

**2014 IDENTIFICATION OF ACCESSIBILITY BARRIERS/IMPROVEMENTS
BY THE CITY OF THUNDER BAY**

DIVISION/DEPARTMENT	BARRIER	HOW IT WAS REMOVED/PREVENTED
CITY MANAGER		
OFFICE OF THE CITY CLERK	Printing on Glass doors not accessible visually	White background added for contrast at all City offices
	Doors to Council Chambers not accessible	Changing the doors to a single door.
	Main floor accessible washroom not accessible	Change the door to open out, not in.
CORPORATE STRATEGIC SERVICES		
CORPORATE STRATEGIC SERVICES	City-wide respect.materials use a green which is without sufficient contrast	Visual ID revised, to recommend a green with higher contrast
COMMUNITY SERVICES		
CONSTRUCTION SERVICES	Transit Administration Building - Renovations	Renovations to make the facility fully accessible to include doors, vestibules, counters, washrooms, meeting rooms, lunch room
	Whalen Building - Public Areas	Renovations to create and or renovate barrier-free washrooms on floors 2,3,4,5 & 7
	Firehalls	New Fire/EMS Facilities to be fully accessible
	Terry Fox Visitors Centre	New customer counter with accessible portion
	Delany Arena	New Concession - fully accessible
	Churchill Pool	New customer counter with accessible portion, power door operator to pool deck
	Boulevard Lake Concession Building	Renovations to Public Washrooms to make them better accessible, power door operators
	Canada Games Complex - Public Washrooms	Improvements to existing Public Washrooms
FACILITIES		
FACILITIES	City Hall Elevator colour	Altered Colours to give greater colour contrasts
	City Hall Fire alarm	Engineered Strobes added to the bldg.
RECREATION & CULTURE		
RECREATION & CULTURE	Washroom doors at 55 Plus	Automatic door openers installed on 3 washrooms
	Changeroom doors at Canada Games Complex	Automatic door openers installed on 3 doors
	Change Table for Adults	Purchase of lift change table
	Pool lift for persons over 250 lb	Purchase of Pool lift for assisting persons over 250 lb

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COMMUNITY SERVICES, continued		
TRANSIT SERVICES	Accessible Customer Service @ Transit Office	Full renovation to meet facility accessibility standards
	Fares, support persons - conventional & specialized	Transit ID cards introduced to acknowledge need for support person. ID card allows support person to travel at no charge. Design, create, and communicate new ID cards to be issued/replaced.
	Booking - Specialized Transit	Introduction of 7 day rolling window for booking trips as well as same day service.
	Transit Services Website	up-to-date information provided in accessible format as well as easy to navigate and follow directions from Google Maps TripPlanner
	Accessible Transit Shelters	16 newly designed fully accessible shelters installed at high traffic locations. Features include: larger landing pad, larger shelter for improved mobility, lighting, and wayfinding information.
	Operator Accessibility Training and Re-fresher Training	wheelchair securement; procedures for unaccommodated passengers; customer service
	2nd Annual Accessible Public Transit Forum	Share and receive information regarding Transit's Accessibility Plan. Celebrate success of completed accessibility projects in 2014 and communicate projects for 2015.
	On Board Announcements - Conventional buses	As part of the ITS4 technology upgrade, improved Automated Voice Announcements (AVA) and VA displays were introduced in all 49 buses.
CORPORATE SERVICES & LONG TERM CARE		
CORPORATE INFORMATION TECHNOLOGY	Pagetypes not fully accessible	Worked with Active Network (vendor) and had them comply with new Ontario Legislation. Upgrade to current version (13.5) provided Internet and intranet users with accessible pagetypes. CIT Web Solutions team implemented upgrade to Web Content Mangement System
	Users using screen readers were unable to jump to specific parts of the website without going through some items on the page and the menu on each page	Skip Navigation was implemented. Using standards found on the Internet, Skip Navigation was standardized for all internet websites residing within our Web Content Management System. Users can now skip past the menu systems and go directly to the body content, or to one of the 4 pillar areas of the City Website
	Difficult to determine where cursor is located on the four tabs of the City Website	Create a more visible cursor focus for tab movement on City Websites that required this feature
	Document accessibility	Training continues in creation of Accessible PDFs.

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CORPORATE SERVICES & LONG TERM CARE, continued		
HUMAN RESOURCES & CORPORATE SAFETY	<p>Performance Management Systems: Review and include accommodations detailed in an employee's Individual Accommodation Plan (IAP) when administering performance management activities.</p>	<p>The Non-Union & Managerial PMA template has been updated to include language that defines IAP and directions for supervisor when administering PMAs.</p> <p>PMA template has been updated to include a field for an employee to make a request & supervisors can identify if a IAP is in place for an employee.</p>
	<p>Career Development & Advancement: Review and include accommodations detailed in an employee's individual Accommodation Plan (IAP) as part of any career development and advancement activities.</p>	<p>Training reminders/communications - Will include a statement advising that accommodations are available upon request.</p>
	<p>Redeployment: Review accommodation practice in the context of union contracts.</p>	<p>The collective agreement language has been gathered and will be reviewed as Labour Relations enters into bargaining.</p>
	<p>Training Requirements: Develop training curriculum for Human Rightst & Accessibility Standards that can be delivered through multiple channels.</p> <p>All Employees to have completed training by Dec. 31, 2013</p> <p>Update the HR Manual as part of the new hire orientation practices.</p> <p>All existing staff need to be trained on these new AODA requirements.</p> <p>Training needs to be more in-depth (as per the Accessibility Committee).</p>	<p>Training program has been developed & implemented.</p> <p>2,200 staff have been trained. Approximately 1,000 still need to be trained.</p> <p>Employee Orientation has been updated to include a session on AODA & IASR.</p> <p>Training is delivered internally by the Municipal Accessibility Specialist and internal trainer newtwork.</p>

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HUMAN RESOURCES & CORPORATE SAFETY, continued	<p>Recruitment : Update the Careers page to include statement regarding accessibility and availability of accommodations.</p>	<p>Job postings have been updated to include accessibility statement.</p> <p>Career page on City website has been updated to include accessibility statement.</p> <p>Advertising (Chronicle Journal) has been updated to include accessibility statement.</p> <p>CTB Application forms have been updated to include accessibility statement.</p> <p>Recruitment procedures have been drafted to include required language.</p> <p>Outreach - research has been conducted & list has been developed for organizations that provide support to persons with disabilities. Next steps are to visit with the agencies.</p> <p>On-line job posting & application business case has been updated to include AODA compliance requirements.</p>
	<p>Workplace Emergency Response Information: Develop a tool/form that will permit employees to ask if they have a requirement for an individualized workplace emergency response plan.</p>	<p>Created a Self-declaration Form that can be completed by employees to request individualized workplace emergency response plan. Form will be communicated to City Supervisors this September This form will also be included in Fire Warden training this Fall.</p> <p>Employees will be surveyed by year end.</p>
	<p>Documented individual Accomodation Plans: Develop and have in place a written process for the development of documented individual accommodation plans (IAP) for employees with disabilities.</p>	<p>Accommodation plan template has been created and is being used.</p>

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DEVELOPMENT & EMERGENCY SERVICES		
PARKING DIVISION		
	Victoriaville Parkade - 1st Level access elevator stairwell	Installed railing on ramp; need to install signs for wayfinding
	Waterfront District Parkade	St. Joseph's walkway area, paint trip area per request of person with visual impairment
INFRASTRUCTURE & OPERATIONS		
PARKS DIVISION		
	no accessible exit to Floodway Multi-use trail at Memorial Avenue	begun to extend the trail from its current terminus to the intersection of Memorial and Isabel
	Street rough surface, poor sightlines and lack of defined road crossing	realignment and grade separation of Multi-use trail from roadway with smooth surface, defined road crossing
	Marina Park Habitat Pond lack of accessible viewing area	Compacted crusher fines walkway constructed to a lookout
	lack of accessible bridge crossing over Current River at Trowbridge Falls Park	3000mm wide concrete deck bridge constructed with compacted crusher fines trail leading from parking lot to bridge
	lack of defined walkways in parking lot at Fort William Stadium/ Delaney Arena	parking lot redeveloped with defined sidewalks and clearly defined accessible stalls
	wheelchairs along the Neebing/ McIntyre Floodway Multi-use Trail	Asphalt paving installed between multi-use trail and Alfa units at Balmoral Street and near the McIntyre Centre.
	lack of accessible walkway in Junot Park directly from the south end of the park to the playground area	construction of a new compacted crusher fines trail from the south end of the park to the play area with benches on a concrete pad halfway along the trail
ROADS DIVISION		
	Accessibility Sidewalk Ramping location specific barrier removal program	Accessibility Sidewalk Ramping is a program which upgrades or installs new sidewalk ramps at intersections where a barrier to access exists. The Roads Division work with community groups who identify areas of concern. All new ramps are marked with a texture to alert the visually impaired they are at an intersection.
	Location of specific Trip Hazard Removal and Depression Repair Program	Lift and Level Program and Trip Edge Removal Program removes trip hazards and barriers to accessibility caused by heaved and sunken sidewalk slabs, which provide a safer and more uniform walking surface to all citizens.
	Capital Sidewalk Rehabilitation Program	All existing sidewalks rehabilitated or hollow walks replaced are constructed to current Engineering Standards to provide a safe uniform walking surface which incorporate barrier free ramps at each intersection. Each new sidewalk ramp is marked with a texture to alert the visually impaired they are at an intersection.
	Audible Pedestrian Signal Program	The Roads Division began the program in 2006 to install audible pedestrian signals at signalized intersections. Roads and Engineering staff consult with CNIB to determine where this technology should be strategically placed to maximize its effectiveness for people with visual impairments.