

## 2021 Annual Report

In addition to fulfilling, the ongoing requirements set out in the AODA and the IASR according to the required legislated timelines:

### Built Environment

- Ongoing review of Site plans and Corporate projects to provide enhanced accessibility advice and recommendations. Here is an example of one of the key projects reviewed this year:
  - a. Council direction was received in September 2020 to permanently relocate the POA program to the CHS campus. Worked with engineering to review all of the architectural design drawings for the 350 CHS and 400 CHS site works tied to the permanent relocation of the Provincial Offences program (POA) offices and courtrooms to provide input and detailed suggestions aimed at maximizing accessibility of these retrofitted sites for staff, the JP's and the public.
- Ongoing review of Patio applications for Accessibility input and recommendations. Provided additional detailed input on best practices for accessible parklets for our new corporate standard.
- Ongoing review of condo conversion applications.
- Providing ongoing support--audits and expertise regarding other City Facilities and properties. Here is an example audit from this year:
  - a. Conducted accessibility audit and provided input and advice to assist with the opening of the WFCU Vaccination Centre and ensure that accessibility of the facility is maximized for patrons.
  - b. Worked with Fire and finance to conduct a detailed accessibility audit of the main fire hall and provided detailed comments and recommendations tied to accessibility and human rights input regarding new build vs. improvements to current building vs. maintenance of current building.
- Parking Pilot project for accessible permit holders : One year Pilot Program waiving parking charges (impact of six parking spaces) for accessible permit holders on the west side of McDougall Street directly adjacent to 400 City Hall Square West. The Committee received an update from Andrew Dowie, Executive Initiatives Coordinator and Bill Kralovensky, Supervisor Compliance & Enforcement relating to the on-street accessible parking pilot program.--B. Kralovensky advises this matter has been referred to the New City Hall Plaza and Esplanade Project Steering Committee. He adds the Planning Department is reviewing parking options in that area

- Inclusion of persons with disabilities in Recreation Master Plan intention to develop a network of representatives from diverse communities to intentionally include underrepresented people in recreation programs and services to ensure public spaces and places for recreation are safe and welcoming to all diverse populations through community consultation.

WAAC was noted as a key representative of that network and they provided input on the initiative.

- Provided letter of support for the City of Windsor's Jumpstart Accessibility Grant Application for the Farrow Riverside Miracle Park Project.
- Reviewed upcoming new playgrounds and worked with WAAC to provide advice on the accessibility of the design as per legislative requirements. In addition to ensuring compliance with requirements. The suggestions from the Committee resulted in a number of accessibility enhancements including the addition of an accessible picnic table, high contrast colour on the swing set, and the location of the swing set was changed to allow it to be closer to the other play structures.
- Research and review of promising wayfinding product. NaviLens is a system that allows, through some signals placed in the right places, blind people to detect them with their phone. Each one of these signs indicate, in an auditory way, in what direction one should go and what is the situation of the person with respect to the indicator poster, in addition to containing information of all kinds. The system consists of labels with colour codes similar to bar codes or QR codes that are placed in the points that you wish to identify or in which you want to place relevant information for the user. These codes are read by an application that makes use of the camera of the mobile device. The information obtained from each label is read by voice and this technology could be considered as a pilot project with Transit Windsor to use on buses and bus stops or even potentially street signs.
- Alexander Park initiative revisited to enhance accessibility features of park with a special focus on persons who are blind or low vision (This Park is located across the street from a building where numerous persons who are blind and low vision live). Of note are requests to include high contrast colour on benches, garbage, and recycling receptacles. Tactile indicators to be provided on the walking path, and signage should be erected to request that a walking path be kept clear due to blind and low vision individuals in the area (individuals fishing along the pathway can create a hazard for blind and low vision patrons).

## **Information and Communication**

- Ongoing inclusion of Corporate Web Governance meetings to include accessibility and planning to meet and/or exceed legislative accessibility

website requirement. Administration with Accessibility focus remain key members of Web Governance committee.

- Researched a variety of accessible document remediation tools to help enhance our ongoing efforts at ensuring WCAG 2.0 website and document accessibility legislative compliance. Due to very high cost of accessibility remediations (approx. \$5 to \$30 per page depending upon the complexity of the page) the focus remains on building the internal skills and technical set-up to remediate the vast majority of documents internally and at a small fraction of the cost to the Corporation. Purchased several additional software tools and spent numerous hours training to become skilled with the software.
- In depth review of website, and documents on website, regarding AODA accessibility. Continued to remediate the thousands of documents on website to ensure accessibility standard compliance by the 2021 accessibility reporting deadline. This remediation takes a great deal of skill and practice and is quite time consuming.
- Video Remote Interpreting equipment which provides on-demand interpreting sessions in 36 languages (video remote) including American Sign Language and 240 languages (audio). She adds this equipment is now available in the Customer Service area, 1st floor, City Hall and in several other areas in City Hall and in the 400 City Hall Square East building.

## **General requirements, Accessible Customer Service, Employment and Transportation**

- The Committee had a discussion and planning session regarding accessibility planning priorities for the coming years.
- Reviewed and reported back regarding accessible taxicabs and other accessible transportation matters to ensure AODA legislative compliance.
- Continued subscription by the Corporation of the City of Windsor to the Discover Ability Network for the purpose of hiring people with disabilities as they represent an untapped talent pool that can help fuel innovative growth and a measured return on investment.
- Ongoing accessible custom service- addressing responses to accessible customer service concerns, comments and feedback from public.
- Received spot audit by the Ministry for AODA compliance. Submitted detailed materials to Ministry. Pleased to note that Corporation passed audit and found to be in full compliance with AODA legislated requirements.
- Researched and developed recommendations for a new accessible kiosk and queuing system for 350 City Hall to better serve our customers with disabilities. Kiosk standard was developed and accessible kiosk purchased according to specs. Here are some highlights of the accessibility features of the:kiosk and queuing system for 350 City Hall:

- a. The website/online reservation sites are WCAG 2.1 compliant (key accessibility standard)
- b. Mobile check-in is a great feature for all including citizens with disabilities
- c. The buttons, background, logos etc. are designed with contrast in mind
- d. The monitors shows the appointment while also playing a voice calling the number. E.g. "Reserved time 12.10pm please go to counter
- e. From a Diversity enhancement perspective--The language called depends on the selection the citizen made during the online or kiosk reservation.
- f. Another feature and accessibility function is to notify city staff with a "Help" button on the kiosk. By pressing this button, staff is notified and can greet the citizen by the kiosk. Further, it is also possible to insert an "I need special assistance"-checkbox and e.g. comment box, while doing the online reservation.
- g. Installation of customized accessible kiosk with lower height, tactile keyboard and sound stick peripheral devices to assist individuals who use wheelchairs and blind and low vision customers to use kiosk effectively and independently

This standard should be used going forward in the Corporation to ensure maximum accessibility for our customers.

- \$5,000 in WAAC operating funds was provided for the purchase of additional accessible reading devices for the public (available at libraries).
- Tribute to long-standing accessibility service to the City of Windsor--Autumn Blaze Maple commemorative tree with personalized plaque planted to honour Wayne Meneguzzi, former Chair and long time member of WAAC. Tree was planted in the fall of 2020 in Jackson Park. A small ceremony, date to be determined by WAAC, will follow once it is appropriate given the restrictions of the pandemic.



- Received invite from the Regional Community Safety and Well-Being Systems Leadership Table and obtained support for and representatives

from WAAC and the Diversity Advisory Committee to participate in facilitated activities to contextualize regional and municipal data and to prioritize identified risks from their group lens and provide information and expertise regarding Accessibility and Diverse Community priorities as part of our Enhanced Sector Network (ESN). These meetings have been developed to ensure the priorities of historically underrepresented communities are woven into the provincially mandated Windsor–Essex Regional Community Safety and Well-Being (RCSWB) Plan.

- Provided ongoing input and support to Huron Lodge to ensure a resident who is paralyzed (from neck down) is able to receive top notch accessibility assistance to ensure she can live with dignity. Accessibility area previously donated and set up an Alexa to help the resident be able to be self sufficient with a number of tasks via voice commands. This set up has been a tremendous success for the resident and our area provides ongoing support to ensure the system is working in an optimized fashion.
- Ongoing- IASR training as per requirements
- Continue with implementation of Diversity and Inclusion Initiative and Multi-year Accessibility Plan component.
- Commence drafting RFP as beginning of process for Anti-discrimination Community consultation