
Ministry of Seniors and Accessibility of Ontario	Mandatory	Ongoing



Regional Accessibility Advisory Committee	Preferred	Ongoing
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## **Section 6: Departmental Accessibility Working Group Contacts**

<b>Working Group Member</b>	<b>Department / Affiliation</b>	<b>Contact Telephone</b>
Jay MacLean	Human Resources (Staff Liaison to MAAC)	905-356-7521
Julie Ellis	Transportation Services (Staff Liaison to MAAC)	905-356-7521
Luciano Chieca	Building & Maintenance Services	905-356-7521
Nick DeBenedetti	Planning & Building Development	905-356-7521
Paul Brown	Parking Services	905-356-7521
Nathan Smith	City Special Events	905-356-7521
Marianne Tikky	Municipal Works	905-356-7521
Shawn Oatley	I.T. and Website	905-356-7521
John Grubich	Parking & Traffic	905-356-7521
Carey Campbell	Mayor and CAO Office	905-356-7521
Travis Jeffray	Facilities	905-356-7521
Dave Antonsen	Landscape Architect and Parks/Trails	905-356-7521
Dale Morton	City Communications	905-356-7521

## SECTION 7: Goals & Objectives for 2024 – 2029

<b>INITIATIVE</b>	<b>DEPARTMENT</b>	<b>BARRIER</b>	<b>RESOURCES/COMMENTS</b>	<b>TIMEFRAME (ONGOING = INITIATED AND CONTINUALLY ADDRESSED)</b>
Sidewalk Repairs and Snow Removal	Municipal Works	Physical/Mobility	The MAAC will continue to work with the Municipal Works Division in identifying sidewalks throughout the City that need any necessary repair and or required snow removal.	Ongoing
Regionalized Conventional and Specialized Transit Services	Niagara Region Transit	Mobility, Transportation and Communication	The MAAC will continue to proactively bring concerns to the attention of NRT through appropriate channels. This will include ensuring all new buses and bus routes (both conventional and specialized), are fully accessible and all AODA Standards are in compliance with the Legislation.	Ongoing
Road Crossing Protection (audible signals)	Transportation Services	Architectural, Physical, Visual, Hearing	The MAAC will continue working with Transportation Services to ensure safety and accessibility at traffic lights and intersections.	Ongoing
Accessibility Audits of new and existing redeveloped projects	All Divisions	Architectural, Physical/Mobility	The goal is to continue working toward completing accessibility audits on all City facilities.	Ongoing
Letters of support for community groups/non-profit organizations seeking grants to make accessibility improvements and enhancements	Non Profit Groups/Agencies within the City	Physical, Architectural	Continue to work with community agencies and non profit groups on providing letters of support.	Ongoing
Annual Compliance Strategy with AODA Accessibility Standards	All Divisions	All	Continue to work and consult with staff, MAAC and various agencies on the implementation and	Ongoing

			compliance of AODA Accessibility.	
Awards/Presentations and Special Events	MAAC	Attitudinal, Physical, Policy/Procedural	Continue to work with staff and the private sector on ensuring the City is accessible and safe. Recognize local businesses and agencies for exceeding minimum standards in accessibility.	Ongoing
Wavefront Communications (Bettar Device)	MAAC, Information Systems	Communication, Technological, Informational	This is a device/software for facilities which is a powered assistive listening solution that enables hard of hearing persons to experience everyday social activities with any difficulty.	2024
MobiMat Canada	MAAC and Cemetery Services	Physical/Mobility	The Mobi-Mat makes it possible to create temporary access for pedestrians and wheelchairs as part of the cemeteries compliance with AODA standards	2023
Wayfinding Project	MAAC (MW Landscape Arch)	Communication, Mobility, Informational	The Wayfinding initiative is a new system of Park and Trail signage and wayfinding for the City.	2024
FH Leslie Park Reconstruction & Accessibility Enhancements	MAAC (MW Landscape Arch)	Mobility, Physical, Inclusivity	The new playground has been designed to provide accessibility enhancements including (ramp, platforms, slide transitions, play features, accessible picnic tables)	2023
GoHere Program with Crohn's Colitis Canada	MAAC, Crohn's Colitis Canada, M.W. Operations	Attitudinal, Physical, Informational	In 2015, Crohn's and Colitis Canada launched the GoHere Washroom Access program to ease the pain, missed moments and isolation felt by many who live with IBD. The City became a partner in this initiative in Fall 2023.	2023
New Niagara Health Hospital Development	MAAC, Niagara Health, City of NF	All	The MAAC is planning to have ongoing meetings/discussions with Niagara Health on the new South Niagara Hospital	Ongoing

			Development Program. The projection completion date for opening of the new site is anticipated for 2028.	
Outreach, Education and Awareness with various community groups and small businesses on promoting the elimination of barriers to accessibility.	MAAC, Business Development and Community Groups	Physical, Mobility, Attitudinal	The MAAC will ensure there is ongoing outreach and communication with various small businesses and organizations on the benefits of elimination barriers to accessibility within the City.	Ongoing
Regional Accessibility Educational Workshop	Regional AAC's and MAAC	All	The MAAC will host a Regional Workshop with all Niagara AAC's in 2024. The intent of this workshop is to coordinate a networking event for all the Regional AAC's.	2024
Purchase of new transfer wheelchair device at MacBain Community Centre	Rec/Culture and Facilities	Physical, Mobility	RCF will be purchasing a new wheelchair device to ensure safe transfer of clients into accessible pool.	2024

## **APPENDICES**

**Appendix 1** (Accessible Customer Service Corporate Policy 400.34)

**Appendix 2** (AODA, Integrated Accessibility Standard Corporate Policy 400.36)

**Appendix 3** (Facility Accessibility Design Standards, 2007)



## **POLICY**

Human Resources

**Policy #: 400.34**

Issue Date: January 2010

Revision Date: June 2023

### **Accessible Customer Service Standard Policy AODA**

#### **(Accessibility for Ontarians with Disability Act)**

##### **1. PURPOSE**

The Corporation of the City of Niagara Falls is committed to being responsive to the diverse needs of all its residents by striving to provide equitable access to its programs, services, and facilities, including people with disabilities.

##### **2. PROCEDURE**

The Corporation of the City of Niagara Falls will develop policies, procedures and practices which address integration, independence, dignity and equal opportunity, to comply with the legislative requirements prescribed under the Accessibility for Ontarians with Disabilities Act (AODA), and to promote accessibility. The policy is a complement to the Corporation's existing Customer Service policy (400.30).

##### **3. SCOPE**

This policy applies to the Council and staff of the Corporation of the City of Niagara Falls, including volunteers, contractors, agents and any other people who interact with the public or other third parties, on behalf of the City.

##### **4. ASSISTIVE DEVICES**

If a person with a disability requires assistive devices to access goods or services from the City, they are allowed to use such devices. The City does provide assistive devices (i.e., wheelchairs) at some of its facilities.

##### **5. GUIDE DOGS / SERVICE ANIMALS**

Service dogs can assist adults and children who are visually impaired, have autism, spina bifida, cerebral palsy, epilepsy, mobility related disabilities, hearing problems and seizure disorders, amongst other disabilities.

If a person with a disability is accompanied by a guide dog or other service animal, the City will permit the person to enter the premises with the animal and keep it with him/her unless the animal is otherwise excluded by law from the premises. If the service animal or guide dog is excluded by law from the premises, the City will look to other available measures to enable the person with a disability to obtain, use or benefit from the City's goods and services.

**Submitted By: Director**

**Recommended By: CAO**

**Approved By Council On:**

**Report #:**

## **6. SUPPORT PERSONS**

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The City may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. If the person with a disability requires to be accompanied by a support person when on the premises, the City will waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises.

Where fees for goods and services are advertised or promoted by the City, it will provide advance notice of the amount payable, if any, in respect of the support person.

## **7. DISRUPTION OF SERVICES**

If there is a disruption in a particular facility or service used to allow a person with a disability to access goods or services, the City will give notice of the disruption to the public by posting the reason for the disruption. Further, the City will provide notice on the anticipated duration of the disruption and, notify if any alternative facilities or services may be available.

This posting will be in a conspicuous place on the premises of the affected City building, or by other reasonable methods in the circumstances. If the disruption is anticipated, the City will provide a reasonable amount of advance notice of the disruption and provide notice in a local newspaper. If the disruption is unexpected, notice will be provided as soon as possible.

## **8. TRAINING**

The City will provide training about the provision of its goods and services to persons with disabilities. All City employees, volunteers, agents, contractors and others who deal with the public or other third-parties and those involved in developing customer service policies, practices, and procedures, will receive Accessibility Awareness Training within six months of beginning their duties. The City will also provide ongoing training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practicable. Lastly, the City will keep records of all staff who have received training (e.g., dates, trainer, etc.).

### **8.1 Accessibility Awareness Training will include the following:**

- How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- The process for people to provide feedback to the City, its provision of goods and services to persons with disabilities, and how the City responds to the feedback and takes action on any complaint;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person to access goods and services;

- Information on other Municipal policies, practices, and procedures dealing with the AODA;
- A review of the purposes of the AODA and the requirements of the customer service standard.
- How to use equipment or devices available on City premises or provided by the City that may help with the provision of goods and services; and
- What to do if a person with a disability is having difficulty accessing the City's goods and services.

## **9. FEEDBACK PROCESS**

The public can provide feedback on the accessibility of the provision of goods and services by the Corporation of the City of Niagara Falls through the Mayor's Disability Advisory Committee:

- by mail addressed to: 4310 Queen Street, Niagara Falls, ON, L2E 6X5  
1 Mayor's Disability Advisory Committee
- by phone to: 905 356-7521 ext. 4294, 4271 or 4202
- in person at: 4310 Queen Street, Niagara Falls, ON, L2E 6X5
- by email to: [accessibility@niagarafalls.ca](mailto:accessibility@niagarafalls.ca)

Feedback will be responded to within three (3) business days of its receipt by the City.

## **10. DEFINITIONS**

### **10.1**

#### **"Accessibility equipment"**

Equipment intended to remove barriers for people with disabilities. Accessibility equipment includes lifting devices, power lifts, power ramps, mobility aids, securement devices, etc.

#### **"Accessibility features"**

Features intended to remove barriers for people with disabilities. This can include signage, accessible washrooms and automated communications systems, as well as technical features (e.g. software) and structural features (e.g. physical design, including hardware or product specifications).

#### **"Accessible formats"**

Formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, recorded audio, and electronic formats such as DVDs, CDs, screen readers, etc.

#### **"Assistive Devices"**

Assistive Devices are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, scooters or hearing aids).



## **10.2 “Disabilities”**

As per the Ontario Human Rights Code, disability means:

- 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 coordination, 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;
- a condition of mental impairment or a developmental disability;
- a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

## **10.3 “Employee”**

A person receiving or entitled to wages for work performed (including but not limited to full-time, part-time, students, temporary and or interns).

## **10.4 “Persons with Disabilities”**

Persons with Disabilities are individuals who are afflicted with a disability as defined under the Ontario Human Rights Code.

## **10.5 “Service Animals”**

Service Animals are any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

## **10.6 “Support Persons”**

Support Persons are any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.



## **POLICY**

Human Resources

**Policy #:** 400.36

Issue Date: January 2014

Revision Date: November 2023

### **AODA (Integrated Accessibility Standard Regulation)**

#### **1. INTENT**

The Corporation of the City of Niagara Falls is committed to eliminating barriers and improving accessibility for persons with disabilities to afford equal opportunities of programs and services. This policy is intended to meet the requirements of the Integrated Accessibility Standards (IAS), Ontario Regulation 191/11 within the following areas, as set forth under the Accessibility for Ontarians with Disabilities Act (AODA), 2005:

- Accessible Employment Standards
- Accessible Information & Communication Standards
- Accessible Built Environment

The AODA became law on June 13, 2005. Under this landmark legislation, the provincial government will develop required standards that will identify, remove and prevent barriers for people with disabilities. The vision of the act is to have an accessible Ontario by December 31, 2025.

The AODA Accessibility Standards address issues in five key areas which include the following:

- Customer Service
- Employment
- Information & Communication
- Transportation
- Built Environment

#### **2. PROCEDURE**

The Corporation of the City of Niagara Falls will develop policies, procedures and practices which address integration, independence, dignity and equal opportunity, to comply with the legislative requirements prescribed under the Accessibility for Ontarians with Disabilities Act (AODA) 2005, and to promote accessibility. All employment services provided by the City of Niagara Falls shall follow the principles of dignity, independence, integration and equal opportunity.

**Submitted By: Director**

**Recommended By: CAO**

**Approved By Council On:**

**Report #:**

### **3. SCOPE**

This policy applies to Members of Council, Members of Boards and Committees, all City employees as well as volunteers, agents, contractors, third parties or any other individuals who interact with the public or other third parties, who represent or act on behalf of the Corporation of the City of Niagara Falls in any manner. It also applies to services, facilities and properties owned or operated by the City of Niagara Falls. The City shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

### **4. GENERAL REQUIREMENTS**

General requirements that apply across all of the standards, *Employment, Information and Communication*, are outlined as follows.

#### **4.1 Establishment of Accessibility Policies and Plans**

The City of Niagara Falls will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. In addition, the City will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IAS regulation. As well, the City will post its accessibility plans on their website, and provide the plan in an accessible format upon request.

The Accessibility Plan will be reviewed and updated annually and will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of steps taken to implement the City's accessibility plan and this information will be posted on the City website.

#### **4.2 Procuring or Acquiring Goods and Services, or Facilities**

The City will incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so. If determined impracticable to do so, the City will provide an explanation upon request.

#### **4.3 Training Requirements**

The City will provide training for its employees and volunteers regarding the IAS and the Ontario *Human Rights Code*. Training will be provided for individuals who are responsible for developing Corporate Policies, and all other persons who have duties and or responsibility for providing goods, services or facilities on behalf of the City of Niagara Falls.

#### **4.4 Self-Serve Kiosks**

The City will incorporate accessibility features when designing, procuring or acquiring self-service kiosks. In addition, the City will always be aware of the accessibility features of self-service kiosks for persons with disabilities.

### **5. DEFINITIONS**

- Accessible Formats – include but not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

- Communication Supports – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- Conversion Ready – an electronic or digital format that facilitates conversion into an acceptable format.
- Designated Public Sector Organization – refers to every municipality and every person or organization listed in Column 1 of Table 1 of *Ontario Regulation 146/10* (Public Bodies and Commission Public Bodies—Definitions) made under the *Public Service of Ontario Act, 2006*.
- Employee - a person receiving or entitled to wages for work performed (including but not limited to full-time, part-time, students, temporary and or interns).
- Information – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.
- Kiosk – an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.
- Large Organization – an organization with fifty (50), or more employees in Ontario.
- Mobility Aid – a device used to facilitate the transport, in a seated posture, of a person with a disability.
- Mobility Devices and Other Assistive Devices – Some of these devices that customers may bring with them include the following:

Mobility aids, such as wheelchairs, scooters, walkers, crutches, or support canes.

Hearing devices, such as hearing aids or assistive listening systems, sign language interpreter.

Vision devices, such as white canes, magnifiers, or monocular.

Communication aids, such as communication boards or alternative communication devices.

- Obligated Organization – Organizations may include workplaces, businesses or services. Refers to the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization and a small organization to which the standards of this Regulation apply.
- Performance Management – means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.
- Support Person – in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

- User - for the purpose of this procedure may refer to potential employees, job applicants, and employees.

## **6. EMPLOYMENT STANDARDS OVERVIEW**

The City of Niagara Falls is committed to fair and accessible employment practices. The Employment Standards regulation will expand the Province of Ontario's labour pool by ensuring people with disabilities are welcome and supported within all workplaces. Employment standards will assist organizations with employment recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

### **6.1 PROCEDURES**

#### **6.1.1 Recruitment, Assessment and Selection**

The City of Niagara Falls must notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants must be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. The City shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the City's policies for accommodating employees with disabilities as part of their offer of employment.

#### **6.1.2 Accessible Formats and Communication Supports for Employees**

The City will ensure that all employees are informed of the policies used to support employees with disabilities. The City will provide this information to new employees as part of the orientation program or as soon as practicable. All employees will be notified of any changes to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Upon request by an employee, the City will consult with the employee to provide or arrange suitable provisions of accessible formats and communication supports for:

- a) Information that is needed in order to perform the employee's job; and
- b) Information that is generally available to employees in the workplace.

#### **6.1.3 Documented Individual Accommodation Plans**

The City will develop and have in place written processes for the following:

- a) any information regarding accessible formats and communications supports provided;
- b) individualized workplace emergency response information; and
- c) any other accommodation that is to be provided; and
- d) documenting individual accommodation plans for employees with disabilities which will include the following:

- The ways in which the employee can participate in the development of the plan.
- The means by which the employee is assessed on an individual basis.
- The steps taken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done.
- The manner in which the employer can request an evaluation by an outside medical or other expert, at the employers expense, to assist the employer in determining if accommodation can be achieved, and if so, how the accommodation can be achieved.
- The manner in which the employee can request the participation of a representative from their bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
- If an individual accommodation plan is denied, the manner in which the reasons for denial will be provided to the employee.

#### **6.1.4 Workplace Emergency Response Information**

If an employee's disability is such that workplace emergency response accommodation is necessary due to a disability and the City is aware of the need for accommodation, this information shall be provided to the employee as soon as practicable. In addition, this information shall, with the employee's consent, be provided to any person designated by the City to provide assistance. Should the employee move to a new position and/or location within the City, the information shall be reviewed, in accordance with the accommodation process and as part of the general emergency response plan review.

#### **6.1.5 Return to Work and Redeployment**

The City will develop and have return to work processes in place for employees who are absent from work due to a disability—and require disability-related accommodations in order to return to work. The return to work process must include an outline of the steps the City will take to facilitate the employee's return to work and use documented individual accommodation plans (as described in section 28 of the regulation).

#### **6.1.6 Performance Management & Career Development & Advancement**

The City shall take into account the accessibility needs of its employees with disabilities including any individual accommodation plans when using its performance management process and when providing career development and advancement to its employees with disabilities.

#### **6.1.7 Responsibilities**

**Departments are responsible for:**

- Ensuring the accessible employment standards procedure, guidelines and practices are followed.

- Taking into account accessibility needs of individuals during the recruitment process, return to work process, performance management, career development, and redeployment.

**Employees (person with disability) is responsible for:**

- Requesting accommodation and providing relevant information to assist the City in providing the required accessibility needs, including participating in the development of individual accommodation plans.
- Requesting accessible formats and communication supports for information that is needed in order to perform their job.

**Job applicant(s) is responsible for:**

- Requesting an accommodation during the recruitment process.

**Human Resources department is responsible for:**

- Identifying, removing and preventing barriers to persons with disabilities when posting jobs, during the recruitment and selection process, when implementing occupational health and safety programs and during the rehabilitation and placement of employees with disabilities.

## **7. INFORMATION & COMMUNICATION STANDARDS OVERVIEW**

The City of Niagara Falls will provide or arrange for the provision of accessible formats and communication supports for persons (members of the public), with disabilities in a timely manner. The City will take into account the person's accessibility needs when customizing individual requests.

### **7.1 PROCEDURES**

#### **7.1.1 Accessible Websites and Web Content**

The City will ensure to make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and Level AA, as per the compliance timelines set out in O Reg 191/11. Web content includes any information which resides on an internet or intranet web site.

#### **7.1.2 Emergency Procedures, Plans or Public Safety Information**

Upon request, the City will provide existing public emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports in a timely manner.

### **7.1.3 Emergency Formats & Communication Supports**

Upon request, the City will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's disability and at a cost that is no more than the regular cost charged to other persons. The City will also notify the public about the availability of accessible formats and communication supports.

### **7.1.4 Feedback**

The City has established an accessible customer service feedback process as required under the *Accessibility Standards for Customer Service (Corporate Policy # 400.34)*. The City also receives and responds to other feedback and will ensure that the process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.

### **7.1.5 Responsibilities**

#### **Information Systems:**

- Administration of and ensuring compliance with this procedure.
- Reviewing of communications materials to ensure plain language techniques are incorporated where possible.
- Developing and/or reviewing all major published materials and information prior to release.
- Developing and managing content for the City's websites.
- Developing, supporting and maintaining the technology for the City's websites.
- Supporting requests for technical-related accessible formats and communications supports.

#### **Departments are responsible for:**

- Being knowledgeable about accessibility requirements.
- Tracking accessibility requests.
- Communicating program information to stakeholders.
- Reviewing sections of the website and updating new content in a timely manner.
- Preparing public notices if and when necessary.
- Dealing with inquiries or forwarding to the appropriate department in accordance with the City's Communications Standards.

## **8. TRANSPORTATION STANDARD OVERVIEW**

As of January 1, 2023, Transit Services (both conventional and specialized), became a regionalized service as a result of an amalgamation of Transit Services between the following municipalities: City of Niagara Falls Transit, City of St. Catharines Transit Services, and the City of Welland Transit Services. All three transit services are now under the jurisdiction of the Region of Niagara.



## Accessibility Compliance Report

You can use one form to file an accessibility compliance report for up to 20 organizations. To do so, you need each organization's:

- legal name
- business number (BN9) or AODA identifier
- number of employees in Ontario
- address

Each organization must have the same:

- organization category
- number of employees range (e.g. 20-49, 50+)
- certifier
- answers to all of the accessibility compliance questions

If not, you will need to complete a separate form for each organization.

### Organization information

**Table 1: Organization category, number of employee range and reporting year**

Organization Category (required)	Number of employee range (required)	Reporting year (required)
Designated Public Sector	50+ employees	2025 DPS

## Business details

### How to count your employees?

In your employee count, include all:

- full-time employees
- part-time employees
- seasonal employees
- contract workers

Do not count:

- employees outside Ontario
- volunteers
- independent contractors
- organizations with zero (0) employees are not required to submit an Accessibility Compliance Report and should submit an Organization Profile Update instead.

### How to find my CRA business number?

You can find your BN9 number by:

- Logging into the CRA My Business Account
- Checking your GST/HST or Corporation Notice of Assessment under Notice Details
- Checking your GST/HST credit notice
- To learn more, visit Business number - Business number - Canada.ca ([https://www.canada.ca/en/services/taxes/business-number.html?utm\\_campaign=not-applicable&utm\\_medium=vanity-url&utm\\_source=canada-ca\\_business-number](https://www.canada.ca/en/services/taxes/business-number.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_business-number))

### How to find your industry?

You can search for North American Industry Classification (NAICS) codes using the Statistics Canada website (<https://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=1369825>)

Table 2: Organization business details (maximum up to 20)

Item Number	Organization legal name (required)	Number of employees in Ontario (required)	Business number (BN9) or AODA identifier (required)	Operating / business name	Organization Sector (required)	Subsector (required)	Industry Group (required)
Item # 1	City of Niagara Falls	872	119399392	City of Niagara Falls	91 - Public Administration	913 - Local, Municipal and Regional Public Administration	9139 - Other Local, Municipal and Regional Public Administration

## Business address

Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.

**Table 3: Organization business address (maximum up to 20)**

Item Number	Organization legal name (required)	Address line 1 (required)	Address line 2	City (required)	Province or State (required)	Postal code or Zip code (required)	Country (required)
Item # 1	City of Niagara Falls	4310 Queen Street Street		Niagara Falls	ON (Ontario)	L2E 6X5	Canada

## Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

**Table 4: Organization mailing address (maximum up to 20)**

Item Number	Organization legal name (required)	Address line 1 (required)	Address line 2	City (required)	Province or State (required)	Postal code or Zip code (required)	Country (required)
Item # 1	City of Niagara Falls	4310 Queen Street Street		Niagara Falls	ON (Ontario)	L2E 6X5	Canada

## Understanding accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](https://www.ontario.ca/page/accessibility) (<https://www.ontario.ca/page/accessibility-in-ontario>)

Additional accessibility requirements apply if you are:

- a library board (<https://www.ontario.ca/page/how-make-information-accessible#section-7>)
- a producer of education material (e.g. textbooks) (<https://www.ontario.ca/page/how-make-information-accessible#section-6>)
- an education institution (e.g. school board, college, university or school) (<https://www.ontario.ca/page/how-make-information-accessible#section-6>)
- a municipality (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations>)

Is your organization a municipality? (required) ☒ Yes ☐ No (If answer is no, please go to Certification statement section)

Is your municipality submitting this report on behalf of any local boards (e.g., Library Board, Police Board)? (required) ☐ Yes ☒ No (If answer is no, please go to Certification statement section)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

## Board information

Please note you can provide up to 20 boards.

**Table 5: Board information (maximum up to 20)**

Item Number	Board Name (required)	Board Type (required) (e.g. Police Board, Library Board, Other (Please specify))	Date added (required) (yyyy-mm-dd)
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## Certification statement

Section 15 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

**Note:** It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise, the certifier will be the main contact.

**Certifier:** Someone who can legally bind the organization(s).

**Primary Contact:** The person who will be the main contact for accessibility issues.

## Acknowledgement

☒ I certify that all the information is accurate, and I have the authority to bind the organization (required)

Certification date (yyyy-mm-dd) (required) 2025-12-30

## Certifier information

**Table 6: Certifier information**

Last name (required)	First name (required)	Position title (required)	Business phone number (required)	Business phone number extension	Email (required)	Alternate phone number	Alternate phone number extension	Fax number
MacLean	Jason	Director	905-356-7521	4294	jmac@niagarafalls.ca			

## Primary contact for the organization(s)

☒ Check if the primary contact is same as the certifier

**Table 7: Primary contact information**

Last name (required)	First name (required)	Position title (required)	Business phone number (required)	Business phone number extension	Email (required)	Alternate phone number	Alternate phone number extension	Fax number
MacLean	Jason	Director	905-356-7521	4294	jmac@niagarafalls.ca			

## Compliance questions

### General Section

Is your organization in compliance with all applicable requirements of the General Section? ☒ Yes ☐ No

#### Resources for Question

- Read Ontario Regulation 191/11, Part I: General (<https://www.ontario.ca/laws/regulation/110191#BK0> ↗)
- Learn more about your requirements for question 1 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations> ↗)
- Accessibility Policy Sample (<https://forms.mgcs.gov.on.ca/dataset/on00090> ↗)
- Designated Public Sector and Multi-Year Accessibility Plans (<https://forms.mgcs.gov.on.ca/dataset/on00120> ↗)
- Accessibility Training Requirements Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00092> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)

Comments for Question (Please provide additional details to support your answer)

### Information and Communications Standards

Is your organization in compliance with all applicable requirements of the Information and Communications Standards? ☒ Yes ☐ No

#### Resources for Question

- Read Ontario Regulation 191/11, Part II: Information and Communications Standards (<https://www.ontario.ca/laws/regulation/110191#BK8> ↗)
- Accessible Educational and Training Resources and Materials Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00119> ↗)
- World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 (<https://www.w3.org/WAI/standards-guidelines/wcag/> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)



Comments for Question (Please provide additional details to support your answer)

## Employment Standards

Is your organization in compliance with all applicable requirements of the Employment Standards? ☒ Yes ☐ No

### Resources for Question

- Read Ontario Regulation 191/11, Part III: Employment Standards (<https://www.ontario.ca/laws/regulation/110191#BK20> ↗)
- Learn more about your requirements for question 3 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-8> ↗)
- Sample Return to Work Process and Plan (<https://forms.mgcs.gov.on.ca/dataset/0047> ↗)
- Sample Accommodation Process and Plan (<https://forms.mgcs.gov.on.ca/dataset/0048> ↗)
- Providing Accessible Emergency Information to Staff (<https://forms.mgcs.gov.on.ca/dataset/on00032> ↗)
- Accessible Recruitment Process (<https://forms.mgcs.gov.on.ca/dataset/on00031> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)

Comments for Question (Please provide additional details to support your answer)

## Transportation Standards

- Does your organization provide transportation services, either directly or through a third party? ☐ Yes ☒ No

### Resources for Question

- Read Ontario Regulation 191/11, Part IV: Transportation Standards (<https://www.ontario.ca/laws/regulation/110191#BK34> ↗)
- Learn more about your requirements for question 4 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-10> ↗)
- Transportation Standards Reference Guide (<https://forms.mgcs.gov.on.ca/dataset/on00336> ↗)

Comments for Question (Please provide additional details to support your answer)

## Design of Public Spaces Standards

- Is your organization in compliance with all applicable requirements of the Design of Public Spaces Standards? ☒ Yes ☐ No

### Resources for Question

- Read Ontario Regulation 191/11, Part IV.1: Design of Public Spaces Standards (<https://www.ontario.ca/laws/regulation/110191#BK91> ↗)
- Learn more about the requirements for Question 5 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-11> ↗)
- Design of Public Spaces Standards (DOPS) Reference Guide (<https://forms.mgcs.gov.on.ca/dataset/on00335> ↗)

Comments for Question (Please provide additional details to support your answer)

**Customer Service Standards**

Is your organization in compliance with all applicable requirements of the Customer Service Standards? ☒ Yes   ☐ No

**Resources for Question**

- Read Ontario Regulation 191/11, Part IV.2: Customer Service Standards (<https://www.ontario.ca/laws/regulation/110191#BK148> ↗)
- Learn more about your requirements for question 6 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-7> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)

Comments for Question (Please provide additional details to support your answer)