



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-19-001

To: Municipal Accessibility Advisory Committee
From: Peter Huigenbos, Acting Commissioner, Community Services
Resource Staff: JC Kenny, Director, Communications & Customer Experience
Date of Meeting: March 7, 2019
Subject: Standard Communication Process for Accessible Public Engagement

Executive Summary:

This report provides an overview of the standard communication process and techniques to be used when a consultation is required under the Accessibility Consultation Process Policy and the Integrated Accessibility Standards Regulation (IASR), Regulation Number 191/11 under the Accessibility for Ontarians with Disabilities Act (AODA); Section 80.08 Recreational Trails, Beach Access Routes; Section 80.19 Outdoor Play Spaces; Section 80.29 Rest Areas along Exterior Paths of Travel; and Section 80.39 Accessible On-Street Parking.

This report outlines the standard techniques that will be used to create a consistent messaging approach to raise awareness of these consultations through the City's communication channels, in addition to the consultation required for staff with the MAAC project teams.

Recommendation:

This report is for information purposes only.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Peter Huigenbos, Acting Commissioner,
Community Services**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

**Lanie Hurdle, Acting Chief
Administrative Officer**

Consultation with the following Members of the Corporate Management Team:

Jim Keech, President & CEO, Utilities Kingston

Desirée Kennedy, Chief Financial Officer & City Treasurer Not required

Deanne Roberge, Acting Commissioner, Corporate & Emergency Services Not required

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Options/Discussion:

The Communications & Public Engagement Division works with departments to communicate on their behalf using various techniques, both internally (to City staff) and externally (to various audiences). This report provides an outline of the consistent messaging approach that will be used when communicating with the public about accessibility consultations as outlined in the Accessibility Consultation Process Policy. The communication with MAAC project teams is separate from the techniques outlined in this report.

IASR Regulation Number 191/11, under the AODA, requires the City to consult with the public, persons with disabilities and MAAC on the design of public spaces of the following elements:

- **Section 80.08 Recreational Trails, Beach Access Routes:**
With respect to the slope of the trail, the need for, and location of ramps on the trail and the need for, location and design of rest areas, passing areas, viewing areas, amenities on the trail and any other pertinent feature.
- **Section 80.19 Outdoor Play Spaces:**
With respect to the needs of children and caregivers with various disabilities on accessibility features such as sensory and active play components, ground surface and clearances.
- **Section 80.29 Rest Areas along Exterior Paths of Travel:**
With respect to the design and placement of rest areas.
- **Section 80.39 Accessible On-Street Parking:**
When constructing or redeveloping existing on-street parking spaces with respect to the need, location and design of accessible on-street parking spaces.

The City will use the following techniques, at a minimum, to communicate the public space element to raise awareness of and invite input for these specific accessibility consultations:

- Post information on the project's page on the City of Kingston website at <https://www.cityofkingston.ca/city-hall/projects-construction>;
- Include an email address for the project or subject-matter expert on the project page;
- Include information in the project's News Release and circulate to the accessibility listserv;
- Include information in the weekly traffic report, where the project impacts traffic;
- Include information or a webpage link in social media posts;
- When there are additional public engagement opportunities, ensure that it is included in the advertising for accessibility consultations;
- Notification by mail, email or handout to residents directly impacted, where appropriate; and
- Include information on site specific signage, where appropriate.

When the Communication & Public Engagement Division is developing messages on behalf of departments for advertising, Communications will use the following standard language when consulting for accessibility:

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Accessibility Input

For any accessibility feedback related to the proposed improvements, please contact [the person listed for the project, with contact information] in accordance with Ontario Regulation 191/11.

Larger projects that have a MAAC project team will review the project on an individual basis and consider additional communication techniques that are specific to the project.

Existing Policy/By-Law:

Accessibility Consultation Process Policy

Accessibility Standards Policy

Notice Provisions:

Not applicable

Accessibility Considerations:

All of the above activities are guides by the AODA and municipal accessibility policies and procedures.

Financial Considerations:

Not applicable

Contacts:

Debbi Miller, Manager, Communications & Public Engagement 613-546-4291 extension 1323

Other City of Kingston Staff Consulted:

Julie Salter-Keane, Community Projects Manager

Greg Newman, Manager, Policy Planning, Planning, Building & Licensing Services

Ian Semple, Director, Transportation Services

Neal Unsworth, Manager, Parks Development, Recreation & Leisure Services

Exhibits Attached:

Not applicable