

City of Windsor 2023-2027 Multi-Year Accessibility Plan

The City of Windsor wants residents of all ages and abilities to enjoy the same opportunities as they live, work, play and invest in Windsor. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) sets out accessibility standards for organizations to implement with the goal of making Ontario accessible by 2025. The City of Windsor is committed to removing and preventing barriers through sound and effective accessibility planning.

The City of Windsor Diversity and Inclusion Initiative and the Multi-Year Accessibility Plan highlight and guide the important work that the City of Windsor is doing to create accessible programs, services, supports and facilities for everyone. Through our focus on customer service excellence and with the support of the Windsor Accessibility Advisory Committee, Council will continue to create a welcoming and inclusive community that values the diversity of our residents.

A) Statement of Commitment

The Corporation is committed to ensuring an accessible environment for all persons with disabilities, and it is dedicated to meet the accessibility needs of persons with disabilities in a respectful, equitable and timely manner. This commitment extends to residents, visitors and employees with visible and non-visible disabilities.

i) Guiding Principles

Underlying our Multi-year Accessibility Plan is a set of accessibility principles that all employees at the City of Windsor will follow. Staff must use reasonable efforts to ensure that policies, programs and services – including procedures and practices established to provide accessible service to persons with disabilities – reflect these principles.

a) Dignity

The principle of respecting the dignity of persons with disabilities means treating them as valued customers as deserving of high quality and timely service as any other customer. Persons with disabilities should not have to accept lesser service, quality, or convenience. The delivery of goods and services must take into account how persons with disabilities can access and use them.

b) Independence

Sometimes, independence means freedom from the control or influence of others and the freedom to make your own choices. It can also mean freedom to do things your own way. We must not deny people with unique abilities the opportunity to participate in a program or service. For example, it is crucial for people with disabilities to take the time they need without being rushed or having a task taken away from them.

c) Integration

The provision of goods or services must be integrated so that persons with disabilities may benefit from the same services in the same place and in the same or similar way as other

customers. Integration means that policies, programs, services, practices and procedures are created to be accessible to everyone, including persons with disabilities.

d) Equal Opportunity

Equal opportunity means that persons with disabilities have the same access as others to get, use, and benefit from goods or services. They should not have to make significantly more effort to access services, and they should not have to accept lesser quality or more inconvenience than any other customer.

B) Windsor Accessibility Advisory Committee

The Windsor Accessibility Advisory Committee provides expertise and advice to Council about accessibility initiatives to create a barrier-free Windsor community. Our committee includes seven volunteer members and one member of Council, the majority being persons with disabilities. Its membership represents different backgrounds, abilities, and disabilities that offer many perspectives to improve accessibility for Windsor residents. To us, accessibility means ensuring that all people, including people with disabilities, have the freedom and opportunity to participate fully in their community. Our Multi-Year Accessibility Plan builds on the accomplishments of Windsor's previous accessibility planning and activities to implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Our Multi-Year Accessibility Plan outlines strategies and actions to prevent and remove barriers for people with disabilities in employment and in accessing our programs, services, and facilities. The Plan also details our strategy for meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005.

c) Background

The Accessibility for Ontarians with Disabilities Act (AODA) became law in 2005. Under the AODA, The City of Windsor must establish, review and update a multi-year accessibility plan at least once every five years and prepare annual status reports on the actions taken to improve accessibility and implement legislated requirements.

D) Accessibility Planning in Action

This Multi-Year Accessibility Plan includes both legislated and non-legislated actions. The City of Windsor will continue to maintain compliance with the Province's accessibility standards and work towards making the City a more accessible place for all. The plan also contains non-legislated initiatives that address barriers people may face accessing our services.

The Budget requests to fulfill the legislated requirements have been, and will continue to be, addressed through regular budget period requests. The AODA capital fund, under the Diversity and Accessibility Officer, has been allocated to meet the legislated requirements except for the requirement tied to the Built Environment, which will be addressed in the appropriate capital funds.

i) Non-AODA Legislated Actions

In addition to legislated actions under the AODA and Goals, Objectives and Action Items making up the Diversity and Inclusion Initiative, the following non-legislated key actions will help ensure programs, services, and facilities continue to be accessible to everyone:

- Continue to maintain a Capital fund for ongoing corporate accessibility improvements/retrofits, above and beyond AODA standards. The Windsor Accessibility Advisory Committee will review applications and make recommendations for approval and funding.
- Review transportation for ongoing improvements beyond legislated requirements and provide recommendations for ongoing accessibility enhancements.
- Continue to review and recommend ongoing improvements beyond AODA standards to enhance corporate services and facilities, including but not limited to accessible recreation, communications, pools, playgrounds, wayfinding, and snow removal.
- Continue to conduct accessibility audits of corporate facilities/services to make recommendations regarding accessibility improvements.
- Make recommendations regarding accessibility improvements/conditions for all Condo Conversions and street patio applications.
- Provide Braille consolidated final agenda at Council meetings.
- Administration will work with the Windsor Accessibility Advisory Committee to develop an Accessible Pedestrian Signal (APS) Standard for the City based on researched best practices and the input of those with lived experience who use the APS signals. The intention is to standardize the signals, settings and processes across the City as much as possible, to create an environment that meets both our legislated requirements and the needs of users who are blind or have low vision.
- Many municipalities adopt Facility Accessibility Design Standards (FADS) to develop accessible environments and embrace universal design principles. These technical specifications guide engineers, architects, planners, staff, and vendors in designing everything from parks and playgrounds to sidewalks and seating areas to remove or prevent barriers that would prevent the participation of those with disabilities. Over time, changes in legislation, demographics, and evolving standards led to a need to update Windsor's current FADS. While developing new FADS is feasible, it is an expensive and time-consuming undertaking, and it is common practice for municipalities to adopt the standard of leaders in accessibility, including London and Ottawa.

The City previously adopted the London standard while developing the Windsor FADS in 2006 with modifications suitable to the City. In the past year and a half, administration completed a detailed comparative study of municipal standards in cooperation with the Windsor Accessibility Advisory Committee and the FADS Subcommittee. That analysis examined the differences in standards for London, Oakville, Mississauga, Kingston, and Ottawa, as well as readability, ease of adoption, layout, and robustness. While some municipalities, such as Kingston and Oakville, offered shorter, more aesthetically pleasing standards, London provided superior depth and detail, and the analysis reinforced the view that London was an appropriate standard to adopt. A Facility Accessibility Design Subcommittee has been meeting one hour each week to do an exhaustive review of the standard and make

recommendations for the new Windsor Standard. The next steps will be for the FADS subcommittee to complete their review and then work with administration from relevant departments across the Corporation to make needed amendments to the FADS document and then eventually take it to Council for approval. This large, detailed and time-consuming project will have a tremendous, positive impact on accessibility for our corporate-owned facilities/properties when completed. As such, completion of this project within the next few years is a top priority of this Plan.

- The goals, objectives and action items set out in the Diversity and Inclusion Initiative including:
 1. A review of hiring practices to identify and help address barriers to employment for persons with disabilities.
 2. The creation and distribution of a Workforce Census on an ongoing basis.

ii) Legislated Actions Implemented and Ongoing (Overview)

The AODA is ongoing legislation. The following legislated actions are already in place. The City of Windsor will continue to implement going forward. Here is an overview and a detailed list follows.

a) General Requirements

- Use the corporate Accessibility Policy and detailed Accessibility Procedures to guide the City's accessibility work
- Implement a Multi-Year Accessibility Plan that outlines long-term strategies to achieve AODA requirements and improve accessibility within programs, services and facilities, with annual Accessibility Status Reports
- Include accessibility criteria in purchases and acquisitions including self-service kiosks
- Train all employees, volunteers and agents on the AODA Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to people with disabilities

b) Information and Communications

Continue to provide accessible information and communication to residents, visitors and employees through the following actions:

- Ensure processes for receiving and responding to feedback are accessible to people with disabilities.
- Provide and arrange for the provision of accessible formats and communication supports upon request, in consultation with the requestor and taking into account the person's accessibility needs. This includes emergency plans, the Accessibility

Plan, and public safety information

- Ensure all City of Windsor websites and web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA in accordance the AODA Integrated Regulation on an ongoing basis.
- Provide accessible formats of content published before 2012, upon request
- Report updates in annual status reports

c) Employment

Continue to ensure employment policies and practices are inclusive of people with disabilities with these established actions:

- Ensure all employees and successful applicants with disabilities are informed of available supports and accommodations
- Ensure applicants with disabilities are informed of available accommodations during the recruitment, assessment and the selection processes.
- Consult with employees to provide and arrange for accessible formats and communication supports.
- Provide employees, upon request, individualized workplace emergency response information
- Maintain a return to work process and provide individual documented accommodation plans for employees with disabilities when required
- Ensure the needs of the employees with disabilities are taken into account for the purposes of performance management, career development, advancement and redeployment

d)Transportation

Continue to meet Federal/Provincial legislative requirements as applicable.

Continuing to ensure accessible taxi service is available to the public within the City of Windsor by:

- Consulting with the Accessibility Advisory Committee and the public to determine the proportion of on-demand accessible taxicabs required in Windsor and demonstrate progress toward meeting that need.
- Continuing to ensure that no person with a disability is charged additional fees or is charged a fee for storage of mobility aids or mobility assistive devices.
- Continuing to ensure vehicle registration and identification is visible in accordance with Provincial legislation and is available in accessible formats for passengers with

disabilities.

e)Design of Public Spaces

Continue to ensure new or redeveloped public spaces comply with specific accessibility design requirements for the following areas:

- Trails, beach access routes and forest trails
- Outdoor public eating areas
- Public play spaces and accessible parking
- Exterior paths of travel including sidewalks and accessible pedestrian signals
- Service counters, fixed queuing lines and waiting areas
- Emergency and preventative maintenance in public spaces

f)Customer Service

Continue to offer an excellent accessible customer experience to everyone through the following actions:

- Provide Accessible Customer Service training to all staff and volunteers, and to agents who provide service to the public on our behalf
- Accommodate the use of assistive devices, support persons and service animals
- Receive and respond to feedback regarding the manner in which goods or services are provided to people with disabilities
- Provide notice of temporary service disruptions to programs, services or facilities

iii) Requirements for a Municipality under the Integrated Accessibility Standards

This section is organized under the five standards identified in the Integrated Accessibility Standards for municipalities and includes what is required and what is planned and/or being implemented.

a)General requirements

- Ongoing- City of Windsor Accessibility Policy, Accessibility Procedures and other related documents will be reviewed and modified as required to reflect any changes to the Act and/or its regulations.
- The current City of Windsor Accessibility Policy and its detailed Accessibility Procedures are included as part of the overarching City of Windsor Respectful Workplace Policy.

Develop multi-year accessibility plan in consultation with persons with disabilities and the Windsor Accessibility Advisory Committee. Post plan on website. Prepare an annual status report and post on website.

- Ongoing. Current Multi-year Accessibility Plan developed according to requirements and posted on City of Windsor website
- Annual status update posted City of Windsor website
- Ongoing input from persons with disabilities to be collected on an ongoing basis to assist with planning

IASR section 7 training for staff as it pertains to people with disabilities

b

- Ongoing- All current employees have completed the training and all new employees are required to take the training as part of their employment with the City of Windsor.
- Training records continue to be maintained as required through regulation.
- Continue to monitor changes to legislation and modify training materials as required.

Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so

- “All Bidders, Suppliers and Contractors who provide Goods, Services or Construction to the City shall comply with the Accessibility for Ontarians with Disabilities Act, 2005, and all Regulations emanating there from.”
- Accessibility criteria will be utilized when purchasing goods, services and facilities unless it is not practicable to do so (then will provide explanation upon request).

The city will have regard to accessibility if it designs, procures or acquires self-service kiosks

- Reviewed as required when self-service kiosks are being considered.
- A detailed self-service kiosk standard will be included in the revised FADS

Compliance reporting to the Ministry:

- As Required. Report to the province bi-annually – Upcoming reporting periods—2023, 2025, 2027

b)Customer Service

Develop, implement and maintain policies governing its provision of goods, services, facilities to persons with disabilities in line with the guiding principles.

b

- Ongoing-City of Windsor Accessibility Policy, Accessibility Procedures and other related documents will be reviewed and modified as required to reflect any changes to the Act and/or its regulations. The Accessibility Policy and its detailed Accessibility Procedures, including procedures related to accessible customer service, were included as part of the City of Windsor Respectful Workplace Policy.

Use of service animals and support persons

- Detailed accessibility procedures are in place for both service animals and support persons
- To be reviewed and modified as required.
- Public notified of these Accessibility Procedures on City of Windsor website.

Give notice of temporary disruptions that include the reason and duration to the public provide information in alternative formats upon request.

- Detailed accessibility procedure is in place for accessible service disruptions and includes required information regarding notices of temporary disruptions.
- To be reviewed and modified as required.
- Public notified of Accessibility Procedures on City of Windsor website.

Provide customer service training to all staff, volunteers and representatives that make decisions on behalf of the City.

- Ongoing. All current employees have completed the training and all new employees are required to take the training as part of their employment with the City of Windsor.
- Training records continue to be maintained as required through regulation.
- Monitor changes to legislation and modify training materials as required.

Provide feedback process in an accessible format and accommodate individual needs upon request.

- Procedure is in place for receiving and responding to accessibility related feedback.
- To be reviewed and modified as required.
- Public notified of these Accessibility Procedures on City of Windsor website.

Provide or arrange for documents or information to be made available in accessible formats or with communication supports

- Procedures are in place for providing documents or information in accessible alternate formats or with communication supports.
- To be reviewed and modified as required.
- Public notified of these Accessibility Procedures on City of Windsor website.

c)Information and Communication

Provide feedback process in an accessible format and accommodate individual needs upon request.

- Procedure is in place for receiving and responding to accessibility related feedback

- To be reviewed and modified as required.
- Public notified of these Accessibility Procedures and related forms on City of Windsor website.

Provide information that is produced and controlled by the City of Windsor in alternate accessible formats or with communication supports and take into account the disability of the member of the public requesting information.

- Procedures are in place for providing documents or information in accessible alternate formats or with communication supports.
- To be reviewed and modified as required.
- Public notified of City of Windsor Accessibility Procedures and related forms on City of Windsor website.

Where emergency procedures, plans and/or public safety information is available to the public, provide in accessible format or communication supports upon request.

- Procedures are in place for providing documents or information in accessible alternate formats or with communication supports.
- To be reviewed and modified as required.
- Public notified of these Accessibility Procedures on City of Windsor website.
- All emergency plans are available in alternate formats upon request.

Maintain compliance with the Web Content Accessibility Guidelines (WCAG 2.0) to ensure the website is accessible to people with disabilities.

- Continue to meet WCAG 2.0 Level AA compliance requirements.
- Continue to build internal technical skills and work Planplans to refine internal processes tied to the creation and remediation of documents.
- Continue to educate staff on the requirement for accessible documents and the processes applicable to their creation.

The Library board will continue to provide access to or arrange for the provision of access to accessible materials where they exist.

- It shall also make information about the availability of accessible materials publicly available on its website and it will provide the information in accessible format or with appropriate communication supports, upon request.
- It may provide accessible formats for archival materials, special collections, rare books and donations.

d)Employment

Ensure that the recruitment, selection, and notification processes are as inclusive and accommodating as possible to build a diverse and effective workforce

- Regularly review our human resources policies to prevent or remove systemic

employment barriers.

- City of Windsor's job postings will continue to include wording advising that disability-related accommodations are available.
- Candidates selected for interview will continue to be advised that disability-related accommodations are available.
- Offer of Employment will advise that disability-related accommodations are available.

Accessible formats and communication supports for employees

- Ongoing-Provide/arrange for accessible formats and communications supports as requested by employees
- Ongoing-Notify employees of availability of accessible formats and communication supports for employees

Workplace emergency response information

- Ongoing- Provide employees with an individualized workplace emergency response plan upon request.
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Documented individual accommodation plans

- Ongoing-- Develop individual accommodation plans (for each employee that comes forward with a disability) in consultation with the employee with a disability

Performance management, career development and redeployment

- Continue to support employee development through a variety of learning opportunities
- Foster a culture of inclusive employee engagement and inclusion through the development of Employment Resource Groups tied to persons with disabilities and/or mental health.
- Conduct the City of Windsor Employee Census on an ongoing basis

e)Transportation

Continue to meet the Federal/Provincial legislative requirements as applicable Ensure

accessible taxi service is available to the public within the City of Windsor by:

- Ongoing- Consulting with the Accessibility Advisory Committee and the public to determine the proportion of on-demand accessible taxicabs required in Windsor and demonstrate progress toward meeting that need; Information will be utilized to determine the need for on demand accessible taxicabs.
- Ongoing-At least every two (2) years, the Licence Commissioner shall determine the number of Taxicab Plates and Taxicab Wheelchair Accessible Plates to be in issuance and will consider such factors as changes in: (a) wait times and demand for service (regular and accessible); (b) level of customer satisfaction; (c) number of trips dispatched; (d) changes in population; (e) changes in tourism-related activity; and, (f) changes in public transit and handi-transit ridership

- Ongoing- Ensuring that no person with a disability is charged additional fees or is charged a fee for storage of mobility aids or mobility assistive devices and Ensuring vehicle registration and identification is visible in accordance with Provincial legislation and is available in accessible formats for passengers with disabilities:
 - As per 137-2007 Public Vehicle Licensing Bylaw.
 - These requirements are additionally covered in the Taxicab Customer Service and Safety course.

f) Design of Public Spaces

Implementation of Design of Public Space Standards will occur when adding new or replacing existing infrastructure*

- Continue to follow Windsor Facility Accessibility Design Standards (FADS). A top priority of this Plan is to work towards updating the FADS before the end of this term of the Accessibility Plan.

Maintenance Planning

- The City of Windsor will undertake activities to keep existing public spaces and elements in good working order and within their original condition according to required Corporate procedures
- Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements according to required Corporate Procedures
- Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation as per Service Disruptions Procedure.

Consultation

- Continue to consult the Windsor Accessibility Advisory Committee and persons with disabilities in the following areas:
 - Recreational Trails
 - Outdoor Play Spaces
 - Rest Areas on Exterior Paths of Travel
 - On-Street Parking

Recreational Trails and Beach Access Routes

- The City of Windsor will follow all the technical aspects of the requirements to trails and beach access routes, as outlined in the Design of Public Spaces Requirements. This includes boardwalks and ramps. This will take into consideration the exception noted in 80.14 and 80.15.
- All trail signage will possess information about the technical aspects of the trail at a high tonal contrast.

Outdoor Public Use Eating Areas

- Ongoing--A minimum of 20% of outdoor tables will be accessible to those using

mobility aids by having knee and toe clearance underneath the table, the surface leading to and under the tables is firm and has enough clear space for mobility devices.

Outdoor Play Spaces

- Ongoing-All new and redeveloped outdoor play spaces will consist of an area that includes play equipment that enhances the play opportunities and experiences of children and caregivers with various disabilities and consult with people with disabilities on the amenities of the park to include sensory components and active play, the surface of the park will be firm, stable and help prevent injuries and be accessible.

Exterior Paths of Travel

- Ongoing—The City of Windsor will follow the technical aspect of paths of travel as outlined in the Design of Public Spaces Standard including width, surface, slope, height of overhead obstacles, and tactile walking surface indicators.
- Ongoing-The technical requirements of ramps, stairs, curb ramps and depressed curbs as outlined in the Design of Public Spaces Standard will be followed by the City of Windsor when building new or doing a major renovation.
- Ongoing-All technical and dimensions of accessible pedestrian signals will be installed as outlined in the Design of Public Spaces Standard.

Accessible Parking

- Ongoing-The City of Windsor will implement Type A and B accessible spaces for off-street parking that includes access aisles and is on an accessible path of travel as per the requirements under the IASR.
- Ongoing-The City of Windsor will implement the requirement of having 4% of parking lot spaces be accessible and the ratio outlined in the Design of Public Spaces Standard as per the requirements under the IASR.
- Ongoing-All accessible parking spaces will have signage displayed at each parking space in accordance with the *Highway Traffic Act*.

Obtaining Services

- Ongoing--The City of Windsor will comply with the requirements outlined in the Design of Public Spaces Standards when building or redeveloping service counters, fixed queuing guides, and waiting areas.

E) Monitoring, Evaluation and Reporting

As legislated, the City of Windsor will review and update this plan at least every five years. An annual status report outlining the progress of the actions in the plan will also be prepared. These documents are posted on the City of Windsor's Website and can be made available in an accessible alternate format or with communication supports upon request.

Accessibility (compliance) reports are submitted as required to the Government of Ontario, which regulates compliance for all Ontario organizations. With the Diversity and Inclusion Initiative and 2023 to 2027 Multi-Year Accessibility Plan, Windsor will continue to strive for excellence to meet Ontario's requirements and enhance accessibility in our communities.

F) We value your ongoing input and welcome your feedback.

Please let us know what you think about the Windsor 2023 to 2027 Multi-Year Accessibility Plan and accessibility matters in general. To request a copy of the plan in another format or to send us your comments or questions, please contact us at:

Email: diversity@citywindsor.ca