

# 2013 Year-End Report

## Accessibility Plan 2013-2015

Endorsed by the Mayor's Advisory Committee on Accessibility  
February 26, 2014



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CITY OF  
ST. CATHARINES

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This document is available in alternate formats upon request.

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## **Introduction**

Communities are changing throughout the Province of Ontario as the population ages. It is estimated that approximately 20% of Ontarians are likely to have a disability by the year 2025. A mandate set out by the Province to remove barriers by 2025, through the *Ontarians with Disabilities Act* (ODA) and *Accessibility for Ontarians with Disabilities* (AODA), will require communities to become more accessible to an aging population, to persons with disabilities, to everyone.

### **2013-2015 Plan; year-end report for 2013**

Like other municipalities throughout Ontario, the City of St. Catharines has replaced its annual accessibility plan with a longer term strategy to clearly map the City's accessibility objectives. Within this long-term objective is a mandate to measure progress in an annual status report.

This annual status report includes accessibility highlights and AODA objectives met as of December 31, 2013.

## **What's new under the Province's *Accessibility for Ontarians with Disabilities Act (AODA)***

### **New AODA Standard added to the Integrated Accessibility Standard**

The Design of Public Spaces Standard (Ontario Regulation 413/12) was enacted effective January 1, 2013 as an amendment to the Integrated Accessibility Standard (Ontario Regulation 191/11).

The Integrated Accessibility Standard Regulation includes; General requirements, Information & Communication, Employment, Transportation and now the Design of Public Spaces.

The Design of Public Spaces Standard (DOPSS) includes accessibility elements such as; Recreational Trails and Beach Access Routes, Outdoor Public Use Eating Areas, Outdoor Play Spaces, Exterior Paths of Travel (including ramps), Accessible Parking, Obtaining Services and Maintenance.

The City has been actively planning its compliance with the various DOPSS requirements before the January 1, 2016 deadline. As an example, the minimum width of exterior pathways (sidewalks) will increase from 1.2 meters to 1.5 meters and has already been established into construction practices and contract requirements.

Accessibility staff held a preliminary awareness session in April 2013 and provided more detailed support training on the DOPSS in February 2014 to key staff from various departments.

## **Provincial 5-year review of the AODA**

In 2013, Ontario appointed Mayo Moran, Dean and James Marshall Tory Professor of Law at the Faculty of Law, University of Toronto, to lead a review of the province's *Accessibility for Ontarians with Disabilities Act* (AODA)

Since the AODA became law in 2005, Ontario has established accessibility standards for customer service, general elements, information and communications, employment, transportation and the design of public spaces.

The first review of the act was conducted by Charles Beer, former provincial Minister of Community and Social Services, and was completed in 2010. Beer's review examined the process for developing accessibility standards, municipal accessibility advisory committees and the government's administration of the AODA.

Making Ontario accessible for people with disabilities by 2025 is the goal of the AODA and will help build a fair society so that everyone can contribute their skills to the economy.

The AODA and the Accessibility Directorate was transferred from the Ministry of Community of Social Services portfolio to the newly created Ministry of Economic Development, Trade and Employment in 2013.

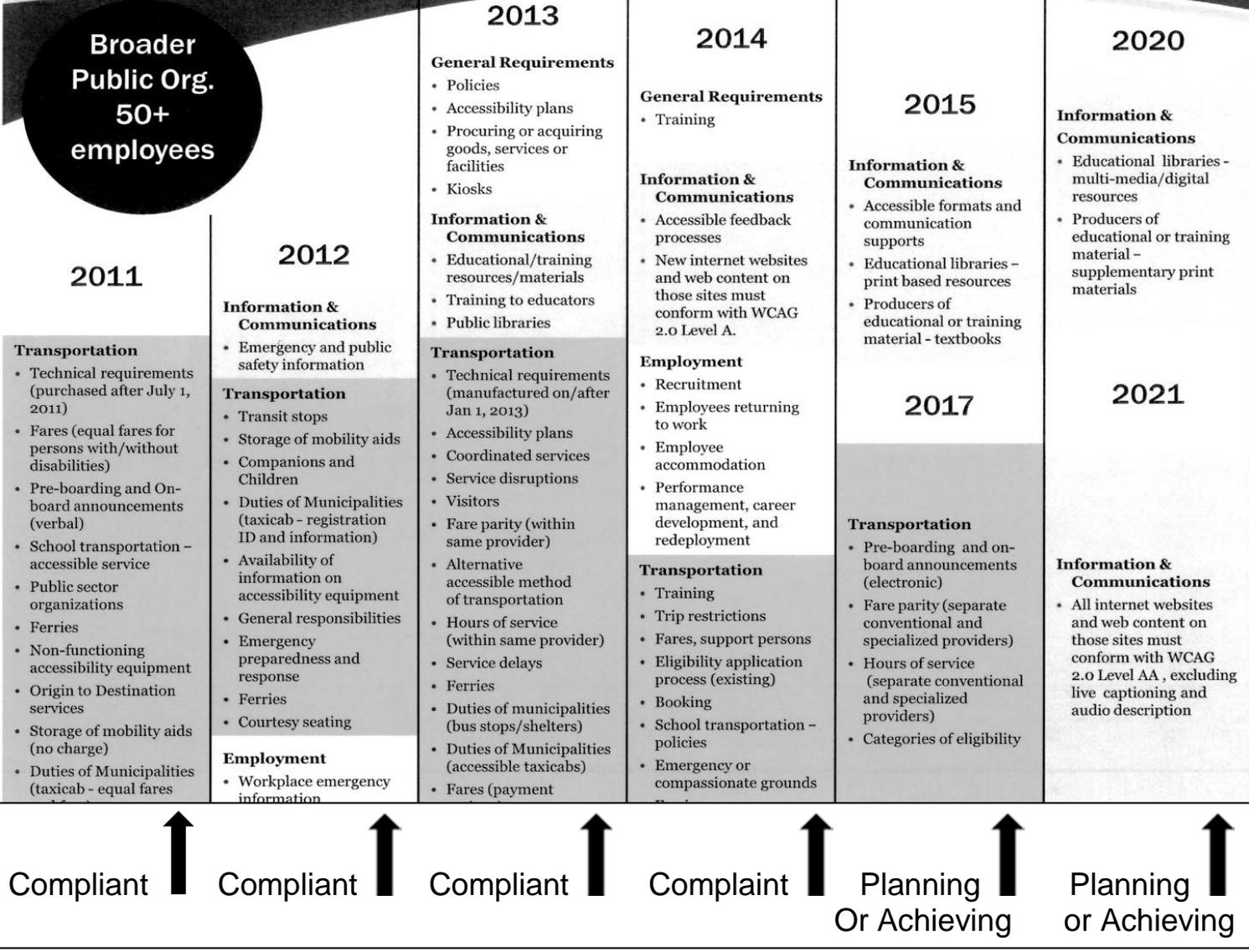
## **City's annual compliance report to the Province**

The City filed its annual compliance report to the Province in October, 2013. The City met or exceeded all requirements with respect to its AODA mandate in areas such as;

- created a statement of organizational commitment for accessibility
- approved accessibility plans and supportive policies
- implemented supportive policy practices and policy procedures
- ensured public emergency plans are available for its facilities
- achieved compliance with all ADOA requirements to-date
  - Accessible Customer Service Standard, fully compliant by Jan. 2010
  - Integrated Accessibility Standard, fully compliant with all elements required to-date Jan. 2014, as well as many elements not yet due (refer to next page)

The City continues to build or renovate its facilities according to the Facility Accessibility Design Standards (FADS) that mandates a greater standard of accessibility that exceeds AODA and Ontario Building Code requirements.

# AODA Integrated Accessibility Standards



## City: 2013 Highlights

- Completed corporate-wide accessibility training on the Integrated Accessibility Standard Regulation for all staff; fulltime, part-time, casual, students and volunteers
- Renovated various facilities for improved accessibility; Dunlop Centre for Older Adults, West St. Catharines Centre for Older Adults
- Continued to require new buildings to be built to FADS criteria; Performing Arts Centre, Meridian Centre, washroom structures at Lester B. Pearson Park and Happy Rolph's Bird Sanctuary
- Continued to refer to the 2008 facility access audit to ensure deficiencies are addressed as part of any other associated renovations
- Ensured on-going maintenance of facility accessibility equipment and ensure notification of any service disruption
- Conducted daily business in compliance with accessibility standards and policies
  - o Accessible Customer Service Policy
    - Approved March 30, 2009, reviewed 2014, no revision necessary
  - o Integrated Accessibility Standard Policy
    - Approved March 19, 2012, reviewed 2014, revision necessary to include an AODA new standard for the Design of Public Spaces
    - Both policies are included in Appendix "A" and review/revisions shall be put before Council
- Provided on-going accessible customer service; align with new 2013 Citizens First corporate customer service initiative
- Ensured accessible information and communication
  - o Create documents in accessible formats
  - o Create PDFs that are searchable
  - o Post accessible documents and information to the website
  - o Provide accessible information and communication, upon request, in a format that is accessible to the requestor
- Updated settings of all City computers to a minimum Arial 12 font default
- On-going improvements to the City's website to reach WCAG 2.0 AA compliance

- Approved various new City requirements such as a new zoning by-law, a new site plan manual, and will review the CIP program for accessibility components
- Recognized the new Design of Public Spaces Standard and amend various corresponding City documents to align; Zoning, Urban Design Guidelines, Downtown Streetscape, Construction requirements, etc.
- Added accessible parking information to the City's website parking lot information page
- Introduced comprehensive accessible employment related policies, practices and procedures to ensure accessibility and accommodations for people with a disability
- Ensured that accessible procurement practices are followed
- Continued outreach to businesses with accessibility tools, information and resources to encourage a more inclusive community
- Promoted fire safety and emergency evacuation benefits to the community
- Continued to resource accessibility expertise and opinions through public input and through on-going feedback from the Mayor's Advisory Committee on Accessibility (MACOA)

## **MACOA: 2013 Highlights**

- Provided input on and endorsed the City's first long-term Accessibility Plan (2013–2015) based on AODA requirements and on-going liaison with departmental staff access reps
- Updated Council at least annually on accessibility
- Advised on accessibility of various renovation designs at City facilities
- Advised on accessibility of new builds such as the Meridian Centre at various stages of design throughout the design process
- Reviewed and provided input on accessibility relating to the; Site Plan Manual, Zoning By-law, Community Investment Plan (CIP) and continues to advocate for the need of an accessibility component in all CIP's
- Provided input and prioritization guidance on future accessibility renovations
- Undertook an access audit of various park and trails to support RCS as it moves forward in addressing associated improvements
- Attended March of Dimes' annual Breaking the Barrier Awards (BBA) event and hosted a public access input and awareness display
- Supported a BBA nomination for the Fairview Mall's new accessible pedestrian route across a very busy parking lot
- Revisited the 2008 facility accessibility audit and reviewed an extensive list of City accessibility renovations to-date.
- Advocated for connective and accessible sidewalks and pedestrian routes throughout the City
- Advocated for pedestrian sidewalk safety from aggressive cycling with the NRPS
- Supported the City's "Citizens First" customer service initiative and its continuing recognition of accessible customer service
- Provided feedback on the City's website accessibility improvements
- Supported the City's on-going accessibility training of its staff and volunteers in various areas.
- Completed the City's ADOA E-module training for the Integrated Accessibility Standard as a group
- Reviewed and endorsed the 2013 Year-End Report on the Accessibility Plan and planned its presentation to Council

## **Library: 2013 Highlights**

- Completed accessibility training on the Integrated Accessibility Standard Regulation for all staff; fulltime, part-time, casual, students and volunteers
- Renovated the Central Library for improved accessibility; Children's Section, public washrooms, meeting rooms, Brailled elevator buttons and signage, and accessible customer service counters
- Acquired downloadable magazine collections
- Continue to increase collection of downloadable books/music, large print, DVD's (including descriptive video and closed caption)
- Launched an on-line book club and continued existing services such as the visiting-library and on-line reference
- Installed zoom-text computer software at most branches
- Installed Browse-Aloud on the Library website, free to users
- Updated accessibility policies to be current and comprehensive

## **Transit: 2013 Highlights**

- Completed Commission-wide accessibility training on the Integrated Accessibility Standard Regulation for all staff; fulltime, part-time, casual, students and volunteers
- Added 4 new accessible buses in 2013 to replace the last remaining inaccessible bus and added accessible service to the new hospital
- Purchased 1 new low-floor Paratransit vehicle
- Installed upgraded automated stop announcement technology on all conventional buses in 2013
  - This new technology is more reliable and includes pre-boarding announcements
- Installed 6 new bus shelters with accessible concrete pads and pathways to the sidewalk on bus routes in 2013
- Installed 15 new bus benches on various bus routes in 2013
- Widened and relocated public access routes at the front of the Transit administration office
- Requested input from the St. Catharines Paratransit Advisory Board on the content of a new Support Person policy and application process
- Updated and reissued the Paratransit application form to reflect current AODA requirements and amended accessibility policies

# **Acknowledgements**

## **Mayor's Advisory Committee on Accessibility (MACOA) 2014**

**Councillor Matthew Harris** on behalf of **Mayor McMullan**

**Shelley Stewart**, Co-Chairperson

**Diane Foster**, Co-Chairperson

**Bob Asham**

**Chantal Barrette**

**Steve Byers**

**Ian Crawford**

**Stephen Kurtic-Lentinello**

**Julie Morris**

**Linda Marie O'Hagan**

**David Reed**

**Mary Jane Waszynski**

Membership appointment is for a 4 year period concurrent to the term of Council. Current appointments are until January 2015.

Anyone interested in membership is welcome to contact the Accessibility Coordinator or the City Clerk.

## **Corporate 2014**

### City of St. Catharines – Staff Resources & Roles

#### City of St. Catharines – Staff Resources

##### **Mayor Brian McMullan / Councillor Matthew Harris**

**Diana Lecinski**, Accessibility Coordinator, Corporate Support Services

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**Jeanette Pillitteri**, Corporate Support Services

**Chantal Switzer**, Human Resources, Corporate Support Services

**Cindy Upshall**, Corporate Communications, CAO's Office

**Wayne Racey**, Information Systems, Corporate Support Services

**Tracey Mammoliti**, Information Systems, Corporate Support Services

**Leah LaPlante**, Clerks Office, Legal and Clerks Services

**Marco Marino**, Economic Development, Recreation & Community Services

**Linda Robinson**, Administration, Financial Management Services

**Chris Leonard**, Prevention, Fire & Emergency Management Services

**Amanda Knutson**, Site Plan, Planning and Development Services

**Sam Carrera**, Building & Development, Planning & Development Services

**Phil Cristi**, Programs and Culture, Recreation and Community Services

**Kristen Sullivan**, Park Design, Recreation & Community Services

**Mauro Becchetti**, Parks Maintenance, Recreation & Community Services

**Christine Adams**, Engineering, Transportation & Environmental Services

**Henry Colyn**, Facilities, Transportation & Environmental Services

**Steve Bittner**, Transportation, Transportation & Environmental Services

## **Participant contact information 2014**

### **City of St. Catharines**

PO Box 3012, 50 Church St.  
St. Catharines, ON L2R 7C2  
905-688-5601, ext. 1510

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

TTY 905-688-4TTY (4889)

#### Primary Contact:

Diana Lecinski  
Accessibility Coordinator  
905-688-5601, ext. 1510  
[dlecinski@stcatharines.ca](mailto:dlecinski@stcatharines.ca)

### **St. Catharines Public Library – Central Branch**

54 Church St., St. Catharines, ON L2R 7K2

905-688-6103 [www.stcatharines.library.on.ca](http://www.stcatharines.library.on.ca)

#### Primary Contacts:

Lilita Stripnieks, CEO  
Jack Foster, Business Administrator

### **St. Catharines Transit Commission**

2012 First Street Louth, RR3

St. Catharines, ON L2S 3V9

905-685-4228 [www.yourbus.com](http://www.yourbus.com)

905-685-9844 Para-Transit & TTY

#### Primary Contact:

David Sherlock, General Manager

## Appendix A: Renewal of Accessibility Policies 2014

### Accessible Customer Service Policy

(est. 2009, reviewed 2014) *remains unchanged*

#### 1. PURPOSE

The “Corporation” of the City of St. Catharines is dedicated to providing high quality services for our community under the leadership of City Council. In doing so, we recognize the diverse needs of our community and strive to provide services and facilities that are accessible for everyone. As an employer and a provider of services, the City of St. Catharines is committed to providing services that are accessible.

#### 2. RESPONSIBILITY

This policy applies to all City of St. Catharines employees; fulltime, part-time as well as volunteers. Third Party providers of goods and services to the City of St. Catharines are required to comply with all current accessibility legislation.

#### 3. PRINCIPLES

The City of St. Catharines promotes accessibility through the development of the City’s policies, procedures and practices that are consistent with the core principles of integration, independence, dignity and equal opportunity for persons with disabilities. Reasonable efforts are made to ensure the following:

##### 3.1 SERVICE:

The provision of services to persons with and without disabilities are integrated unless an alternate measure is necessary, to enable a person with a disability to obtain, use or benefit from services.

Persons with disabilities will have opportunities equivalent to that given to others to obtain, use and benefit from services.

##### 3.2 COMMUNICATION:

Communication will be provided in ways that take into consideration a person’s disability.

## 2013-2015 Accessibility Planning – Appendix A

### 3.3 ASSISTIVE DEVICES:

Persons with a disability can use their own personal assistive devices to obtain, use or benefit from services.

### 3.4 SUPPORT PERSONS:

Persons with a disability can be accompanied by a support person on City premises. (See 4. Expanded Principles)

### 3.5 GUIDE DOG / SERVICE ANIMAL:

Persons with a disability can be accompanied by a guide dog or service animal on City premises unless otherwise excluded by law. (See 4. Expanded Principles)

### 3.6 TRAINING:

Training on customer service to persons with a disability is provided to all employees, volunteers or other third parties who provide customer service on behalf of the Corporation, and to those who are involved in the development and approvals of customer service policies, practices and procedures. (See 4. Expanded Principles)

### 3.7 SERVICE DISRUPTION:

Notice of service disruption is provided in the event of a planned or unexpected disruption in the facilities or services generally used by persons with a disability. This notice will include information about the reasons for the disruption, its anticipated duration and a description of alternatives.

### 3.8 FEEDBACK:

The City of St. Catharines welcomes feedback on all aspects of its customer service and provides the following formats to allow people with a disability to provide feedback on the provision of its customer service through the following; in person at City Hall Administration, electronically at [www.stcatharines.ca](http://www.stcatharines.ca) under Contact Us, via TTY at 905-688-4889, or contact the Accessibility Coordinator at 905-688-5601 ext. 1510.

## 2013-2015 Accessibility Planning – Appendix A

### 4. EXPANDED PRINCIPLES

Support Person (3.4) means;

A person who accompanies a person with a disability to assist that person with a disability for purposes of participation, communication, mobility, personal care, medical needs or access to services.

- a) Admission fees are waived for support persons who accompany a person with a disability, into facilities or programs where admission is charged;
  - Staff shall be notified by either of the parties of the presence of the support person.
  - Staff reserves the right to require a person with a disability to be accompanied by a support person when on City premises, but only if the support person is necessary to protect the health or safety of the person with a disability or the health or safety of other persons on City premises.

Guide Dog / Service Animal (3.5) means;

- a) A Guide Dog (as defined in Section 1 of the *Blind Person's Rights Act*)
- b) A Service Animal for a person with a disability is recognized;
  - If it is readily apparent that the animal is used by the person for reasons relating to the person's disability; or
  - If the person provides a letter from a physician or nurse or authorized agency confirming that the person requires the animal for reasons relating to the person's disability;

If a guide dog or service animal is excluded by reason of law, rule or regulation from the City's premises, the provider of services shall use reasonable efforts to ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's services.

## 2013-2015 Accessibility Planning – Appendix A

### Training 3.6

Customer service to persons with disabilities training will be held periodically and include;

- i) Purposes of the *Accessibility for Ontarians with Disabilities Act* and the requirements of the Customer Service Standard
  - ii) How to interact and communicate with people with various types of disabilities
  - iii) How to interact with people with disabilities who use an assistive device or require the assistance of a support person, guide dog or service animal
  - iv) How to use assistive equipment available at the Corporation
  - v) What to do if a person with a disability is having difficulty in accessing services
  - vi) Material on corporate policy, practices and procedures relating to the Customer Service Standard (This Customer Service Policy is supported by further practices and procedures that are developed in consultation with the Mayor's Advisory Committee on Accessibility).
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This Customer Service Policy is based on the Accessible Customer Service Standard, Ontario Regulation 429/07 under the *Accessibility for Ontarians with Disabilities Act, 2005*. The Province provides the following definition of disability.

### **Disability** means;

- 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*; ("handicap")."

## 2013-2015 Accessibility Planning – Appendix A

### **Integrated Accessibility Standard Policy**

(est. 2012, reviewed 2014) *updated to include the Design of Public Spaces Standard*. Includes Library, Transit has separate policy

#### **Statement of Organizational Commitment**

The Corporation of the City of St. Catharines (herein after the “City”) 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 or services.

#### **Purpose**

The purpose of this policy is to set out the requirements of the AODA, Integrated Accessibility Standard Regulation (IASR) Ontario Regulation 191/11 which reflects a number of accessibility standards that organizations across Ontario, including the City, are required to comply with.

This document has been organized into the following sections:

- Part I – General Requirements; Accessibility Plans, Procurement and Training
- Part II – Accessible Information and Communications Standards
- Part III – Accessible Employment Standards
- Part IV – Transportation Standards
- Part V – Design of Public Spaces Standards

This policy is not intended to replace or supersede City’s Accessible Customer Service Policy (ACAO-01-09) that was approved by Council on March 30, 2009.

The requirements set out in this policy and the IASR are not a replacement or a substitution for the requirements established under the *Human Rights Code* nor do the standards or policy limit any obligations owed to persons with disabilities under any other legislation.

## **2013-2015 Accessibility Planning – Appendix A**

Terms are as defined by the AODA and its Standards and are referred to herein with that intent and contained at the end of this policy as reference.

### **Scope and Responsibility**

This policy applies to all City of St. Catharines employees; fulltime, part-time, volunteers as well as other third parties acting on behalf of the City for the provision of goods, services, programs and facilities.

### **Policy Principles and Requirements**

#### **Part I: General Requirements**

##### **4.1 Accessibility Plans**

The City will establish, implement, maintain and document a multi-year accessibility plan starting in 2013 that outlines its strategy to prevent and remove barriers and meets its requirements under the IASR.

The multi-year accessibility plan will be:

- posted on the City's website and be provided in an accessible format, upon request, as soon as is practicable.
- reviewed and updated at least once every five years
- established, reviewed and updated in consultation with persons with disabilities and the St. Catharines' Mayor's Advisory Committee on Accessibility (MACOA)

The City will:

- prepare an annual status report on the progress of measures taken to implement the multi-year accessibility plan
- post the status report on its website and provide the report in an accessible format, upon request, as soon as is practicable.

##### **4.2 Procurement**

When procuring or acquiring goods, services, self-service kiosks or facilities, the City shall incorporate accessibility criteria and features, unless it is not feasible (practicable). If not practicable, the City shall provide an explanation, upon request.

## 2013-2015 Accessibility Planning – Appendix A

### 4.3 Training

As required by the IASR, the City shall ensure that the following persons are provided training on (1) the requirements of the accessibility standards referred to in the IASR and (2) on the *Human Rights Code*, as it pertains to persons with disabilities:

- all employees and volunteers;
- all persons who participate in developing the organization's policies; and,

All other persons or third parties who provide goods, services or facilities on behalf of the organization shall continue to be trained or meet their obligations as part of the City's procurement process.

The training on the requirements of the IASR and the *Human Rights Code* shall be appropriate to the duties of the employees, volunteers and other persons. Record of the training provided including the dates shall be kept of employees by the Human Resources Department.

## Part II: Information and Communication Requirements

### 4.4 Feedback

Further to the City's Accessible Customer Service Policy (ACAO-01-09, Section 3.8) whereby it notifies the public of various formats and methods of communications, that it also, upon request, can provide accessible formats and communication supports when receiving and responding to feedback.

### 4.5 Accessible Formats

The City will:

- notify the public about the availability of accessible formats and communication supports
- upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:
  - in a timely manner that takes into account the person's accessibility needs;
  - by consulting with the person making the request to determine the suitability of an accessible format or communication support; and,
  - at a cost that is no more than the regular cost charged to other persons.

## 2013-2015 Accessibility Planning – Appendix A

**Exceptions**, the IASR does not apply to the following:

- product and product labels
- unconvertible information or communications
- information that the City does not control directly or indirectly through a contractual relationship

If the City determines that information or communications are unconvertible, the City shall provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications. Information or communications are unconvertible if, it is not technically feasible to convert the information or communications; or the technology to convert the information or communications is not readily available.

### **4.6 Emergency Information**

The City shall provide publicly available emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports, upon request, as soon as practicable.

### **4.7 Website Accessibility**

The City shall make their internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA. By January 1, 2014, any new web content shall conform to WCAG 2.0 Level A. By January 1, 2021 all internet website and web content shall conform to WCAG 2.0 Level AA (exceptions; Captions (live), Audio Descriptions (pre-recorded)).

### **4.8 Public Library**

Public Library Boards;

- Shall provide access to or arrange for the provision of access to accessible materials where they exist;
- Shall make information about the availability of accessible materials publicly available and shall provide information in accessible format or with appropriate communication supports, upon request;
- May provide accessible formats for archival materials, special collections and rare books.

## **2013-2015 Accessibility Planning – Appendix A**

### **Part III: Employment**

#### **4.9 Scope and Interpretation**

The Accessible Employment Standard applies to paid employees and does not apply to volunteers and other unpaid individuals.

#### **4.10 Recruitment and Notification**

The City shall notify;

Employees and the public about the availability of accommodation for applicants with disabilities during the assessment or selection process

Job applicants selected to participate in an assessment or selection process relating to the materials or processes to be used that;

- accommodations are available upon request
- accommodations will take into consideration the applicants disability
- accommodations will be based on consultation between the employer and applicant

Successful applicants of City policies and any other additional supports pertaining to the accommodation of employees with disabilities

#### **4.11 Employee; Accessible Formats and Supports**

The City will provide or arrange for the provision of accessible formats and communication job supports, upon request.

#### **4.12 Employee; Workplace Emergency Information**

The City will provide individualized workplace emergency response information to employees who have a disability, upon request.

#### **4.13 Accommodation Plans**

The City will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

#### **4.14 Return to Work**

The City will develop and have in place a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work.

## **2013-2015 Accessibility Planning – Appendix A**

### **4.15 Performance Management, Career development, Redeployment**

The City's performance management will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.

The City's career development/advancement or redeployment will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans.

### **Part IV, Transportation (Transit)**

St. Catharines Transit Commission policy remains unchanged and is included in the 2013-2015 Accessibility Plan document.

### **Part V, Design of Public Spaces**

The City is committed to designing public spaces that are accessible to its residents and visitors. The City will provide opportunity for public consultation as stated in the regulation which includes the public, people with disabilities and the municipal accessibility advisory committee. Areas of consultation include; recreational trails, outdoor play spaces, exterior paths and on-street parking.

The City will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped, including:

#### **4.17 Recreational trails and beach access routes**

#### **4.18 Outdoor public use eating areas**

#### **4.19 Outdoor play spaces**

#### **4.20 Exterior paths or travel**

#### **4.21 Accessible parking**

#### **4.22 Obtaining services**

#### **4.23 Maintenance**

The City's accessibility planning includes procedures for preventative and/or emergency maintenance and temporary disruptions with respect to its accessible elements in outdoor spaces.

## Feedback on Accessibility

The City of St. Catharines welcomes all feedback regarding;

- accessible customer service,
- accessible information, communication,
- accessible facilities or services

The City of St. Catharines offers its documents in alternative formats and communication supports upon request.

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

**Visit Us:** City Hall, 50 Church Street  
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

**Phone:** 905-688-5601 extension #1510

**TTY phone:** 905-688-4TTY (4889)

**Fax:** 905-682-3631

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

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

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