

2013 Annual Status Report

An update on the 2013 progress towards meeting the goals of the City's five year Accessibility Plan

City of Peterborough

2012 to 2016 Accessibility Plan

March 26, 2014

Peterborough is becoming a more accessible city.

After one year of launching the 2012 to 2016 Accessibility Plan, we are learning to develop the mindset of thinking about accessibility at the start of every process. We are removing existing barriers and preventing new ones.

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A Message from the Accessibility Compliance Coordinator

Five-time Canadian Paralympian Alec Denys said, “I don’t view my disability as a limit at all. You just have to find a different way to do it.”

The words resonated with the City’s 2012 to 2016 Accessibility Plan. The City of Peterborough recognizes that people with disabilities deserve the same access to goods, services and facilities and our Accessibility Plan outlines many ways to do this by following the principles of dignity, independence, integration and equal opportunity.

The City’s new Employment Procedure will allow all employees to reach their full potential by ensuring the City provides an accessible workplace across all stages of the employment life cycle. The City’s new Information and Communications Procedure provides direction on how to make information accessible for people with disabilities.

We made progress on finding ways to make Transportation accessible, so people with disabilities are able to live, work and participate in the community. Requirements for the Design of Public Spaces are not yet in effect, but the City is starting to implement ways to make it easier for people with disabilities to move through, use and enjoy the outdoor spaces that the City has to offer.

The 2012 to 2016 Accessibility Plan published in January 2013, set ambitious goals and we are making steady progress. While we have passed many milestones over the last year, many more challenges lie ahead. With Ontario being a leader in creating accessibility legislation, the City of Peterborough will embrace the challenge of being a champion for the rest of Canada.

Mark Buffone

Accessibility Compliance Coordinator, City of Peterborough

Introduction to this Status Report

In January 2013, the City of Peterborough published the 2012 to 2016 Accessibility Plan. The plan outlines the City's strategy to prevent and remove barriers to accessibility. It is a five year road map to help Peterborough become accessible by 2025, contributing to the AODA goal of an accessible Ontario.

The purpose of this report is to provide an update on the 2013 progress towards meeting the goals of the City's five year Accessibility Plan. There were two main areas of success related to accessibility.

First, the City of Peterborough is fully compliant with the AODA and its regulations. Throughout 2013, the requirements had an impact on how we purchase, how we provide information on websites, Transit services and vehicles, Human Resources practices, and staff training. The 2013 Accessibility Compliance Report was certified and submitted to the Government of Ontario to formally document compliance.

Second, the City of Peterborough has learned to develop the mindset of thinking about accessibility at the start of every process. We are removing existing barriers and preventing new ones. It's a simple concept, which will in time be rooted in our employees and be embedded in our goods, services and facilities.

We continue with our commitment to demonstrate leadership for accessibility in the community. Our goal is to provide inclusive goods, service, information, employment, transportation and public spaces for the diverse needs of all people.

To learn more about the City's accessibility plan and compliance reporting, visit:

[2012 to 2016 Accessibility Plan](http://www.peterborough.ca/2012-2016AccessibilityPlan)

(<http://www.peterborough.ca/2012-2016AccessibilityPlan>)

[2013 Accessibility Compliance Report](http://www.peterborough.ca/2013AccessibilityComplianceReport)

(<http://www.peterborough.ca/2013AccessibilityComplianceReport>)

The City of Peterborough is committed to demonstrate leadership for accessibility in the community.

Our goal is to meet the diverse needs of all people, and follow the principles of dignity, independence, integration and equal opportunity.

We will strive to achieve an inclusive environment for our facilities, goods, services, employment, information and transportation.

Statement of Commitment to Accessibility
City of Peterborough

AODA Compliance

The AODA is the **Accessibility for Ontarians with Disabilities Act**, passed in 2005. This Act is meant to create accessibility for all Ontarians with disabilities by January 1, 2025. There are three standards created under it, two of which are now law.

The first standard to become law was the **Accessibility Standards for Customer Service** (Ontario Regulation 429/07) and the second standard to become law was the **Integrated Accessibility Standards** (Ontario Regulation 191/11). These regulations have numerous requirements that both public and private sector organizations must comply with.

The third standard is the **Built Environment Standard** and is intended to enhance accessibility in buildings. The Final Proposed Accessible Built Environment Standard has been developed, but is currently in draft mode only and not law. Enhancements to accessibility in buildings will be made law by amendments to the Ontario Building Code.

Accessibility Standards for Customer Service Compliance Status

The City maintained momentum through 2013, receiving feedback from people with disabilities and improving the accessible customer service experience.

All new employees and volunteers continue to be trained on the Accessibility Standards for Customer Service. Staff are trained on how to assist people with disabilities by starting with the “How can I help you” approach.

Integrated Accessibility Standards (IAS) Compliance Status

The intent of the 2012 to 2016 Accessibility Plan is to outline the City’s strategy to prevent and remove barriers to accessibility. To help make Peterborough accessible by 2025, the five year road map includes a detailed strategy on how to meet the requirements of the Integrated Accessibility Standards (IAS) regulation.

The following information breaks down the sections of the IAS regulation that required action in 2013 and reports on our AODA compliance status.

IAS Compliance Status (continued)

Establishment of Accessibility Policies

IAS regulation, section 3: **Compliant**

2013 was a milestone year for developing policy and procedures on accessibility. The City implemented a new **Integrated Accessibility Standards Policy** to help identify, remove and prevent barriers to people with disabilities.

Four detailed procedures were developed under the policy to formally outline the City's accessibility rules:

- The new **IAS Information and Communications Procedure** was created to outline the City's rules on how to make information accessible for people with disabilities.
- The new **IAS Employment Procedure** outlines rules on how to provide an accessible workplace across all stages of the employment life cycle.
- The new **IAS Transportation Procedure** outlines rules on how to make the City's conventional and Handi-Van services and vehicles accessible to people with disabilities.
- The new **IAS Purchasing Procedure** outlines rules on how to incorporate accessibility when procuring or purchasing goods, services and facilities.

Procuring or Acquiring Goods, Services or Facilities

IAS regulation, section 5: **Compliant**

The City now incorporates accessibility design, criteria and features into purchasing of everything from office furniture to consultant services to facility construction. The new **IAS Purchasing Procedure** provides guidance on this important enhancement to accessibility.

In addition to adding new standard accessibility wording in all bid solicitation documents, City staff are trained to incorporate more specific accessibility enhancements into the purchase.

Self-Service Kiosks

IAS regulation, section 6: **Compliant**

The accessibility rules related to designing or purchasing self-service kiosks are outlined in the new **IAS Purchasing Procedure**. The City developed resource tools to ensure new self-service kiosks are accessible.

On a go-forward basis, the City will make self-service kiosks accessible so people with disabilities can use them independently and securely.

IAS Compliance Status (continued)

Training

IAS regulation, section 7: **In Progress**

The main accessibility highlight of 2013 was the development of an enhanced City of Peterborough accessibility training program.

One of the requirements related to training is to keep a record of training provided. Therefore, the City used the Accessibility Project as a catalyst to launch a new corporate learning management system that tracks learning achievements for all employees.

Three mandatory AODA courses were assigned to all employees through the new learning management system: IAS General Requirements, Human Rights Code and Employment Standards. Additional courses specific to a person's duties are delivered in a classroom setting. A total of seven AODA courses are available to date and approximately 80% of the training is completed. With course content now available, training to all employees and volunteers will be completed as soon as practicable.

The regulation also mandates that training be provided to all people who provide goods, services or facilities on behalf of the City. For this group, a link to the City's AODA training program is now available on our internet website. In the near future, we will be able to monitor which contractors, suppliers and consultants complete the training. In the meantime, the provider must sign and submit a "Representation, Warranty and Acknowledgement Regarding Accessibility Training" Form to the City.

Feedback

IAS regulation, section 11: **Compliant**

The City will now make accessible formats and communication supports available for all feedback processes. We also notify the public that information in an accessible format is available, upon request. A **Request for Information in an Accessible Format Form** is available through our internet website.

Emergency Procedures, Plans or Public Safety Information

IAS regulation, section 13: **Compliant**

The City remains committed to providing emergency information in an accessible format or with appropriate communication supports, upon request.

Further, the City is currently in the process of updating the Emergency Plan and will incorporate information on how the City will provide for the safety of people with disabilities into the plan.

IAS Compliance Status (continued)

Accessible Website and Web Content

IAS regulation, section 14: **In Progress**

The City has technical accessibility obligations related to websites. We must meet international website standards known as WCAG 2.0:

- A new website published between January 1, 2012 and December 31, 2020 must be WCAG 2.0 Level A compliant.
- All websites in existence after January 1, 2021 must be WCAG 2.0 Level AA compliant, except for the content that was published before January 1, 2012.

The City of Peterborough is working towards going beyond the regulation by updating all of our existing websites to be compliant with WCAG 2.0 at Level A and continuing at Level A for all new content and pages on those websites. If we create a new website or significantly refresh a website, we'll ensure it is WCAG 2.0 at Level AA, even though the deadline for this is not until 2021.

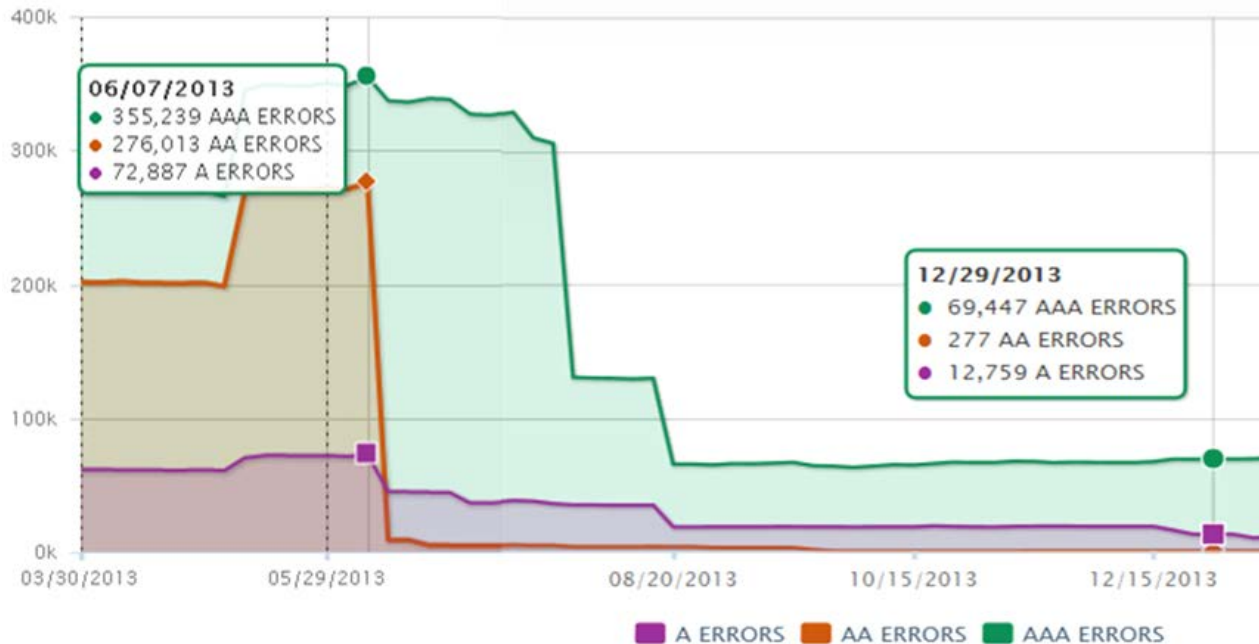
Over the past year, we have made great strides towards making our websites accessible. For example, we substantially reduced Level A, AA and AAA accessibility errors on the City's main www.peterborough.ca website, making it 90% more accessible.

Note, most of the remaining errors are out of the City's control, as they are associated with areas of the content management system that we are unable to modify. Formal letters will be issued to applicable vendors requesting they address the accessibility issues out of our control.

What does WCAG 2.0 mean?

The WCAG standard explains how to make web content more accessible to people with disabilities. It is divided into three conformance levels (A, AA, and AAA), based on the impact each level has on design.

For example, section 1.4.1 is a Level A requirement about the use of colour. To meet the requirement, colour must not be used as the only visual means of conveying information. Section 1.4.3 is a Level AA requirement about contrast, building on the use of colour requirement. To meet the requirement, text and images must have a contrast ratio of at least 4.5:1. Section 1.4.6 is a Level AAA requirement about enhanced contrast, building further on the use of colour requirement. To meet the Level AAA requirement, text and images must have a contrast ratio of at least 7:1.



Graph representing a 90% improvement to web accessibility for the City's main website.

Level A, AA, and AAA errors are based on an international standard for making websites accessible. Level A errors are assigned priority level 1 for repair. Level AA errors are assigned priority level 2 for repair, and so on. Fewer errors mean a more accessible website.

The website is now 90% more accessible.

The City has very technical obligations related to websites. We must meet international website standards known as WCAG 2.0 at Level A and Level AA. The City of Peterborough is working towards going beyond the regulation.

IAS Compliance Status (continued)

Public Libraries

IAS regulation, section 19: **Compliant**

The accessibility rules related to the Peterborough Public Library are outlined in the new **IAS Information and Communications Procedure**. The City now has a formal document that lists the accessibility obligations for the Library.

The Peterborough Public Library Board received a presentation related to the obligations and will ensure compliance continues. This includes, obtaining accessible formats of library materials for the Library's collections and letting the public know the materials are available.

Employment Standards

IAS regulation, section 22 to 32: **Compliant**

The City's new **IAS Employment Procedure** describes the accessibility rules to ensure an accessible workplace across all stages of the employment life cycle.

As of January 2014, the City notifies job applicants that accommodations will be provided upon request during the recruitment, assessment and selection process. Employees are notified of our accessibility policies, as are successful applicants when an offer is made.

The City consults with employees with disabilities in order to provide them with the accessible information and communication they require to do their jobs effectively.

The City is prepared for the specific needs of employees with disabilities in emergency situations, as documented in an individual accommodation plan.

The City has a process to support employees who return to work after being away for reasons related to their disability.

Lastly, accessibility needs of an employee with a disability are taken into account during performance management, career development and redeployment processes.

IAS Compliance Status (continued)

Training for Conventional and Handi-Van Service

IAS regulation, section 36: **Compliant**

Peterborough Transit trains all new staff on:

- The safe use of accessibility equipment and features.
- Acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a transportation vehicle fails.
- Emergency preparedness and response procedures that provide for the safety of a person with a disability.

Training ranges from technical aspects of wheelchair loading and tie down procedures to general disability awareness training, including equal rights and access. A large portion of the training focuses on customer service and provides staff with practical skills for serving people with disabilities.

Fares for Support Persons on Conventional & Handi-Van Service

IAS regulation, section 38: **Compliant**

As of January 2014, Peterborough Transit will not charge a fare for a support person who accompanies a person with a disability to help with communication, mobility, personal care, or medical needs or with access to goods, services or facilities.

A Need for Support Person Application has been developed and is used to obtain a Support Person Pass. The Support Person Pass is issued to the person with a disability, not the support person.

Emergency and Compassionate Grounds for Handi-Van Service

IAS regulation, section 65: **Compliant**

When a person with a disability has a need for the Handi-Van service, they must complete an eligibility application process to confirm they are eligible for the service. This process may take up to 14 days.

When service is required because of an emergency or on compassionate grounds, Peterborough Transit will immediately grant temporary eligibility status if there are no other accessible transportation services available to meet the person's needs.

IAS Compliance Status (continued)

Booking for Handi-Van Service

IAS regulation, section 71: **Compliant**

Peterborough Transit will provide same day Handi-Van Service to the extent that it is available. When same day service is not available, a booking can be made up to three hours before the published end of service period on the day before the intended day of travel.

New scheduling software will be implemented in 2014 to address limitations of the current booking system. Peterborough Transit will continue to monitor Handi-Van service and strive to improve the accommodation rate.

IAS Compliance Status (continued)

Trip Restrictions for Handi-Van Service

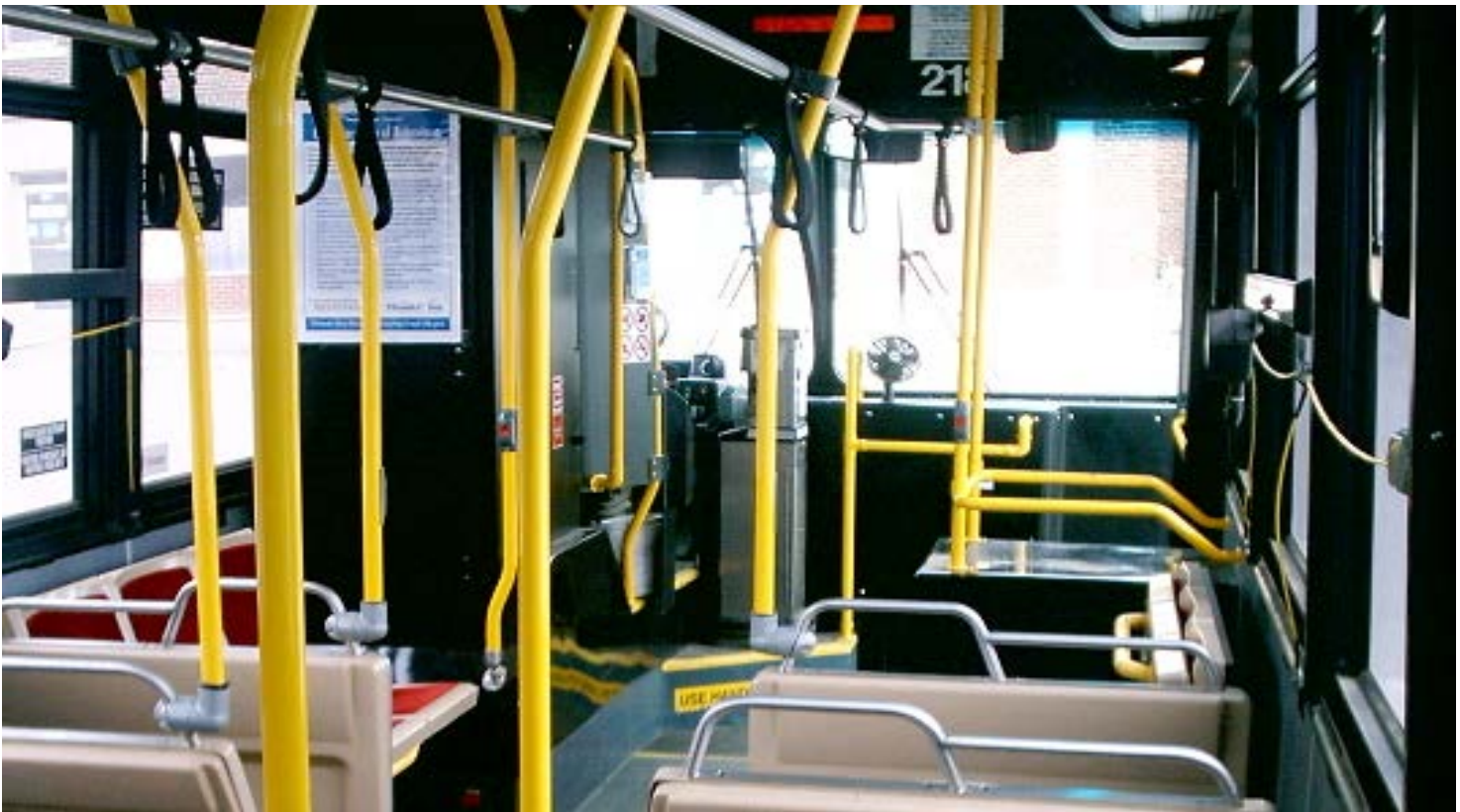
IAS regulation, section 72: **Compliant**

Peterborough Transit will not restrict the number of trips a person is able to request.

Eligibility Application Process for Handi-Van Service

IAS regulation, section 64: **Compliant**

As of January 2014, Peterborough Transit uses a standard Ontario wide application process to be eligible for the Handi-Van service.



No transit fare for a support person.

Peterborough Transit does not charge a fare for a support person who accompanies a person with a disability to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Photo: Interior of a conventional transportation vehicle



When it comes to buildings and public spaces, the City is aiming to stay ahead of Ontario legislation.

New construction and major renovation projects are being designed to meet not only current legislation and legislation effective at a later date, but also best practices outlined in the detailed Final Proposed Accessible Built Environment Standard.

Photo: Trans-Canada Trail at the CPR Bridge constructed in 2013

Built Environment Compliance Status

The Built Environment Standard covers enhancements to accessibility for buildings and public spaces. From a legislative point of view, this important branch of accessibility requirements remains in draft mode. Since preparing the 2012 to 2016 Accessibility Plan, Ontario legislation has been revised and the status of the Built Environment Standard is becoming clear.

The **Final Proposed Accessible Built Environment Standard** will likely remain in draft mode only. Enhancements to accessibility in buildings and public spaces will become law through other means.

First, enhancements to accessibility in buildings will be made law by amendments to the Ontario Building Code (OBC). An amendment to the 2012 OBC was filed on December 27, 2013. The amendment, Ontario Regulation 368/13, covers a range of accessibility enhancements that will apply to newly constructed buildings and existing buildings undergoing extensive renovations. The effective date of the amendment is January 1, 2015.

Second, enhancements to accessibility in public spaces became law under the Integrated Accessibility Standards (IAS) regulation. By January 2016, the City will have to meet accessibility requirements when constructing new or redeveloping existing elements of public spaces, including:

- Recreational trails and beach access routes
- Outdoor eating areas for public use
- Outdoor play spaces (such as playgrounds)
- Exterior paths of travel (such as sidewalks)
- Accessible on-street and off-street parking
- Service counters and waiting areas
- Maintenance of accessible elements in public spaces

When it comes to buildings and public spaces, the City is aiming to stay ahead of Ontario legislation. New construction and major renovation projects are being designed to meet not only current legislation and legislation effective at a later date, but also best practices outlined in the detailed Final Proposed Accessible Built Environment Standard.

**A.O.D.A. is the Accessibility for
Ontarians with Disabilities Act,
passed in 2005**

This Act is meant to create accessibility for all
Ontarians with disabilities by January 1, 2025

Notable 2013 Accomplishments

Accessibility Advisory Committee

1. Reviewed Site Plan Approval applications
2. Organized International Day for Persons with Disabilities on December 3, 2013
3. Reviewed by-laws pertaining to size, usage and location of sandwich board signage
4. Provided feedback on the Active Transportation By-law (by-law in progress)

Customer Service

1. Purchased two new water wheelchairs for use in the pool
2. Hosted a Changing Minds, Changing Lives presentation by five-time Canadian Paralympian Alec Denys. The presentation explored the role sport plays in the rehabilitation of people with disabilities
3. Consulted with staff and the public on a proposed City Hall way-finding system
4. Developed a Social Media Policy to allow alternative access to City information
5. Developed a scent-free awareness program

Employment

1. Performed ergonomic assessments and retrofitted workstations to be accessible
2. Organized modified work duties for staff with temporary disabilities

Information and Communications

1. Provided library materials in multiple formats
 - Large print books and magazines
 - eBooks viewable in large print on eReaders
 - DAISY Readers (digital audio books designed for people with disabilities)
 - Audiobooks (cd, mp3, Playaway preloaded player, downloadable audio)
 - accessible computer station with screen reading software
2. Developed document writing standards and City's Guide to Accessible Documents
3. Upgraded Microsoft Office licenses to aid with creation of accessible documents
4. Started process of updating document templates to be accessible
5. Improved website accessibility prior to AODA compliance deadline

Transportation

1. Installed audible traffic signals at intersection of Sherbrooke and George Streets
2. Installed one new bus stop on the Parkway and two on Hospital Drive
3. Purchased six new conventional transportation vehicles and six new Handi-Vans
4. Implemented designated priority and courtesy seating on transportation vehicles
5. Incorporated audible stop announcements on transportation vehicles
6. Developed a Need for Support Person application for Transit services

Buildings

1. City Hall
 - Constructed a new building with accessible washroom, meeting room and offices
 - Renovated Council Chambers: added accessible seating, desks and podium; installed accessible audio and visual systems; constructed wider entrance; added automatic door openers; improved acoustics; improved lighting system
 - Renovated south wing of the City Hall main floor: constructed accessible main reception desk, service area in the Tax Office, and office spaces for City staff
 - Renovated main front lobby of the City Hall: upgraded lighting systems to improve visibility in main lobby area; added two ceiling mounted televisions to provide general information about City business (tv programming in progress)
 - Retrofitted HVAC system at City Hall, Annex (North Wing): replaced air handler unit to improve indoor air quality
 - Upgraded Elevator overhead lighting system
2. Evinrude Centre and Kinsmen Arena Electrical Retrofit
 - Upgraded lighting systems to improve visibility in rink, spectator and lobby areas
 - Installed new arena CO² detection system in the Evinrude Centre
3. Transit Terminal
 - Completed an accessibility audit of the existing facility
4. Art Gallery of Peterborough
 - Completed an accessibility audit of the existing facility
 - Incorporated accessibility into stage two of the feasibility and functional analysis study to assess growth potential for gallery operations and programs
5. Peterborough Public Library
 - Completed a Library expansion study
 - Upgraded elevator: added new electronic detectors for door operation
6. Peterborough Museum and Archives
 - Started construction of a new accessible detached storage facility
 - Started renovation of the Museum lower level: scope of project includes new accessible washroom, offices, collections storage and archive space.
 - Upgraded elevator: upgraded door operation system
7. Peterborough Sport and Wellness Centre
 - Retrofitted pedestrian access point to the gym and pool change rooms
 - Retrofitted two washroom stall door widths in the main washrooms
8. Arenas
 - Included review of accessibility needs into the Arena Needs Assessment
9. Sherbrooke Fire Hall
 - Renovated a washroom to meet accessibility standards
10. Social Services
 - Retrofitted lighting in corridors to improve visibility and headroom; retrofitted ramp handrails; retrofitted colour contrast issues to delineate walls and floors; retrofitted washroom plumbing pipes to make sink areas safer; revised main entrance swing door to accessible sliding doors

Public Spaces

1. Trans-Canada CPR bridge
 - Reconstructed the CPR bridge and added a new accessible pedestrian walkway
 - Added new bridge lighting to make pedestrian travel safe and more accessible
2. Trans-Canada Trail on Maria Street
 - Constructing an accessible recreational trail to link the Trans Canada CPR bridge to Rogers Cove (project in progress)
 - Constructing the trail to have a slope that is less than the adjacent Maria Street to facilitate a safer and more accessible route for pedestrians
3. T-Wharf Rehabilitation at Crescent Street
 - Constructed an accessible ramp on the wharf over Little Lake
4. Rogers Cover Water Play Park
 - Constructed a new accessible children's splash pad
 - Installed new accessible park furniture
 - Removed old washroom building and replaced with a new accessible washroom/change room building
 - Constructed new accessible parking spaces on both east and west parking lots
 - Constructed new accessible pathways from parking lots to new amenities
 - Constructed new sidewalk along Maria Street fronting the park
5. Nicholls Oval Splash Pad
 - Constructed a new accessible children's splash pad
 - Constructed two new accessible parking spaces
 - Constructed new accessible pathway from parking spaces to splash pad
6. TASS Track and Field Project
 - Constructed a new spectator viewing area
 - Constructed a new accessible parking zone at north entrance to the field
7. Fleming Sport Complex (Artificial Sport Field Project)
 - Constructed a new accessible field house with accessible meeting room, washroom/ change room facilities
 - Re-constructed Fleming Lot F and added new accessible parking spaces
 - Constructed accessible pathway to field
 - Constructed accessible spectator viewing areas
8. Playgrounds:
 - Completed 52 playground audits to determine needs of existing facilities
 - Public Works staff member attended workshop on accessible playgrounds
9. Sidewalks
 - Installed 1.8 kms of new sidewalks along existing streets where sidewalks previously did not exist and reconstructed 2.7 kms of existing sidewalks
 - Educated businesses on the regulated size, use and location of sandwich panel signage on downtown sidewalks, including a presentation to the DBIA
10. Addressed accessibility in a proposed Active Transportation by-law (in progress)

Resources

All resources can be found in the Accessibility section of the City's website at:
<http://www.peterborough.ca/accessibility>

Quick Links

[Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](http://www.e-laws.gov.on.ca/html/statutes/English/elaws_statutes_05a11_e.htm)

(http://www.e-laws.gov.on.ca/html/statutes/English/elaws_statutes_05a11_e.htm)

[Accessibility Standards for Customer Service, Ontario Regulation 429/07](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070429_e.htm)

(http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070429_e.htm)

[Integrated Accessibility Standards \(IAS\), Ontario Regulation 191/11](http://www.e-laws.gov.on.ca/html/regs/English/elaws_regs_110191_e.htm)

(http://www.e-laws.gov.on.ca/html/regs/English/elaws_regs_110191_e.htm)

[Final Proposed Accessible Built Environment Standard](http://www.peterborough.ca/FinalProposedBES)

(<http://www.peterborough.ca/FinalProposedBES>)

[City of Peterborough 2012 to 2016 Accessibility Plan](http://www.peterborough.ca/2012-2016AccessibilityPlan)

(<http://www.peterborough.ca/2012-2016AccessibilityPlan>)

[City of Peterborough Guide to Accessible Documents](http://www.peterborough.ca/GuideToAccessibleDocuments)

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Alternate formats of this document are available upon request.



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