

City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-21-007

To: Chair and Members of the Municipal Accessibility Advisory Committee

From: Brad Joyce, Commissioner, Corporate Services

Resource Staff: John Bolognone, City Clerk

Date of Meeting: September 2, 2021

Subject: Accessibility Office Report Q2 2021

Council Strategic Plan Alignment:

Theme: Corporate business

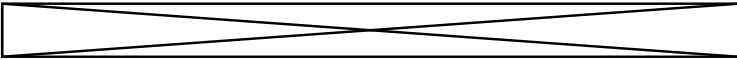
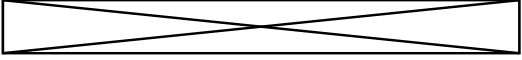
Goal: See above

Executive Summary:

This report summarizes the recent activities within the municipality related to accessibility. Specifically, this report provides customer service statistics for the second quarter of 2021 and a status update on the Work Plan for 2021 and information regarding Disabilities Mentoring Day and the Celebrating Accessibility Awards.

Recommendation:

This report is for information only.



Options/Discussion:

Municipal Accessibility Feedback Statistics

The statistics below are received from the Customer Experience Division. In quarter one, there were 86 inquiries and in quarter two, there were 69 inquiries. The table below summarizes contacts by telephone, e-mail and social media. The data is presented to show the related service areas within the City and also by the seven customer service policy classifications. Details of each feedback contact is documented in the City’s work order system and sent to the appropriate department for resolution.

Overall inquiries in Q2 decreased to 69, down from 86 in Q1 at which time the highest volume of concerns related to snow/ice clearing to make streets, pathways, and trails more accessible, and accessible parking permits/parking spots. The reduction in inquiries was primarily in Roads & Sidewalks, and likely due to the pleasant weather during the spring months.

Complete statistics for 2020 were provided in Report Number [MAAC-21-001](#).

Service Area	Jan-March	April-June
Transit	7	4
Roads & Sidewalks	39	24
Parking	30	32
City General	0	0
Solid Waste	6	4
Traffic	0	0
Parks	0	0
Accessibility – Municipal	0	0
Facilities	0	0
Accessibility Non-Municipal	0	0
Property Standards	0	0
Engineering	0	5
Clerk’s Office	0	0
Mayor’s Office	0	0
Community and Social Services	0	0
Human Resources	0	0
Recreation & Leisure	1	0
Licensing	0	0

Communications	0	0
Taxation	3	0
Utilities Kingston	0	0
Total	86	69

Classification	Jan–March	April-June
Provision of Goods & Services	80	56
Administrative	5	4
Assistive Devices	1	9
Service Animals	0	0
Communication	0	0
Support Persons	0	0
Notice of Temporary Disruption	0	0
Total	86	69

2021 Work Plan

The updated 2021 Work Plan (Exhibit A) identifies those items in the Accessibility Plan that will be completed over the next year as well as establishing the scheduling of staff to attend the Municipal Accessibility Advisory Committee to review activities and concerns from the specific departments.

A regular agenda item includes a discussion to allow for the Committee members to identify areas of concerns and/or questions that they would like the staff member attending the next meeting of MAAC to address for the particular area of discussion as shown on the Work Plan.

Rick Hansen Foundation Accessibility Certification

Applications to the Rick Hansen Foundation (RHF) for complementary accessibility audits at the Rideau Heights Community Centre and the Kingston East Community Centre were approved earlier this year and staff are working with the Foundation to facilitate the next steps. The RHF conducted an audit of the Rideau Heights Community Centre in June. The results of the audit are not available at the time of report writing. RHF assigned an auditor to the Kingston East Community Centre in July. Staff are currently working with the auditor to schedule a date to complete the audit, which is anticipated to be in October or November as the building is currently not accessible due to the level of construction.

Disabilities Mentoring Day

The City of Kingston will participate in Disabilities Mentoring Day which facilitates, in partnership with Dolphin Digital Technologies, the pairing of job-ready persons with disabilities with companies that utilize the skills they have or are developing through training.

Disabilities Mentoring Day helps bridge the talent, communication and knowledge gaps between business, employment and community supports, and persons with disabilities with the goals of:

- € Providing mentees access to workplace contacts, environments, skills, & human resources process;
- € Increasing confidence among students and jobseekers with disabilities;
- € Enhancing internship, co-operative education and employment opportunities for persons with disabilities;
- € Dispelling employers' fears about hiring persons with disabilities and promote disability confidence, and;
- € Giving employers an opportunity to benchmark themselves as being accessible to what is a largely untapped pool of talent as well as a massive consumer market.

Mentees gain insight from practicing professionals with respect to job requirements, job duties and tasks and where mentee skill sets are a best fit. They are able to demonstrate to local employers that it is their ability that counts, not their disability. For the mentoring organizations, the time spent with the mentees illustrates in a meaningful fashion the breadth and depth of skills that persons with disabilities offer. It also provides opportunity to companies to examine their own policies and facilities to ensure that they are welcoming to all persons. Disabilities Mentoring Day is held on the last Wednesday of October.

Celebrating Accessibility Awards

The 2021 Celebrating Accessibility Awards will take place in December. Awards will be granted in the following categories: Individual, Business, and Community Organization. Nominators will be encouraged to recognize the work of their nominee(s) in the following areas of accessibility: Built Environment, Customer Service, Design of Public Spaces, Education, Employment, Health Care Information & Communication and Transportation.

The nomination period opened on August 23rd and being accepted until Friday, October 29th. A communications plan and social media campaign are being developed to promote the nominations period and the awards ceremony, planned for Wednesday, December 1st.

Historically, an in-person, afternoon ceremony has been hosted in Memorial Hall, though a virtual ceremony was hosted in 2020 due to COVID-19 restrictions and. Staff continue to monitor Provincial and Public Health restrictions and guidelines regarding social gatherings. At this time a virtual celebration is anticipated.

Existing Policy/By-Law:

Accessibility for Ontarians with Disabilities Act, 2005

City of Kingston Accessibility Plan

Notice Provisions:

None

Accessibility Considerations:

None

Financial Considerations:

None

Contacts:

Janet Jaynes, Deputy City Clerk, 613-546-4291 extension 1262

Other City of Kingston Staff Consulted:

All Directors have approved the 2018-2022 Accessibility Plan. All departments/staff involved are aware of their action items and attendance at the MAAC meetings in 2021

Exhibits Attached:

Exhibit A – 2021 Work Plan

Exhibit A to Report Number MAAC-21-007

Municipal Accessibility Advisory Committee Work Plan 2021

Priority/Initiative	Lead Department	Timeline	Comments
Accessibility Office Report - Q4 2020	Office of the City Clerk	February 2021	Complete
2021 MAAC Work Plan	Office of the City Clerk	March 2021	Complete
Public engagement update	Communications & Customer Experience	May 2021	Complete
National AccessAbility Week communication campaign	Office of the City Clerk	May 31 - June 4	Complete
Customer experience update	Communications & Customer Experience	May 2021	Complete
Accessibility Office Report - Q1 2021	Office of the City Clerk	May 2021	Complete
Working Group Reports - Q1 2021	Built Environment Working Group and Awareness & Education Working Group	May 2021	Complete
Realty Construction projects overview and update on Facility Management Program	Facility Management & Construction Services	June 2021	Complete
Update on Accessibility Initiatives for Cultural Services	Cultural Services	June 2021	Complete
Accessibility Office Report - Q2 2021	Office of the City Clerk	September 2021	
Multi-Year Accessibility Plan – 2020 Year End Report	Office of the City Clerk	September 2021	
Working Group Reports - Q2 2020	Built Environment Working Group and Awareness & Education Working Group	September 2021	
Disabilities Mentoring Day	Office of the City Clerk	October 2021	
Programming and Special Events update	Recreation Programs & Special Events	November 2021	
Update on 2021 initiatives for the Transportation and Public Works Group (Transportation, Engineering, Transit, Solid Waste, Public Works)	Transportation and Public Works	November 2021	
Accessibility Office Report - Q3 2020	Office of the City Clerk	November 2021	
Working Group Reports - Q3 2020	Built Environment Working Group and Awareness & Education Working Group	November 2021	
Celebrating Accessibility Awards	Office of the City Clerk	December 2021	