



The Municipal Corporation of the Town of Fort Erie

By-law No. 157-2019

Being a By-law to Adopt the 2019-2023 Multi-Year Accessibility Plan for the Town of Fort Erie and to Repeal By-law No. 40-13

Whereas Section 4 of Ontario Regulation 191/11 made under the *Accessibility for Ontarians with Disabilities Act, 2005* requires that,

- (1) Designated public sector organizations shall
 - (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation,
 - (b) post the accessibility plan on their website and provide the plan in an accessible format upon request, and
 - (c) review and update the accessibility plan at least once every five years; and
- (2) Designated public sector organizations shall establish, review and update their accessibility plans in consultation with persons with disabilities and their accessibility advisory committee, and

Whereas consultation included a public open house on July 6, 2019 and an on-line survey from August 19 through to September 22, 2019 and was available at the Town Hall during that time, and

Whereas By-law No. 40-13 was passed by the Municipal Council of the Town of Fort Erie on March 25, 2013 to adopt the first Town of Fort Erie 2013-2018 Multi-Year Accessibility Plan, and

Whereas Report No. CAO 33-2019 was approved at the Council-in-Committee meeting of December 2, 2019 directing that a by-law be submitted to Council to adopt the Town of Fort Erie 2019-2023 Multi-Year Accessibility Plan and repeal By-law No. 40-13, and

Whereas it is deemed desirable to adopt the Town of Fort Erie 2019-2023 Multi-Year Accessibility Plan in the form of Schedule "A" annexed hereto to this by-law;

Now therefore the Municipal Council of The Corporation of the Town of Fort Erie enacts as follows:

1. **That** the Town of Fort Erie 2019-2023 Multi-Year Accessibility Plan attached as Schedule "A" to this by-law is approved and adopted.
2. **That** By-law No. 40-13 is repealed.

- 3. That** the Clerk of the Town is authorized to effect any minor modifications, corrections, or omissions, solely of an administrative, numerical, grammatical, semantical or descriptive nature to this by-law or its schedules after the passage of this by-law.

Read a first, second and third time and finally passed this 9th day of December, 2019.

Mayor

Clerk

I, Carol Schofield, the Clerk, of The Corporation of the Town of Fort Erie certifies the foregoing to be a true copy of By-law No. 157-2019 of the said Town. Given under my hand and the seal of the said Corporation, this day of _____, 20__.



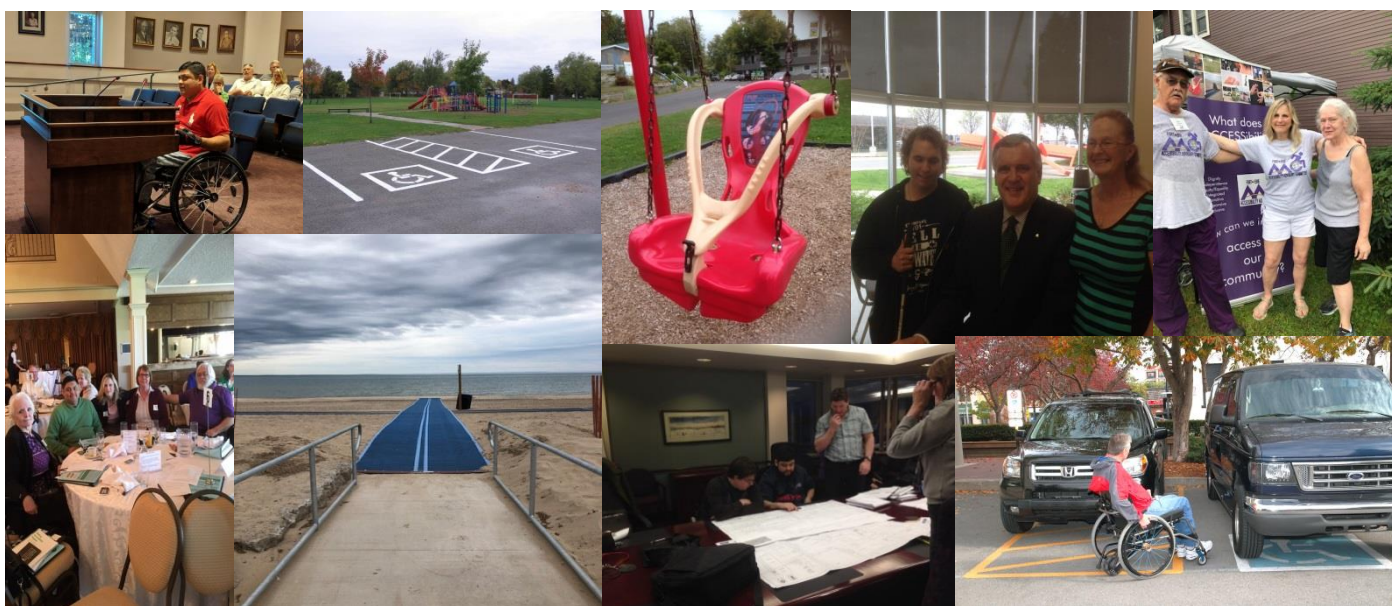
Town of Fort Erie 2019 – 2023 Multi-Year Accessibility Plan

The prevention and removal of barriers to
ensure our Community is accessible to all.

Town of Fort Erie 2019 – 2023 Multi-Year Accessibility Plan

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Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

1.0 INTRODUCTION

The 2019-2023 Multi-Year Accessibility Plan outlines the Town of Fort Erie's strategy to prevent and remove barriers and meet its requirements under the *Accessibilities for Ontarians with Disabilities Act, 2005 (AODA)*.

The AODA requires the development of a multi-year plan, similar to other municipal master plans that the Town has in place, to ensure that long term planning for accessibility is in place. The Plan requires that consultation takes place with the Town's Accessibility Advisory Committee (AAC) and persons with disabilities within the community.

The Town of Fort Erie's 2013-2018 Multi-Year Accessibility Plan, approved by By-law No. 40-2013, was the first long term planning document required under the AODA. Each year since the Plan's adoption, staff has provided an Annual Accessibility Report to Council and the community. Prior to the Multi-Year Plan, seven previous annual Accessibility Plan documents were approved by Council in accordance with the *Ontarians with Disabilities Act, 2001 (ODA)* based on consultation with the AAC and audits of municipal facilities and parks, which were conducted by AAC members.

As the municipality's compliance requirements under the AODA have all been met, with the exception of one requirement not due until 2021, the consultation for the second Multi-Year Plan has dealt more with the community as a whole and how the Town can be a leader and work with our community partners to improve access for everyone.

Staff has chosen to continue to highlight the achievements of the Town's AAC throughout the previous year to demonstrate how the Town continues to identify and remove barriers. The AAC also has extended its reach out into the community and has worked with several businesses and organizations to improve access.

Town of Fort Erie

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2.0 STATEMENT OF ORGANIZATIONAL COMMITMENT

The Town of Fort Erie is a progressive, caring community and is committed to being responsive to the needs of its citizens. We pride ourselves on our sense of community, our many charitable organizations, and high standard of public service. We are cognizant of the diverse needs of our residents and strive to provide services and facilities that are accessible to all.

Our vision of the Town of Fort Erie is that of a well-designed community that is safe, convenient and comfortable for all persons, with or without disabilities.

The Town of Fort Erie, as an employer and provider of services, is committed to barrier free access and will:

- 1) continue to take a leadership role in achieving and setting an example as a barrier free community to the business, institutional and volunteer sectors of our community;
- 2) continue to identify barriers and gaps in existing services and facilities and continuously improve the level of accessibility of existing municipal services and facilities; and
- 3) actively encourage input from all segments of the community in the design, development and operation of new and renovated municipal services and facilities.

The Town of Fort Erie is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to programs, goods, services and facilities in a way that takes into account the following key principles:

Dignity: Service is provided in a respectful manner consistent with the needs of the individual.

Independence: Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

Equity/Equality of Outcome: Service outcome is the same for persons with disabilities as for persons without disabilities.

Integrated: Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.

Sensitive: Service is provided in a manner that is respectful to an individual's needs.

Responsive: Service is delivered in a timely manner, considering the nature of the service and the accommodation required.

Inclusive: We are committed to an inclusive environment as one where people experience both the feeling and reality of belonging and where, as a result, they are able to fulfill their potential.

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3.0 BACKGROUND OF THE ACCESSIBILITY ADVISORY COMMITTEE

On December 14, 2001 the *Ontarians with Disabilities Act, 2001* (ODA) was passed to improve access and opportunities for persons with disabilities, making Ontario a more accessible province.

Municipalities with a population of 10,000 or more were also required under the ODA to set up Accessibility Advisory Committees (AAC) by September 30, 2002. By-law No. 171-2002 established the Fort Erie AAC. In 2006, a review of boards and committees decreased the composition of the committee from the original 15 members to the present 8 members. The majority of AAC members must be persons with disabilities. In addition, there is one Council member representative on the Committee and a representative from the conventional transit service provider.

Based on the requirements of the ODA, the Committee:

- advises Council about the preparation and implementation of its accessibility plan;
- evaluates the Town's progress annually and the plan is updated to identify further barriers to people with disabilities and ways to remove and prevent them;
- gives advice to the Council on the accessibility of buildings, structure or premises that the Council purchases, builds or renovates, or generally, makes available as a municipal building; and
- reviews and comments on site plans and drawings for new buildings or developments as required under the Regulation.

While the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) sets out new requirements for multi-year planning for accessibility, the AAC still plays a major role in commenting and helping shape the content of the Plan and will continue to evaluate the measures that the Town puts in place to remove barriers and comply with the AODA Standards.

The AAC meets on a monthly basis (with the exception of July, August and December) and the minutes of each meeting are provided to Council for their review and approval. The AAC Minutes are also posted on the Town's web-site on the Accessibility Advisory Committee page at www.forterie.on.ca.

Members of the Committee are enthusiastic and committed to making Fort Erie a more fully accessible community. Their advice and suggestions will be appreciated by all of the citizens, visitors, and businesses of Fort Erie for many years to come.

Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

4.0 LEGISLATIVE AUTHORITY

On December 14, 2001 the *Ontarians with Disabilities Act, 2001* (ODA) was passed to improve access and opportunities for persons with disabilities, by identifying and removing barriers to full participation. Under the ODA a municipality had to develop an annual accessibility plan, consult with people with disabilities to develop a plan, make the plan available to the public and establish an Accessibility Advisory Committee.

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) laid out a comprehensive road map to make Ontario accessible to all people through the development, implementation and enforcement of new, mandatory accessibility standards for some of the most important aspects of people's lives. The aim of the AODA legislation is to make the Province fully accessible by 2025. The following standards are mandatory for both the public and private sector:

1. **Customer Service** (Ontario Regulation 429/07) – governs how we provide accessible customer service.
2. **Information and Communication** (Integrated Accessibility Standards, O. Reg. 191/11) – aims to identify and consider the nature of barriers experienced by people with a wide range of disabilities in the area of information and communication.
3. **Employment** (Integrated Accessibility Standards, O. Reg. 191/11) – governs how we recruit, hire and accommodate individuals in the workplace.
4. **Transportation** (Integrated Accessibility Standards, O. Reg. 191/11) – aims to remove barriers to public transportation, so people with disabilities can travel more easily in Ontario.
5. **Design of Public Spaces** - (O. Reg. 413/12) – aims to make outdoor public spaces in Ontario accessible for all new construction and extensive renovations.

Section 4 of Ontario Regulation 191/11 made under the *AODA, 2005* requires:

- the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the legislation;
- the posting of the plan on the website and making the plan available in accessible format, upon request;
- review and update of the plan at least once every five years;
- the plan must be established, reviewed and updated in consultation with persons with disabilities and the Accessibility Advisory Committee; and
- an annual status report must be prepared on the progress of the measures taken to implement the strategy outlined in the multi-year plan and be posted on the website and made available in accessible format, upon request.

Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

5.0 REPORT ON ACHIEVEMENTS

The Accessibility Advisory Committee is a very proactive group that prides itself on getting things done and making our community a more accessible place to live, work and play. Each year of the previous Multi-Year Accessibility Plan, achievements were reported to Council. The accomplishments that have taken place from the previous year to date are listed below based on:

- Commitment of funding by Council;
- Commenting on and implementing new legislation;
- The review of Site Plans and other Town Plans;
- Removal of barriers that were identified by the community and by AAC members;
- Representation and interaction with other organizations throughout the community, Region and Province; and
- Other Accomplishments.

5.1 Commitment of Funding by Council

Council continues to commit funding for training and conference attendance to various accessibility events throughout the year. In 2019, the AAC staff resource also participated in a Diversity, Equity and Inclusion conference in Toronto hosted by York Region. Funding has been budgeted to cover the cost of interpretive services (American Sign Language interpreter, braille documents, etc.) that may be requested.

Council has been very proactive in ensuring that the Town's specialized transit user needs were met with the reintroduction of a third bus. Further details related to Transit can be found in Section 6.0 – Fort Erie Transit Accessibility Plan.

Each year capital funds are included in the Facilities budget to target barriers identified by the AAC during audits of municipal facilities and parks.

Council committed to ensuring that the new Bay Beach space was accessible and included an accessible playground, accessible washrooms, accessible admission kiosk, ramp to the beach and accessible mobi-mats. The Town's AAC was also successful in its application for federal funding under the Enabling Accessibility Fund, which provided additional funding for the accessible beach mats.

The AAC sponsored the 2019 Chamber of Commerce Business Excellence Accessibility Award, showing the community that the Town is working towards an accessible community. The Committee also nominated several businesses for the award that have worked with the Committee to improve access.

Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

5.0 REPORT ON ACHIEVEMENTS, continued

5.2 Review, Comment and Implementation of AODA Legislation

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* was developed in order to achieve a fully accessible Ontario by 2025. In order to achieve this goal, accessibility standards have been developed which apply to the public, broader public and private sectors. These standards have been developed by industry stakeholders and persons with disabilities and included public consultation.

Each Standard has a specific timeframe for review and in 2019 the Honourable David C. Onley presented his report of the Third Review of the *Accessibility for Ontarians with Disabilities Act, 2005*. In a brief analysis of the report, the AAC staff resources noted “the Review provides recommendations and commentary, including the 2025 timeline being unrealistic, the need for technical details for compliance requirements, the private sector not keeping pace with the compliance deadlines compared to municipalities, the need for provincial dedicated funding to remove barriers and improve access, the need for a Built Environment Standard, the need to raise awareness with commercial entities of their requirements under the legislation and the need to move forward with a Health Care and Education Standard”.

The Province is presently undertaking both a Health Care and Education Standard, both of which were put on hold during the last Provincial Election.

The AAC also took part in responding to the recommendations released by the Information and Communications Standards Committee during the five year review of the Standard.

The AAC participated in an on line review during the consultation by the Federal Government of Bill C-81 – An Act To Ensure a Barrier Free Canada. (*Accessible Canada Act*).

Town of Fort Erie

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5.0 REPORT ON ACHIEVEMENTS, continued

5.3 Review of Site Plans and other Town Plans

One of the duties of the AAC is to review, in a timely manner, the site plans and drawings described in the *Planning Act* and recommend accessibility improvements on the plans. While developers are required to meet standards legislated under the *Ontario Building Code*, the AAC suggests improvements that relate to making the development more accessible and universal in design.

The following site plans were reviewed by the AAC from October 2018 to October 2019. The Committee's recommendations and comments are contained in the AAC minutes, available on the Town's website:

- the new Palmwood Restaurant and Condos;
- Stevensville Road, north of Hayslip, site plan for a mixed-use building (commercial/residential);
- the Old Rose Seaton school site, south side;
- an Automotive repair shop on Garrison Road; and
- the new patio on Erie Road, across from Bay Beach.

AAC members reviewed and commented on:

- the Fort Erie Active Transportation Committee's Active Transportation Master Plan;
- the Bay Beach Playground Design and Construction;
- Douglas Park and Albert Street Park Master Plan Projects; and the
- Waterfront Strategy to improve access.

The AAC also continued their discussions with the Region of Niagara related to the intersection at Municipal Centre Drive and Garrison Road and had the Associate Director of Transportation Engineering, responsible for design works, at a meeting to discuss the Design of Public Space requirements.

The AAC received an update from the Transit Supervisor on transit projects and ideas being discussed related to transit and taxi services.

The AAC provided comments to the Neighbourhood Planner related to strategies for parking in Crystal Beach.

Town of Fort Erie

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5.0 REPORT ON ACHIEVEMENTS, continued

5.4 Removal of Barriers

Relocating accessible parking spaces took place at Oakes Park in 2019 and included additional hatch marks, so blocking of the pathway no longer occurs, allowing for easier access to the accessible diamond.

The relocation of the hand rail at the Town Hall has been identified as a barrier for those that may not have strength with their left hand and Town staff will be working towards moving the rail back to its original position or placing an additional rail on the east side of the ramp.

The telephone located in the Leisureplex atrium, used to contact Facilities staff, has been identified as a barrier for a person in a wheelchair and a work order has been actioned to lower the phone by 2-3 inches.

The Manager, Community Planning, and Senior Development Planner presented a number of improvements to waterfront road allowances and access to the waterfront. AAC members were encouraged by the additional mobi-mats for Windmill Point waterfront window and Waverly Beach as well as additional mats for Bay Beach. The signage and marking of accessible and general parking spots, the clearing of overgrowth and re-establishment of pathways will improve access for all visitors.

Removal of Barriers in the Community

As Town facilities and parks have met accessibility requirements and audits continue to take place every 2 years to identify any changes, the Committee has continued its work with commercial businesses to improve access.

By engaging business in the conversation and showing how universal access can lead to improved service delivery, the AAC has had success working with:

- Walmart: creating 8 additional accessible parking spaces, for a total of 10 Type A and 6 Type B spaces (requiring the reopening of their site plan).
- 660 Garrison Road: working with the previous owner and new owner on improving access through curb cuts/ramps and additional accessible parking spaces.
- A request for accessible parking in downtown Ridgeway was forwarded to the Traffic Coordinating Committee for review.

Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

5.0 REPORT ON ACHIEVEMENTS, continued

5.4 Removal of Barriers, continued

Removal of Barriers in the Community, continued

- Greater Fort Erie Secondary School Community Theatre: based on a request from the public, the School has agreed to construct hand rails on the upper portions of the community theatre to assist those with mobility issues. The School has also agreed to work with users of the theatre to ensure that designated seats are provided near the front for persons with disabilities, especially those with hearing or sight needs.
- Albany Place accessible parking: based on a request from a number of tenants, five additional “courtesy” spaces were provided for persons with mobility challenges. This was a great compromise so that the entire site plan did not have to be re-opened.
- Region of Niagara’s Bus Demo – the AAC provided strong commentary on how isolated the accessible spaces were on the bus that was demonstrated for conventional transit by the Region. A recommendation was passed on by Councillor Noyes to Councillor Dubanow, who sits on the Region’s Transportation Steering Committee. The details were also provided to the Accessibility Directorate during conference discussions for follow-up related to human rights.
- 238 Bertie Street Medical Centre: the Committee requested a condition for funding for renovations at the Medical Centre be tied to the construction of an accessible washroom, which the Committee has been advocating for over the past several years.
- In 2019, the Transit Supervisor requested that the AAC provide comment on the revised FAST (specialized transit) application.

It is important to note that businesses are not required to comply with requests from the AAC to improve access unless they are constructing a new build or undertaking major renovations. Working in a collaborative way with the AAC, moves us closer to an accessible community for all persons.

Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

5.0 REPORT ON ACHIEVEMENTS, continued

5.5 Representation/Interaction with other Organizations

A number of the AAC members represent the Committee by participating on committees or organizations throughout the Town, Region and Province. The Committee was represented in 2018 and 2019 on the following committees and at the following events:

- The AAC Chair is the Chair of the Town's Active Transportation Advisory Committee and acts as a liaison between Committees.
- The AAC Chair is a member of the Association of Municipalities of Ontario (AMO) Accessibility Task Force. As meetings are held in Ottawa, the Chair connects with other members through video conferencing.
- The AAC Chair is a member of the Niagara Health System's Accessibility Advisory Committee.
- An AAC member is a member of the Regional Accessibility Advisory Committee and provides updates to the AAC on a regular basis. The Chair was a member of the Region's committee until the spring of 2019.
- The Council Representative on the AAC is a member of the Fort Erie Not-For-Profit Housing Board and provides accessibility suggestions, which are well received.
- The AAC Coordinator is an acting member of the Ontario Network of Accessibility Professionals (ONAP) that meets quarterly and are in constant contact electronically to support each other on issues that affect municipalities and share best practices. This network has been a tremendous asset during the implementation of the AODA standards. The Coordinator provided a presentation at the annual conference on inclusive play spaces, highlighting the work done at Bay Beach and the Crystal Ridge Community Park and the inspection template used by the AAC to conduct audits of parks.
- The AAC Coordinator continues to conduct accessibility training for all new hires, volunteer firefighters (through e-modules) and new Board and Committee members.
- AAC members participated in the review of the Niagara Parks Commission's annual Accessibility review at Legends.
- During the consultation on the Bay Beach Playground Design and Construction, a Ridgeway Lions Club representative discussed with the AAC their successful fundraising and the additional funding for the accessible playground.

Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

5.0 REPORT ON ACHIEVEMENTS, continued

5.5 Representation/Interaction with other Organizations

- The Chair and the AAC Coordinator attended the Chamber of Commerce Business Excellence Awards and the Chair presented the winning business, Boggio & Edwards, with the Accessible Business Award for the work that they do in the community. The AAC nominated Walmart, Sobeys, Southcoast Cookhouse and the Crystal Ball Café for the award.
- The AAC Coordinator and Community Health Care Services Coordinator participated in a number of Age-Friendly Niagara network meetings and spoke to the importance of constructing universal-designed housing so that everyone can have access.
- The AAC had a presentation by Person Centered Care of Niagara Inc. that highlighted the services provided by the not-for-profit organization.
- The AAC had a presentation from Learning Disabilities Association of Niagara Region (LDANR) that highlighted the services locally that they provide and services available throughout the Region.
- The AAC Coordinator participated in a Niagara Region focus group on specialized transit.
- The AAC Coordinator, Manager of Procurement, Finance and Risk, and the Accounts Receivable Clerk participated in the Ontario Public Buyers Association (OPBA) fall workshop via teleconference on the accessibility requirements and procurement segment.
- The AAC provided complimentary AAC bags to Sobeys for their improvements to access and noted that they also have an accessible cart available.
- As part of the public consultation for the Multi-Year Plan, the AAC Coordinator and several AAC members reached out at Ridgefest for suggestions on how to improve access in our community.
- The AAC reached out to the YMCA to discuss fundraising for a pool lift; however, this was at the time of the announcement by the YMCA that they would be closing. The Town is working towards a solution and consideration for a pool lift will be followed up on.

Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

5.0 REPORT ON ACHIEVEMENTS, continued

5.6 Other Accomplishments

- Enabling Accessibility Funding Application was successful for the purchase of accessible beach mats at Bay Beach.
- The AAC supported the Region of Niagara's proposal for a Universal Support Person Pass.
- The AAC supported the Enabling Accessibility Fund application by the St. Joseph's Hall for the placement of a hydraulic lift. The Hall was successful in their application for funding.
- Several AAC members completed the Federal Government's Employment and Social Development Canada (ESDC) survey measuring Canadians' awareness and experiences with accessibility and disability issues.
- The AAC Coordinator continually updates the Town's web page for accessibility, which includes links to e-modules, pamphlets, policies, meeting minutes, annual reports, as well as other relevant information.
- The Accessibility Training e-module, prepared by the AAC Coordinator, has been asked to be used as a training module by a provincial School Board.



Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

6.0 FORT ERIE TRANSIT ACCESSIBILITY PLAN

In addition to the requirements set out in Section 4 of Ontario Regulation 191/11 made under the AODA, 2005, Section 41, 42 and 43 sets out additional requirements for Conventional and Specialized Transportation service providers. The following Fort Erie Transit Accessibility Plan forms part of the Town of Fort Erie Multi-Year Accessibility Plan.

6.1 Introduction

The Town of Fort Erie currently provides both conventional and specialized transit services. At present time, services are contracted to third party service providers, using contracted conventional transit vehicles and contracted accessible vans. All vehicle maintenance, servicing, operations (including dispatch, human resource responsibilities and day-to-day customer service), and facility lease operations/management are included within the current contracted service delivery framework.

Fort Erie Transit through its provision of transit and specialized services is committed to:

- the continual improvement of access to public transportation, facilities and services for passengers and employees with disabilities; and
- the provision of high quality service which is accessible to all passengers and employees.

Conventional Transit Services

Currently, Fort Erie Transit has a fleet of three (3) contracted accessible transit buses. Fort Erie Transit operates Monday to Saturday from 6:00 a.m. to 9:00 p.m., with no service offered on Sundays or statutory holidays. Four (4) fixed routes provide services to the urban and some rural areas of Greater Fort Erie.

Inter-municipal Transit Services

Currently, Niagara Region contracts with Niagara Falls Transit to provide an inter-municipal link with an accessible bus to the City of Niagara Falls. The service runs twelve (12) times daily, Monday to Saturday from 6:55 a.m. to 8:55 p.m., all year. No services are provided on Sundays or statutory holidays.

Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

6.0 FORT ERIE TRANSIT ACCESSIBILITY PLAN

6.1 Introduction, continued

Specialized Transit Services

The Town operates a contracted fully-accessible specialized service (FAST) via the BTS Network Inc. This service is provided within the urban and rural boundaries of Fort Erie to eligible residents who have a disability or are unable to board a conventional bus. The contractor operates all vehicles and supplies operators, servicing/maintenance and all reservation/dispatch functions. The service operates Monday to Saturday from 6:00 a.m. to 9:00 p.m., with no service offered on Sundays or statutory holidays

6.2 Compliance with the Accessibility for Ontarians with Disabilities Act, 2005

Fort Erie Transit is committed to increasing access to all persons within the Town. In July 2011 the Integrated Accessibility Standard Regulation (IASR) became law under the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

6.3 Barriers to Access

Fort Erie Transit recognizes that some parts of its infrastructure may present certain barriers to people with disabilities. In striving to ensure access to physical facilities, Fort Erie Transit's objective is to create a service environment that is free of barriers to the extent that is reasonably possible. Since the adoption of the previous Multi Year Accessibility Plan, the "flag stop" conventional transit service now has specified stops and a new hub at the Leisureplex for both the conventional and inter-municipal transit buses.

Shelters & Stops

Approaches & Landing pads: Boarding and exiting buses can be difficult at stops that do not have a concrete landing pad. The Town's Engineering Department worked with the AAC and Fort Erie Active Transportation Committee to designate stops and suggested shelter locations.

Buses & Vans

Restraint equipment for wheelchairs and scooters is designed to accommodate most designs. However, some of the newer scooters may be too large to maneuver into position or be properly restrained and may not be able to be safely accommodated.

Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

6.0 FORT ERIE TRANSIT ACCESSIBILITY PLAN, continued

6.3 Barriers to Access, continued

Roads and Sidewalks

The roads and sidewalks on the approaches to Fort Erie Transit bus stops, although maintained by the Town of Fort Erie, determine the accessibility of Fort Erie Transit services. Specific barriers in the following areas have been identified:

- The walking and wheeling path to and from bus stops do not always have curb cuts at corners.
- Where curb cuts exist they may be too low or lacking in tactile demarcations to provide a cue to a person who is visually impaired.
- Sidewalk snow clearing is undertaken diligently, and is provided along all roads with sidewalks, but cannot be accomplished instantaneously.

Resources

Fort Erie Transit recognizes the availability of resources can be a major factor in determining the progress in reducing or eliminating the barriers identified in consultation with people with disabilities. Fort Erie Transit further recognizes that resource constraints require a process of prioritization.

6.4 Ongoing Actions

Fort Erie Transit is committed to the following actions on an annual basis:

- Consult with the Town's Accessibility Advisory Committee to seek their advice on which barriers and which remedial actions should have priority for the coming year.
- Request funding through our municipal capital and operating budgets to address the highest priority barriers.
- Take advantage of opportunities to secure funding to extend or accelerate the removal of priority barriers.

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7.0 COMPLIANCE WITH THE AODA (Accessibility for Ontarians with Disabilities Act)

Compliance Actions: AODA Standards January 1, 2010 to November 30, 2019

Requirement	Action	Status: Completed
CUSTOMER SERVICE		
<ul style="list-style-type: none"> Accessible Customer Service 	The Town of Fort Erie is committed to offering excellent accessible customer service. Ongoing compliance with the customer service standard includes the training of new hires as part of their orientation and volunteers who interact with the public on the Town's behalf.	<input checked="" type="checkbox"/>

Requirement	Action	Status: Completed
GENERAL		
<ul style="list-style-type: none"> Accessibility Policies 	By-law No. 128-2012 adopted the Town of Fort Erie's Accessibility Policy. The Accessibility Policy guides efforts to achieve compliance with AODA requirements and establishes the Town's core accessibility principles. The Policy's statement of commitment affirms the Town's commitment to meet the accessibility needs of all people. The Policy was updated in 2016 (By-law No. 73-2016) to include revisions related to service animals and support persons that were effective July 1, 2016.	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Multi-Year Accessibility Plan 	By-law No. 40-2013 adopted the first Town of Fort Erie Multi Year Accessibility Plan and annual status reports have been provided to Council. The 2019-2023 Multi-Year Plan, once approved by By-law, will supercede the previous Plan.	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Accessible purchases 	Accessibility requirements are included in all Request for Proposals, tenders and contracts, where applicable.	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Incorporate accessibility features into self-service kiosks 	The Accessibility Policy includes this requirement. The new admission kiosk at Bay Beach is accessible; however the pay and display machines are not. Any person with an accessible parking permit is not charged for parking.	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Training on Integrated Accessibility Standard Regulation and the Ontario Human Rights Code 	All employees, including new hires, members of Council, volunteer fire fighters, boards and committees have been trained on the IASR Standard and on the Ontario Human Rights Code, as it relates to persons with disabilities. An e-module and pamphlet were also created.	<input checked="" type="checkbox"/>

Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

7.0 COMPLIANCE WITH THE AODA (Accessibility for Ontarians with Disabilities Act), continued

Compliance Actions: AODA Standards January 1, 2010 to November 30, 2019

Requirement	Action	Status: Completed
INFORMATION AND COMMUNICATION		
<ul style="list-style-type: none"> • Accessible Information 	Accessible formats of information or communication supports are provided upon request, including emergency and public safety information made available to the public. Compliance requirements are also included in the Accessibility Policy.	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> • Making feedback processes accessible 	The Accessibility Policy outlines the feedback process. Staff are also trained to respond to feedback in a way that takes into account the individual's needs.	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> • Make all new internet websites and new web content on those sites conform to WCAG 2.0, Level A 	A new web site is being designed and will comply with all accessibility requirements including conforming to WCAG 2.0. The Council meeting videos are now all closed captioned and assist the Town Clerk in the preparation of minutes as transcriptions are provided as part of the service.	<input checked="" type="checkbox"/>

Requirement	Action	Status: Completed
EMPLOYMENT		
<ul style="list-style-type: none"> • Individualized Work-place Emergency Response Information for Employees 	Safe Work Standard for Workplace Emergency Response Information Plan was developed and distributed to all staff and included in all Fire Safety Plans.	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> • Make employment practices accessible. 	Administrative Police Directive ERC-006 "Accommodation in Employment" describes the accommodation procedures available to employees and applicants with disabilities to enable their full participation in employment activities.	<input checked="" type="checkbox"/>

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7.0 COMPLIANCE WITH THE AODA (Accessibility for Ontarians with Disabilities Act), continued

Compliance Actions: AODA Standards January 1, 2010 to November 30, 2019


Requirement	Action	Status: Completed
TRANSPORTATION		
<ul style="list-style-type: none"> Accessibility equipment on Transit vehicles 	All new contracted conventional buses have customer enhancements as required by the Transportation Standard of the Integrated Accessibility Standard Regulation (IASR). Current information about accessibility equipment is available on the Town's website and pamphlets that are distributed throughout Town. If equipment fails to work, arrangements are made for a replacement vehicle, as appropriate. The Town's provider also complies with the requirement for safe boarding and storage of mobility aids.	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Bus stops and shelters 	The IASR requires that a municipality that provides conventional transportation services consults with the Accessibility Advisory Committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters and provides provisions if a municipality contracts out these services. The Council adopted in principle the Transit Route, Bus Stop and Facility Improvements Plan (Phases I, II and III) and directed staff to undertake the implementation of the five year service concept and plan, subject to annual budget deliberations. (Reference: Report IS-34-2016).	In progress
<ul style="list-style-type: none"> Emergency Preparedness and Response Policies 	The AAC staff resource worked with both the conventional and specialized transit providers to develop the required emergency preparedness and response policies.	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Fare and hour parity 	Conventional and specialized transit offer the same operating schedules (days and hours) and the fares are the same for both services.	<input checked="" type="checkbox"/>

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7.0 COMPLIANCE WITH THE AODA (Accessibility for Ontarians with Disabilities Act), continued

Compliance Actions: AODA Standards January 1, 2010 to November 30, 2019

Requirement	Action	Status: Completed
DESIGN OF PUBLIC SPACES		
<ul style="list-style-type: none"> • Recreational Trails and Beach Access Routes • Outdoor Public Use Eating Areas and Play Spaces • Exterior Paths of Travel • Accessible Parking • Obtaining Services 	<p>The Design of Public Spaces Standard became effective as of January 1, 2016. The Standard covers any new construction or redevelopment of public spaces.</p> <p>The Town's Accessibility Policy (By-law No. 73-2016) confirms that the Town is committed to designing new construction or redevelopment of public spaces in accordance with the <i>Integrated Accessibility Standards Regulation</i> (Ontario Regulation 413/12) under the AODA.</p> <p>The Bay Beach redevelopment included accessible beach access routes, accessible washroom and change room facilities, accessible eating areas and play spaces, etc.).</p> <p>The Manager, Planning and Open Space Development, has also consulted with the AAC on playground features to ensure compliance with the legislation.</p>	<div style="text-align: center;">  </div> <p>The only outstanding issue related to the Design of Public Spaces is the parking meters in Bay Beach/Crystal Beach as they are not accessible. Accessible meters were cost prohibitive at the time of purchase and therefore paid parking is not required with an accessible parking permit. The admission self-serve kiosk is accessible.</p>

AODA Implementation continues

AODA compliance requirements continue up until 2021 and future implementation includes the Information and Communication Regulation requirement that the Town's Website conform with WCAG Level AA (2021).

	2021
Information and Communications <ul style="list-style-type: none"> • All internet websites and web content on those sites must conform with WCAG 2.0 Level AA, excluding live captioning and audio description. 	

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8.0 PUBLIC CONSULTATION ON IMPROVING ACCESS IN THE COMMUNITY

As the Town has reached compliance requirements under the AODA, the next Multi-Year Plan looked outside of municipally provided services and facilities and asked the Community what they would like to see undertaken over the next five years, with the goal to making our community more accessible.

A public consultation campaign began with the AAC participating in Ridgefest. A banner was created and prizes were given to those that participated.

The AAC shared space with the Fort Erie Active Transportation Committee during Ridgefest and, while the weather did not cooperate, the connections that were made were important.

Participants were asked three questions:

- 1) What barriers to **municipal services** do you feel are still occurring?
- 2) What other barriers in the **community** would you like to see addressed?
How do they affect you and your family?
- 3) What does an accessible community look like to you?

An on-line survey was then pushed out through social media and through advertisements in the local paper. The survey ran from August 19 to September 22, 2019. Hard copies of the survey were also available at Town Hall and the computer in the Town Hall atrium was set up for those that wanted to complete the survey on-line. The survey included the same questions as noted above.

The responses received during Ridgefest, from the on-line survey, comments posted on Facebook during the social media campaign and direct email messages are shown in Table One, found on the following pages.



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2019-2023 Multi-Year Accessibility Plan

8.0 PUBLIC CONSULTATION ON IMPROVING ACCESS IN THE COMMUNITY, continued

TABLE ONE

1) What barriers to MUNICIPAL SERVICES do you feel are still occurring?

Ridgefest public consultation responses:

- I like the parking by the hospital; signage needs to be improved throughout Town – maybe use pictures that clearly show things
- None (recorded several times by participants) – which is a great sign that we are on the right track!
- Building permits when access improvements are needed; insurance delay assessments (grandson in bad car accident and delay in having daughter's house renovated to allow him to come home) – Town should help those that need assistance.
- Great beach mats! Community came together - if possible, do more at other waterfront locations.
- Needs something off a dock or platform that would allow for a transfer chair into the water; a lot of people are intimidated by the big bus – not sure how many riders we have but do we need such a big bus? Should have a van for Saturday events that runs late – Head Injury Association would have a car load – wouldn't mind helping with fundraising.
- Print – eyes – make sure we have large print.
- Large print is good
- Curb cuts that are coloured for persons with low vision that can't see it or can't see the walkway; put AAC agenda on with minutes; have meeting between Town Committees so they can come to Council as a group with one voice.
- "Anti-dog"; bus route takes 1.5 hours to get from Stevensville to YMCA – moved here from New Market to help mother who couldn't get anywhere (explained to her about FAST service – she stated that information should be in the doctor's office and applications there too – she didn't know anything about that); slow down new building – cut off the neck of luxury homes – not enough affordable housing
- Wheelchair accessibility in playground – engineered wood fibre is awful (has a young son in a wheelchair) – more features needed that are universal; everything else is fairly good.
- Good at the arena and the Town Hall – generally very pleased with Fort Erie as opposed to Ridgeway as there is only 1 handicap parking spot (public) in Ridgeway – no spot outside the post office.
- More benches are needed. Charge station to recharge wheelchair and scooter batteries.

On-line survey responses:

- Sidewalk snow removal bylaws need to be in place for people with canes walkers or wheelchairs.
- I live on Shannon and need a parking spot in front of my place that is handicapped accessible because I have a metal plate in my right hand and walk with walker or cane due to a nerve taken out of my left foot. The driveway I have is too narrow to get out of the car with a walker or cane. I want my independence and to keep that I need a parking spot for handicap in front of my house.
- Performing Art theatre in GFESS, no railings inside theatre nor push buttons/automatic doors in theatre; downtown Ridgeway no handicap parking spots, especially in front of Post Office; no crosswalks marks at corners for those with scooters/wheelchairs to cross safely; local business handicap parking spots are not wide enough for vehicles with ramps.
- Sidewalks, roads, ramps.

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8.0 PUBLIC CONSULTATION ON IMPROVING ACCESS IN THE COMMUNITY, continued

1) What barriers to MUNICIPAL SERVICES do you feel are still occurring? (continued)

On-line survey responses, continued

- Public transit not easily available.
- Being able to talk to a Councillor.
- Lack of ramps outside public buildings and lack of handicap parking.
- Steep incline at the entrance to Town Hall.
- I feel that parking is a major concern. I am disabled and need a handicap parking spot in front of my place but have been denied. With that being said, it makes it very difficult to keep my independence not having a parking spot in front of my location.
- I would love to see the path that wheelchairs can go out on the beach with.
- I believe that most municipal services are accessible, but it would be nice if street parking had a few more wheelchair accessible spots.
- Parking, distance away from final destination, a long way for wheelchair to travel to get to Town Hall, Sobeyes, etc.
- We need more public sidewalks, greater access to free parking (especially near the hospital) greater access to outdoor public spaces and improved transit.

Facebook comments received:

- We need to fix all run down sidewalks and for God sake the town clean the sidewalks of snow so people won't have to use the road on their mobility scooters and wheels. This winter I plan on filming the snow-covered sidewalks someone will get killed on them.
- The sidewalks are awful. It makes it impossible for people in wheelchairs to travel comfortable. It's a serious issue that needs to be fixed.
- In many places we don't even have sidewalks – my Mum is afraid to walk on the road because the roads are so potholed.
- You need to make Waverly Beach and all the other beaches wheelchair accessible. It can't just be Crystal Beach. You need to look at the beaches in Fort Erie, in our town, that need to be wheelchair accessible. I have a friend who is in a wheelchair and she loves to go to Waverly Beach and picnic in that but she also likes to go on the beach. They don't drive so maybe make wheelchair access onto the sand usable for people on walkers, wheelchairs, you name it. It makes some of the crosswalks and curbs in that area a little too high up because I've seen people in wheelchairs and scooters and walkers get stuck on those curves. Adjust are not properly laid for them to use it that's why a lot pf people in wheelchairs in that area are using the road instead of the safety of the sidewalk because they're having trouble going up and down the walkway when crossing or anything like that that's one of the things that need to be dealt with so between beach access and walkway issues those all need to be dealt with.
- Having wheelchair accessibility parking spots. I am handicapped and I find everyday challenging with the lack of parking spots and the lack of education people have. Trying to get to the beach there are no rest places or anywhere you can have easy access to a washroom.
- More sturdy seating and rest areas.
- Sidewalk repair or at least clear the weeds from the sidewalks.

Town of Fort Erie

2019-2023 Multi-Year Accessibility Plan

8.0 PUBLIC CONSULTATION ON IMPROVING ACCESS IN THE COMMUNITY, continued

1) What barriers to MUNICIPAL SERVICES do you feel are still occurring? (continued)

E-mail message received directly:

- I really would like to see some “teeth” put into this next plan as 2025 is not so far away and we still have a lot to accomplish. Last evening I sat through the presentation for the secondary plan for Crystal Beach and it was refreshing to hear Chris Millar mention “aging in place” as one of the criteria for his proposals, this will not become a reality unless barriers are removed within residential and commercial building plans, regardless of size. Please consider including in your plan working with the Town’s planning department (as outlined in this link under “Planning for Growth” to push developers to provide a percentage of barrier free buildings (<https://www.ontario.ca/page/municipal-accessibility-advisory-committees>)).

2) What other barriers in the COMMUNITY would you like to see addressed? How do they affect you and your family?

Ridgefest public consultation responses:

- Handrails needed – very important!
- Doors, clinics and doctor’s offices, restaurants are not accessible.
- Parking in Ridgeway – needs to have handicap spots close to the Post Office and bank. Took three months to get appointment with Doctor.
- Parking – make sure aisles are provided at spaces to allow someone to load/unload – lips at Sobey’s.
- No free access along shoreline – eminent domain – shouldn’t get stopped if you walk along the beach. Recently had an operation and the day of the surgery was asked if he had semi-private coverage and he wasn’t sure. It was the morning of the surgery and he was anxious – they put him in a semi-private room and he then got a bill for \$700 – he has contacted his M.P. to see if they can help him fight the bill but he questioned why they didn’t ask this at pre-op then he could have found it - thinks it’s a scam.
- Not a lot of churches or halls are accessible – especially washrooms.
- Can’t do a lot without ramps; a lot of stores in Ridgeway you can’t get in.
- More accessible parking spots - especially near public buildings like post office.
- More accessible.
- Brought up colouring curb cuts at the Niagara Parks Commission multi-year plan review – some parking lots in larger cities; tripping is a pet peeve and she got in touch with the Region’s Public Health and fall prevention and they wrote back that they were a great big organization (they talk well, but no action). She sent an email to parachute.org for fall prevention – Steve Cudmorski.
- Region – Public Health - Doctors when you move here you get new one then you can’t get an appointment (Dr. Kamatovic only open one day a week).
- Restaurants – can’t get in – need more accessible parking and accessible washrooms.
- Grandfathered in buildings is not helpful – i.e. Ridgeway can’t get in to most businesses. Would be good for the town if you could access; Mayan Ziv – disabled photographer created an app that show accessible features in red, green and yellow – done with help from Easter Seals.

Town of Fort Erie

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8.0 PUBLIC CONSULTATION ON IMPROVING ACCESS IN THE COMMUNITY, continued

2) What other barriers in the COMMUNITY would you like to see addressed? How do they affect you and your family? (continued)

Ridgefest public consultation responses, continued:

- Awareness about services for veterans – not all services available out there (spoke about buying a wheelchair but told he needs a prescription from a doctor but not sure how or who assesses him) – the AAC provided him with contact information for Community Support Services Niagara.
- Encourage stores to have ramps, etc. not just stairs – also leave enough room in stores for better movement (*accessible post office).

On-line Survey responses:

- All facilities and companies, both public or private, should have wheelchair access at entrance doorways. Also all public swimming pools should have lifts for people with disabilities.
- Many outside doors of shops, etc. Still have spring hinges too strong for elderly people to open. They do NOT necessarily need motorized automatic doors – just weaker spring hinges.
- This affects my family because I need help walking in the house because of the way the sidewalk is far away for the entrance of the house and the driveway is too narrow for any vehicle.
- Same as above (sidewalks, roads, ramps) – this not only affects my family but others with physical limitations.
- Sidewalks are the biggest ones I've seen in Fort Erie. I work for CLFE (Community Living) and walking to Walmart is difficult. The concrete curbs and sidewalk are uneven and I've had a person supported in a wheelchair almost flip over because the wheels hit a part of concrete that's too high and uneven.
- Parking at hospital difficult. Having to prepay parking means extra trips to and from car. Parking should be free to all.
- Fix the roads, my back is killing.
- I have been in a wheelchair and it's the two issues above that most affected me (lack of ramps and lack of handicap parking).
- The sidewalk in my street has a slight curb to it making it somewhat hard for walkers and wheelchairs.
- Curb cuts need to be highlighted by at least 70%. They are invisible to people with vision issues.
- I would like to see beach wheelchairs available for rent at Bay Beach. The mobi mats are wonderful, but don't allow access to the water.
- I am wheel chair bound, unable to get to store to shop – more stores that deliver.
- Travel is restricted in this town. More sidewalks, and better access to public transit would be appreciated as it affects our ability to move about the city without requiring alternate transportation.

Facebook comments received:

- We need more seniors housing built for seniors who need help. There are none available which no one seems to care about.
- What I would like to see is a seniors village built with everything that is within reach, like the new Gilmore Lodge. A centre that offers seniors everything they need to live with dignity and worry free.
- More wheelchairs and mobility scooters that can be put in car trunks for hire for visitors to the area.

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8.0 PUBLIC CONSULTATION ON IMPROVING ACCESS IN THE COMMUNITY, continued

3) What does an accessible community look like to you?

Ridgefest public consultation responses:

- If you don't use it, you lose it; in England they use two hands for sign language (note: we do as well)
- Very important to develop our community.
- One full of ramps – fix the G.D. roads!
- Power outlets are great for scooter use.
- Able to get into everything freely and easily – getting better and better all the time.
- Getting seniors more involved.
- Wheelchair and elderly can get to spots they need to go.
- Very welcoming to everybody.
- Look on all websites around the world; town talks about it being a friendly community – town should make it a principle that developers provide a certain percentage of accessible units for buildings – our Council needs to tell them to do it.
- Walk everywhere – Markham/New Market is more accessible.
- Looks like everybody else; nothing is thought about; go about everyday life – no one is special; “inclusive”.
- As inclusive as possible to all events and services.
- Accessibility for all.

On-line survey responses:

- An accessible community would have enforced snow removal bylaws. Have a lift in all public pools for the disabled.
- The Friendship Trail is a perfect example of accessible for all.
- Accessible community looks like needing ramps for walkers and wheelchairs.
- BARRIER FREE for all persons regardless of age, physical limitations, and need.
- One where we have workers in wheelchairs going around the city so they can address the exact issue from the perspective of a person in a wheelchair. Ideally Fort Erie would eventually be fully accessible. Handicap parking spots need to be wider. If you have a side ramp there isn't space to open it and get person on/off.
- A town where all can participate.
- Free of pot holes.
- Everyone has complete accessibility.
- An accessible community looks like trying to understand - to put yourself in the handicapped person's place.
- One that considers accessibility a right and not a privilege or an inconvenience to business and corporations.
- I would like the Town to allow the use of “stop gap ramps” for businesses. Also business should be forced to provide accessibility in order to receive a building permit. There are far too many businesses that are not accessible.
- Transportation assistance, mobile vehicle walk ways, merchants that deliver.
- Fully accessible with freedom of movement in rge (?) city and between cities.

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9.0 MULTI-YEAR PLAN RECOMMENDATIONS

As noted, the Town of Fort Erie has met all AODA compliance requirements. Focusing on the future, and the target date of 2025 to create an Accessible Ontario, it is important for the Town of Fort Erie to expand its reach out into the community to ensure that barriers are removed, no new barriers are created, and that an inclusive community is created and sustained.

The following recommendations, if enacted, will lead us closer to that end goal of an Accessible Fort Erie.

Recommendations:

- THAT: the Town of Fort Erie continues to meet its obligations under the Accessibility for Ontarians with Disabilities Act;
- That: the Town of Fort Erie pro-actively inspect, maintain and clear sidewalks and curb cuts to ensure a smooth path of travel for all residents;
- THAT: based on feedback received during the public consultation, the Town of Fort Erie's Traffic Coordinating Committee, in consultation with the AAC, review on-street parking and municipal parking lots and create new accessible parking spaces closer to public buildings, where determined;
- THAT: all future Administrative Reports to Council include under "Financial/Staffing Implications" the wording "and AODA Considerations" that will require staff to consider any accessibility impacts and ensure that new barriers are not created;
- THAT: the Accessibility Advisory Committee are consulted on all applicable Master Plans, Neighbourhood Plans and major projects to ensure no new barriers are created.
- THAT: the AAC continues to work with businesses and organizations to improve access and create a more inclusive experience.
- THAT: the Town Council acknowledges the work being done to create a more inclusive community on an annual basis.

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10.0 FEEDBACK AND CONTACTS

The Town of Fort Erie welcomes feedback on the 2019-2023 Multi-Year Accessibility Plan, and on the accessibility of our programs, services and facilities.

Feedback may be provided directly to the service provider or to:

Town of Fort Erie – Accessibility Coordinator
1 Municipal Centre Drive
Fort Erie, ON L2A 2S6
Telephone: (905) 871-1600 ext. 2201
FAX: (905) 871-4022
E-mail: bbradnam@forterie.ca

All feedback will be kept in strict confidence and used to improve the way we do business. In addition, the author of the feedback will be provided a response in the format in which the feedback was received outlining actions deemed appropriate, if any.

11.0 COMPLIANCE, ONGOING REVIEW AND MONITORING OF THE PLAN

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*.

Annual status reports on the implementation of the Multi-Year Accessibility Plan 2019-2023 will be provided to Council each year, as required, and made available on the Town's web-site and in alternative format, upon request.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years.

Creating an Accessible Fort Erie

Our vision of the Town of Fort Erie is that of a well-designed community that is safe, convenient and comfortable for all persons, with or without disabilities. By implementing the requirements of the AODA, we are all working towards creating an accessible Town and Province.

"It's time we take our focus off disabilities, and place it on capabilities, so we can see the person first".

~ Robert M. Hensel