

Designated Public Sector Annual Status Report Template

CITY OF NIAGARA FALLS

Annual Status Report

Name of Organization

CITY OF NIAGARA FALLS

has established a multi-year

Name of Organization

accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for (year) 2020 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at www.niagarafalls.ca

To request an alternate format of this annual status report, please contact:

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Accessibility Accomplishments in (year) 2020

General Accomplishments Applicable Not applicable

Enter in general initiatives related to accessibility that may or may not be directly related to a regulatory requirement or initiatives that don't fall within a particular standard.

[There is ongoing general initiatives which the committee continues to work with City Staff to ensure barriers to accessibility are minimized and or eliminated. The most recent initiative is the audit completion of all City Bus Stops and identifying which ones are accessible and which ones are not. This information is now a part of the city's Multi-year Accessibility Plan.](#)

Customer Service Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Customer Service Standards. For example, this can include training employees, updating/establishing policies, follow up on feedback received.

[Ongoing Training for staff, volunteers and other service providers who work with the City.](#)
[Ongoing review and updating of Corporate AODA Policies.](#)

Information and Communications Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Information and Communications Standards. For example, this can include creating accessible documents, updating websites to meet accessibility requirements, developing new policies to ensure information/documents are provided in alternate formats, follow up on feedback.

[Ongoing review and updating of AODA Policies.](#)
[Continue to act promptly on requests for creating accessible documents and responding to feedback.](#)
[Ongoing review and updates to the City's website to ensure AODA compliance.](#)

Employment Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Employment Standards. This can include, for example, accommodating all candidates during the recruitment process and employment life cycle, steps taken to ensure accommodation plans and ensuring employees have accessible emergency information.

[Ensuring ongoing accommodation requests during all recruitments for all job postings.](#)
[Ongoing review and updates to the city's Workplace Emergency Response Information Plan and Individual Employee Accommodation Plans](#)

Transportation Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Transportation Standards. This can include, for example, installing signage for priority seating, training staff on appropriate use of a vehicle's accessibility features.

Ongoing AODA specific training for staff, volunteers and service providers of the city. Training includes both conventional and specialized transit (ex. Q-Straint Training).

Design of Public Spaces Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Design of Public Spaces Standards. This can include, for example, installing accessible playgrounds, tactile walking surface indicators and establishing design guidelines that take into account accessibility.

Ongoing consultation with all City Departments in the design of Public Spaces. Most recently, the Committee met with Engineering Staff from the Municipal Works Department on proposed plans to further develop the NS&T Trail.

Summary of Consultations Applicable Not applicable

All designated public sector organizations must establish, review and update multi-year accessibility plans in consultation with persons with disabilities and, when applicable, with a municipal accessibility advisory committee. All municipalities with 10,000 and more residents must establish an accessibility advisory committee. Obligated organizations are also required to consult with the public and persons with disabilities when building new trails and outdoor play spaces. Use this section of the report to outline any consultation that took place during the year.

The City's Accessibility Advisory Committee has been established for over 20 years. The committee is consulted with regularly by staff in the development, review and updating of the Multi-year Plan. The committee was recently consulted with on the proposed plans to further develop the NS&T Trail. There will be further consultations this year.

Next Steps

What will be the focus of the new year? Highlight key upcoming initiatives.

1. NS&T Trail.
2. Consultation in the purchase of new City buses (Conventional and Specialized)
3. Consultation in proposed plans to develop the City's Farmer Market Square