

INFORMATION REPORT



TO City Council

SERVICE AREA Infrastructure, Development and Enterprise

DATE May 26, 2016

**SUBJECT Accessibility for Ontarians with Disabilities Act
Legislation Compliance Reporting to the Province**

REPORT NUMBER [Report Number]

EXECUTIVE SUMMARY

SUMMARY OF REPORT

A biennial compliance report has been submitted to the Province prior to the end of 2015. The corporation's progress, achievements and compliance to the Accessibility for Ontarians with Disabilities Act (AODA) is contained within this report.

KEY FINDINGS

According to the Accessibility Directorate of Ontario, approximately 15% of the population of Guelph will have some form of a disability by the year 2025. In anticipation of the increased number of citizens requiring inclusive access to facilities, programs and services, the Province of Ontario released its most thorough accessibility legislation to date: the Accessibility for Ontarians with Disabilities Act - Integrated Accessibility Standard Regulations.

This legislation requires municipalities to comply with the following standards by January 1, 2014. Details of the Corporation's exact compliance status are explained in ATT-2. City of Guelph status is as follows:

- Complete employee and volunteer training on the general requirements of the AODA – Compliant.
- Implement an accessible feedback processes – Compliant.
- Ensure that all new internet websites and web content on those sites are accessible to a specific standard – Not applicable as the corporate website was refreshed prior to the requirement.
- With an accessibility lens, develop employment practices and policies that reach all aspects of the employment cycle – Compliant.
- Establish and implement transportation requirements for both the conventional bus system and the Mobility system - Compliant.

And, by January 1, 2016:

- Comply with all of the requirements under the Design of Public Spaces standard – Compliant, however to be reported in 2017.

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Compliance with the requirements in the AODA legislation continues beyond 2016. The regulations were written to allow compliance to be met in stages.

Going forward two more dates of significance are:

- January 1, 2017 when on-board stop announcements on Guelph Transit conventional buses are required; and
- January 1, 2021, all municipal website shall be fully accessible which includes all content posted to the website since January 1, 2012, with the exception of real-time video.

Further, it is expected that accessibility requirements within the AODA will increase over the next few years. The Province is required to review and update all five parts of the AODA at five year intervals. During Q3 of 2016 it's anticipated that the updated Accessible Customer Service Standard will become law.

FINANCIAL IMPLICATIONS

The legislation allows implementation to take place over several years however precise requirements occur during specific years (See Attachment-1). The cost of implementing this type of legislation varies depending on the requirement and the service area of the corporation. Each service area with specific requirements has included the implementation costs into their budgets.

For example, Engineering Services includes the tactile warning panels, required in the AODA at curb ramps, in their drawing specification.

BACKGROUND

- During 2001 Council approved the City of Guelph Barrier Free Policy.
- In 2005 Council approved the Facility Accessibility Design Manual; with updates to comply with legislation, this document remains the guiding document for all City built, owned, operated or leased facilities.
- 2009 Council approved the Accessible Standards for Customer Service Policy 2010.
- The AODA is the first **law** of its kind in Canada and under the AODA, the Government of Ontario is developing and enforcing accessibility standards for organizations with one or more employees.
- The goal of the Act is to make the province accessible for all people with disabilities by 2025.
- People with disabilities often say their greatest obstacle is not their disability but rather the attitudes of other people. To "ensure a well-designed, safe, inclusive, appealing and sustainable City", it is critical that municipal staff try to find ways to remove common attitude barriers so that "making things more accessible" is not viewed as taking too much time, effort and money. Accessibility becomes part of our planning process and is how we do business.

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- We may all experience some form of disability sooner or later due to an accident, illness or as we age.
- Leading by example: Municipalities must comply with the act sooner than private organizations of any size and small public organizations. The City is also well practiced at engaging individuals to learn about barriers to accessibility and ways to resolve them or avoid them altogether. This provides the City an opportunity to demonstrate best practices in a way that is helpful for these other organizations.

The standards are grouped into five broad categories which are:

- Customer Service
- Transportation
- Information and Communications
- Built Environment-Design of Public Spaces; and
- Employment

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Creating communities where every person can participate fully is important for people, businesses and community life. Accessible communities, such as Guelph, require commitment that is organization-wide. Organizational change is complex and involves many components: policies, processes and practices; people; technology; infrastructure; communications and awareness. Considered all together, we know these are the levers that will bring about change.

The City of Guelph reported its compliance status to the AODA (ATT-2). This biennial report to the Province includes reporting on the following requirements:

- General Requirements
 - Employee and volunteer training
 - Continuing to meet the Customer Service Standard and Integrated Accessibility Standards Regulations that have come into effect prior to the report
- Information and Communication
 - Responding to feedback
 - Procuring or acquiring goods, services or facilities
 - Accessible formats and communication supports
 - Emergency procedure, plans or public safety information
- Employment
 - Workplace emergency response information
 - Recruitment, general; Recruitment, assessment or selection process; Notice to successful applicants
 - Informing employees of supports
 - Accessible formats and communication supports for employees
 - Documented individual accommodation plans
 - Return to work process

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- Transit (Conventional and Mobility)
 - Accessibility training
 - Fares, support persons
- Conventional Transit
 - Requirements regarding grab bars, floors and carpeted surfaces, allocated mobility aid spaces, stop-requests and emergency response controls, lighting features, signage, lifting devices, etc., steps, indicators and alarms
- Mobility Service
 - Eligibility application process
 - Emergency or compassionate grounds
 - Booking a reservation
 - Trip restrictions

Leading the Way Forward

Beyond the required training, ongoing evaluation of the City's accessible services, programs and facilities will assist in identifying potential education and awareness opportunities. This system will help ensure compliance with the legislation and keep the topic of accessibility front and centre.

Guelph is a municipal leader in ensuring all citizens have equal access. Training, implementing the Corporate Accessibility Policy and the Multi Year Accessibility Plan has provided staff with the knowledge and guidance to "ensure a well-designed, safe, inclusive, appealing and sustainable City." Building on our knowledge and experience will continue to ensure our status as a municipal leader in accessibility.

CORPORATE STRATEGIC PLAN

Organizational Excellence

- 1.1 Engage employees through excellence in leadership
- 1.2 Develop collaborative work team and apply whole systems thinking to deliver creative solutions
- 1.3 Build robust systems, structures and frameworks aligned to strategy

Innovation in Local Government

- 2.1 Build an adaptive environment, for government innovation to ensure fiscal and service sustainability
- 2.2 Deliver Public Service better
- 2.3 Ensure accountability, transparency and engagement

City Building

- 3.1 Ensure a well designed, safe, inclusive, appealing and sustainable City
- 3.2 Be economically viable, resilient, diverse and attractive for business
- 3.3 Strengthen citizen and stakeholder engagement and communications

DEPARTMENTAL CONSULTATION

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The following departments were consulted specifically regarding their compliance as they had prescribed requirements:

Guelph Transit
Human Resources
Information and Technology Services (ITS)
Procurement and Risk Management Services

COMMUNICATIONS

Compliance will be reported to the Province through their reporting template.

The Accessibility for Ontarians with Disabilities Act 2015 Report will be posted on the City website

ATTACHMENTS

ATT-1 Timelines for Full Implementation of Accessibility Standards
ATT-2 Biennial AODA Compliance Status Report 2016

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Approved By

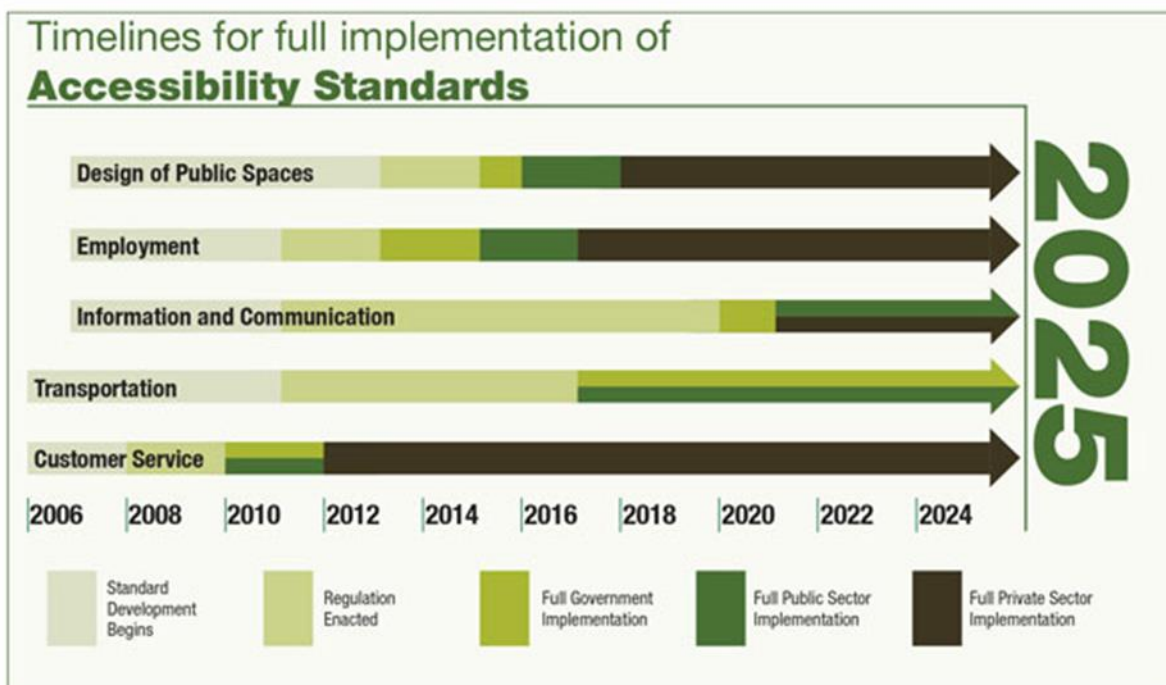
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Attachment 1



Caption:

Graphic title: Timelines for full implementation of Accessibility Standards

Design of Public spaces standard development began in 2007, the regulation was enacted in 2013, full government implementation is 2016, full public sector implements is 2018 and full private sector implementation is 2025 and possibly beyond.

Employment standard development began in 2007, the regulation was enacted in 2011, full government implementation is 2015, full public sector implementation is 2017 and full private sector implementation is 2025 and possibly beyond.

Information and communications standard development began in 2007, the regulation was enacted in 2011, full government implementation is 2021, full public sector and full private sector implementation is 2025 and possibly beyond.

Transportation standard development began in 2006, the regulation was enacted in 2011, full government and full public sector implementation is 2017. There are no requirements for the private sector at this time.

Customer Service standard development began in 2006, the regulation was enacted in 2010, full government and full public sector implementation is 2012 and full private sector implementation is 2025 and possibly beyond.

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Appendix 2

Table 1: Biennial AODA Compliance Status Report 2016

	Province's Compliance Report Question	Compliance Status	How the City is Complying	Confirmed by City Staff Person	City of Guelph Documents title
1	Is your organization providing ongoing training as required under the Customer Service Standard and are you continuing to meet the Customer Service Standard and Integrated Accessibility Standards Regulations that have come into effect prior to the report?	Yes	Reports have been made available to the public; external policies/procedures are available to the public. Review of new policies for potential barriers is ongoing. Training is ongoing.	Leanne Warren	Corporate Accessibility Policy, Multi Year Corporate Accessibility Plan 2013 to 2017; and AODA General Training includes Accessible Customer Service Regulation information.

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	Province's Compliance Report Question	Compliance Status	How the City is Complying	Confirmed by City Staff Person	City of Guelph Documents title
2	Does your organization provide the required training on the IASR and the Human Rights Code as it pertains to persons with a disability? (IASR s. 7)	Yes	AODA General Training Module for Employees; and AODA General Training Module for Volunteers. General training will be complete by the end of January 2016. Further training specific to the employee/volunteer's position will be ongoing. We have now identified that a Learning Management System, or a similar tracking system for training, is needed to stay on top of required training.	Leanne Warren on training content development; Human Resources for the Gap Report. Training compliance reported at the end of May 2016.	AODA General Training Module for Employees; and AODA General Training Module for Volunteers Further ongoing training: Accessible Customer Service (Communication geared to customer with Aphasia, Nonviolent Crisis Intervention), Procurement Resources, Accessible Documents-The Details, Managing through an Accessibility Lens, Accessible Built Environment

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	Province's Compliance Report Question	Compliance Status	How the City is Complying	Confirmed by City Staff Person	City of Guelph Documents title
3	Does your organization ensure that its feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports upon request? (IASR s. 11)	Yes	Feedback process in Corporate Accessibility Policy; feedback invited on website & in-person. Accessible formats and communication supports available to public and through community engagement materials.	Leanne Warren	Corporate Accessibility Policy; Feedback form on infonet; Community Engagement Framework; and Talked about in AODA General Training Module
4	Does your organization have a process to provide accessible formats and communication supports for persons with disabilities in a timely manner and at no more than the cost for other persons who ask for the same information? (IASR s. 12)	Yes	In a timely manner, at no greater cost and in consultation with the person with a disability making the request.	Leanne Warren	Talked about in AODA General Training Module; In Corporate Accessibility Policy; and Resource available on infonet

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	Province's Compliance Report Question	Compliance Status	How the City is Complying	Confirmed by City Staff Person	City of Guelph Documents title
5	Does your organization provide its emergency procedures, plans or public safety information that it makes available to the public, in an accessible format upon request? (IASR s. 13)	Yes	Emergency preparedness information specific for people with a disability has been available for several years online and during public events.	Leanne Warren	Guelph.ca>living>emergency-services>emergency-management-and-preparedness
6	Does your organization provide individualized emergency response information for employees that require it and does it review the information in accordance with the Employment Standards? (IASR s. 27)	Yes	The City has an individualized workplace emergency response policy and plan template. The City has extended this policy and plan to volunteers as well. Employees were notified of the policy when it was launched. Employees are also notified of the policy at the time of hire. Information on the policy can be found on the infonet.	Dana Ure	AODA Emergency Response Information Policy Employee Workplace Emergency Response Plan Form New Volunteer Policy Volunteer Workplace Emergency Response Plan Form

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	Province's Compliance Report Question	Compliance Status	How the City is Complying	Confirmed by City Staff Person	City of Guelph Documents title
7	Does your organization incorporate accessibility features into its procurement or acquisition of goods, services or facilities or provide an explanation if doing so is not practicable? (IASR s. 5)	Yes	The City includes a statement of compliance in its RFP and contracts. Purchasing with accessibility in mind is practiced; notably departments that build City facilities. Kiosks, also known as point of sale device, handheld debit machine, or self-serve kiosks, are accessible.	Bill Stewart (Procurement) Leanne Warren (Kiosks).	
8	Does your organization notify its employees and the public about the availability of accommodations in its recruitment processes? (IASR s. 22-24)	Yes	Candidates are notified about the availability of accommodation on all job postings and advertisements, when invited to attend an interview, on offer letters and on their first day.	Dana Ure	Policy: Recruitment, Assessment and Selection

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	Province's Compliance Report Question	Compliance Status	How the City is Complying	Confirmed by City Staff Person	City of Guelph Documents title
9	Does your organization provide its employees with updated information about its policies to support its employees with disabilities? (IASR s. 25)	Yes	Employees are provided with information about accommodation on their first day. Policies are available electronically. Employees are notified of significant policy changes via e-mail and/or payroll attachment.	Dana Ure	
10	When requested, does your organization provide employees with disabilities information in an accessible format or with communication supports? (IASR s. 26)	Yes	If requested, the City works with employees to provide information that takes into consideration the needs of the employee due to disability.	Dana Ure	

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	Province's Compliance Report Question	Compliance Status	How the City is Complying	Confirmed by City Staff Person	City of Guelph Documents title
11	Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities? (IASR s.28)	Yes	In the City's Documented Individual Accommodations Plans policy the requirements listed in this requirement are included. Employees were notified of the policy when it was launched. Employees are also notified of the policy at the time of hire. Information on the policy can be found on the infonet.	Dana Ure	Policy: Documented Individual Accommodation Plans

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	Province's Compliance Report Question	Compliance Status	How the City is Complying	Confirmed by City Staff Person	City of Guelph Documents title
12	Does your organization have a documented return to work process for employees who were absent due to a disability or require disability-related accommodations in order to return to work? (IASR s. 29)	Yes	In addition to other statutes regarding return to work processes, the Rehabilitation and Return-to-Work Policy includes return to work processes and how to document them including steps the employer will take to assist employees to return to work. Employees were notified of the policy when it was launched. Employees are also notified of the policy at the time of hire. Information on the policy can be found on the infonet.	Dana Ure	Policy: Rehabilitation and Return-to-Work
	Both Conventional and Mobility Transportation				

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	Province's Compliance Report Question	Compliance Status	How the City is Complying	Confirmed by City Staff Person	City of Guelph Documents title
13	Does your organization provide and keep a record of accessibility training for employees and volunteers on the use of: 1) accessibility features and equipment, 2) acceptable modifications to deal with temporary barriers or equipment failures, and 3) emergency response procedures for persons with disabilities? (IASR s. 36)	Yes	New hires are trained in accordance to AODA requirements, in the proper usage of mobility tie down devices. Operator training is reviewed on a regular, ongoing basis. Drivers are shadowed to ensure proficiency.	Fred Gerrior	

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	Province's Compliance Report Question	Compliance Status	How the City is Complying	Confirmed by City Staff Person	City of Guelph Documents title
14	Does your organization ensure that a support person accompanying a person with a disability is not charged a fare where a person with a disability has demonstrated a need for a support person? (IASR s. 38)	Yes	Current SOP/Policy states "Support workers, when accompanying a mobility passenger, are exempt from paying the current fare medium".	Fred Gerrior	
	Conventional Transit Only				
15	Do your conventional transportation services' new or modified vehicles meet the technical requirements as described in IASR s. 53-62?	Yes	All City of Guelph conventional buses are built in compliance or to exceed AODA requirements in the year to which the bus is built. Each bus is inspected semi-annually to ensure continued compliance with AODA standards. Defects are repaired immediately, as required.	Fred Gerrior	

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	Mobility Only				
16	Does your organization's eligibility application and appeals process for specialized transportation services meet the requirements as described in the IASR s. 64 (1-8)?	Yes	Appeal decisions are made within 30 days of notice of the refusal. Approval criteria are based on the medical practitioner's assessment and the Ontario Human Rights Code. Any information submitted by the applicant is protected under privacy laws.	Fred Gerrior	
17	Does your organization have a procedure for addressing temporary specialized transportation services based on emergency or compassionate grounds? (IASR s. 65)	Yes	Transportation is provided immediately for emergency or compassionate grounds, while the application is in the review process.	Fred Gerrior	
18	Does your organization meet the specialized transportation booking requirements as described in the IASR s. 71?	Yes	Bookings are accepted up to 3 hours prior to the end of service.	Fred Gerrior	

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19	Does your specialized transportation service ensure that the availability of services to persons with disabilities is not limited by either restricting the number of trips a person with a disability is able to request or by any other policy or operational practice? (IASR s. 72)	Yes	Guelph Mobility does not have any policy or procedure in place, which limits the number of trip requests made by a mobility passenger.	Fred Gerrior	
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