

City of Owen Sound Annual Status Report

The City of Owen Sound has established a [Multi-Year Accessibility Plan](#) to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* (AODA) and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for 2020 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at www.owensound.ca/accessibility.

To request an alternate format of this annual status report, please contact:

Staci Landry, Community Services Administrative Assistant
Owen Sound City Hall
808 2nd Avenue East
Owen Sound, ON N4K 2H4
519-376-4440 ext. 1256
Email: slandry@owensound.ca

Accessibility Accomplishments in 2020:

General Requirements

The General Requirements are those regulatory requirements that apply across all four standards in this regulation: Information and Communications, Employment, Transportation, and Design of Public Spaces. The City of Owen Sound is committed to developing, implementing, and maintaining policies governing how we achieve or will achieve accessibility through meeting our requirements under the accessibility standards referred to in this Regulation.

Accomplishments:

- On January 13, 2020, City Council approved the City's updated Multi-Year Accessibility Plan, 2019 – 2023.
- Reviewed the Multi-Year Accessibility Plan in preparation of the Annual Status Report which will be posted on the City's website.
- Continued to incorporate accessibility features into our procurement or acquisition of goods, services or facilities wherever practicable.
- Continued to train all new staff and volunteers on the Integrated Accessibility Standards Regulation (IASR) as it pertains to people with disabilities.

Customer Service

The City continues to meet the requirements of the Accessible Customer Service Standard and continues to seek and implement best practices in delivering programs and services in an inclusive and accessible manner.

Accomplishments:

- Continued to comply with the requirements of the Customer Service Standard, including training all new staff.
- Continued to review customer feedback and take appropriate action.

Information and Communications

The Information and Communications Standard outlines requirements for organizations to create, provide, and receive information and communications in ways that are accessible for people with disabilities. This should help people with disabilities access sources of information and communications that many of us rely on every day.

The City is committed to ensuring information and communications are available and accessible to people with disabilities.

Accomplishments:

- A statement is included on the City's website informing users that documents are available in an alternate format upon request.
- Created a phone extension that includes any service disruptions for City transit.
- Created a phone extension that includes any road and/or sidewalk closures.
- Continued to ensure that content on the City website and any documents created by City staff are accessible.
- Continued to provide accessible formats and communication supports, upon request.

Employment

The City is committed to inclusive and accessible employment practices that ensure the processes of recruiting, hiring, communicating with, and retaining employees who have disabilities is inclusive.

Accomplishments:

- Continued to review Individual Accommodation Plans and follow up with employees and managers as applicable.
- Continued to provide all new staff with AODA training.
- Reviewed hiring process during the transition to virtual interviews with an accessibility lens, and ability to accommodate candidates during the recruitment and selection process as needs were identified.

Transportation

The Transportation Standard outlines requirements for accessible transportation services to assist people with disabilities in being able to live, work, and participate in their communities. It will not only assist persons with disabilities living in Ontario, but visitors, families with strollers, and seniors.

The City is currently under contract to a third party for the provision of its conventional and specialized transportation services.

Accomplishments:

- Continued to ensure that our third party contractor is following all of the requirements under the Transportation Standard

Design of Public Spaces

The Design of Public Spaces Standard focuses on outdoor spaces including recreational trails, beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, and on and off-street parking.

The City is committed to identifying, removing, and preventing barriers in public buildings and spaces by making sure that new construction and major changes to existing features do not create any new barriers.

Accomplishments:

- The first draft of the City's new Official Plan was read with an accessibility lens to ensure AODA compliance and design of the public realm for persons of all abilities.
- Staff reviewed all development proposals with an accessibility lens.
- Replaced the Harrison Park Tot Lot Playground with new accessible equipment and surfacing.
- Replaced the Timber McArthur Playground with new accessible equipment and surfacing.
- Installed new accessible surfacing at St. Julien Park Playground.
- Installed 18 new accessible benches along the waterfront trail servicing the Inner Harbour.
- Completed accessible trail surface upgrades to the Harrison Park Mile Drive Trail – widened sections to achieve a consistent 3 metre finished trail surface width, and improvements to the grading and drainage.
- Installed accessible handrails in sections of the arena seating areas at the Bayshore Community Centre, home to the OHL's Owen Sound Attack.
- Began accessibility upgrades to the Harrison Park Community Centre, with funding from the Federal Government's Enabling Accessibility Fund program. The building is being retrofitted with an accessible concrete ramp and stairs with handrails at the main entrance with automatic door openers; a universal accessible washroom with adequate space for a future adult change table; and a ramp with a handrail and a non-slip epoxy floor that

will provide accessible entry into the kitchen. This work will be completed by April 2021.

- Installed new concrete bleachers at Duncan McLellan Park, with accessible seating.
- Completed upgrades to the public washroom at the Tom Thomson Art Gallery to make one, accessible single use washroom, including automatic door opener, motion lights, accessible fixtures, and accessible soap dispenser heights.
- Completed upgrades to the public washrooms at Harrison Park, including one accessible stall in both the men's and women's washrooms, automatic door openers, motion lights, accessible fixtures, and accessible soap dispenser heights.
- Completed upgrades to the public washroom at the West Side Boat Launch, including automatic door opener, motion lights, accessible fixtures, and accessible soap dispenser heights.
- Installed accessible entrance doors, with automatic door openers, at the Billy Bishop Airport.
- Installed new audible pedestrian signals along 10th Street in the corridor between 3rd Avenue West and 4th Avenue East.
- Installed new barrier curb and sidewalk connecting the existing Keppel-Sarawak School sidewalk to the 27th Street West intersection in order to provide a safe path of travel for students and pedestrians on 8th Avenue West.

Summary of Consultations

The City's Accessibility Advisory Committee was consulted on a number of initiatives in 2020, including:

- All Site Plan Approval (9) and Subdivision (1) applications that involved matters of accessibility.
- Preliminary request to implement the use of an accessibility checklist to ensure early, enhanced review of matters of accessibility in Site Plan review – this will be implemented in 2021.
- Playground designs for the Harrison Park Tot Lot Playground and Timber McArthur Playground.
- Harrison Park Community Centre accessibility upgrades.
- 10th Street Bridge replacement accessibility features.
- 16th Street East road rehabilitation, watermain replacement and new sidewalk construction.
- Design of new wayfinding signage for the City. All signage in the RT07 Standard and Specifications Guide are in-line with current best practices for accessibility in signage.
- Accessibility Improvement Grant Program Guidelines under the City's new Community Improvement Plan.

Next Steps

Throughout 2021, the City of Owen Sound will continue to work towards meeting and maintaining its obligations under AODA and the Integrated Accessibility Standards Regulation, and will be undertaking the following initiatives:

- Entered into an agreement with eSCRIBE in 2020 for the provision of electronic meeting management software. This provides for the utilization of common software for reports, agendas, and minutes with a dedicated portal for access to agenda items. The portal will provide an easy accessible manner for Council, Committee members, staff, and the public to find and view any relevant items, all of which will be in an accessible format. The implementation of this software will occur in March 2021.
- The accessibility upgrades to the Harrison Park Mile Drive Trail will continue in 2021 with the completion of asphalt surfacing.
- Continuation of the installation of accessible handrails in the remaining sections of the arena seating areas at the Bayshore Community Centre.
- Replacement of the Duncan McLellan Park Playground with new accessible equipment and surfacing.
- Installation of accessible benches throughout Greenwood Cemetery.
- The Public Works & Engineering Department and Operations Committee will be undertaking a Transit Study in advance of the contract with our third party vendor expiring in 2022.
- Accessibility upgrades to the public washroom at Tom Williams Park and the East Side Boat Launch.
- Accessibility upgrades to the Chapel at Greenwood Cemetery.
- Rehabilitation and restoration of the east and west side waterfront trails.
- Implement the use of an accessibility checklist for all Site Plan reviews with regard to matters of accessibility.