



**Date: November 24, 2009**

## **City Council Committee Report**

**To: Mayor & Council**

**Fr: Sharen McDowall, Human Resources Manager**

**Re: City of Kenora Accessibility Policy**

### **Recommendation:**

THAT Council hereby gives three readings to a by-law authorizing the new City of Kenora Accessibility Policy #AD-04-01.

### **Background:**

Ontario has an important law called the Accessibility for Ontarians with Disabilities Act, 2005. It is the first law of its kind in Canada.

The goal of this legislation is to provide people with disabilities the same kind of opportunities as everyone else. As a result, businesses and organizations that provide goods and services to people in Ontario will have to meet certain accessibility standards in five important areas of our lives: customer service, transportation, information and communication, built environment, and employment.

Under the Accessibility for Ontarians with Disabilities Act (AODA), 2005, Ontario regulation 429/07, Accessibility Standards for Customer service, was enacted. This Regulation requires municipalities to establish policies, procedures and practices governing the provision of its goods or services to persons with disabilities. In addition, the City of Kenora must use all reasonable efforts to ensure that its policies, procedures and practices provide accessible customer service to people with various kinds of disabilities and that the core principles of independence, dignity, integration and equal opportunity are respected.

A draft accessibility policy has been attached for your review. The purpose of this policy is to fulfill certain requirements as set out in Ontario regulation 429/07 made under the AODA and other relevant sections of that Act as well as the Ontarians with Disabilities Act, 2001.

### **Communication Plan/Notice By-law Requirements:**

Policy will be circulated to all staff and updated on the City Portal.