

2024
The Corporation of the City of Kitchener
Status Update on the Accessibility Plan

The City of Kitchener Accessibility Plan for 2023-2027 describes how the Corporation will continue to prevent and remove accessibility barriers. The new plan builds on the previous accessibility plan with focus on “how to think and plan accessibility first”.

Highlighted below are the 2024 Status updates.

General Requirements Commitments:

Accessibility Policy

- The City of Kitchener Accessibility Policy was, updated in May 2017 and continues to be reviewed and updated as required.
- The Accessibility Policy is available to the public on the city website.

Accessibility Plan

- In 2023, Council approved The City of Kitchener Multi-Year Accessibility Plan for 2023-2027. The Accessibility Plan is available to the public on the city website.
- The annual status update is presented to the City of Kitchener’s Accessibility Advisory Committee at the end of each year.
- The annual status update is available to the public on the city website.

Procurement

- Staff at the City of Kitchener are provided with the Guide to Accessibility Requirements and the Guide for Purchasing Goods, Services for the City of Kitchener available to them on the staff intranet.
- Staff can contact procurement with questions or request 1-1 training. Procurement 101 training is planned to be revised and offered “on demand”.
- All applicable purchasing documents include an AODA clause.
- Project Managers incorporate accessibility design criteria and features in project specifications, where applicable.

Training

- Mandatory eLearning accessibility training is provided to all new staff. New Modules are being created for a 2025 launch.
- Training brochures are provided for staff and volunteers.
- Continue to update and provide new resources for staff on the intranet.
- Provide the training brochures to staff leads to distribute to city affiliates and volunteers.

Standards Commitments:

Information and Communications Standards

- Continue to provide staff with resources on the staff intranet.
- Continue to identify vendors for staff and consultants to hire to create accessible documents.
- Include an accessibility clause in RFPs to ensure documents prepared by consultants are delivered in an accessible format.
- Continue to use quality assurance question and answer tool to identify accessible issues.
- Working on a plan for ongoing staff training, including annual training and on-demand training.

Employment Standards

- City of Kitchener job postings notify employees and the public about the availability of accommodations for applicants with disabilities in its recruitment processes.
- Inform all current and new employees through the IASR training brochure and through the mandatory accessibility eLearning module of procedures used to support employees with disabilities.
- Accessible formats and communication supports are available for all employees, upon request.
- Continue to provide individualized workplace emergency response information to employees who have a disability. Implemented prior to 2013, posted on the staff intranet and part of AODA training.
- Continue to have in place a written process, for the development of documented individual accommodation plans for employees with disabilities through the Corporate Workplace Accommodation Program.
- Continue to have in place a return-to-work process and plan for employees who have been absent from work due to a disability through the Corporate Workplace Accommodation Program.
- Management staff are trained and updated on policies and practices with respect to recruitment, hiring and interviewing. A refresh version of hiring at Kitchener for all leaders was launched in October 2023.

Design of Public Spaces Standards

- City of Kitchener staff consult with GRAAC, before constructing new or redeveloping existing municipal recreational trails, outdoor play spaces, and exterior paths of travel, rest areas and on-street parking spaces. GRAAC has developed an accessibility comments sheet for each of these areas to help staff with accessibility considerations.
- City of Kitchener public consultations are open to all members of the public.
- The City of Kitchener's 'Accessibility Standards for the Built Environment' document, approved by council in May 2017 was prepared to assist in implementing the Design of Public Spaces Standards, and is used under the City of Kitchener's Site Plan Approval process.
- Annually review and update the City of Kitchener procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements are not in working order.

Customer Service Standards

- The customer service standards are included in the Accessibility Policy.
- The training brochures for staff and volunteers include the customer service standards.
- The mandatory accessibility training for staff includes the customer service standards.
- Staff resources related to customer service standards are available on the staff intranet.
- The customer service centre at City Hall, served over 21,000 customers in the first 10 months.
- Main floor access to subject matter experts (1:1) for any city hall service, drop in or pre-booked.
- A language interpretation system introduced, 200+ languages, includes ASL, on-demand service.

The Province of Ontario reviews all standards, which may require updates to existing policies, training, manuals, bylaws etc. Because of the reviews, revisions to current standards or new standards may be introduced by the Province of Ontario, which will include new requirements and compliance deadlines. Those revisions and any actions related to them will be captured in the City of Kitchener annual status update. No revisions to the current standards were introduced in 2024.

Consultation with the Grand River Accessibility Advisory Committee (GRAAC):

As municipal projects arise, the Grand River Accessibility Advisory Committee review site plans and provide suggestions on how to best improve and achieve accessibility.

In 2024, GRAAC advised on:

- Post-Election Accessibility feedback
- Rockway Centre Redevelopment project
- Customer Service Centre launch. Interview by CTV at the Ribbon Cutting event.
- Rockway Centre Redevelopment update
- Breithaupt Centre accessible parking
- Love my Hood project grants on school property.
- City Hall parking garage over-head signage to accessible spaces
- Customized solution to revise parking payment kiosk
- Harry Class pool walkway to entrance of building
- New Indoor Recreation Complex at RBJ Schlegel Park update
- Sidewalk and Cycle track delineation update
- Centreville Chicopee Community Centre Site Remediation project
- Centre in the Square accessible seating update
- Kitchener Public Library Southwest branch interpretive signage for artwork
- Accessibility Mats purchased for Kitchener Special Events
- City's Official Plan "Kitchener 2051"

Update on the Design of Public Spaces Standard

The Design of Public Space Standard (DOPS) addresses accessibility in public access spaces. Items addressed include recreational trails, outdoor public use eating spaces, outdoor play spaces, exterior paths of travel (e.g., sidewalks), on and off-street parking, service counters and fixed queuing guides. The DOPS includes technical specifications, public consultation, and maintenance requirements.

The Design of Public Spaces Standard, section 80.44, maintenance of accessible elements states that multi-year accessibility plans shall include procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions. The chart below addresses all sections within the DOPS.

City of Kitchener
Design of Public Spaces Standard
80.44 - Maintenance of accessible elements

Section(s) #	Maintenance of accessible elements	Procedures for preventative maintenance	Procedures for emergency maintenance and Procedures for dealing with temporary disruptions
80.8, 80.9, 80.11, 80.12, 80.13, 80.14, 80.15	Recreational trails (Means public pedestrian trails that are intended for recreational and leisure purposes)	Procedure for preventative maintenance of recreational trails involves the following general activities: <ul style="list-style-type: none"> - Routine scheduled maintenance activities carried out, as required. - Specific maintenance work associated with inspection findings. - Planned capital upgrades carried out. - Work repairs generated through customer and staff reported complaints. - Annual inspection program for recreational trails. 	Procedure for emergency maintenance/temporary disruptions of recreational trails involve: <ul style="list-style-type: none"> - Trail section and limit of work zone cordoned off to secure construction area. - Signs posted indicating closure of trail if closure is more than one (1) day. - Temporary closures, more than one (1) day, communicated via City of Kitchener website and social media. - Repair work carried out to appropriate standards. - Trail reinstated following completion of work.
80.21, 80.22, 80.23, 80.24, 80.25, 80.26, 80.27, 80.29, 80.30, 80.31	Exterior paths of travel (Are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience)	Procedure for preventative maintenance of exterior paths of travel of sidewalks or walkways involve the following general activities: <ul style="list-style-type: none"> - Annual inspection of sidewalks to meet the MMS (minimum maintenance standard). - Annual inspection of sidewalk or walkways leading to the entrance of city facilities. 	Procedure for emergency maintenance/temporary disruptions of exterior paths of travel of sidewalks or walkways involve: <ul style="list-style-type: none"> - Areas closed off and or identified until work is complete.

Section(s) #	Maintenance of accessible elements	Procedures for preventative maintenance	Procedures for emergency maintenance and Procedures for dealing with temporary disruptions
		<ul style="list-style-type: none"> - Work repairs generated through customer and staff reported complaints. - In accordance with the City of Kitchener Snow Removal By-law, the City will clear sidewalks in front of City owned properties as well as rear lot properties. - Sidewalks in the downtown area maintained by the City and funded through special by-law taxation to downtown properties. - Winter maintenance of sidewalks adjacent to private properties is the responsibility of the property-owner. 	<ul style="list-style-type: none"> - Signs posted indicating closure of sidewalk or walkway. - Repair work carried out to appropriate standards. - Sidewalk or walkway reinstated following completion of emergency work.
80.18, 80.19, 80.20	<p>Outdoor play spaces (Consists of an area that includes play equipment, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers)</p>	<p>Procedure for preventative maintenance of outdoor play spaces involve:</p> <ul style="list-style-type: none"> - Playground inspections as per CSA Standards and City guidelines. - Work repairs generated through customer and staff reported complaints. 	<p>Procedure for emergency maintenance/temporary disruptions of outdoor play spaces involve:</p> <ul style="list-style-type: none"> - Follow the CSA Standards and City guidelines for removal of damaged equipment and signage guidelines (i.e., unsafe equipment removed, new piece of equipment installed, and sign posted if the park closed). - Temporary closures, more than one (1) day communicated via City of Kitchener website and social media channels.
80.16, 80.17,	<p>Outdoor public use eating area (Consists of tables that are found in public areas, and are specifically intended for use by the public as a place to consume food)</p>	<p>Procedure for preventative maintenance of outdoor public use eating areas involve:</p> <ul style="list-style-type: none"> - Annual inspection of tables at municipal outdoor public use eating areas. - Routine scheduled maintenance activities carried out, as required. - Specific maintenance work associated with inspection findings. - Work repairs generated through customer and staff reported complaints. 	<p>Procedure for emergency maintenance/temporary disruptions of outdoor public use eating areas involve:</p> <ul style="list-style-type: none"> - Unsafe tables removed and repaired/replaced.
80.32, 80.33, 80.34, 80.35, 80.36, 80.37, 80.38, 80.39	<p>Accessible parking – off-street parking facilities, accessible parking spaces, access aisles, signage, on-street</p>	<p>Procedure for preventative maintenance of accessible off-street and on-street parking involve:</p>	<p>Procedure for emergency maintenance/temporary disruptions of accessible off-street and on-street parking involve:</p>

Section(s) #	Maintenance of accessible elements	Procedures for preventative maintenance	Procedures for emergency maintenance and Procedures for dealing with temporary disruptions
		<ul style="list-style-type: none"> - Routine maintenance activities carried out, as required for off-street municipal parking lots (i.e., repainting lines). - Planned capital upgrades carried out. - When severe snowfall is expected, a public notification is issued regarding a parking ban to clear the roads and no on-street parking is permitted so the roads can be cleared. - On-street parking is inspected through Operations Roads & Traffic's Road patrol program and maintained in accordance with the Municipal Act's Minimum Maintenance Standards. 	<ul style="list-style-type: none"> - For (paid) municipal off-street parking lots when work is going to be done. Permit holders are notified. - For (no charge) municipal off-street parking lots when work is going to be done signage would be posted. - For on-street parking during emergency maintenance work, the parking spot would not be available for use and signage would be posted.
80.40, 80.41, 80.42, 80.43	<p>Obtaining Services (Requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors)</p>	<p>Procedure for preventative maintenance of municipal facility service counters, fixed queuing guides and waiting areas involve:</p> <ul style="list-style-type: none"> - Work repairs generated through customer and staff reported complaints. - Planned capital upgrades carried out. 	<p>Procedure for emergency maintenance/temporary disruptions of municipal facility service counters, fixed queuing guides and waiting areas involve:</p> <ul style="list-style-type: none"> - Areas closed off and or identified until work is complete. - Alternate service areas identified. - Repair work carried out to appropriate standards. - Area reinstated following completion of work.