



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

**Multi Year
Accessibility Plan
2018 to 2022**

TABLE OF CONTENTS

Sections

| | |
|--|-----------|
| Section 1Municipal Information | pg. 3-4 |
| Section 2Legislation and Interpretation | pg. 5-7 |
| Section 3Departments, Organizations Participating In This Plan | pg. 8-11 |
| Section 4Outside Consultation Activities | pg. 12 |
| Section 5Departmental Working Group | pg. 12 |
| Section 6Summary of initiatives / projects | pg. 13-16 |
| Section 7Goals & Objectives | pg. 17-18 |
| Section 8Province of Ontario, Legislation and Standards | pg. 19 |

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)

SECTION 1: Municipal Information

Municipality: The Corporation of the City of Niagara Falls

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

Key Contacts:

Jay MacLean
Manager of Client Services
City of Niagara Falls
Human Resources Department
905-356-7521 ext 4294
jmac@niagarafalls.ca

Population

The population, according to the 2016 census, is 88,071

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 2nd largest of 12 municipalities within the Region of Niagara. The remaining 11 municipalities include the following:

Source: Stats Canada 2016

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. Approximately one in seven people in Ontario have a disability. 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):

Disability -

- a) 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,

- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) 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”).

Barrier - anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

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: Departments & Agencies Participating in This Plan

4.1 Department & Agency

- Transportation Services Department
- Planning & Building Services Department

- Human Resources Department
- Clerks & Bylaw Department
- Recreation & Culture Department
- Municipal Works Department
- Information Systems Department
- Mayors Accessibility Advisory Committee

Transportation Services Department

In 2008, the Niagara Transit Commission was amalgamated with the City of Niagara Falls. Niagara Falls Transit has supplied public transportation for the City of Niagara Falls, Ontario, Canada since 1960. Presently, they supply the city with 10 bus routes that deliver passengers to various business areas and medical facilities around Niagara Falls. The City of Niagara Falls is partnering with Falls Management Company, the Niagara Parks Commission, the provincial and federal governments and other key stakeholders to help make the people mover project a reality.

Planning & Building Services Department

Planning and Development is responsible for land use management in the City of Niagara Falls. Growth is directed through a long range planning document called the Official Plan while development is regulated through zoning By-Laws.

Amendments to the Official Plan and Zoning By-Laws are considered at the regularly scheduled City Council Meetings. Minor Variances or simple changes to the Zoning By-Laws are considered by the Committee of Adjustment. Various Mapping is maintained showing road layouts and development, as well as, land use opportunities and constraints.

Building Services Profile

- Permits and inspections of building activities on private property - City-owned properties (buildings)
- Processing, approval, inspection of building construction ensuring compliance with Ontario
- Building Code (which now incorporates Plumbing Code) and related By- Laws (e.g.: Sewer By-Law)
- Lot Grading Control Compliance
- Administration of Municipal Plumbing By-Law (i.e. Standards, Tests and Licensing of Master Plumbers)
- Property Standards

Human Resources Department

The Human Resources Department provides a variety of services and management direction in support of City employees and management in general. The City currently employs approximately 530 full-time persons, with a seasonal temporary work force that fluctuates depending upon requirements.

As well as taking care of all the hiring for the municipality our responsibilities include assistance to other departments in matters relating to recruitment, job postings, reorganization, employee/labour relations, health and wellness, accessibility, and all areas relating to personnel. This would include administration of employee benefits, contract negotiations, Corporate Policy development and management, pensions, Workers Compensation and Health and Safety issues.

Clerks & Bylaw Department

The Clerks & Bylaw Department is responsible for maintaining the official record of all Council meetings, the indexing and retention of all by-laws, agreements and contracts of the City. This department also issues business licenses as the local representative of the Provincial Registrar General which involves the registration of births and deaths and the issuance of marriage licenses. For the most part, the Clerks Department is the initial contact point for the public at City Hall.

Recreation & Culture Department

The Recreation & Culture Department is responsible for a variety of recreation, cultural and leisure opportunities, and is instrumental in organizing many sport tourism initiatives. These programs and services preserve and enhance the quality of life for present and future generations.

As a team, the staff works with different organizations to identify and fulfill the recreational, cultural and sports needs of the citizens of Niagara Falls.

The Recreation and Culture Department is responsible for the following facilities:

- Arenas (5 pads)
- Pools (5 outdoor pools)
- Community Centres (MacBain Community Centre & Coronation 50 Plus Recreation Centre)
- Niagara Falls History Museum

Mission Statement

A commitment to provide optimum leisure services delivery in the City of Niagara Falls which enhance the quality of life, health, and well-being of our people, our communities, our environment and our economy.

Municipal Works Department

The Municipal department is responsible for a multitude of public services in the City of Niagara Falls including the design, construction maintenance and rehabilitation of our local infrastructure. Additionally, the responsibility for reviewing, monitoring, assessing and analyzing the ongoing condition and operational capacity as well as inspecting activities also lies with Municipal Works.

Project Design, approvals as well as tendering of Capital projects (including new construction, ongoing repair/rehabilitation and replacement), on the various Municipal Infrastructure systems. Municipal Works keeps up to date inventory of all physical assets for the City-wide Municipal Infrastructure Systems.

Information Systems Department

The Information Systems department is responsible for supporting all divisions of the Corporation by evaluating, creating, purchasing, installing, processing, training, maintaining all computer related hardware and software, communications systems, office equipment (photocopiers, faxes), telecommunications systems, GIS and Internet services.

This responsibility extends to networking, operating systems, accessibility formatting, communications networks, phone systems, security systems, applications, programming, mapping, manuals, training, operations, security, policies, standards, procedures and the City web sites.

Mayors Accessibility Advisory Committee

The Mayor's Accessibility Advisory Committee was formed in 1997 to deal with accessibility issues in Niagara Falls for disabled persons. The Committee's goals are to educate the public, and increase barrier free accessibility in our community for both residents and visitors of Niagara Falls.

As a committee, they feel an accessible community is a healthy community. Each year, the Committee recognizes businesses, organizations, service providers, community residents and public buildings who comply with the Accessibility for Ontarians with Disability Act (AODA), through presenting them with the Patrick Cummings Memorial Award.

SECTION 5: Outside Consultation Activities

5.1 Target Groups

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

5.2 Consultation Activities

| Agency | Mandatory/ Preferred | Status |
|---|----------------------|---------|
| Mayors Accessibility Advisory Committee | Mandatory | Ongoing |
| Sterling Frazer (Brian Kon) | Preferred | Ongoing |
| Niagara Specialized Transit | Preferred | Ongoing |
| Ministry of Economic Development and Growth | Mandatory | Ongoing |
| Regional Accessibility Advisory Committee | Preferred | Ongoing |

Section 6: Departmental Accessibility Working Group Contacts

| Working Group Member | Department / Affiliation | Contact Telephone |
|----------------------|---|-------------------|
| Jay MacLean | Human Resources (Staff Liaison to MDAC) | 905-356-7521 |
| Carey Campbell | Mayor's Office | 905-356-7521 |
| Sam Valeo | Building & Maintenance Services | 905-356-7521 |
| Nick DeBenedetti | Planning & Building Development | 905-356-7521 |
| Paul Brown | Transportation Services | 905-356-7521 |
| Rob McDonald | Recreation Facilities | 905-356-7521 |
| Erik Nickel | Municipal Works | 905-356-7521 |
| Shawn Oatley | Information Systems | 905-356-7521 |
| John Grubich | Parking & Traffic | 905-356-7521 |

SECTION 7: Goals & Objectives for 2018 – 2022

| Initiative | Department | Barrier | Resources / Comments | Timeframe (Ongoing = initiated and continually addressed) |
|---|---|--|---|---|
| - Sidewalk Repairs | - Municipal Works | - Physical/Mobility | - The MAAC will continue to work with the Municipal Works Department in identifying sidewalks throughout the City that need repairing. | - Ongoing |
| - Accessible Buses/Routes | - Niagara Falls Transit | - Mobility, communicational | - The MAAC will continue to work with Transit to ensure all new buses are fully accessible and that the number of accessible bus routes increase. | - Ongoing |
| - Road Crossing Protection (audible signals) | - Parking & Traffic | - Architectural, Physical, Visual, Hearing | - The MAAC will continue working with Parking & Traffic to ensure safety and accessibility at traffic lights. | - Ongoing |
| - MAAC scheduled meetings | - All Departments | - All | - The MAAC will continue to work with staff on various initiatives/projects through its regular scheduled meetings. | - Ongoing |
| <p>- Accessibility Audits of new and existing re-developed projects</p> <p>- Letters of support for community groups/non-profit groups seeking grants to make accessibility</p> | <p>- All Departments</p> <p>- Non Profit Groups/Agencies within the City.</p> | <p>- Architectural, Physical/Mobility</p> <p>Ex. Falls View Hose Brigade Accessibility Improvements to their Facility.</p> | <p>- The goal is to continue working toward completing accessibility audits on all City facilities.</p> <p>Continue to work with community agencies and non for profit groups on providing letters of support for</p> | <p>- Ongoing</p> <p>Ongoing</p> |

| | | | | |
|--|-----------------------------------|--|--|-----------|
| improvements and enhancements. | | | accessibility improvements. | |
| - Annual Compliance Strategy with AODA Accessibility Standards | - All Departments | - All | - Continue to work and consult with various agencies on the implementation and compliance of AODA Accessibility. | - Ongoing |
| - Inter-Municipal Specialized Transit | - Niagara Falls Transit - MAAC | - Transportation | - Staff expertise, MDAC consultation, community consultation - Expanded medical trip criteria now includes employment and education | - Ongoing |
| - 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 |

SECTION 8: Annual Status Report

Please refer to attached document (Annual Status Report 2020).

Multi-Year Accessibility Plan for 2018 to 2022



Updated: January 2020

Part 1: Identify your organization's strategy to meet the following requirements of the IASR

| AODA Standard | IASR requirement | Due Date | Steps to take | Anticipated Barriers and Plans for Barrier Removal | Target Completion Date | Completion Status |
|---|--|--------------|---|---|------------------------|-------------------|
| IASR General Requirements | | | | | | |
| | Create policies and procedures for each standard | 01-Jan-14 | Assess current accessibility policies and identify issues. Update policy as needed. | Ensure annual review of all policies. Ensure necessary updates are made to Corporate AODA Policies. | | ✓ |
| | Create Multi-Year Accessibility plans | 01-Jan-14 | Ongoing annual updates | Ensure necessary annual updates | 2018-2022 | ✓ |
| | Consider accessibility features when designing, procuring or acquiring self-kiosks | 01-Jan-14 | Ongoing annual reviews | Review with Procurement | | ✓ |
| | Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility | 01-Jan-15 | Ongoing and completed with all new hires | Staff are trained via E-Learning | Done in orientations | ✓ |
| | Update Multi-Year Accessibility Plan | 2018-2022 | Ongoing updates on annual basis | Review with staff/committee | Jan-20 | ✓ |
| | Complete government accessibility report | 18-Nov-20 | Complete when requested by Ministry | | Nov-20 | ✓ |
| Information & Communications | | | | | | |
| | When asked, make your emergency and public safety information accessible to the public | Jan. 1, 2012 | Process is Developed for responding to requests and supports. | Depending on the requested accessible format, some requests may take longer than others. | | ✓ |

| | | | | | | |
|--------------------------|---|--------------|--|--|--|---|
| | All new internet websites and web content on those sites must conform with WCAG 2.0 level A | Jan. 1, 2014 | Reviewed annually by IT Dept | | | ✓ |
| | Make your feedback processes, like surveys or comment cards, accessible when asked | Jan. 1, 2015 | Process is Developed for responding to requests and supports. | | | ✓ |
| | Make information about your organization's goods, services and facilities accessible upon request | Jan. 1, 2016 | Process is Developed for responding to requests and supports. | Depending on the requested accessible format, some requests may take longer than others. | | ✓ |
| | All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description) | Jan. 1, 2021 | Necessary updates and compliance will be met by deadline date of Jan 2021 | | | |
| | | | | | | |
| <u>Employment</u> | | | | | | |
| | When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it. | Jan. 1, 2012 | Examples: * Review your emergency information * Determine which employees need help * Prepare and provide information to these employees, in an accessible format if required * Follow up with employees periodically | | | ✓ |
| | Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities | Jan. 1, 2016 | These accommodation notices are placed on all job postings | | | ✓ |
| | Notify new hires and staff of policies for accommodating employees with disabilities | Jan. 1, 2016 | This is done through their orientation process when they are hired. | | | ✓ |
| | Have in place a written process to develop individual accommodation plans for employees with a disability | Jan. 1, 2016 | Example: * Develop a process and procedure for these requests | | | ✓ |
| | Have a written return to work process in place for employees who have been absent due to a disability | Jan. 1, 2016 | Coverd in City Policy | | | ✓ |

| | | | | | | |
|---|---|---------------------------------|--|-------------------|------------------------|---|
| | If your office uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account | Jan. 1, 2016 | | | | ✓ |
| | | | | | | |
| <u>Design of Public Spaces</u> | Make new or redeveloped spaces accessible | Jan. 1, 2017 | Planning and Building Department review new and redeveloped projects with the city's AAC. | | | ✓ |
| | Maintain accessible elements of public spaces | Jan. 1, 2017 | | | | ✓ |
| | | | | | | |
| | | | | | | |
| Part 2: Identify your strategy to prevent and remove additional barrier in your organization | | | | | | |
| Barrier | Steps to Take | Targeted Completion Date | Completion Status | Staff Lead | Potential Costs | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| <i>This template was created by Accessibility Ontario (www.AccessOntario.com)</i> | | | | | | |
| | | | | | | |
| | | | | | | |