

A close-up, low-angle photograph of a person sitting in a wheelchair. The person is wearing a dark blue long-sleeved shirt and dark pants. Their hands are resting on the wheelchair's handrails. The wheelchair has a silver metal frame and black pneumatic tires. The background is a plain, light-colored wall and floor. A black rectangular box is overlaid on the right side of the image, containing the title text. Below the title box, there are two horizontal bars: a dark blue one on the left and a light green one on the right.

Accessibility Plan 2018-2023



A photograph of a person sitting in a wheelchair, wearing a brown corduroy jacket and purple pants. They are holding a white document or folder. A patterned bag is resting on their lap. To the left, the head of a light-colored dog is visible. The background is slightly blurred, showing an outdoor setting.

Accessibility:

The design of products, devices, services, or environments for people with disabilities.

[1] The concept of accessible design and practice of accessible development ensures both "direct access" (i.e. unassisted) and "indirect access" meaning compatibility with a person's assistive technology [2] (for example, computer screen readers).

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Section 1:



Message from Regional Chair, Jim Bradley

Meeting and exceeding the Provincial accessibility standards is an important part of all we do at Niagara Region. When the Ontarians with Disabilities Act, 2001 was introduced, we immediately undertook actions to ensure compliance, review best practice and exceed the minimum wherever we could. Niagara Region embraces our responsibilities under the act, and continues to take all the necessary steps to ensure our programs and services are accessible for all of our residents and visitors.

This updated 2018 – 2023 Accessibility Plan outlines the ongoing efforts of Niagara Region, Niagara Peninsula Conservation Authority, Niagara Regional Housing and Niagara Regional Police Services to meet our obligations under the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The details of this plan act as a guide to ensure we are providing our programs and services in the most accessible way possible.

This plan is our blueprint to ensure we are taking steps to improve facility accessibility, to provide increased availability for key initiatives such as improved accessible transportation, emergency preparedness planning, safer pedestrian signals, and increased training for staff to provide excellent customer service.

I want to thank the members of our dedicated volunteer Accessibility Advisory Committee, who have selflessly given countless hours on their time to ensure the Region is getting it right. These committee members provide advice, expertise and lessons from their personal experience to Regional Council and our operating departments. I know I speak for all of council when I say we continue welcome the input and expertise of these committee members as they offer insightful advice to Niagara Region. The devotion and enthusiasm of this committee is making Niagara a better place to live, work and plan for everyone.

Yours truly,

A handwritten signature in black ink that reads "Jim Bradley". The signature is stylized with a large, sweeping initial "J" and a long, horizontal stroke at the end.

Jim Bradley
Regional Chair

Section 2:



Message from Accessibility Advisory Committee Chair

As a Regional Accessibility Advisory Committee, we are pleased to represent a diverse group of committed, knowledgeable individuals who bring a broad range of expertise and advocacy from across the Niagara Region.

We are capably and enthusiastically supported in our role by numerous Regional staff in helping to make the Niagara Region not just compliant, but a leader in achieving the goals and objectives of the Accessibility for Ontarians with Disabilities Act (AODA).

We are very thankful to the Regional Chair, Councillors, and staff for their strong support in being pro-active in their approach not only in the past, but going forward with this next 5 year plan.

Sincerely,
Dan Whipple, Chair
Niagara Region Accessibility Advisory Committee

Section 3:

Municipal information

Municipality: Niagara Region

1815 Sir Isaac Brock Way
PO Box 1042, Thorold, ON L2V 4T7

Local Phone Number: 905-980-6000
Toll-free Phone Number: 1-800-263-7215

TTY Local Phone Number: 905-984-3613
TTY Toll-free Phone Number: 1-866-913-3444
TTY = Teletypewriter (text communication phone)

Key Contacts:

Steve Murphy
Accessibility Advisory Coordinator
Office of the Regional Clerk
Niagara Region
905-980-6000 ext. 3252
steve.murphy@niagararegion.ca

Kelly Lotimer
Legislative Assistant
Office of the Regional Clerk
Niagara Region
905-980-6000 ext. 3222
kelly.lotimer@niagararegion.ca

Municipal highlights

The Niagara Region is located in southern Ontario between two of North America's Great Lakes (Ontario and Erie), covers an area of 1854 sq. km (715 sq. miles) and is composed of 12 municipalities with a combined population of 447,888

Niagara became part of the reform movement to create new forms of governance: Regional governments. On June 26, 1969, the provincial legislature enacted The Regional Municipality of Niagara Act. On Jan. 1, 1970, 12 area governments and one Regional government replaced the two counties and 26 municipal structures. Niagara Regional Council comprises a Chair and 30 Councillors representing five cities, five towns and two townships.

Niagara's 12 area municipalities are:

Fort Erie population 30,710	Grimsby population 27,314	Lincoln, population 23,787
Niagara Falls population 88,071	Niagara-on-the-Lake population 17,511	Pelham population 17,110
Port Colborne population 18,306	St. Catharines population 133,113	Thorold population 18,801
Wainfleet population 6,372	Welland population 52,293	West Lincoln population 14,500

Source: Stats Canada 2015

Section 4:

Legislation and interpretation

On June 13, 2005, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) received Royal Assent and is now law. The purpose of the AODA 2005 is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities by 2025. Standards will be developed by the Government of Ontario in collaboration with persons with disabilities, representatives of industries and various sectors of the economy. Both the public and private sectors that provide goods and services to people in Ontario will have to meet certain accessibility standards in five important areas: Customer Service (O.Reg. 429/07), and currently pending Standards for Transportation, Information and Communications, Built Environment and Employment.

Public sector organizations including government ministries, municipalities, hospitals, public transportation organizations, school boards, colleges and universities are required to continue to prepare and make public annual accessibility plans as their legal obligations under the Ontarians with Disabilities Act, 2001 (ODA) remain in force until such time that the Act is repealed.

Communities are changing throughout the province of Ontario as the population ages. Approximately 20 per cent of Ontarians are likely to have a disability in 20 years. A mandate to remove barriers by 2025 will allow communities to fully accommodate an aging population and persons with disabilities.

Like in other municipalities in Ontario, an accessibility plan is prepared to address any issues and barriers preventing persons with disabilities from participating fully in the life of the community. Ultimately, the Accessibility Plan is intended to identify, remove and prevent all barriers that may impede residents and visitors from accessing and using municipal services within the responsibility of the Regional Municipality of Niagara. Accessibility planning is no longer an afterthought, but instead has become ingrained in the normal operating policies and procedures.

Definitions for “disability” and “barrier” as they appear in the Accessibility for Ontarians with Disabilities Act (AODA) and Ontarians with Disabilities Act (ODA):



Disability:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

Barrier:

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (“obstacle”).

Common acronyms:

AAC - Accessibility Advisory Committee
FADS - Facility Accessibility Design Standards
ODA - Ontarians with Disabilities Act, 2001 – Bill 125
AODA - Accessibility for Ontarians with Disabilities Act, 2005 – Bill 118
UD - Universal Design
TTY - Teletypewriter (text communication phone)

Common barriers:

Architectural - may result from the design of a building
Attitudinal - refers to persons who do not know how to: communicate with people with disabilities, or persons who display discriminatory behaviours
Communicational - makes it difficult for people to receive or send information
Policy/Practice - may result from an organization’s policies, practices and protocols if they restrict persons with disabilities

Section 5:

Other organizations and agencies participating in this accessibility plan

5.1 Organization-Agency

Niagara Regional Police Service

Niagara Regional Housing

Niagara Peninsula Conservation Authority

5.2 Description

Niagara Regional Police Service (NRPS)

Established on Jan. 1, 1971, the Niagara Regional Police Service (NRPS) is the oldest regional police service in Ontario. In an area of 1,854 square kilometres, the NRPS patrols one of Ontario's largest geographic regions. The Niagara Regional Police provide policing and public safety services to 447,888 residents and an estimated 15,000,000 visitors annually.

A few of the unique policing challenges facing Niagara are the combination of urban and rural development, the large annual influx of tourists, its proximity to the United States, the effect of the nations' busiest border crossings, a major summer cottage population in varying communities, and a waterfront shoreline that surrounds the region on three sides.

Niagara Regional Housing (NRH)

As administrator of affordable housing for Niagara Region, Niagara Regional Housing (NRH) is dedicated to providing and advocating for quality affordable housing in Niagara. Affordable housing in the region includes more than 2,600 Public Housing units owned and managed by NRH, more than 3,900 units operated by Social Housing Providers (non-profit and co-operative), approximately 1,000 units through private landlords in the Rent Supplement Program and new communities through new development. NRH is governed by a Board of Directors with representation from the housing sector, the community and Niagara Regional Council.



Niagara Peninsula Conservation Authority (NPCA)

The activities of the Niagara Peninsula Conservation Authority (NPCA) are governed by a board of directors comprising 15 members appointed by the member municipalities as follows:

- 12 members appointed by Niagara Region

- Two members appointed by the City of Hamilton

- One member appointed by Haldimand County

Board members collectively provide direction through the CAO for the consideration and adoption of NPCA goals and objectives, policies, operational plans and budgets.

Established in 1959, the NPCA serves approximately 500,000 people and covers an area of 2,424 square kilometres encompassing the entire Niagara Region, 21 per cent of the City of Hamilton and 25 per cent of Haldimand County. The NPCA manages the impact of human activities, urban growth, and rural activities on the watershed. NPCA programs focus on initiatives that help keep people and their property safe from flooding and erosion while retaining our drinking water safe to drink. Watershed management program activities include: Planning, Regulations, Water quality monitoring, Environmental education through stewardship and restoration as well as programming; Community outreach; Conservation through land acquisition and public ownership” NPCA now owns over 2,870 hectares (7,091 acres) that are held in public trust.

The Authority’s stewardship allows the public to enjoy Niagara’s distinctive heritage and natural resources at conservation areas, each of which offers diverse recreational and educational opportunities.

With its unique resources, the NPCA manages one of the most complex watersheds in the province. It includes lands drained by the Niagara River, Twenty Mile Creek, the Welland River, and the Welland Canal. Nestled between Lake Erie and Lake Ontario and transversed by the Niagara Escarpment, the Niagara Peninsula has truly unique climatic and biotic zones that are unlike anywhere else in North America.

Section 6:

Plan Development Working Group

Niagara Region Accessibility Working Group

Members	Department/Affiliation	Contact
Steve Murphy	Niagara Region Office of the Regional Clerk	905-980-6000 ext. 3252
Craig Mustard	Niagara Region Corporate Services	905-980-6000 ext. 3228
Chantal Perreault	Niagara Region Corporate Communications	905-980-6000 ext. 3380
Marco Giannico	Niagara Regional Police Services	905-688-4111 ext 3946
Laurie Nelson	Niagara Region Corporate Services	905-980-6000 ext. 3695
Joanne Spriet	Niagara Region Enterprise Resource Management Services	905 685 4225 ext 1631
Gord Szaszi	Niagara Regional Housing	905-682-9201 ext. 3946
Jeanette Wilcox	Niagara Region Public Health	905-980-6000 ext. 7313
Tyler McClellan	Community Services	905-984-6900 ext. 4250
Trevor Ward	Niagara Region Corporate Services	905-980-6000 ext 3527

Member	Department/Affiliation
Geoff Eden	Accessibility Advisory Committee Co chair <i>affiliation: Welland AAC, Provincial Accessibility Directorate Standards Development Committee for Information & Communications</i>
Jonathan Williams	Accessibility Advisory Committee Member <i>affiliation: Brain Injury Community Re-entry</i>
Dennis Hernandez	Accessibility Advisory Committee Member
Heather Matthews	Accessibility Advisory Committee Member
Ian Greaves	Accessibility Advisory Committee Member <i>affiliation: Niagara Falls AAC</i>
Brian Kon	Accessibility Advisory Committee Member
Laura Slade	Accessibility Advisory Committee Member
Veronica Sparling	Accessibility Advisory Committee Member
Crystal Theal	Accessibility Advisory Committee Member <i>affiliation: Stakeholder</i>
Councillor Douglas Joyner	Niagara Regional Council, representative <i>(effective February 2012)</i>
Dan Whipple	Accessibility Advisory Committee Member - Co Chair <i>affiliation: Stakeholder</i>

Status and update of Regional Operations

7.1 Community Services

- Ensures supports are in place that advance the well-being of individuals, families and communities of Niagara
- Provides encouragement and support to enable individuals and families to maximize potential to achieve their life goals
- Enhances residents' and clients' quality of life and social well-being by providing a spectrum of integrated programs and partnerships
- Ensures Home For Good (supportive housing) new construction will meet building code with 15% accessible units and through redevelopment, new builds and upgrades, ensures Facilities Accessibility Design Standards are in place
- Continues to provide accessible hotel rooms as an emergency homelessness shelter alternative as required
- Identifies accommodation needs during intake process for social assistance applications. Online applications for three social assistance programs and subsidized childcare available, improving accessibility for persons with disabilities
- Ensures social assistance offices are wheelchair accessible, home visits are offered along with interpreter services, accommodation for service animals and use of Dragon speak for ease in accessing services
- Within Niagara Region's Long term care homes, the Region maintains and provides accessible resident care equipment including specialized beds, specialized bathing systems and resident assisted lift systems
- Within the Region's Long Term Care homes, Niagara Region provides tablets with an application that converts talk to text to ensure clear communication for employees with hearing impairment
- Community Services offers sit-stand work stations to employees in need
- Community Services provide orientation training on applicable legislation for all new staff including our responsibilities under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act

7.2 Corporate Services

- Provides support services to Regional departments and policy advisory services to both Regional Council and staff
- Manages Regionally owned and operated public facilities
- Assists Regional departments to become more productive through the use of information technology, systems and support
- Through the guidance of committee and Council, the department is dedicated to the development of strategic human capital initiatives, programs, services and expertise for approximately 3000 employees in the areas of employee and labour relations, benefits and pensions, health services, recruitment and retention, training and development, organizational development, compensation and classification
- Enhances cost effectiveness and efficiencies for taxpayers through shared service initiatives with nine area municipalities and related boards/agencies
-

7.3 Enterprise Resource Management Services

- Provides legal services to Regional Council and departments
- Acts as agent on behalf of the 12 local area municipalities and has established administration and courtrooms to deal with charges laid under the Provincial Offences Act (POA)
- Financial Management and Planning and Procurement and Strategic Acquisitions.

7.4 Planning and Development

- Enhances the Niagara community's special characteristics through partnerships
- Responsible for development, conservation and environmental protection
- Achieves a higher quality of life for residents and visitors
- Provides policy direction to Regional Council on the protection of agricultural resources and the development of safe and healthy communities
- Supports planning legislation related to accessibility
- Provides economic and fiscal planning
- Incorporates Regional staff sensitivity and awareness training



7.5 Public Health

Niagara Region Public Health and Emergency Services impacts community health through health prevention injury prevention, health protection, enforcement programs and services

Our mission is to impact health and health equity across the Niagara Region. Historically have defined the top health issues affecting our residents as well as mapped the marginalized neighborhoods across the Niagara Region. This information is used to help inform program and service planning and ensure we are reaching those in our community that are most effected by the social determinants of accessing health care.

Moving forward we will be further identifying the priority populations that live in the Niagara Region beyond just the geographic and this will further enhance our planning and evaluation activities ensuring we reach those who have barriers to accessing service and maximise our impact.

All of our office locations are accessible and accessibility is a consideration when selecting our community clinic locations. In 2019 NRPH is opening a new office/clinic location and this will also be a fully accessible location as well as being strategically located to ensure easy access via public transport, motor vehicle and in close proximity to other key community stakeholders.

Some of our program and services offer a home visitation or community outreach which removes transportation and accessibility barriers for clients who access their services.

7.6 Public Works

- Provides safe potable water
- Ensures effective and safe treatment of sewage
- Manages the Waste Management Program in Niagara Region
- Develops and maintains a regional road network
- Road design and construction
- Road crossing protection and assistance
- Long, intermediate and short term transportation plan
- Inter-municipal specialized transit service

7.7 Economic Development

- Mandated to carry out activities to advance the economic prosperity of the Niagara community
- Designed to bring a more focused, strategic approach to the goals of creating jobs and working together with municipal and private sector partners
- Provides effective, innovative services to promote investment and visitation and provides business support services to attract, maintain, and increase jobs in Niagara

Status and updates by other organizations and agencies

8.1 Niagara Regional Police Service (NRPS)

- Review of the NRPS facilities has been undertaken to build a long-term accommodation strategy, using FADS as the accessibility guideline
- Future needs assessment of facilities to include accessibility and barrier recognition in tandem with future usage assessments
- New proposed Licensing By-law addresses accessible transportation
- Website is W3C compliant
- TTY service is available
- Redesign business cards for all front line NRPS staff to provide information in larger font
- Customer service and other applicable regulations included in:
 - Niagara Region training
 - Officer education and training programs
 - Existing and ongoing training programs and videos
 - Video library (situational training) at police stations and the police training centre on Niagara College campus, including an eight-part training video series titled Police Response to Persons with Disabilities
- Orientation training includes content regarding the Ontario Human Rights Code and workplace harassment, which both include accessibility sensitivity and awareness components
- Customer service, Ontario Human Rights Code (OHRC) and Integrated Accessibility Regulations (IAR) transportation training offered to taxi cab providers and drivers



8.2 Niagara Regional Housing (NRH)

- Improves facility accessibility on a continual basis
- Endorses the inclusion of accessibility planning into emergency preparedness initiatives
- Enhanced forms to be more user-friendly and available in alternate formats upon request
- Ensures availability of alternative formats for information and material
- Ensures special accommodations are available for meetings and events
- Special events are held at accessible venues
- Develops policies and procedures for AODA Customer Service compliance
- Encourages any new affordable housing to have at least 10 per cent of units designated as accessible housing units and/or strives to have at least 10 per cent of units built incorporating Universal Design Principles where possible
- Under the Niagara Affordable Housing Programs, private sector and non-profit housing proponents, builders, and contractors were provided and encouraged to incorporate the FADS document
- Design Consultation Committee established to provide input into new NRH-owned project includes representative from the Region's Accessibility Advisory Committee
- All NRH-owned apartment buildings converted to power door operators in foyers and lobbies
- All buildings have elevators with the exception of four smaller buildings under review
- Elevator buttons in hallways and inside elevators have been lowered
- Ramps are installed in family units, where structurally possible, upon request and at no charge to tenants
- Family units have audible/strobe fire alarms on all levels for persons with hearing disabilities
- Seniors' apartments have audible fire alarms, with visual strobe fire alarms/horns being placed inside apartment units and bedrooms
- Seniors' apartments have grab bars and levered handles in all bathrooms, kitchens and entrance doors
- Grab bars are installed in family units upon request and at no charge
- All common areas/grounds have accessible parking spaces, curb cuts and ramps to entrance doors
- Continue to be guided by strategy documents such as "The Housing Strategy - People Needing Housing: A Collaborative Housing Strategy for the Niagara Community", released in October 2004, which recommends a set of housing objectives including: ensure there is an accessible, adequate supply of affordable rental and ownership housing; and eliminate physical, social and economic barriers to all forms of housing
- Website updated to incorporate plain language and improve readability
- Communication materials and publications, including application forms developed with plain language guideline to improve readability
- Ongoing staff training

8.3 Niagara Peninsula Conservation Authority (NPCA)

- Facility accessibility audit completed, prioritized facility improvements, including remedies and costs
- A checklist and reference guide was prepared by the Waterfront Regeneration Trust on the accessibility of outdoor facilities
- Accessibility improvement projects have included facilities at Ball's Falls, Long Beach, Binbrook and Chippawa Creek Conservation Areas
- Regular upkeep of outdoor facilities include trail maintenance, ensuring that trails being advertised as accessible have adequate, packed screening pathways in good condition
- Glenridge Quarry and Elm Street Naturalization Sites include accessibility considerations for all undertakings
- FADS is used as the guiding document for accessibility along with Built Environment outdoor spaces regulations
- New sound system installed at Ball's Falls
- Programming now designed to remove barriers



Section 9:

Initiatives 2018-2023

Initiative:	Budget Provisions Financial Planning
Department	All departments
Barrier	All
Resources/Comments	Council and budget allocations
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Customer Service Training
Department	All departments (Administered via Human Resources) Planning and Development, Clerk's Office Accessibility Advisory Coordinator
Barrier	Attitudinal, Communicational, Policy/Practice
Resources/Comments:	Training to be organized by Human Resources representative, Accessibility Advisory Coordinator, Community Services representative and incorporated into the Corporate Orientation agenda
Timeframe (Ongoing = initiated and continually addressed):	Completed Develop an in-house Customer Service training tool and necessary policies in compliance with the AODA's mandate of Customer Service Standard by January 1, 2010 for Corporation and January 1, 2012 for agencies, boards and commissions

Initiative:	Policy/Procedure
Department	All Departments, Accessibility Advisory Coordinator, CMT
Barrier	Communicational
Resources/Comments	Staff expertise, Incorporate accessibility considerations into policy/procedure
Timeframe (Ongoing = initiated and continually addressed)	Ongoing Incorporate outcomes from all AODA Standards as they become regulatory

Initiative:	Alternative format availability Information Technology
Department	<ul style="list-style-type: none"> Planning and Development, Corporate Communications which includes in-house creative services and web content review/internet communications
Barrier	Attitudinal, Communicational
Resources/Comments	<ul style="list-style-type: none"> Staff expertise, Accessibility Advisory Committee consultation (example; Regional materials available in alternative formats upon request, website regularly updated with accessible technologies, legible and clear writing for print products and print advertising) Staff are currently developing a manual of resources to assist with provision/delivery of alternate formats and accommodation resources as requested
Timeframe (Ongoing = initiated and continually addressed)	Ongoing Incorporate outcomes expected in the near future from the AODA's Information and Communication Standard

Initiative:	Develop Communications Standard
Department	Administration, Planning and Development, Corporate Communications
Barrier	Communicational
Resources/Comments	<ul style="list-style-type: none"> Staff expertise, Accessibility Advisory Committee consultation Continue to ensure accessible communication between departments, staff and particularly with the public to promote and enhance communication (example – document preparation, storage and distribution to use readable OCR PDF technology)
Timeframe (Ongoing = initiated and continually addressed)	Ongoing Incorporate outcomes expected in the near future from the AODA's Information and Communication Standard

Initiative:	TTY teletypewriters (local and toll free TTY to main switchboard)
Department	Corporate Services, Community Services, Public Health, Planning and Development, Corporate Communications
Barrier	Communicational
Resources/Comments	<ul style="list-style-type: none"> • Ensure TTY contact information is included on website and on all published material • Continue to monitor further customer service needs for any additional TTY service
Timeframe (Ongoing = initiated and continually addressed)	Ongoing Incorporate outcomes from all AODA Standards as they become regulatory

Initiative:	Accessibility Events
Department	All, Accessibility Advisory Coordinator
Barrier	Communicational
Resources/Comments	<ul style="list-style-type: none"> • Accessibility Advisory Coordinator supports events related to Regional accessibility
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Accessibility Legislation
Department	All
Barrier	All
Resources/Comments	<ul style="list-style-type: none"> • Accessibility Advisory Coordinator: • Ensures legislative compliance and implementation into practices • Ensures review of draft AODA standards when issued • Drafts Accessibility Plan as required for submission to Accessibility Advisory Committee and then Council
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Facility Accessibility Design Standards (FADS) Accessibility Guidelines
Department	Corporate Services – Facilities/Properties Management
Barrier	Policy/Practice, Architectural
Resources/Comments	<ul style="list-style-type: none"> • Staff expertise, Accessibility Advisory Committee consultation, Accessibility Advisory Coordinator • Promote FADS adoption to 12 municipalities within Niagara Region
Timeframe (Ongoing = initiated and continually addressed)	Niagara Region has now adopted the 2007 version of Facility Accessibility Design Standards (FADS) Incorporate outcomes expected in the near future from the AODA's Design of Public Spaces (DOPS)

Initiative:	Facility Accessibility (new/existing, leased/owned)
Department	Corporate Services – Facilities/Properties Management
Barrier	Architectural
Resources/Comments	<ul style="list-style-type: none"> • Use FADS as guideline for all improvements and as criteria for leasing and lease renewals
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Facility – Fire Alarms
Department	Corporate Services – Facilities/Properties Management
Barrier	Communicational
Resources/Comments	<ul style="list-style-type: none"> • Add visual strobe to audible fire alarms • Included in all new construction and retrofits of existing facilities
Timeframe (Ongoing = initiated and continually addressed)	Ongoing with scheduled renovations

Initiative:	Council Chambers
Department	Corporate Services – Facilities/Properties Management
Barrier	Architectural
Resources/Comments	<ul style="list-style-type: none"> • Accessibility improvements to council chambers
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Employment and Workplace Accommodation
Department	Human Resources
Barrier	All
Resources/Comments	<ul style="list-style-type: none"> • Staff expertise • Practices and procedures to promote employment of persons with a disability • Gain input from a corporate diversity team • Continue support of workplace accessibility and accommodation for all departments
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Policy Plan - Local Official Plans
Department	Planning and Development
Barrier	Policy/Practice
Resources/Comments	<ul style="list-style-type: none"> • Planning regulations and practices that mandate accessibility: • Planning Act 2005, Section 2 (h1) Part VI, Policy 51(24) • Provincial Policy Statement Section 1.1.1 (f) • Regional Policy Plan Section 5, Urban Areas • Approval authority for local official plans • Reviewed from Regional and Provincial perspective to meet or exceed mandates in the provision of accessibility
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Regional Emergency Management, Emergency Evacuation and Emergency Shelters, Public Education program
Department	Community Services & Accessibility Advisory Coordinator
Barrier	All
Resources/Comments	<ul style="list-style-type: none"> Staff expertise, Red Cross, Accessibility Advisory Committee consultation, stakeholders, Ontario's Emergency Preparedness for Persons with Disabilities or Special Needs Guide, 2007
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Road Construction/Sidewalk Construction
Department	Public Works
Barrier	Architectural
Resources/Comments	<ul style="list-style-type: none"> Review with FADS and Design of Public Space as guiding documents Work in conjunction with municipalities as sidewalks are their responsibilities Ensure that all regional construction drawings comply with the Design of Public Space requirements for traffic warning signal indicators (TWSIS)
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Road Crossing Protection (audible signals)
Department	Public Works
Barrier	Architectural
Resources/Comments	<ul style="list-style-type: none"> Technical sub-committee, Accessibility Advisory Committee consultation, CNIB consultation, Planning and Development and Public Works
Timeframe (Ongoing = initiated and continually addressed)	Ongoing Installation of new and replacement of existing traffic signals will comply with AODA requirements

Initiative:	Inter-Municipal Specialized Transit
Department	Public Works
Barrier	All
Resources/Comments	<ul style="list-style-type: none"> • Staff expertise, Accessibility Advisory Committee consultation, community consultation • Expanded medical trip criteria now includes employment and education
Timeframe (Ongoing = initiated and continually addressed)	Ongoing Incorporate AODA's Transportation Standard

Initiative:	Construction Projects and Snow Removal
Department	Public Works
Barrier	All
Resources/Comments	<ul style="list-style-type: none"> • Consideration of barriers to accessibility during periods of construction or snow removal
Timeframe (Ongoing = initiated and continually addressed)	Ongoing



Section 10:

Summary 2018-2023 highlights

- Improve facility accessibility on a continual basis
- Ensure AODA legislation is incorporated into policies and practices
- Support the continued implementation of audible pedestrian signals at Regional traffic intersections
- Advocate for increased availability of accessible transportation
- Endorse the inclusion of accessibility planning into emergency preparedness initiatives
- Ensure availability of alternative formats for information and material
- Further the accessibility sensitivity/awareness and customer service training for staff, new hires and other members of obligated sectors
- Development and delivery of training for AODA Customer Service compliance, including Ontario Human Rights component – ongoing and included in new hire orientation
- New Provincial Offences Courthouse with modern security and large accessible areas
- On site Emergency Medical Services building

FADS and Design of Public Spaces

- Design of Public Spaces continue to be adopted by area municipalities for use in their facilities. The use of FADS as a guideline for creating accessible environments is available to businesses and the general public. The Region recognizes the benefit of updating the FADS to a more current edition, however, is waiting until the Design of Public Spaces becomes part of the AODA. Niagara Region encourages its use throughout the community. This document is available in the Living Section on the accessibility webpage at niagararegion.ca.
- In November 2006, Niagara Region introduced its new inter-municipal specialized transit system, Niagara Specialized Transit (NST). Its success and use has grown monthly since that time. It was designed for eligible Niagara residents who need to travel between the Region's municipalities for medical appointments and thereafter expanded to include employment and education as well. During the period of January-December 2007 and January-December 2008, the ridership increased by 56 per cent. The increase was due to both the expanded trip criteria and public awareness of the availability of this service.



- Information details and applications are available at nstniagara.ca.
- The program for the placement of audible pedestrian signals (APS), as identified, was continued. APS installations provide added safety to persons who are blind, or have low vision, crossing at these signals (e.g. Glenridge Ave. pedestrian crossing linking Brock University's Main Campus with its East Academic Campus) Funding has been approved to continue with installations at locations identified by the CNIB. There is sufficient budget available to complete approximately eight intersections which have been prioritized by the Accessibility Committee and the CNIB
 - Customer Service Standard training continues with a focus on compliance with the Accessibility for Ontarians with Disabilities Act (2005)
 - Establish feedback line for accessibility-related issues on Region's website
 - Increased Regional department staff representation to the Accessibility Advisory Committee (AAC) and staff committees to address AAC concerns and issues. Representation now includes Niagara Regional Housing, Niagara Regional Police Service as well as Facilities, Planning and Development, Corporate Communications, Community Services, Transportation, Public Health and Human Resources
 - Inventoried communication materials that must be made available in accessible formats
 - Website updated to incorporate plain language and improved readability
 - Communication materials developed with plain language guideline and larger fonts
 - Timeline developed to establish compliance with AODA Standards as they are introduced into the Act
 - Redrafted housing options to include specific accessibility requirements (both partial and full modifications)
 - Special events hosted in accessible venues - AAC meetings - October 2012 Perspectives on Accessibility brought speakers from around North America to offer their thoughts and



Accessibility:

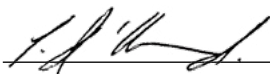
Is strongly related to universal design which is the process of creating products that are usable by people with the widest possible range of abilities, operating within the widest possible range of situations. This is about making things accessible to all people.

STATEMENT OF COLLABORATION

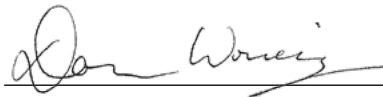
Since the inception of Accessibility related legislation in the Province of Ontario the Niagara Region, Niagara Regional Housing, Niagara Regional Police Services and the Niagara Peninsula Conservation Authority have worked together to achieve compliance with the requirements of the Ontarians with Disabilities Act 2001 and the Accessibility for Ontarians with Disabilities Act 2005.

Our ability to meet and in many cases exceed the minimal requirements of this legislation would not have been possible without this joint effort and sharing of resources.

On behalf of the above named organizations, we, the undersigned, would like to take this opportunity to acknowledge our continued commitment to improving accessibility for all Niagara's residents and visitors.



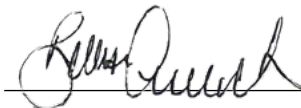
Carmelo D'Angelo
CAO, Niagara Region



Donna Woiceshyn,
Interim CEO, NRH



Mark Brickell
Acting CEO, NPCA



Bryan MacCulloch,
Chief of Police, Niagara Region



Accessibility Plan 2018-2023

Niagara  Region

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