



**City of Kingston
Municipal Accessibility Advisory Committee
Meeting Number 03-2024
Agenda**

**Thursday, May 2, 2024 at 1:00 p.m.
Hosted in a virtual, electronic format**

Please provide regrets to Christine O'Connor, Committee Clerk at 613-546-4291, extension 1219 or cloconnor@cityofkingston.ca

Committee Composition

Aimee Burtch, Chair
Councillor Tozzo
Amanda Amesse
Mercedes Augustyn
Penny Bennett
Dorothyanne Brown
Regan Buccioli
Chantaille Buczynski
Dinah Cotter
Andrea Fitzgerald
Rene Hart
Susan Mockler
Andrea Palmer Nash
Megan Quin
Aldo Ramirez

- 1. Meeting to Order**
- 2. Approval of the Agenda**

3. Confirmation of Minutes

- a) **That** the minutes of the Municipal Accessibility Advisory Committee Meeting Number 02-2024 held on March 7, 2024, be approved.

4. Disclosure of Pecuniary Interest

5. Delegations

6. Briefings

- a) Amy Elgersma, Director, Recreation & Leisure Services and Tony Gargaro, Manager, Recreation Services, will be present to speak to the Committee regarding the 2023 Recreation Services & Recreation Facilities Update.

7. Business

a) 2023 Recreation Services & Recreation Facilities Update

The Report of the Commissioner of Community Services (MAAC-24-010) is attached.

Schedule Pages 1 – 4

Recommendation:

This report is for information only.

b) Arts & Culture Services Updates

The Report of the Commissioner of Community Services (MAAC-24-006) is attached.

Schedule Pages 5 – 9

Recommendation:

This report is for information only.

c) Accessibility Office Update – Q1 2024

The Report of the City Clerk (MAAC-24-009) is attached.

Schedule Pages 10 – 21

Recommendation:

This report is for information only.

8. Motions

9. Notices of Motion

10. Other Business

11. Correspondence

12. Date of Next Meeting

The next meeting of the Municipal Accessibility Advisory Committee is scheduled for Thursday, June 6, 2024 at 1:00 p.m.

13. Adjournment



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-24-010

To: Chair and Members of the Municipal Accessibility Advisory Committee

From: Jennifer Campbell, Commissioner, Community Services

Resource Staff: Amy Elgersma, Director, Recreation & Leisure Services

Date of Meeting: May 2, 2024

Subject: 2023 Recreation Services & Recreation Facilities Update

Council Strategic Plan Alignment:

Theme: Corporate business

Goal: See above

Executive Summary:

This report summarizes activities within the municipality related to accessibility in the areas of recreation programming and recreation facilities. Specifically, this report provides an update on 2023 activities and initiatives implemented by the Recreation & Leisure Services department.

Recommendation:

This report is for information only.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

Jennifer Campbell,
**Commissioner, Community
Services**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

Lanie Hurdle, Chief
Administrative Officer

Consultation with the following Members of the Corporate Management Team:

Paige Agnew, Commissioner, Growth & Development Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

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Options/Discussion:

The City's Recreation & Leisure Services department facilitates recreation programming across the City in a variety of parks and recreation facilities. Throughout 2023, a wide range of programs and services were offered by the municipality and its partners.

Provided below is an update on the initiatives and programs in 2023 related to accessibility:

Recreation Programs - Updates and Ongoing Initiatives

- Cosmos Club Pilot Project with Bloom Skills Centre
 - In spring 2023, the City of Kingston supported a pilot program to develop a calendar of social activities designed specifically for those living with exceptionalities within the City of Kingston. In July 2023, the Cosmos Club was able to provide:
 - Important connection to community for those often excluded from social activities, helping to improve mental health and wellness as well as building relationships with others.
 - Low-cost alternatives for those on disability supports, reducing barriers to improved wellness.
 - Simplified registration process for access to a wider range of activities.
 - Access to various facility locations for activities and reducing transportation difficulties removes barriers and services all areas of Kingston.
- Recreation Programs and Services
 - Public Skating Guidelines and Inclusion Activities
 - Discussions began around new guidelines for the arenas to better support accessibility and ideas for activities to support inclusion began in December 2023.
 - Inclusive play at Shannon Park
 - In September 2023 Council endorsed, in principle, a community led proposal to develop a highly inclusive playground in Shannon Park. Staff continue to work with community partners to support the potential project while fundraising, grant applications and promotion are ongoing.

Recreation Programs Specific to Rideau Heights Community Centre

- Community Partner collaboration with Canadian National Institute for the Blind (CNIB)
 - Creation of a CNIB-supported "buddy system" with partner groups (YMCA of Eastern Ontario, BGC South East, Kingston Frontenac Public Library) to pair visually impaired youth with community partner groups to de-stigmatize youth at Rideau Heights Community Centre.

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- Training sessions to help community partners identify clients that have special visual needs and resources needed to address them.
- Avoiding Falls/Frailty Network
 - A speciality programming and training offered once a week, beginning in September 2023, for Seniors 65+.
 - Includes mobility training to build strength and resilience.

2024 Actions

- Finalize new public skating accessibility and inclusion guidelines.
- Work with partners to develop process for Springer Market Square activations to ensure accessibility needs are considered.
 - Added yellow caution/visibility tape to the tops of the rink boards to support accessibility to the recent synthetic ice installation and adapted pathway access based on feedback.
- Communicate service animal standards in recreation facilities.
- Recreation Facilities – Community Centres
 - Repaint all accessible parking space markings at various community centres including Rideau Heights Community Centre, Portsmouth Olympic Harbour and Artillery Park.
- Continue to support partners in fundraising efforts to establish an accessible playground in Shannon Park.

Contacts:

Tony Gargaro, Manager, Recreation Services, 613-546-4291 extension 1805

Other City of Kingston Staff Consulted:

Darek Osostowicz, Supervisor, Aquatics, Recreation & Leisure Services

Ryan Evoy, Supervisor, Recreation Facilities, Recreation & Leisure Services

Erica McPherson, Supervisor, Recreation & Community Development, Recreation & Leisure Services

Ben Leslie, Coordinator, Community Development Coordinator, Community Development & Wellbeing



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-24-006

To: Chair and Members of the Municipal Accessibility Advisory Committee

From: Jennifer Campbell, Commissioner, Community Services

Resource Staff: Danika Lochhead, Acting Director, Arts & Culture Services

Date of Meeting: May 2, 2024

Subject: Arts & Culture Services Updates

Council Strategic Plan Alignment:

Theme: Corporate business

Goal: See above

Executive Summary:

The purpose of this report is to provide the members of the Municipal Accessibility Advisory Committee (MAAC) with an update regarding the work of the Arts & Culture Services Department as it relates to supporting accessibility and removing barriers to participation in arts and culture activities. This report includes updates related to work completed in 2023 and 2024 to-date, which includes work from the Special Events Office that is now part of the Arts & Culture Services Department.

Recommendation:

This report is for information only.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

Jennifer Campbell,
**Commissioner, Community
Services**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

Lanie Hurdle, Chief
Administrative Officer

Consultation with the following Members of the Corporate Management Team:

Paige Agnew, Commissioner, Growth & Development Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

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Options/Discussion:

Background

The City's Arts & Culture Services Department facilitates accessible arts and culture-based programming, public art, events and sector development initiatives across the City and through arts venues including the Kingston Grand Theatre, and integrates accessibility priorities into arts and culture plans, policies and initiatives.

Analysis

Below is a high-level overview of Arts & Culture Services programs, initiatives and projects completed in 2023 and in 2024 to-date related to accessibility.

Asset Management

- Added balcony railings in the Regina Rosen Auditorium, upper balcony, at the Kingston Grand Theatre for patrons who require a touch railing due to vision limitations.
- Convert the women's washroom in the Kingston Grand Theatre, adjacent to the Baby Grand, into an accessible dressing room/washroom. Planning process to begin in late 2024 with construction to follow in 2025.

Programming

- Continued to offer discounted tickets for Grand OnStage (GOS) shows through the Municipal Fee Assistance Program and the Pay What You Want program and set goals and key performance indicators on improving community access to discount ticket offerings.
- Presented young audience productions that offer relaxed programs for patrons with autism spectrum disorder (ASD) and American Sign Language (ASL) interpretation for the Deaf community.
- Facilitated accessibility accommodations for students/young people during shows such as creating quiet/relaxed spaces in the theatre, select shows for the GOS season that focus on disability, accessibility and inclusion themes, support community partners who work in developmental services to provide access to GOS shows.
- Continued to engage community partnerships for summer arts programming and make accessible arts programming opportunities to long-term and extended care facilities and through the City's community centres.
- Met with the MAAC Public Art project team and reviewed plans for upcoming public art projects including Rideau Heights Community Centre and Kingston East Community Centre.

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Special Events

- Continued to utilize the “Accessible Guide to Events” when planning municipal events and also work with external event organizers to ensure accessibility considerations are part of the event approval process. This includes but is not limited to:
 - ASL interpreter services and/or assistive hearing devices offered at events and always when there is an MC or speakers; accessible washrooms provided; increased signage; events to include pathways that are wide enough to accommodate those with mobility devices or service animals going both ways, have curb cuts to allow for easier access, and have a height clearance free of branches or signs that may not otherwise be detected; and webpage, posters and general promotion of events follow *Accessibility for Ontarians with Disabilities Act* (AODA) guidelines.
- Accessibility highlights from the City’s feature events in 2023 and 2024 to-date include:
 - Spring into Summer – provided a sensory area, prioritized accessible parking, included an accessible and designated viewing area, provided accessible washrooms, and included a ramp at the main stage for wheelchair access for a performer;
 - Sheep Dog Trials – accessibility features included accessible parking and drop-off areas along with accessible portable washrooms;
 - Rockin’ the Square concert – included a fenced off wheelchair accessible viewing area in Springer Market Square and provided free transit day-of;
 - Intercultural Arts Festival – provided accessible access points, the inclusion of a sensory-reduced zone, and ASL interpretation for opening ceremonies and presentation of Civic Awards;
 - New Year’s Eve K-town Countdown – provided sensory skate with reduced sound and lighting; and
 - Solar Eclipse – included accessible parking and drop-off areas at main City event, provided accessible portable washrooms and coordinated free transit across the City.
- Collaborated with the Equity, Diversity & Inclusion Office on City feature events, diversity events, and interdepartmental or community partnership-based events to ensure every attendee has a way to participate and be included in the events.

Sector Development

- Completed the Kingston Music Strategy that included Indigenization, Inclusion, Diversity, Equity and Accessibility (IIDEA) as a foundational principle to the Strategy and applied to all recommendations, such as spaces and types of venues, promoting diverse genres, policies and audience access.
- Initiated a large-scale of the review of the City of Kingston Arts Fund that included in its scope to provide greater access to the funding program, and to prioritize artists, arts

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workers and residents who are part of equity deserving groups, including the Deaf and disability arts sector, in the public engagement process.

- Helped to establish Service Level Agreement between H'Art Centre with the City's Community Development & Wellbeing Department to provide accessible arts programming that encourages community participation and inclusive arts training for adults with disabilities, and in alignment with Community Safety and Wellbeing plans.

Contacts:

Danika Lochhead, Acting Director, Arts & Culture Services 613-546-4291 extension 1277

Other City of Kingston Staff Consulted:

Dianne Zemba, Manager, Grand Theatre, Arts & Culture Services

Jayson Duggan, Performing Arts Manager, Arts & Culture Services

Jon Hayter, Supervisor, Special Events Office, Arts & Culture Services



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-24-009

To:	Chair and Members of the Municipal Accessibility Advisory Committee
From:	Janet Jaynes, City Clerk
Resource Staff:	Derek Ochej, Deputy City Clerk
Date of Meeting:	May 2, 2024
Subject:	Accessibility Office Update – Q1 2024

Council Strategic Plan Alignment:

Theme: Corporate business

Goal: See above

Executive Summary:

This report summarizes the recent activities within Kingston related to accessibility. Specifically, this report provides customer service statistics for the first quarter of 2024, as well as a status update on other Accessibility Office work for the quarter.

Recommendation:

This report is for information only.

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Authorizing Signatures:

ORIGINAL SIGNED BY CITY CLERK

Janet Jaynes, City Clerk

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

Lanie Hurdle, Chief
Administrative Officer

Consultation with the following Members of the Corporate Management Team:

Paige Agnew, Commissioner, Growth & Development Services	Not required
Jennifer Campbell, Commissioner, Community Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

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Options/Discussion:

Background

This report outlines the customer service statistics related to accessibility for the first quarter of 2024. The statistics are provided by the City's Customer Experience Division and summarize contacts by telephone, email and social media, as well as reports logged directly by residents in the [MyKingston](#) portal, the City of Kingston's Customer Relationship Management software. The data presented in Exhibit A of this report shows the related service areas within the City and the seven customer service policy classifications. Details of each contact are documented in MyKingston and sent to the appropriate department for resolution.

Analysis

As the City continues to add departments to its Customer Relationship Management software, service area categories that appear in Exhibit A are being modified. For Q1 2024, Arts & Culture Services and Customer Experience have been added. Property Standards has been combined with Enforcement, Roads and Sidewalks has been changed to Public Works, and Traffic has been changed to Transportation Services. These changes better reflect the corporate structure of the City.

The total inquiries in the first quarter of 2024 were 193, an increase from 116 inquiries received in the fourth quarter of 2023. The total number of inquiries received in the first quarter of 2024 (193) is a slight increase as compared to the number of inquiries received in the first quarter of 2023 (191). Compared to the five-year average (2019 to 2023) for inquiries in the first quarter of a year (113), the 193 inquiries received in the first quarter of 2024 represents an overall increase.

Consistent with the years following the height of the COVID-19 pandemic, the highest volume of service inquiries are related to Parking (91 of 193) and Public Works (45 of 193).

Parking inquiries relate primarily to requests for ticket reviews (52), reporting a vehicle parked illegally in an accessible space or blocking access to a sidewalk (20), and operational requests (11) such as questions about the availability of off-street parking lots and reporting malfunctioning payment equipment at an accessible parking space.

Public Works inquiries relate primarily to sidewalk and road snow removal (30), with other inquiries related to reporting trip hazards or other obstructions on sidewalks, paths and at transit stops.

Recreation & Leisure (8), Enforcement (5), Solid Waste (6) and Transit (19) experienced a small increase in the number of inquiries compared to previous quarters in 2023. Recreation & Leisure inquiries were related to reporting of barriers, such as non-operating power door openers or lack of signage at City recreational facilities. Enforcement inquiries were related to reporting of illegal

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parking in accessible parking spaces on private property (it is important to note that the City cannot enforce parking regulations on private property). Solid Waste inquiries were related to reporting non-collection of material. Transit inquiries were related to operator complaints (5), operator compliments (3) and general inquiries regarding routes and fees.

Examples of inquiries and resolutions (where provided) are detailed in the following sections:

Parking

Inquiry: Resident paid to park and the metre shut down without giving her money back and it told her to move to another meter. The weather is bad and she uses a walker.

Resolution: Exemption request forwarded to the City's transportation by-law officers that were monitoring that area.

Inquiry: Customer called on behalf of their daughter who had parked their vehicle to attend a dental appointment and parked their vehicle encroaching onto an accessible parking space. The vehicle was not fully in the space; however, a \$300.00 infraction was issued. Customer would like to know if this can be forgiven.

Resolution: Ticket indicated that the vehicle was fully in the accessible space according to the photos the officer attached to this ticket. The only options for accessible tickets (if you do not have a valid accessible permit) are payment or appeal via trial.

Public Works

Inquiry: After the storm, there is a three-foot snowbank the length of Highway 15 that makes the bus stop at Barriefield inaccessible (we saw two youths waiting on the highway for the bus to arrive). It needs to be cleared so that people aren't waiting on the road.

Resolution: Forwarded to contractor for follow up.

Inquiry: Customer is requesting that the snow on the edge of the roadway at 460 Princess Street be removed. This is the location of the heart clinic and when parking vehicles, it is difficult to get over the snow mounds and onto the sidewalk, especially for seniors who are using mobility devices.

Resolution: Operations ongoing; when possible, snow removal will begin in the downtown.

Enforcement

Inquiry: For about the fifth time this month, more garbage has been dumped on Chestnut Street. My neighbour has a disability and is unable to deal with this every week.

Resolution: Forwarded to by-law enforcement officer for investigation.

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Inquiry: Resident reported concern about bushes, trees and plants infringing on the sidewalks and walkways in his area. Inquired if there is a by-law regarding accessibility of sidewalks and walkways due to this issue.

Resolution: Resident provided with further information regarding by-laws and information was shared with by-law enforcement officer for investigation.

Transit

Inquiry: When I got off, the bus was right at the corner. There was no curb. And I'm pretty sure the operator didn't make the bus even kneel. I also found that the operator turned the corner at Division Street far too fast and I thought the bus would flip on its side. The operator didn't seem to give a hoot about the fact that I use a walker.

Resolution: Supervisor followed up with operator.

Inquiry: I love how well this driver handled a full bus with one wheelchair user and a person with a walker on it. She was polite and energetic, engaging the passengers to ensure that everyone could get home. Before leaving a stop when the bus was packed, she asked to make sure that everyone had gotten off. I was able to see that there was one person still trying, so I told her, and she waited for them. She then thanked me and the other passengers for helping her.

Resolution: Not applicable.

National AccessAbility Week activities

National AccessAbility Week takes place from May 26 to June 1, 2024. In recognition of the week, staff have worked in consultation with the awareness and education project team to continue the service animal education campaign began in 2023. The campaign focuses on educating Kingston residents and businesses on the etiquette, rights and responsibilities associated with persons with disabilities that have service animals.

Messaging will be shared throughout the week on the City's social media channels, along with a video produced in 2023. Staff have also partnered with the Kingston Frontenac Public Library to have informational signage and posters included at all Kingston library branches during the week. The City will also be sharing messages during the week from the Inclusive Play Project, which is a Kingston-based organization fundraising to build Kingston's first highly inclusive playground. The project received endorsement from Council in 2023 and the City has committed to providing a location for the playground to be constructed and on-going maintenance once built.

Wednesday, May 29 is Red Shirt Day for Accessibility and Inclusion. In recognition of the day, City Hall and Springer Market Square will be illuminated in red. Staff are also undertaking an internal campaign to purchase and distribute red shirts to be worn on the day by City staff and

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Council members. Shirts are being purchased from the Inclusive Play Project with proceeds going to support the building of a highly inclusive playground.

2024 Committee Work Plan Update

Attached as Exhibit B to this report is an update on the 2024 Committee Work Plan. Two reports are being added for the May meeting. A corporate realignment in early 2024 saw the Special Events team move from Recreation & Leisure Services to Arts & Culture Services. Separate reports are now being brought from these groups.

At the request of the Committee, the City's Emergency Preparedness Division will be bringing a report to the September 2024 meeting.

Project Team Update

The following is a summary of project teams that have completed their work and those that have been formed during the first quarter of 2024:

Completed Project Teams

- Accessible Consultation Process Policy;
- City Hall Fire Alarm and Fire Sprinkler System;
- Rideau Trail Off-Road Multi-Use Pathway;
- Improved Pathway Connection Behind Providence Care;
- Accessibility Checklist for Site Plan Review;
- My Neighbourhood;
- Facility Accessibility Audit of Performance Spaces – Grand Theatre;
- Document Accessibility Review Process;
- Fleet Garage; and
- Woodbine Station #7 Renovations.

A significant number of the above project team completions are a result of a review of project teams that have been in abeyance or completed but not officially closed.

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New Project Teams

- Ronald Lavallee Memorial Kiwanis Park Renovation;
- Grenadier Courts Redevelopment;
- Victoria & Collingwood Street Combined Sewer Separation;
- Aberdeen Street Reconstruction; and
- Intersection Improvements at Montreal Street and John Counter Boulevard.

The following project teams had new members appointed to replace previously appointed members who were no longer serving on the Committee:

- Public Art Program;
- Accessible Parking Spaces;
- Transit Stations;
- City Hall Exterior Signage;
- Kirkpatrick Fountain Restoration; and
- City Hall Railings.

Indigenization, Inclusion, Diversity, Equity & Accessibility (IIDEA) Considerations

By sharing statistics and analysis related to accessibility inquiries received by the City, staff are providing members of the Committee with a snapshot of public trends related to accessibility. Staff will also use this data to better understand areas of improvement for accessibility for City programs, facilities and services.

Existing Policy/By-Law

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[2023 – 2025 Multi-Year Accessibility Plan](#)

Financial Considerations

None

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Contacts:

Derek Ochej, Deputy City Clerk, 613-546-4291 extension 1252

Other City of Kingston Staff Consulted:

None

Exhibits Attached:

Exhibit A – 2024 Accessibility Office Statistics by Service Area and Accessibility Category

Exhibit B – 2024 Committee Work Plan Update

Exhibit A – 2024 Accessibility Office Statistics by Service Area and Accessibility Category

Table 1 – Accessibility Office Statistics by Service Area, per quarter (Q1 2024)

Service Area	January – March
Arts & Culture Services	2
Building Services	2
City General	0
Clerk's Office	3
Customer Experience	4
Enforcement	3
Engineering	2
Housing & Social Services	2
Licensing	0
Mayor's Office	0
Parking	92
Parks	0
Planning Services	1
Public Works	56
Recreation & Leisure	9
Solid Waste	4
Taxation	0
Transportation Services	1
Transit	16
Utilities Kingston	0
Total	193

Table 2 – Accessibility Office Statistics by Classification, per quarter (Q1 2024)

Service Area	January – March
Administrative	4
Assistive Devices	7
Communication	0
Provisions, Goods & Services	182
Service Animals	0
Support Persons	0
Temporary Disruption Notice	0
Total	193

Municipal Accessibility Advisory Committee (MAAC) Work Plan 2024 – May update

January 2024

- Accessible Consultation Process Policy (Completed) Office of the City Clerk
- Committee Orientation Report (Completed) Office of the City Clerk
- 2024 MAAC Work Plan (Completed) Office of the City Clerk

March 2024

- Accessibility Office Report – Q4 2022 (Completed) Office of the City Clerk
- Equity, Diversity & Inclusion Office Update (Completed)
- Multi-Year Accessibility Plan – 2023 Update (Completed) Office of the City Clerk

May 2024

- Accessibility Office Report – Q1 2024 Office of the City Clerk
- Recreation & Leisure Services
- Special Events Update Arts & Culture Services

May 26 - June 1, 2024

- National AccessAbility Week Campaign Office of the City Clerk

June 2024

- Facilities Management and Construction Services Update
- Accessible Taxi Consultation

Kingston Area Taxi Commission

September 2024

- Accessible Standards Policy
- Accessibility Office Report – Q2 2024
- Emergency Preparedness

Office of the City Clerk

Office of the City Clerk

October 2024

- Disabilities Mentoring Day

Office of the City Clerk

November 2024

- Engineering Services Update
- Transit & Transportation Services Update
- Accessibility Office Report – Q3 2024
- Age-Friendly City Update

Office of the City Clerk

Community Development & Wellbeing

December 2024

- Celebrating Accessibility Awards

Office of the City Clerk