

# Multi-Year Accessibility Plan

## 2021-2025



Endorsed by the Accessibility Advisory Committee September 29, 2021  
This document is available in alternate formats upon request





# A Message from the Mayor

The City of St. Catharines is committed to fostering an inclusive community for all individuals. As such, Council strives to ensure that persons with disabilities do not encounter barriers when accessing municipal services, supports, and spaces. Council recognizes the leadership role it plays in making sure the municipality meets its obligations under the Accessibility for Ontarians with Disabilities Act (AODA).

Since 1998, the City's Accessibility Advisory Committee has been a valuable resource to Council, identifying, removing, and preventing barriers to municipal facilities, programs, and services. We are grateful for their ongoing leadership on accessibility and appreciate the work they have done to create the Accessibility Multi Year Plan. The Accessibility Multi Year Plan provides us with a strategy to attain full AODA compliance by 2025.

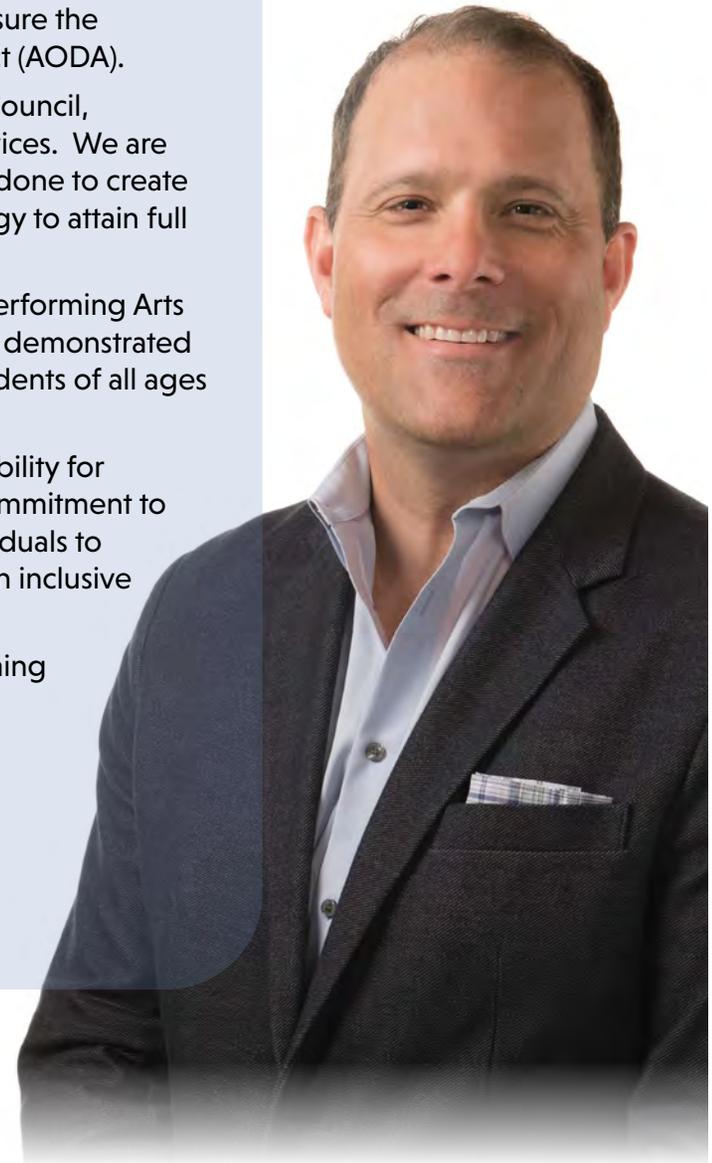
From the new accessible playground at Happy Rolph's and the impressive FirstOntario Performing Arts Centre to the Museum's Interpretative Plan and Seniors Without Walls program, we have demonstrated that we are a stronger community when we build our facilities and programming for residents of all ages and abilities to participate in and enjoy to the full extent.

The Accessibility Multi Year Plan will hold St. Catharines accountable for achieving accessibility for residents, visitors, and staff members with disabilities. It is also our hope that Council's commitment to accessibility, as expressed in this plan, inspires other organizations, businesses, and individuals to join us in removing barriers to accessibility. We all have a role to play in making our city an inclusive community where everyone can participate fully with independence and dignity.

This plan is another example of how we are working to achieve Council's vision of becoming one of the most liveable, dynamic, sustainable, and innovative cities in North America.



Mayor Walter Sendzik



## A Message from the Accessibility Advisory Committee (AAC)

The Accessibility Advisory Committee (AAC) is proud of the strides in building an accessible and inclusive community that have been made in partnership with the City of St. Catharines, and the continued development of an inclusive landscape for our City in the future. The Accessibility Plan gives us all a chance to see how far we have come, to celebrate our accomplishments, and address guidelines and goals for the coming years. As an accessibility committee, we recognize and respect the role we have in driving equity and inclusion across generations and diverse communities in our City.

Accessibility encompasses improvements to our physical environment that facilitate greater access for all, and it also includes the ability to access a true sense of belonging and inclusion amongst peers by speaking to barriers that are unseen. It is not our abilities in and of themselves that disable, but rather the environment surrounding us that shapes our involvement and place within it. We strive for St. Catharines to be that welcoming community of belonging where our physical and social environment envelope our diverse community in equitable participation in City life. Provincial Standards of accessibility have laid out guidelines for customer service standards, employment and employee training, procurement, information and communication, transportation and our built environment. As a Committee we work to ensure that these guidelines are part of the daily practices of the City, but furthermore that we provide guidance and encouragement for the City to go above and beyond what is provincially mandated, and to be leaders in accessibility, universal design, and inclusion.

Over the last year the AAC has made recommendations for additional accessibility language in the City's Facility Accessibility Design Standard (FADS) for play structures and universal washrooms. Going above and beyond current provincial requirements in site design. We initiated the Rick Hansen Foundation Certification of select City facilities, and the feasibility review of potential accessibility upgrades to the Port Dalhousie Carousel. On an ongoing basis we review upcoming site plans for City projects and provide feedback. We are currently working on the development of a digital accessibility way finding resource that will showcase accessible experiences for our community. We are looking forward to ensuring the equitable recovery of the disability community from the Covid-19 pandemic through our participation in the Equitable Recovery Sub Committee, which will be informing on the City's Covid-19 Recovery Plan. In the coming year we will be exploring barrier-free recommendations for the City's Snow Removal Plan, having representation on and participating in the Transportation Advisory Committee, exploring opportunities to work jointly with other advisory committees on a recognition program, and working towards foundational partnerships enhancing accessible recreational spaces.

We encourage participation and feedback from our City's residents. Read the Plan, visit our facilities, parks or trails, join a recreation program, and share your experiences with us. As always, we appreciate the continuing support and understanding of Council and staff in helping to meet the province's objective of an accessible Ontario by 2025.

# Statement of Commitment

The Corporation of the City of St. Catharines is committed to developing, implementing, maintaining, and enhancing accessibility as set out under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA and its Standards for people with a disability, in a manner that:

- Reflects the principles of dignity and independence;
- Seeks to provide integrated services; and
- Provides opportunity equitable to others to obtain, use and benefit from its goods, facilities or services.



## About the Legislation

The **Ontarians with Disabilities Act (ODA)** was enacted in 2001 and was the initial step in a journey towards an accessible province. It recognizes and builds on the foundation of the Ontario Human Rights Code. The ODA requires public sector organizations to identify, remove and prevent barriers to people with disabilities through a formal planning process. It also requires municipalities with populations greater than 10,000 to create an Accessibility Advisory Committee.

The **Ontario Human Rights Code**, as it relates to people with disabilities, is pivotal in understanding and applying accessibility legislation. Under the Ontario Human Rights Code, everyone has the right to equal treatment without discrimination. There is a positive duty to accommodate, short of undue hardship, meaning that wherever unequal treatment or discrimination exists it must be remedied unless the remedy would cause undue hardship. The Ontario Human Rights Code has primacy over the Accessibility for Ontarians with Disabilities Act legislation.

The **Accessibility for Ontarians with Disabilities Act (AODA)** is a law that sets out a process for developing accessibility standards. Implementing and enforcing these standards will help achieve the goal of an accessible Ontario by 2025. Accessibility standards under the AODA are laws that public and private sector organizations must follow to become more accessible. They help organizations identify and remove barriers to improve accessibility for people with disabilities in 5 main areas and 1 general area; general requirements, customer service, information and communication, employment, transportation, general requirements, and design of public spaces. These areas are referred to as the Integrated Accessibility Standards Regulation (IASR).

# IASR Explained

The standards are contained in one regulation called the Integrated Accessibility Standards Regulation, also known as the IASR. Currently, the IASR is made up of five standards and several general requirements that apply to the City's business in the following areas:

## 1. General Requirements

- Procurement, self-serve kiosks, multi-year plans and policies

## 2. Customer Service

- Providing customer service to people with disabilities

## 3. Information and Communications

- Providing feedback, requesting alternate formats, and websites

## 4. Employment

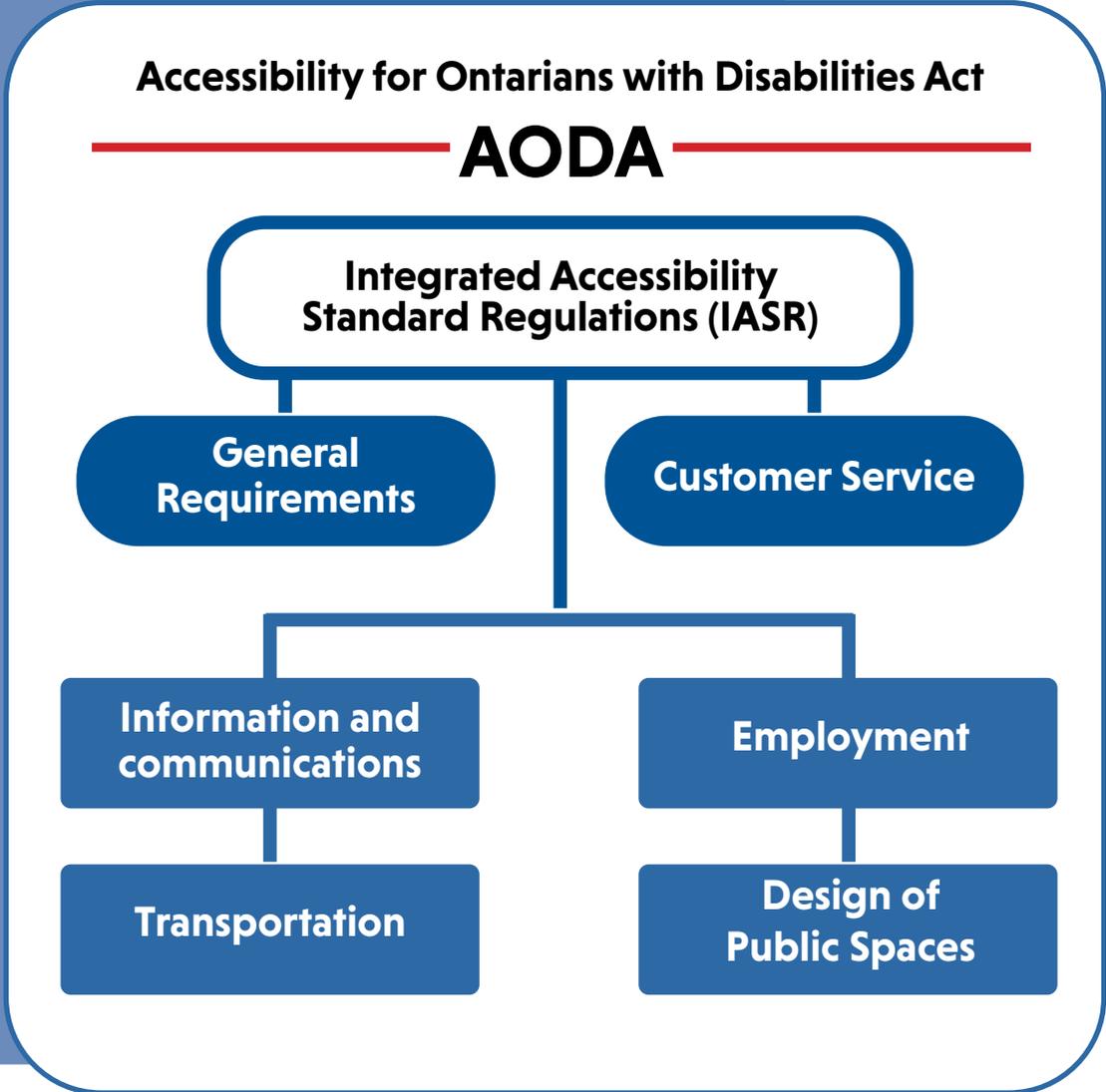
- Recruitment, providing employees with supports, workplace emergency response information, return to work, performance management, redeployment

## 5. Transportation

- Conventional and Specialized Transit

## 6. Design of Public Spaces

- Public spaces such as beaches, trails, parks, and playgrounds



# What is a Disability?

According to the AODA, a "disability" is any of the following:

- (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"



Disability is a protected ground under The Ontario Human Rights Code. Disability includes a wide range and degree of conditions in which a disability may be present at birth, caused by an accident, or developed over time. In addition, because some disabilities are visible and some are not, it cannot be assumed that because a disability is not visible that it does not exist or that it is not as significant as a visible disability. Lastly, a disability is self-identified and identified or determined by others.

## COVID-19 and Accessibility in St. Catharines

The City of St. Catharines' annual update on the Accessibility Plan comes at an unprecedented time, where the COVID-19 public health emergency has changed our ways of life and has made painfully evident the vulnerabilities faced by our older adults and persons living with disabilities. Some of these individuals live in long-term care homes or supported living and may navigate life with underlying health conditions that make them vulnerable to the community spread of viruses and diseases.

We are mindful of the intersectional impacts of these conditions. For example, for those who are from racialized communities and backgrounds and who often receive inequitable health care. Persons with disabilities and older adults must have equitable access to all COVID-19-related supports and services in our City without discrimination, including healthcare. We must learn all we can from the harsh lessons this pandemic has to teach us. The City of St. Catharines will continue to strive towards creating an inclusive community, one where older adults and persons with disabilities with underlying health conditions can live in safety and dignity.

In an effort to support these communities during and post-COVID, our Accessibility Advisory Committee (AAC) has partnered with our other equity seeking committees to form an Equitable Recovery Subcommittee to engage in important conversations related to the reopening of our City and the Niagara Region.

# Partnerships

## Accessibility Plan participants consist of the:

- Corporation of the City of St. Catharines
- St. Catharines Library Board
- St. Catharines Transit Commission

## Roles and Responsibilities

Each participant is responsible on an annual basis for the preparation, review and submission of the Accessibility Plan or its status updates as it relates to their respective operation and the AODA. The AAC will act in an advisory capacity and will review, revise, and reflect participant input within the Accessibility Plan prior to seeking Council approval.

# 2020 Update on Accomplishments

## Updates from our Partners

### St. Catharines Library Board

- Ramp at Port Dalhousie Branch - a proper ramp and an accessible door with push-button door opener were installed early 2020 to improve accessibility at the branch
- Central Library – Elevator Modernization – upgrades to passenger elevator at the Library including full modernization and interior cab refinishing.
- Updates incorporated Facility Accessibility Design Standards (FADS) elements for lights, finishes, elevator controls, annunciation. The new elevator is equipped with voice announcement, large clear labels, and braille buttons. The new elevator went into service in January 2021

Photo of Port Dalhousie Library ramp, guardrail new door with accessible button

### St. Catharines Transit Commission

- 40 hour per week service expansion
- Added 3 new accessible platforms at the downtown bus terminal
- Installed new accessible shelters at various locations
- Initiated new additions to training program to include providing customer service to those with service animals

# Corporation of the City of St. Catharines

## Information and Communications

### LanguageLine Solutions available at the City of St. Catharines

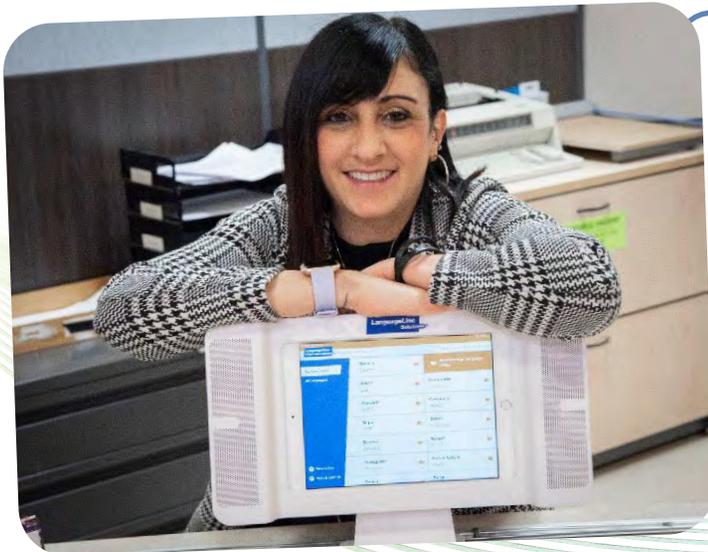
As our community grows and changes, our communication strategies need to become more adaptable and diverse. In 2020 the City of St. Catharines began using LanguageLine interpreter services. We now have on-demand services at City Hall as well as at the Kiwanis Aquatics Facility. Our Communicators and dispatch at Fire Services are also equipped with LanguageLine solutions as of 2021.

Residents and user groups can access instant interpretation in 240 languages via mobile, video and phone. This service has proven to be an effective solution for those who communicate with American Sign Language (ASL) or those who do not speak English as a first language.

### Public Consultation: Online Survey

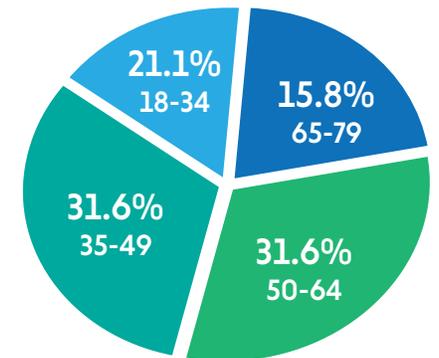
In October of 2020 the City of St. Catharines released its accessibility survey to the public. Due to COVID-19 we were unable to hold any public meetings to collect information from residents, and other user groups. As required, we communicated alternate methods to connect with someone to provide feedback beyond going online to complete the survey.

To summarize the results in December 2020, it was mostly residents that we heard feedback from – 90% residents, 1% from those who work or do business in St. Catharines, and 1% from visitors.



#### Who we heard from:

- 21.1% in the 18-34 age group
- 31.6% in the 35-49 age group
- 31.6% in the 50-64 age group
- 15.8% in the 65-79 age group





# Design of Public Spaces

## 2020 Highlights

New play structures completed with rubber surface



### Partridge Park Playground

Play equipment structure accessibility highlights below:

- At grade activity panels promoting free play
- At grade control panels promoting social play
- Accessible swing
- Transfer table to access elevated elements
- Accessible play surface and route through the play space
- Accessible hard surface connecting municipal sidewalk



### Glengarry Park Playground

Play equipment structure accessibility highlights below:

- At grade activity panels promoting free play
- At grade control panels promoting social play
- Accessible swing
- Transfer table to access elevated elements
- Accessible play surface and route through the play space
- Accessible hard surface connecting municipal sidewalk



## Update to Facility Accessibility Design Standards (FADS)

In 2020, in Partnership with the Accessibility Advisory Committee, the Social Pillar Committee, and City Council approved an update to our 2018 version of FADS. The document will be updated in late 2021-2022. Additions to FADS include:

- That a paved pathway (made of hard, smooth materials that do not separate under pressure) connect playgrounds to the main sidewalk and/or parking lot and/or main access area for that play space, thereby creating an accessible route.
- An accessible swing be provided.
- A minimum of three 'at grade' play components be provided as a standard.
- That partially ramped portions of playground structures be incorporated in the design of the play space to foster and encourage inclusion in play in city wide parks, and where possible in neighbourhood parks

## Building Updates

- 40 St. Paul Street – upgraded plaza area opposite William Street, provides access to Meridian Centre Bridge. Plans for future include a pedestrian activated crosswalk signal is still to be completed
- Bill Burgoyne Arena – Accessibility Upgrades – Renovated 2 changerooms to add accessible elements, added a universal washroom at the front of the building, incorporated an elevator/lift to gain access to the new barrier free viewing area at the top of the stands at centre ice
- City Hall – Elevator Modernization – upgrades to passenger elevator at City Hall, including full modernization and interior cab refinishing. Updates incorporated FADS elements for lights, finishes, elevator controls, annunciation etc.
- Port Weller Community Centre – Addition & Alterations – completed in Summer of 2020 – Building addition included a new universal washroom inside the building, as well as a second universal washroom serving the exterior of the building for the park/splashpad. Project also included renovation of the existing washrooms, upgrades to the exterior pavements and entrances

# Transportation at the City of St. Catharines

- Completed the Transportation Master Plan with a focus on prioritizing vulnerable users.
- Met with the Accessibility Advisory Committee to discuss expanding the Transportation Advisory Committee terms of reference to include a member from the Accessibility Advisory Committee.
- Arthur Street sidewalk improvements
- Approval to undertake an Active Transportation Master Plan starting in 2021

## New Sidewalks 2.17km completed Independently done

- 374m (106+82+54+132) Chestnut St (Woodcrest to Jacobson) – north side
- 379m (210+169) Dieppe Road (Grantham to Nielson) – north side
- 115m Grantham Avenue (110m north of Dieppe Road to Dieppe Road) – east side
- 172m Fourth Avenue (west of hospital to Pennachetti Street) – south side

## In conjunction with other construction

- 690m Moffatt Street road reconstruction – west side
- 36m Highland Road (Rockcliffe to 36m northerly) – west side
- 400m South Drive (Rockcliffe to Cliff Road) – various both sides



# Grant Opportunities

The City of St. Catharines recognizes the diverse needs of all its citizens and customers and will respond to these needs by striving to provide goods, services and facilities that are accessible to all. This is supported through ongoing active pursuit of additional funding opportunities by way of application for grants available through outside sources, including the Federal Government.

Currently the City has applied for funding through the EnAbling Change Program with the Provincial Government.

## Planned Actions for 2021 and beyond St. Catharines Transit Commission

The St. Catharines Transit Commission intends to make its services more accessible by taking the following actions over the next five years:

- Upgrade approximately 80 stops to improve accessibility.
- Install 40 new accessible shelters.
- Add 3 additional accessible platforms at the bus terminal. To be complete in 2021
- Purchase 32 accessible buses- 12 were purchased in 2021 and 9 are ordered for 2022
- Purchase 9 Paratransit vehicles- 4 before end of 2021 and 1 ordered for 2022
- Renovations in summer 2021 at Downtown Terminal to include accessible washroom facilities.
- Participate in the Region of Niagara Specialized Transit review study
- Bus Stop Accessibility Criteria and Guidelines document in process
- Conduct a full accessibility compliance audit

## St. Catharines Library Board

- Within the timeframe of the 2021 -2025 Multi Year Accessibility Plan, the St. Catharines Library Board is planning on initiating a major renovation to the Central Branch



# Corporation of the City of St. Catharines

## Employment

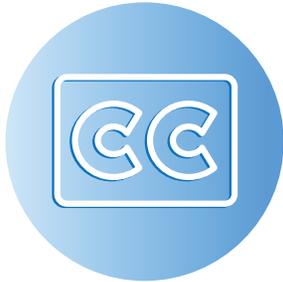
### New Accessibility Training for employees and volunteers

In 2021 The City of St. Catharines revised its training program for employees and volunteers. Our previous training program was created in 2013 using a training provider. During the seven years it has been used, requirements under the AODA have changed. We identified that there was an opportunity to bring the program in-house and have staff create training modules that meet accessibility criteria and offer a user-friendly program. This new program was tested by staff as well as members from our Accessibility Advisory Committee before launching it to new hires and volunteers. The program is made up of different modules for each section of the Integrated Accessibility Standards Regulation (IASR). They are General Requirements, Information and Communication Standard, Customer Service Standard, Employment Standard, Design of Public Spaces standard, and Transportation Standard.

Another development in 2021 with respect to training for employees at The City of St. Catharines, is creating accessible documents. In 2016 a communications guide was released to employees. This guide introduced the topic of creating accessible documents. In 2021 we recognized this information needed to be updated. Our new guide "How to Create Accessible Documents: A Guide for the City of St. Catharines" was finalized in spring 2021. In June 2021 a refresher training was provided to staff.



# Information and Communications



## Closed Captioning

As part of our commitment to provide accessible communication to residents and other viewers, in 2021 the City of St. Catharines has begun to partner with rev.com to offer closed captioning on our City Council meetings that are streamed to YouTube. As with many of the areas and ways we do business, COVID-19 has impacted the way we communicate and provide information. It's been over a year since City Council has met in Council Chambers and has moved to meeting online, with this there was a need to offer closed captioning not only to be in compliance with the AODA, but also to ensure we are providing accessible communication to the public.



## Design of Public Spaces

### Sunset Beach

- Project currently in development that will address accessible/universal washrooms, accessible parking, hard surface pathway connections and an accessible playground structure



### Memorial Benches

- All new concrete slabs for memorial benches are accessible as the concrete slabs connect to hard surface pathways and include space for an accessible device/wheelchair



## Museum Interpretive Plan

- The Museum Interpretive Plan implementation continues and it prioritized inclusivity and accessibility as the AODA was an important reference document throughout the plans development.
- One example is with exhibit information and the requirement to have exhibits in more than one format to increase accessibility as well as being aware of colour contrasts and heights of text panels.
- New front desk designed with accessibility in mind
- Lowered service counter at St. Catharines Museum



## Merritton Arena Renovations

- scheduled completion for year end in 2021
- project includes addition of a universal washroom at the front entrance, renovation of two changerooms to incorporate accessible elements, and will incorporate accessible entrances and path of travel

## Arena Strategy

- highlights universal / accessible design considerations through AODA for current and future facilities



## Aquatics Facilities Strategy

- Places a strong emphasis on Accessible Ontario by 2025 for both indoor and outdoor aquatics facilities
- Council is supportive of future initiatives to renew the City's outdoor pools, build a new indoor aquatics centre and new splash pads which will all meet AODA Standards.
- Staff will provide Council with the implementation plan as part of the 2022 Capital Budget presentation

ASL interpreter assisting with a swim lesson at Lion Dunc Schooley pool



## Replacements to play structures with accessible features and rubber surface

- Happy Rolph’s underway in 2021
- Montebello Park initiated in 2021

Happy Rolph’s new play structure

## Building Accessibility Audits

- Budgeted for building audits to be conducted in 2022, this would be an update from previous audits completed in 2007

## Multi-use Trails

### New Trails

- Fairview Park - Scott Street to Fairview Mall and Geneva Street
- Pearson Park - Existing neighbourhood to Kiwanis Aquatics Centre
- Merritt Trail - Existing driveway for Merritton Works Yard driveway to Glendale Avenue
- Walker’s Creek Trail – Lakeshore Road
- Glendale Trailhead - North of Glendale Avenue, east of Twelve Mile Creek

### Replacements

- Lakeside Park / Waterfront Trail - Dalhousie Ave road allowance to existing promenade
- Rennie Park – replacing to reduce incidents of flooding
- Grantham Rail Trail - Parnell Road to south of Roehampton
- Malcolmson Park & Welland Canals Parkway road allowance - Lakeshore Road to Cumberland Street at Lombardy Avenue
- Welland Canals parkway Trail - 3 sections: Bunting Road and Scott Street, Scott Street and Carlton Street, and south of Lock 3

# Transportation at the City of St. Catharines

## New sidewalks

- Abbot Street (north side) from Oakdale Avenue easterly across 80 Oakdale Avenue flankage
- Arthur Street (west side) from Nottingham Court to 43 Arthur Street (approx. 70m south of Cindy Drive) and from Melody Trail to 121 Arthur Street (approx. 120m north of Jarrow Road)
- Arthur Street (east side) from 58 Arthur Street (approx. 70 m south of walkway) to Willver Drive walkway opposite Cindy Drive
- Export Drive (west side) from Dieppe Road to Welland Avenue
- Gibson Place (north side) from Niagara Street westerly across 15 Gibson Place
- Niagara Street (west side) from Maplewood Dr. southerly to 497 Niagara St., 2 sections
- Rykert Street (south side) from Louth Street westerly to 173 Rykert Street (approx. 80m west of Westland)
- Third Avenue (north side) from 17 Third Ave. to approx. 10m west of 21 Third Ave.

## Traffic Signal replacements

Improved with accessible features - push button with audible signal

- Geneva Street at Russell Avenue
- Hartzel Road at Dunvegan Road



## Policies and Plans

- Complete Active Transportation Master Plan
- Continue with 2021 active transportation work plan
- Implement a Pedestrian Crossing policy
- Council approved expanding the Transportation Advisory Committee expanding the terms of reference to include a member of the Accessibility Advisory Committee
- Move ahead with Policy for on-street accessible parking in residential areas
- Continued upgrades to active transportation network including priority new sidewalk locations and paving of recreational trails.
- Annual traffic signal upgrade program with audible features

## Accessible On-street parking

- St. Paul Street – converting 3 existing parking spots to 2 accessible spots on south side between Bond Street and Court Street



# Rick Hansen Foundation Accessibility Accreditation

In 2021 the City of St. Catharines applied for the opportunity to participate in an accessibility building certification through the Rick Hansen Foundation. Rick Hansen Foundation Accessibility Certification™ (RHFAC) is a rating system that measures the accessibility of buildings and Sites. It promotes increased access through the adoption of Universal Design principles. In the spring we were informed we were accepted into the program. In summer 2021 a representative from Rick Hansen Foundation visited the City of St. Catharines and audited City Hall, The St. Catharines Museum, Lake St. Service Centre, Seymour Hannah, and the Kiwanis Aquatics Centre.



Photo of Rick Hansen Foundation building audits at City Hall  
2021-2025 AODA/IASR Compliance Status/Activities

# 2021-2025 AODA/IASR Compliance Status/Activities

## Integrated Accessibility Standard Regulation: General Regulations

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p>O. Reg. 191/11, 1-8</p> <ol style="list-style-type: none"> <li>1. Purpose and Application</li> <li>2. Definitions</li> <li>3. Establishment of policies</li> <li>4. Accessibility Plans</li> <li>5. Procuring or acquiring goods, services or facilities</li> <li>6. Self-Serve kiosks</li> <li>7. Training</li> <li>8. Exceptions from filing Accessibility Reports</li> </ol>	<ul style="list-style-type: none"> <li>• Ensure policies are complete</li> <li>• Required to maintain and update Multiyear Accessibility Plan</li> <li>• Update Purchasing Policy</li> <li>• Provide Training</li> <li>• File reports to Province of Ontario</li> </ul>	<ul style="list-style-type: none"> <li>• January 1, 2013 - ongoing</li> <li>• April 2020</li> <li>• January 2013</li> <li>• December 2019</li> </ul>	<ul style="list-style-type: none"> <li>• Policies in place and up to date</li> <li>• Multiyear Accessibility Plan in place</li> <li>• Purchasing policies update in April 2020</li> <li>• Training provided in 2013 to all existing staff and new hires, training update in Feb 2021</li> <li>• Compliance Report to province filed in 2019</li> </ul>

# 2021-2025 AODA/IASR Compliance Status/Activities

## Integrated Accessibility Standard Regulation: Information and Communication

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p>O. Reg. 191/11, 9-19</p> <p>9. Definitions and Exceptions</p> <p>10.Applications</p> <p>11.Feedback</p> <p>12.Accessible Formats and Communications Support</p> <p>13.Emergency procedure, plans or public safety information</p> <p>14.Accessible websites and web content</p> <p>15.Educational and training resources and materials, etc.</p> <p>16.Training to educators</p> <p>17. Producers of educational or training material</p> <p>18.Libraries of educational and training institutions</p> <p>19.Public libraries</p>	<ul style="list-style-type: none"> <li>• Provide accessible formats at the City</li> <li>• Provide accessible public safety information</li> <li>• Update website to conform with WCAG 2.0 Level AA</li> <li>• Public Library – confirmed practices for Alternate formats</li> </ul>	<ul style="list-style-type: none"> <li>• January 1, 2010 -ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback process in place, will be updated with website update in 2021</li> <li>• Alternate formats available upon request</li> <li>• Website update underway in 2021</li> <li>• Library provides accessible formats upon request</li> </ul>

# 2021-2025 AODA/IASR Compliance Status/Activities

## Integrated Accessibility Standard Regulation: Employment Standards

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
O. Reg. 191/11, 20-32 20. Scope and Interpretation 21. Schedule 22. Recruitment, General 23. Recruitment, Assessment and Selection Process 24. Notice to Successful Applicants 25. Informing Employees of Supports 26. Accessible Formats and Communication Supports for Employees 27. Workplace Emergency Response Information 28. Documented Individual Accommodation Plans 29. Return to Work Process 30. Performance Management 31. Career Development 32. Redeployment	1. Policy: 1.1. Regularly review Hiring Policy and Accessibility policy and language with respect to accommodation 1.2. Review of procedure for recruitment and accommodations including notice in job advertisements 1.3. Training regarding providing accommodation for those responsible for recruiting, selecting and hiring staff as well as staff who would participate in the recruitment process	January 1, 2013 (ongoing)  January 1, 2013 – ongoing  January 1, 2013 and revised in 2021	<ul style="list-style-type: none"> <li>Accessibility Policy and Hiring Policy both address accommodation and comply with Employment Standard of IASR</li> <li>All job postings contain information about accommodations throughout recruitment process at the bottom of the posting</li> <li>Informing employees completed in Taleo onboarding documents, Accessibility policy, Taleo sends out automatic reminders to supervisor</li> <li>Accommodation plans, return to work, performance management, career development and redeployment managed as needed</li> </ul>

# 2021-2025 AODA/IASR Compliance Status/Activities

## Integrated Accessibility Standard Regulation: Customer Service

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p>O. Reg. 191/11 – 80.45-80.51</p> <p>80.45 – Scope and Interpretation</p> <p>80.46 – Establishment of Policies</p> <p>80.47 – Use of Service Animals and Support Persons</p> <p>80.48 – Notice of Temporary Disruptions</p> <p>80.49 – Training for Staff</p> <p>80.50 – Feedback Process Required</p> <p>80.51 – Format of Documents</p> <p>1. Policy Confirmation:</p>	<ul style="list-style-type: none"> <li>• Policies in place for Customer Service Standard</li> </ul>	<p>January 1, 2010 - ongoing</p> <p>Training completed in 2013 and revised in 2021</p>	<ul style="list-style-type: none"> <li>• Policy includes all requirements under customer service standard</li> <li>• Training for staff completed</li> <li>• City provides alternative formats upon request</li> <li>• Feedback process in place, to be revised with new website in 2022</li> </ul>

# 2021-2025 AODA/IASR Compliance Status/Activities

## Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Status
<p>O. Reg. 191/11 – 33-80</p> <p>Conventional and Specialized Transportation Service Providers, General</p> <p>Conventional and Specialized Transportation Service Providers, Accessibility Plans</p> <p>Conventional Transportation Service Providers, General</p> <p>Conventional Transportation Service Providers, Technical Requirements</p> <p>Specialized Transportation Service providers</p>	<p><b>1. Confirmation:</b></p> <p><b>1.1. Confirm with Transit Service Provider:</b></p> <ul style="list-style-type: none"> <li>• Availability of Information on Accessibility Equipment</li> <li>• Non-functioning accessibility equipment</li> <li>• Accessibility Training</li> <li>• Emergency Preparedness and Response Policies</li> <li>• Fares, Support persons</li> <li>• Transition, existing contracts</li> <li>• Transition, existing vehicles</li> <li>• Accessibility Plans, conventional transit</li> <li>• Accessibility Plans, specialized transit</li> <li>• Accessibility plans, Conventional and specialized transit</li> <li>• General responsibilities</li> <li>• Alternative Accessible Method of Transportation</li> <li>• Fares</li> <li>• Transit Stops</li> <li>• Storage of Mobility Aids</li> <li>• Priority Seating</li> <li>• Service Disruptions</li> <li>• Pre-boarding Announcements</li> </ul>	<p>2010 – ongoing</p> <p>2013 - ongoing</p> <p>2014-2015 Fare parity</p> <p>June 2021 brought ParaTransit in house rather than contract</p> <p>2021 – Bus Stop Accessibility Guidelines document 2003 - ongoing</p>	<ul style="list-style-type: none"> <li>• Equipment has ability to be used manually, then bus to be taken back to terminal</li> <li>• Non-functioning accessibility equipment policy and procedures are in compliance with AODA</li> <li>• Transit Accessibility Plans active from 2019 - 2023</li> <li>• Compliant and have eliminated contractor – in house as of June 2021</li> <li>• If equipment is not operational there are signs used for the service disruption</li> <li>• Priority/Courtesy seating is provided and marked by signage in accordance with AODA</li> <li>• Electronic announcement system available.</li> <li>• Document sent to AAC in June 2021, document is in partnership with City of Niagara Falls and Niagara Region</li> </ul>



# 2021-2025 AODA/IASR Compliance Status/Activities

## Integrated Accessibility Standard Regulation: Design of Public Spaces (DOPS)

Regulation/Requirement	Action Required by Municipality	Timeline	Status
<p>O. Reg. 191/11 – 80.6 - 80.44 Part 4.1</p> <ul style="list-style-type: none"> <li>• Recreational Trails and Beach Access Routes</li> <li>• Paths of Travel</li> <li>• Outdoor public eating areas</li> <li>• Outdoor Play Spaces</li> <li>• Accessible Parking</li> <li>• Obtaining Services</li> <li>• Maintenance</li> </ul>	<ol style="list-style-type: none"> <li>1. Confirm policies in FADS and with EFES/CRCS staff</li> </ol> <ul style="list-style-type: none"> <li>• Planned edits to FADS for play spaces and washrooms/changerooms</li> </ul>	<ul style="list-style-type: none"> <li>• January 1, 2016 – ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• FADS update scheduled for 2022</li> <li>• Updates required in FADS 2018 version, not for compliance but as directed by Council for play spaces and in public universal washrooms</li> </ul>

# Feedback on Accessibility

The City of St. Catharines welcomes all feedback regarding accessible customer service, accessible information, communication, accessible formats, accessible facilities, goods, or services

## How to get in touch

You may contact us in person, by mail, email, website, phone, fax,TTY, or contact the Accessibility Coordinator directly.



### Visit

**City Hall, 50 Church St.**

Located at the corner of Church St. and James St.

Accessible Main Entrance at James St. side of City Hall



### Mail

**City of St. Catharines**

P.O. Box 3012, 50 Church Street  
St. Catharines, ON L2R 7C2



### Contact:

905.688.5601

905.688.4889 (TTY)

905.682.3631



Email or Check us out online

[info@stcatharines.ca](mailto:info@stcatharines.ca)

[www.stcatharines.ca](http://www.stcatharines.ca)

Primary contact:

**Megan Detlor –  
Human Resources Consultant, Accessibility**

[mdetlor@stcatharines.ca](mailto:mdetlor@stcatharines.ca)

905.688.5601 ext. 1478