

THE CITY OF THUNDER BAY

2024 – 2029

Multi-Year Accessibility Plan



Adopted by City Council: July 15, 2024

CITY OF
Thunder Bay
Superior by Nature

Important Contact Information

City Infrastructure Dispatch (24 hours) to report a problem

(807) 625-2195

www.thunderbay.ca/en/city-services/report-a-problem



Transit & Lift+

(807) 684-3744

TTY (807) 684-2997

www.thunderbay.ca/en/city-services/transit



Junior Inclusion Services

(807) 625-2351

www.thunderbay.ca/en/recreation/junior-inclusion-services



Adult Inclusion Services

(807) 684-3338

www.thunderbay.ca/en/recreation/adult-inclusion-services



Parking Authority

(807) 625-2370

www.thunderbay.ca/en/city-services/parking



City Hall

(807) 625-2230

TTY (807) 622-2225

www.thunderbay.ca/en/city-hall/city-hall



Municipal Accessibility Specialist

(807) 625-2240

Email: accessibility@thunderbay.ca





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A Message from the Mayor

I am proud to present the City of Thunder Bay's 2024-2029 Multi-Year Accessibility Plan.

The City of Thunder Bay has a responsibility to each and every one of our citizens. You must at all times be treated with dignity and respect and be able to fully access each of our facilities and services.

Our work to improve accessibility in Thunder Bay began long before the Accessibility for Ontarians with Disabilities Act, 2005. As the AODA's target date of 2025 will pass during the course of this Multi-Year Accessibility Plan, we remain diligent in our efforts regarding accessibility and strive to exceed requirements where and when we can.

There is still work to be done, despite our achievements towards inclusion for all citizens. This plan details what we have accomplished in the past five years and what we will do to become a fully accessible City within the next five.

We believe in a truly accessible and barrier-free City for all who live, work, visit, and play here. This plan is the roadmap that will lead us to that goal.

Sincerely,

Ken Boshcoff, Mayor
City of Thunder Bay

A Message from the Chair of the Accessibility Advisory Committee

Since the previous 2019-2024 Multi-Year Accessibility Plan was approved, the municipal Accessibility Advisory Committee (the Committee) has kept very busy working on issues regarding accessibility in the City of Thunder Bay.

The Committee meets regularly with City departments to raise awareness of access issues and to provide recommendations for greater inclusion. Over the past twenty years, the Committee has advised, both through our built environment subcommittee and through the Committee as a whole, on a range of City projects.

During COVID-19, the Committee remained active in its advocacy for people with disabilities who encountered new barriers in our community caused by the pandemic. The Committee advocated for increased customer service awareness with respect to the mandated use of masks and physical distancing, accessible travel to vaccine clinics, access to businesses, and the accessibility of virtual meeting platforms like MS Teams.

The Committee has been identified as an accessibility champion in the City and has been invited by the Thunder Bay Regional Health Sciences Centre, Thunder Bay Art Gallery,

Norwest Community Health Services and Magnus Theatre to review accessibility of their programs, services and facilities.

The Committee holds yearly open houses to advise and consult with the public about accessibility issues. We collect feedback throughout the year and share it as required with City Council and the City departments involved.

The 2024-2029 Plan highlights achievements of the Committee and City departments over the past five years. The Committee participated in the development of the strategies and actions included in section 7.3 of the plan and are confident that the implementation of those strategies will improve access to City programs, services and facilities for all residents.

Sincerely,

Samantha Zrobin
Chair – Accessibility Advisory Committee
2024



1

Definitions

The following definitions apply to this Plan:

Accessibility — The term accessibility means giving people of all abilities the chance to participate fully in everyday life. It is used to describe how commonly a service, product, device, or environment is available to as many people as possible. Accessibility is the ability to access and benefit from a system, service, product, or environment.

Barrier — A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of their disability.

Disabilities themselves are not considered barriers. Most barriers are not intentional. Barriers usually happen because the needs of people with disabilities are not considered from the beginning, when creating a policy or procedure, when providing a service, or when designing a product or facility.

Types of barriers — Barriers may be visible or invisible. There are many different types of barriers:

Attitudinal barriers may result in people with disabilities being treated differently than people without disabilities.

Information and communication barriers happen when a person with a disability cannot easily receive or understand information that is available to others.

Systemic barriers in policies, practices and procedures result in people with disabilities being treated differently than others or sometimes excluded altogether.

Physical and architectural barriers occur in the environment and prevent access for people with disabilities.

Technological barriers occur when technology or the way it is used does not meet the needs of people with disabilities.

2

Link to the City of Thunder Bay's Strategic Plan

Safety and well-being. Our community is healthy, safe, and strong.

Sustainability. We advance a thriving economy and environment.

These pillars of the Strategic Plan are inherent to the 2024-2029 Multi-year Accessibility Plan.





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Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises and transportation throughout Ontario by the year 2025. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07), the Integrated Accessibility Standard Regulation (O. Reg. 191/11) – including the Information & Communication, Transportation, Employment and the Design of Public Spaces Standards. In 2016, the IASR was updated to include the Customer Service Standard.

Under the Integrated Accessibility Standards Regulation (IASR), the City of Thunder Bay (the City) is required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines the City of Thunder Bay's strategy to identify, prevent and remove accessibility barriers, and meet its requirements under the IASR.

The Integrated Accessibility Standard Regulation (O. Reg. 191/11) consists of 7 parts:

- I. General Requirements
- II. Information and Communications Standards
- III. Employment Standards
- IV. Transportation Standards
- V. Design of Public Spaces Standards (Accessibility Standards For The Built Environment)
- VI. Customer Service Standard
- VII. Compliance

In accordance with the requirements set out in the IASR, the City of Thunder Bay will:

- Post the accessibility plan on its website (www.thunderbay.ca);
- Provide the plan in an accessible format upon request;
- Review and update the accessibility plan at least once every five years;
- Establish, review and update the accessibility plan in consultation with persons with disabilities and the Municipal Accessibility Advisory Committee;
- Prepare an annual status report and post it on the City of Thunder Bay website.



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Municipal Accessibility Advisory Committee

In 2001, the Ontarians with Disabilities Act (ODA), required that all municipalities with a population over 10,000 must have an Accessibility Advisory Committee. This requirement is echoed in the Accessibility for Ontarians with Disabilities Act (AODA) 2005. The municipal Accessibility Advisory Committee (AAC) is a sub-committee of City Council's Committee of the Whole. The mandate is to provide guidance on accessibility issues affecting municipal operations. The Committee meets a minimum of eight (8) times annually; all meetings are open to the public.

The Committee makes recommendations to City Council on Municipal Accessibility Plans, provides feedback to the City on Site Plan Controls, new builds and renovations of facilities, and advises on a range of other issues affecting persons with disabilities in the City of Thunder Bay.

Committee members represent a wide range of people with disabilities, including mobility, vision loss, mental health, learning and speech disabilities. The committee also includes a representative from City Council, a service agency, and members of the public.



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Statement of Commitment to Accessibility

The City of Thunder Bay is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal access to opportunities and will identify, remove, and prevent barriers to accessibility. The City of Thunder Bay is committed to meeting accessibility requirements and guidelines under the Accessibility for Ontarians with Disabilities Act, the Ontario Human Rights Code, and other accessibility legislation applicable to the City of Thunder Bay.



6

Accessibility Policy

The City of Thunder Bay Accessibility Policy has been updated to include the Integrated Accessibility Standards Regulation requirements and an organizational statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner. The policy is included as Appendix A of this plan. The policy is consistent with:

- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (AODA)
- Ontario Regulation 191/11 Integrated Accessibility Standards (IASR)
- Ontarians with Disabilities Act, 2001, S.O. 2001, c. 32 (ODA)
- Human Rights Code, R.S.O. 1990, c. H.1



7


Accessibility Plan

In 2023, the City of Thunder Bay began the mandatory 5-year review and update of the Multi-year Accessibility Plan.

The Office of the City Clerk provides oversight of the implementation of the Accessibility Plan. It employs a Municipal Accessibility Specialist responsible for working with the Accessibility Advisory Committee, the Administrative Accessibility Working Group and the community in supporting and guiding The City of Thunder Bay in the implementation of the Plan.

7.1 Strategies and Actions for Barrier Identification and Removal

- a. Continue to remove barriers – attitudinal, informational, communication, systematic, physical, architectural, and technological – from city programs and services.
- b. Integrate AODA requirements into corporate policies and procedures.
- c. The City and the Accessibility Advisory Committee will host annual public engagement events in the community to share information, promote the Committee's roles and accomplishments and gain feedback about accessibility in the City of Thunder Bay.
- d. Continue to remove barriers from existing facilities and infrastructure as identified in the City of Thunder Bay's 2019 facility audit.
- e. All Members of Council, employees, volunteers, and contractors must take general accessibility, accessible customer service and Ontario Human Rights Code training.
- f. Provide accessible public engagement opportunities.
- g. Continue to ensure that all City of Thunder Bay print and web-based publications and promotional materials are accessible.
- h. Develop resources to assist staff to determine all necessary accessibility criteria that should be included in procurement documents, including evaluation tools.
- i. Continue to upgrade transit stops to meet the Accessible Bus Stop Design Guidelines developed in 2013.

- 
- j. Continue Accessibility Sidewalk Ramping Program to upgrade or install new sidewalk ramps at intersections where a barrier to access exists. The Roads Division will work with the Accessibility Advisory Committee and other groups and individuals who identify areas of concern. All new ramps are marked with a tactile surface to alert those with visual impairments that they are at an intersection.
 - k. Continue Lift and Level Program and Trip edge removal program to remove 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 of Thunder Bay.
 - l. Continue program to install audible crossing signals at pedestrian crossings at signalized intersections. Engineering Division staff consults with the Accessibility Advisory Committee, the CNIB and other groups and individuals to determine where this technology should be strategically placed to maximize its effectiveness for people with visual impairments.


7.2 Customer Service

The City of Thunder Bay has mandatory training for all members of Council, employees and volunteers on the Customer Service Standard and Ontario Human Rights Code, which includes policies and procedures on providing goods and services to people with disabilities in the areas of:

- An Accessibility Policy incorporating dignity, independence integration, and equity;
- Use of service animals and support persons;
- Notice of temporary service disruptions;
- Provision of a feedback process for the public to submit concerns about accessibility; and
- Use of assistive devices.

7.3 Procedures for Preventative and Emergency Maintenance of Accessible Elements in Public Spaces

The City of Thunder Bay must include preventative and emergency maintenance procedures for all accessible parts of public spaces, such as planning when regular maintenance occurs. For instance, the frequency of inspecting sidewalks for cracks. Procedures for handling temporary disruptions in service when an accessible part of a public space is not usable, for example, putting up a sign to explain the disruption and outlining an alternative.



For capital work road closures, Engineering & Operations uses traffic control methods based on Ontario Traffic Manual Book 7 which includes detour and disruption signage for pedestrian and bicycle traffic. Engineering follows the guidelines outlined in the Ontario Traffic Manual Book 7 – Temporary Conditions. The City prioritizes keeping the sidewalks open during the construction work, as much as possible. In areas with high pedestrian activity, additional protection from the work is provided, such as temporary fencing or barricades. In cases where the closure of the sidewalk is unavoidable due to construction, parallel route or detours is provided. A media release is also provided.

Parks & Open Spaces issues media releases when maintenance or construction work is scheduled for a park or on a trail. Information in the media release will include whether the trail or park will remain open or will be closed; the planned duration of the disruption; and what alternative routing may be available.

Roads & Sidewalks maintenance procedures are included in Appendix C and D.

7.4 Service Animals

Service Animals may enter any of our facilities and events, unless they are otherwise excluded by law. Look for the No Pets, Service Animals Welcome sign at our City facilities. We may request service animal owners to provide proof of their Service Animal. This can be:

- letter from a doctor or nurse,
- a service animal identification card or
- any other means of verification.

The City's Service Animal policy does not apply to pets.

7.5 Transit Accessibility

Transit Services has a 10-year Accessibility Plan that explains how services are accessible and what the long-term plan is to improve and maintain accessibility.

Some of the highlights from the plan include:

- Accessibility of Conventional and Lift+ Specialized Buses
- Bus Stops and Transit Hubs
- Courtesy Seating
- Emergency Evacuation of a Bus
- Mobility Devices
- On-board Announcements
- Pre-boarding Announcements
- Priority Seating
- Service Animals
- Support Persons



7.6 Accessible Vehicles-for-Hire

In 2018, City Council approved the new Vehicle-for-Hire By-law, which regulates regulate the licensing of drivers and vehicles providing services included in the by-law for health and safety reasons and for consumer protection in the City of Thunder Bay. The Vehicle-for-Hire By-law also requires that these services abide by the Accessibility for Ontarians with Disabilities Act to ensure barrier-free access for passengers with disabilities.

7.7 Planning Accessible Meetings

When planning public and staff meetings, the City recognizes the importance of making meetings accessible for all.

This includes:

- Advertising
- Communication Supports
- Choice of Facility
- Getting to the Facility
- Conference Services
- Booking an American Sign Language (ASL) Interpreter
- Booking Remote Real-Time Captioning Service

A list of accessible City facilities is included in the Planning for Accessible Meetings Checklist in Appendix B.



8

Measuring Results

8.1 Compliance Reporting

The City of Thunder Bay is committed to filing mandatory bi-annual accessibility compliance reports to the Province of Ontario. Reports will be posted on the City's website and presented as required to City Council and the Accessibility Advisory Committee.

8.2 Annual Barrier Removal Reporting

The Municipal Accessibility Specialist is committed to preparing annual status updates describing what has been done to achieve AODA compliance requirements and other City of Thunder Bay accessibility goals described in this plan. Reports will be posted on the City's website and presented as required to City Council and the Accessibility Advisory Committee.

8.3 Revisions to the Multi-Year Accessibility Plan

The Multi-year Accessibility Plan is a living document. The City of Thunder Bay is committed to reviewing and updating the Plan at minimum every five (5) years. Revisions will be available on our website, and will be provided in alternate formats upon request.

9

Accessibility Feedback

The City welcomes inquiries and feedback about accessibility and the City of Thunder Bay's efforts at meeting the Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards Regulation.

In Person/Mail:

Accessibility Feedback
Office of the City Clerk
500 Donald Street East
Thunder Bay ON P7E 5V3

Tel: (807) 625-2230

Fax: (807) 625-2233

TTY: (807) 622-2225

Email: accessibility@thunderbay.ca

Alternate formats of this document are available upon request.

9.1 Reviewing Feedback

The City monitors and evaluates any accessibility-related feedback throughout the year. This information may be integrated into the annual accessibility reports. Any comments on the City's accomplishments and plans are welcome and will be considered in the City's ongoing accessibility planning.



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City of Thunder Bay Accessibility Achievements 2019-2024

The following list outlines 2020-2023 projects completed that work to remove barriers to access at city facilities, these include:



Recreation Facilities

- Barrier-free viewing area installed at Delaney Arena with signage to designate the area for accessible seating or mobility device storage.
- Barrier-free viewing area installed at Port Arthur Stadium.
- Installation of signage at Fort William Gardens for the designated accessible viewing areas and mobility device storage.
- Pool lift with higher bodyweight capacity at the Canada Games Complex – 600lbs from 350lbs.
- Inclusion Services purchased a variety of gripping aids for adaptable fitness with a support person or for independent work.
- New accessible workout machines at the Canada Games Complex.
- Krank cycle (arm bike) option in spin classes at the Canada Games Complex.
- Grant for expansion of Keep Moving with Stroke and Mixed Neuro program – addition of education session and social outings.
- Purchased grip aids for use of weights and strength machines at Canada Games Complex.



- Replaced obsolete NuStep and arm bikes at Canada Games Complex.
- Re-painted Canada Games Complex parking lot to appropriate spacing and size standards.
- New Volunteer Pool shower chairs.
- New accessible washroom/shower in men's member and women's day use changerooms, and new accessible all gender changeroom/shower/bathroom for people with disabilities who have a support person at Canada Games Complex.
- Addition of adaptative seated yoga class.
- Affordable Access to Recreation Pilot Subsidy.
- Installation of power door actuators at the Kinsmen Northwood Centre, North McIntyre Rec Centre, and Fort William Gardens.
- A review of City and private facilities used for the 2024 Ontario Winter Games was conducted in the fall of 2023 to determine accessibility issues. Recommendations for accessibility improvements were made to the Ontario Winter Games Organizing Committee and to the Ministry of Tourism, Culture and Sport.

Parks & Playgrounds



- Jumpstart Inclusive Playground and Adult Fitness Area at Boulevard Lake.
- New accessible path of travel from the Jumpstart Inclusive Playground to the beach at Boulevard Lake.
- Mobi-Mat portable accessible beach mat and specialized beach wheelchair at Boulevard Lake to allow for independent or assisted access for those with mobility disabilities.

- Created an Accessible Recreation Day with activities, fitness and information at Boulevard Lake.
- Purchase of water/beach (Boulevard/Sandy Beach) and trail/snow wheelchairs (2 at Boulevard) for rent.
- Hoyer lift at Boulevard Lake to allow access for those with disabilities to the water.
- Three accessible wheelchairs for Boulevard and Sandy Lake. Two floating and one for beach/sand access.

Websites, Software & Print Materials

- Implementation of eScribe Meeting Management software which provides for accessible viewing and screen reading for City Council meeting agendas and minutes.
- Review of website accessibility including webpages, documents, and photos.
- Corporate Communications has led a shift in the Corporation to provide content directly online through the website, social media, and other digital platforms to make content easily accessible for all. Examples include: content directly posted on webpages vs. PDFs or paper documents; using online web forms vs. fillable PDFs; sharing key City messaging through online channels.

- All videos posted on the City website and the City's YouTube channel include the closed captioning option.
- The City's Creative Design Agency of Record ensures publications produced for the City, e.g., posters, documents, graphics, have fully have accessible text; the font size and colour contrast meet accessibility standards including CNIB print guidelines.
- Advertisements for in-person events produced by the City include a contact listed for accessibility needs and information on how to request an accommodation.
- Corporate Communications has conducted a Clear Language Pilot Project to improve readability, including language, fonts, and consistency, of City documents issued to the public. The Pilot Project was conducted on Tax Bills, Water Bills and letters, and Parking Fine Notices. The assessment has been completed and recommended edits for clear language improvements will take place in the coming month. This pilot will be further explored to assess if it can be expanded on a broader scope for Corporate materials.

Sidewalks & Recreation Trails

- In 2022, approximately 1,700 sidewalks with trip edges were ground down by 20mm or padded with asphalt across the City.
- Curb Ramps/Tactile Walking Surface Indicators – approximately 53 corners have been updated on 22 intersections.
- Pedestrian Crossovers with Audible Pedestrian Signals:
 - Edward St. and Isabella St.
 - Neebing Ave. and Frederica St. W.
 - Huron Ave. and Shuniah St.
 - Edward St. at Redwood Ave. (4 locations)
 - Madeline St. Trail Crossing
 - High St. and Inchiquin St.
 - High St. and Queen St.
 - East Ave. and Market St.
 - Ford St. and William St.
 - Central Ave. and Riverside Dr.
 - Vickers St. N. and Cameron St.
- New Multi-Use Trails:
 - Island Dr. New Waterfront Trail connection – 700 metres
 - Mission Island – Waterfront Trail (Crusher Fines Surface) – 2,200 metres
 - Pool 6 – Waterfront Trail (Crusher Fines Surface) – 500 metres
 - Oliver Road – 450 metres
 - Legion Track Drive – 650 metres
 - Balmoral Street – both sides of the road - 2,900 metres



Transit Services

- In 2022, Transit introduced two new Nova buses equipped with the new Quantum Wheelchair Securement System, which is fully automated, intended for operation by the passenger or driver, and can be used with mobility scooters and wheelchairs.
- In 2023, consulted with the Municipal Accessibility Specialist on accessibility features of Electronic Fare Management System.
- In 2021, a Dodge Ram ProMaster low-floor vehicle was added to the Lift+ specialized transit fleet.
- Transit continues to meet at least annually with the Accessibility Advisory Committee to provide updates on accessibility and receive feedback regarding potential barriers.

2022 Municipal Elections

- The Municipal Elections Act, 1996, includes accessibility requirements to ensure that all Ontarians have the ability to cast a ballot on Voting Day.
- The 2022 Municipal Elections Accessibility Plan was developed and made available to the public. The Plan included information about accessible voting methods, a free Transit pass to and from voting locations, and information for candidates regarding the needs of electors with disabilities.
- Administration consulted with the Accessibility Advisory Committee on April 14, 2022 to confirm that barriers from the 2018 election were addressed and that all reasonable steps were taken to ensure the election would be accessible for all electors and candidates.
- All 2022 Municipal Elections Polling Stations were reviewed for accessibility to ensure barrier removal and remediation ahead of time.
- Internet voting was provided as an accessible voting option.
- Printed material, such as the Voter Information Letter, was developed with accessibility in mind and was reviewed by the Municipal Accessibility Specialist.
- Printed material was available in a larger font size upon request.

Appendices

SECTION: OFFICE OF THE CITY CLERK

DEPARTMENT/DIVISION: CITY MANAGER / OFFICE OF THE CITY CLERK

SUBJECT: ACCESSIBILITY

POLICY STATEMENT

It is the policy of The Corporation of the City of Thunder Bay that all people achieve accessibility, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the *Accessibility for Ontarians with Disabilities Act* and the *Ontario Human Rights Code*.

PURPOSE

This Policy is intended to provide the overarching framework to guide the review and development of other policies, standards, procedures, By-laws and guidelines of The City of Thunder Bay (City) in order to comply with the standards developed under the *Accessibility for Ontarians with Disabilities Act* (AODA), 2005 and the *Integrated Accessibility Standards Regulation* (IASR) established by Ontario Regulation 191/11, and all regulations pursuant to this Act.

APPLICATION

This Policy applies to all members of Council, City employees, volunteers, and to third parties who provide goods, services or facilities to the public on behalf of the City and who develop policies on behalf of the City.

PRINCIPLES

The City of Thunder Bay:

- Is committed to treating all people in a way that allows them to maintain their dignity and independence.
- Believes in inclusion and equal opportunity.
- Is committed to meeting the needs of people with disabilities in a timely manner.
- Is committed to preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

GENERAL REQUIREMENTS

The City of Thunder Bay is a designated public sector organization under the AODA and is committed to meeting the accessibility needs of people with disabilities.

ACCESSIBILITY ADVISORY COMMITTEE

The Accessibility Advisory Committee is established by City Council. It is required under the *Accessibility for Ontarians with Disabilities Act* (AODA). The Committee is responsible for advising City Council on the development and implementation of the Municipal Accessibility Plan and advising Council on issues relating to citizens with a disability.

ACCESSIBILITY PLANS AND POLICIES

The City shall produce a Multi-year Accessibility Plan. The Multi-year Accessibility Plan will be:

- reviewed and updated at least every five years, and
- established, reviewed and updated in consultation with persons with disabilities and the City's Accessibility Advisory Committee.

If through public consultation, feedback, and our own accessibility action and planning processes, it is determined that the Multi-year Accessibility Plan needs revision, the City of Thunder Bay will update it to reflect these insights.

The City of Thunder Bay has an internal Administrative Accessibility Committee that meets regularly to review progress in meeting the requirements of the AODA and to monitor progress on implementing the accessibility plan and to determine that barrier-removal and barrier-prevention strategies are implemented effectively.

An annual status report on the progress of measures taken to implement the multiyear accessibility plan will be prepared. The Multi-year Accessibility Plan and accompanying status report will be posted on the City's web-site and provided in an accessible format upon request.

PROCUREMENT

When procuring goods, services, self-service kiosks or facilities, the City shall incorporate accessibility criteria and features, unless it is not feasible (practicable). If not practicable, the City shall provide an explanation, upon request.

TRAINING

All members of Council, City employees, volunteers and third parties providing goods and services to members of the public on the City's behalf, as well as those who develop the policies, practices and procedures governing the provision of goods or services to members of the public or other third parties will receive accessibility training.

This training shall include:

- A review of the purposes of the AODA and the requirements of the *Accessibility Standards for Customer Service* (Ontario Regulation 429/07)
- A review of the requirements of the accessibility standards referred to in the *AODA Integrated Accessibility Standards* (Ontario Regulation 191/11) and on the *Human Rights Code* as it pertains to persons with disabilities.

The training provided shall be appropriate to the duties of the employee, volunteer or third party. Training shall take place as soon as is practical and upon completion, the City shall keep a record of the training provided including the dates on which accessibility training took place.

INFORMATION AND COMMUNICATIONS

Accessible Formats and Communication Supports

Except as otherwise provided by the AODA, the City shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

Websites and Web Content

Internet websites and web content controlled directly by the City will conform to the World Wide Web Content Accessibility Guidelines (WCAG) 2.0 in accordance with the schedule set out in the Information and Communication Standards of the IASR.

EMPLOYMENT

The City of Thunder Bay is committed to creating an inclusive work environment for all and providing accessibility for people with disabilities throughout the employment life cycle in accordance with the requirements and timelines set out in the Employment Standards of the Integrated Accessibility Standards Regulation and existing requirements under the Ontario Human Rights Code.

TRANSPORTATION

The City is committed to providing accessible public transportation services through both conventional and specialized transit services in accordance with Transportation Standards of the IASR.

BUILT ENVIRONMENT

The City shall comply with the AODA Design of Public Spaces Standards (Accessibility Standards for The Built Environment) when undertaking new construction and redevelopment of public spaces in the following areas:

- Recreational trails and beach access routes;
- Outdoor public use eating areas;
- Outdoor play spaces;
- Exterior paths of travel;
- Accessible Parking;
- Obtaining Services; and
- Maintenance of accessible elements.

This policy does not apply to construction that is external to the City for which the City has provided a permit however compliance with the AODA Built Environment Standards should be encouraged.

The City shall ensure that the City's Accessibility Design Standards reflect the AODA Built Environment Standards.

CUSTOMER SERVICE STANDARD

The City of Thunder Bay is committed to the provision of excellent customer service. The Accessibility Policy No. 01-08-11 effective since in January 2010, outlined the customer service standards as required by the AODA. The contents of this Policy are now included in this document where appropriate.

Guide Dogs, Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, the City will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises. If the service animal or guide dog is excluded by law from the premises, the City will look to other available measures to enable the person with a disability to obtain, use or benefit from the City's goods and services.

Support Persons

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The City may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Where fees for goods and services are advertised or promoted by the City, it will provide advance notice of the amount payable, if any, in respect of the support person.

Disruption of Services

If there is a temporary disruption in a particular facility or service used to allow a person with a disability to access goods or services, the City will give notice of the disruption to the public.

Assistive Devices

If a person with a disability requires assistive devices to access goods or services of the City, they are allowed to use such devices.

Accessibility Feedback

The City of Thunder Bay has an accessible feedback process. Feedback on how services are delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback can be provided in multiple formats including in person, by mail, phone, email and TTY.

NON COMPLIANCE

Failure to comply with the AODA regulations can result in administrative penalties as defined in Part V: Compliance of the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

Employees who fail to comply with this policy may be subject to disciplinary action. Agents who fail to comply with this policy may be subject to contract termination.

REFERENCE

Report No. 2013.097 (Office of the City Clerk)

Report No. 21/2021 (City Manager's Office – Office of the City Clerk)

<i>APPROVED BY:</i>	City Council	<i>Date:</i>	March 29, 2021
<i>Replacing/Amending:</i>	08-01-04		
<i>Originating Department:</i>	City Manager		
<i>Contact:</i>	Krista Power, City Clerk		
<i>Departmental Procedural Manual:</i>	Yes		
<i>Affected Departments:</i>	All		

PLANNING FOR ACCESSIBLE MEETINGS CHECKLIST



When you plan a meeting, accessibility accommodations for people with disabilities are required by the Accessibility for Ontarians with Disabilities Act. This checklist will lead you through some of the areas that need consideration.

Advertising

When you advertise your meeting, let people know that any reasonable attempt to accommodate people with disabilities will be made.

This is the recommended wording to use when advertising meetings.

Accessibility

If you require accessibility accommodation, please contact **(name of event contact)** at **(tel. number of event contact)** or email **(email of event contact)**. All requests for accommodation must be received by **(deadline)***.

*deadline date in advertisement for public to request accessible accommodation is one week before the event to allow for cancellation of pre-booked services like real-time captioning and American Sign Language (ASL) interpretation if there are no requests for them.

In your ad you can advise that available accommodations include ASL interpretation, real-time captioning, accessible formats (e.g. large print, electronic text, Braille) of meeting materials and modification of presentation techniques if using multimedia - only if requested in advance.

Advertise which Thunder Bay Transit routes serve the facility.

Communication Supports

ASL interpretation and real-time captioning services should be booked for the dates of the meeting as soon as the dates are known. Allowing some flexibility on meeting dates will improve the chances of attaining the service(s).

If there are no requests for accommodation by the accommodation deadline, the pre- booked services can be cancelled.

The City's Municipal Accessibility Specialist should be contacted if there are any questions or concerns about communication supports.

- Schedule ASL Interpreting Services.
- Schedule real-time captioning service.
- ASL interpreter and real-time captioning service to receive and review any documents for discussion one week prior to the meeting in order to prepare for the meeting.
- Sign Language Interpreter and real-time captioning service are in a clear viewing path of speakers and participants.
- Room set up to accommodate real-time captioning service equipment with seating that provides sight lines for those who are hard of hearing or deafened.
- To accommodate the needs of the ASL interpreter and/or real-time captioning service, the following procedures must be followed:
 - Meetings should not exceed two hours (otherwise 2 ASL Interpreters will need to be booked); a break should occur within the first hour of the meeting if using only one ASL interpreter for a 2 hour meeting
 - One person speaks at a time (a speakers list to be kept and followed by a designated person at the event)
 - Speakers reminded to not speak quickly so that the ASL Interpreter can keep up
 - Allow time between speakers for the real-time captioning services and/or ASL interpreter to complete their translations
 - No rustling or passing of papers while people are speaking
 - Papers/documents should be passed around and not across the table area
 - Meeting participants must be given time to read any material handed out for review as they are unable to follow the ASL interpreter and/or real-time captioning service if the conversation continues while reading
 - Consider providing FM system/Auris Loop for Hard of Hearing community
- Large print/electronic copies for blind/visually impaired participants – ~~there~~ should be no changes to electronic copies once they are distributed.
- Volunteers can do a great deal to help make your event more inclusive and welcoming. Ensure all volunteers have received the “May I Help You” customer service training.

Choice of Facility

- Ensure that an accessible entrance is available with doorways wide enough to accommodate wheelchairs, walkers and scooters. 32 to 37 inches wide is best. Entrance should be on grade with the outside or should be appropriately ramped. People using wheelchairs, walkers and scooters should be able to enter and exit easily.
- Entrances and room well lit, avoiding light reflection on screens. Lighting should be adjustable to control the brightness of the room, and you should be able to adjust the amount of natural light with blinds, etc.
- Good acoustics with minimal echoes and reverberations
- Door handles easy to open without individuals having to twist wrist. Lever type handles and/or automatic door opener is best
- If there is a registration table, ensure there are chairs for people with mobility issues, if they have to stand for any period of time to register. (Volunteers could stand in line in their place, if volunteers are available.)
- Is there an accessible washroom or are the washrooms large enough to accommodate power wheelchairs, walkers and scooters, with at least one accessible stall present
- Does the washroom have accessible features (i.e. grab bars, well-placed soap dispensers, paper towels, and faucets)?
- Do all rooms at the facility have signage in accessible formats with good contrast?
- Meeting room large enough to accommodate wheelchairs/scooters/service animals
- Podium can accommodate a wheelchair and speaking areas are accessible
- Seating for wheelchairs/scooters at tables spread out through room. If available, have a variety of chairs – with and without armrests.
- Is the elevator large enough to accommodate electric wheelchair/scooter if the meeting room is on a different floor than the ground floor? Ensure barrier-free path of travel to the elevator from the building entrance and to the meeting room.
- If food is being served, ensure that the food, drinks, utensils, etc. are easy to reach for a person using a wheelchair.
- Provide bendable straws as well as cups with handles for people who have difficulty grasping or holding objects such as cups.

Getting to the Facility

- Reasonable number of accessible parking spots available: If you are having a meeting that will attract older adults, select a site that can accommodate your audience.
- Barrier-free path of travel (e.g. maintained and continuous sidewalks with cutouts) from the parking or drop-off area to the meeting entrance
- The location is serviced by Thunder Bay Transit and Lift+ and there is a barrier-free path of travel from the transit stop to the entrance of the building
- Arrange removal of snow on path of travel

Conference Services

This option is available to event planners rather than booking each service directly with service providers.

CHS can coordinate real-time captioning services and ASL interpretive services for a single event. For conferences, email your event request to conference@chs.ca.

Booking an American Sign Language (ASL) Interpreter

An ASL interpreter will translate spoken English into ASL for people who are Deaf. It is very important to contact the ASL interpreter before booking a meeting because there are a limited number of interpreters in Thunder Bay. Making this first contact will let you know when an interpreter is available and you can then make your booking based on that information. It is the responsibility of the event planner to make this booking and to coordinate any related logistics.

Canadian Hearing Services (CHS) houses Ontario Interpreting Services (OIS). You can send your booking request to <oisthunderbay@chs.ca>. OIS prefers to receive booking requests via email. When sending your request, include the following information:

- ☐ Preferred date, location and time, with other options if possible
- ☐ Topic or purpose of the event
- ☐ Format of event – PowerPoint presentation, handouts, speakers, etc.

OIS may choose to negotiate with you on how ASL interpretive services will be provided.

Booking Remote Real-Time Captioning Service

A real-time captioning service produces on-screen captioning of anything that is said during a meeting. As words are spoken, they are picked up by a microphone, transferred to an offsite service, typed, and sent back to the screen in the room.

For remote real-time captioning to be effective you will need:

- ☐ Internet connection – wireless will work but wired is better
- ☐ Microphone system
- ☐ Computer
- ☐ Computer projector
- ☐ Projection screen
- ☐ Interface between the computer and the microphone
- ☐ Technical assistance to set up and monitor the system
- ☐ A list of irregular terms, abbreviations, agency and presenters' names provided ahead of time to OIS

There are a couple of ways to book real-time captioning services:

CHS can coordinate booking of a real-time captioning provider using a variety of vendors. You can email your request to CART@chs.ca. CART stands for Communication Access Real-time Translation.

Technical support for meetings that require remote real-time captioning are provided by Signal Resources Ltd. and Maverick Video Services. The Municipal Accessibility Specialist will have the contact information for these companies.

Your meeting could result in the creation of confidential transcripts. An agreement should be signed with the provider to protect these documents and to ensure that they are managed appropriately. CART will provide transcripts for a nominal fee.

Further Information

If you have any questions or need assistance in making your meetings accessible, contact the Municipal Accessibility Specialist at 625-2240.

List of Accessible Facilities

The following are the preferred locations to make larger city-wide sessions as accessible as possible. These locations are considered barrier-free based on the following criteria:

- Paths of travel
- Washrooms
- Parking
- Transit
- Lighting

City Facilities

Thunder Bay 55 Plus Centre

700 River Street

Transit info:

9 Junot to Waterfront, Stop 1784 River & Rockwood

9 Junot to Intercity, Stop 1471 River & Rockwood

Canada Games Complex

420 Winnipeg Avenue

Transit info:

2 Crosstown to Waterfront, Stop 1301 TBayTel Park

2 Crosstown to College/Westfort, Stop 1212 Canada Games Complex

City Hall

McGillivray Square and Foyer (ground level)

S.H. Blake Memorial Auditorium, McNaughton Room, Martin Room (via elevators)

500 Donald Street East

Transit info:

Multiple routes via Stop 1019 City Hall

Corporate Information Technology

Human Resources

Training Rooms

125 Syndicate Avenue South

Transit info:

1 Mainline to Westfort, Stop 1021 Donald & Centennial Square

10 Northwood to College, Stop 1021 Donald & Centennial Square

12 East End to Intercity, Stop 1021 Donald & Centennial Square

4 Neebing, Stop 1021 Donald & Centennial Square

1 Mainline to Current River, Stop 1577 Donald & Archibald

10 Northwood to County Park, Stop 1577 Donald & Archibald

12 East End to City Hall, Stop 1577 Donald & Archibald

Thunder Bay Transit

Training Room

570 Fort William Road

Transit info:

1 Mainline to Westfort, Stop 1000 Fort William Road at Transit Office

Superior North EMS Headquarters

Training Room

105 Junot Avenue South

Transit info:

9 Junot to Waterfront, Stop 1779 Junot & Windsor

9 Junot to Intercity, Stop 1476 Junot & Windsor

West Thunder Community Centre

915 Edward Street South

Transit info:

8 James to Intercity, Stop 1682 Walsh & Edward

8 James to City Hall, Stop 1735 Walsh & Edward

5 Edward to Westfort, Stop 1265 Edward & Christina

5 Edward to Waterfront, Stop 1273 Edward & Christina

Oliver Road Community Centre

563 Oliver Road

Transit info:

11 John to Waterfront, Stop 1458 Oliver & McBean

13 John Jumbo to Waterfront (after 6pm), Stop 1458 Oliver & McBean

Kinsmen Northwood Centre

609 James Street North

Transit info:

8 James to Intercity, Stop 1697 James & Vale

8 James to City Hall, Stop 1722 James & Vale

Baggage Building Arts Centre

2200 Sleeping Giant Parkway

Transit Info:

Multiple routes via Stop 1121 Waterfront Terminal

Current River Community Centre

450 Dewe Avenue

Transit info:

1 Mainline to Westfort, Stop 1158 Dewe & Arundel

North End Community Centre

954 Huron Avenue

Transit info:

7 Hudson, Stop 1329 Hudson & Huron

CLE Heritage Building

425 Northern Avenue

Transit info:

12 East End to City Hall, Stop 1847 Northern & CLE

3M Memorial to City Hall, Stop 1808 May & Northern

3M Memorial to Waterfront, Stop 1754 May & Northern

Private Facilities (approved by Accessibility Advisory Committee)

Italian Cultural Centre

132 Algoma Street South

Transit info:

11 John to Windsor Street, Stop 1792 Algoma & Dufferin

3M Memorial to Northwood/Airport, Stop 1792 Algoma & Dufferin

11 John to Waterfront, Stop 1309 Algoma & Dufferin

3M Memorial to County Park/Jumbo Gardens, Stop 1309 Algoma & Dufferin

Victoria Inn Hotel and Convention Centre

555 Arthur Street West

Transit info:

14 Arthur to Airport, Stop 1512 Arthur & Mountdale

14 Arthur to Jumbo Gardens, Stop 1526 Arthur & Victoria Inn

4 Neebing, Stop 1526 Arthur & Victoria Inn

Schools**Algonquin Avenue Public School**

160 Algonquin Avenue South

Transit info:

3C County Park to Castlegreen or 3J Jumbo Gardens to Sherwood, Stop 1367 Red River & Kenogami

3C County Park to Northwood or 3J Jumbo Gardens to Airport, Stop 1430 Red River & Kenogami

Woodcrest Public School

867 Woodcrest Road

Transit info:

3J Jumbo Gardens to Sherwood, Stop 1415 Woodcrest & Longbow

École Elsie MacGill Public School

130 Churchill Drive West

Transit info:

10 Northwood to College, Stop 1642 Churchill & Hemlock

10 Northwood to City Hall, Stop 1667 Churchill & Hemlock

Kingsway Park Public School

315 Empire Avenue

Transit info:

8 James to Intercity, Stop 1677 Walsh & Tarbutt

8 James to City Hall, Stop 1739 Walsh & Kelly

1 Mainline to Westfort, Stop 1031 Sprague & Empire

1 Mainline to Current River, Stop 1079 Sprague & Empire

PLEASE CONTACT the Municipal Accessibility Specialist at 625-2240 prior to planning public meetings in order to determine appropriate venues and/or to discuss known barriers.

SECTION

ROADS SECTION
ROADS MAINTENANCE

SUBJECT

ROADWAY PATROLLING

OBJECTIVE:

The objectives for **ROADWAY PATROLLING** are:

- 1.1.1 To patrol Roadways on a regular frequency as identified below in Section 2.2 of this Objective.
- 1.1.2 To inspect for conditions described in the Roads Maintenance Objectives.

SUMMARY:

2.1 **ROADWAY PATROLLING** shall be addressed in accordance with the following:

2.2 Frequency of Patrolling will be;

Type of Roadways	Patrolling Frequency
Arterial Roadways	1 time every 7 days
Collector Roadways	1 time every 14 days
Local Roadways	1 time every 30 days

- 2.4 Patrolling of Roadways shall consist of observing for Objectives on the Roadway as described in the Roads Maintenance Objectives.
- 2.5 Patrolling a Roadway consists of observing the Roadway, either by driving on or by Electronic Monitoring of the Roadway, and may be performed by persons responsible for Roadway Patrolling or by person(s) responsible for or performing Roadway maintenance activities.

SECTION

SUBJECT

ROADS SECTION
ROADS MAINTENANCE

SIDEWALKS

OBJECTIVE:

1.1 The objectives for maintaining **SIDEWALKS** are:

1.1.1 To provide a navigable Sidewalk condition for pedestrian traffic.

1.1.2 To protect the municipal investment in the Sidewalk.

SUMMARY:

2.1 **SIDEWALKS** shall be addressed in accordance with the following:

2.2 Inspection of Sidewalks shall occur once per year, and not more than 16 months following previous Inspection of Sidewalks.

2.3 Priority for Sidewalk repair will be in the order as follows:

2.3.1 Arterial Roadways.

2.3.2 Collector Roadways.

2.3.3 Local Roadways.

2.4 Sidewalk slabs, which are heaved or depressed resulting in a trip edge equal to or greater than 20 mm, shall be addressed as soon as practicable after becoming aware of the fact.

2.5 Unbroken Sidewalk slabs, which are heaved or depressed, creating a water Ponding situation will be addressed as soon as practicable after becoming aware of the fact.

2.6 Sidewalk slabs shall not be realigned if a drainage problem will be created onto private property due to the realignment of the heaved or depressed Sidewalk slabs.

2.7 Sidewalks that do not have a Sidewalk Ramp at the intersection of a Roadway shall be prioritized based on location and use.

2.8 General

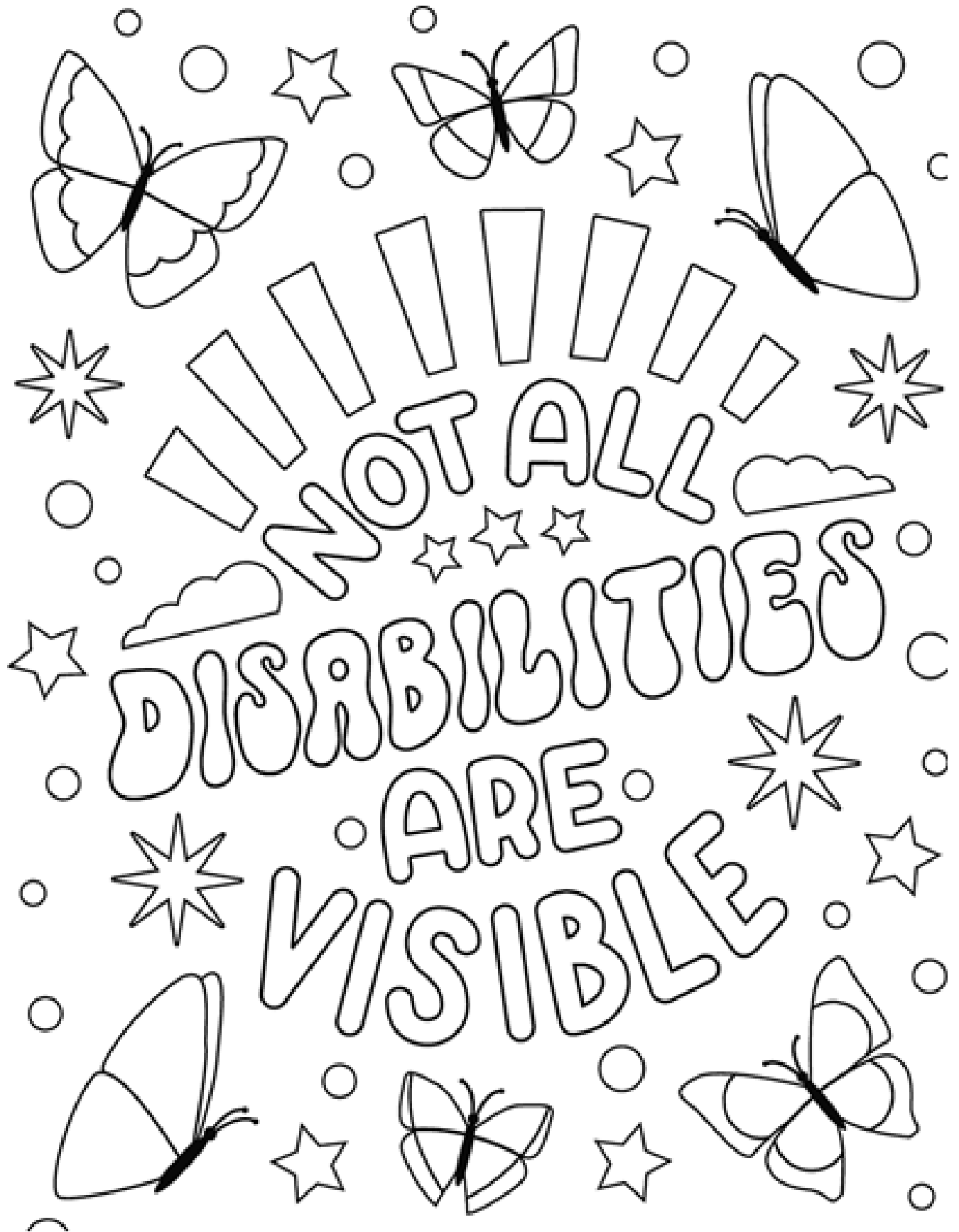
2.8.1 Temporary methods for addressing Sidewalk repairs include:

2.8.2 Signing or barricading.

2.8.3 Resurfacing with hot-mix asphalt material.

2.8.4 Ramping of trip edge with hot-mix asphalt material.

2.8.5 Marking the trip edge with paint.



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AAC
 Accessible Formats
 AODA
 Audible Signals

Communication
 Customer Service
 Employment
 Human Rights Code

IASR
 Information
 Public Spaces
 Removing Barriers

Service Animals
 Support Persons
 Thunder Bay
 Transportation

