

City of Greater Sudbury

2021 Annual Accessibility Status Report

This Accessibility Status Report is the annual update on the progress of the measures taken to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

This Status Report includes the accessibility initiatives that were completed to implement the strategies outlined in the City of Greater Sudbury's Strategic Multi-Year Accessibility Plan.

The purpose of this Status Report is to make the public aware of the City of Greater Sudbury's progress with regards to the 2017-2021 Strategic Multi-Year Accessibility Plan.

Commitment to Accessibility

The City of Greater Sudbury is committed to eliminating barriers and improving access for persons with disabilities by providing its citizens with an inclusive accessible community through its passage and adoption of strategies and policies that promote dignity, independence, integration and equal opportunity for all citizens.

The City of Greater Sudbury will continue to work under the legislative frameworks of the AODA, the Ontario Human Rights Code, 1990 and other associated pieces of legislation to ensure that compliance with accessibility standards is achieved.

Through the development of the City of Greater Sudbury's 2017-2021 Strategic Multi-Year Accessibility Plan the Accessibility Advisory Panel identified five key priorities which align with the Integrated Accessibility Standards Regulations as found in Regulation 191/11 of the AODA:

1. Legislative Compliance
2. Community Mobility
3. Access to Recreation
4. Education and Awareness
5. Community and Event Accessibility

These five priorities included strategic recommendations from the Panel and provide a roadmap for the City of Greater Sudbury as it continues to plan for future accessibility initiatives.

Achievements and Successes

Legislative Compliance

- Continued work towards making the City of Greater Sudbury's public facing website content accessible as per the legislative guidelines and the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
- The City of Greater Sudbury continues to develop policies and procedures as required by the legislation to ensure the accessible and equitable delivery of municipal programs, services and facilities.

Community Mobility

- Reconfiguration of the City of Greater Sudbury's process on the specialized transit system regarding eligibility criteria and the hearing of appeals for GOVA Plus riders.
- Continued installation of accessible sidewalks and curb cuts.
- Continued installation of accessible pedestrian cross walks with audible signals.
- Continued accessibility audit of municipal buildings and facilities.
- Installation of mobility device charging stations at municipal facilities.
- Reconfiguration of service delivery at Tom Davies Square through the development of the One-Stop-Shop.

Access to Recreation

- Continued development of accessible trails and walking paths.
- Revitalization of municipal recreational court surfaces and amenities.

Education and Awareness

- Providing continued accessibility training to City of Greater Sudbury staff. The training program is a requirement of new hires, volunteers and anyone who delivers or provides services on behalf of the municipality.
- Continued work with City of Greater Sudbury Departments to ensure understanding of and compliance with legislative obligations.
- Work with community partners to raise the profile of the importance of becoming an inclusive, barrier free and accessible city.

Meeting and Event Accessibility

- Continued inclusion and enhancement of information regarding the availability of accessibility supports, accessible formats and assistive devices for community events and meetings.
- Use of hybrid (paper ballot/internet vote) voting system for the 2022 Municipal and School Board Elections.
- Use of the WebEx platform for Council and Committee meetings.
- Implementation and use of ZOOM for the establishment of an electronic court process for Provincial Offences Matters.

Additional Achievements

- The City of Greater Sudbury continues to comply with the requirements of the Integrated Accessibility Standards Regulation and the plans laid out in the Strategic Multi-Year Accessibility Plan.
- Continued focus on removing barriers which may exist in City of Greater Sudbury buildings and facilities while ensuring that all new buildings, leases and renovations do not create any new barriers and comply with the Built Environment Standards.
- Resumption of meetings of the Accessibility Advisory Panel, which were put on hold due to the Covid-19 pandemic.
- Provided consultation and feedback regarding the Downtown Business Incubator, Junction West and Azlida Therapeutic Pool projects.

Goals and Next Steps for Accessibility

- Ensure the City of Greater Sudbury continues to meet compliance with the AODA, its regulations and all other related pieces of legislation.
- Continue with organization's commitment to accessibility.
- Development and implementation of 2022-2027 Strategic Multi-Year Accessibility Plan.
- Review City of Greater Sudbury policies and practices to ensure accessibility compliance and develop and implement new policies and procedures as required.
- Strive to ensure that new facilities, programs, and services are designed and created with accessibility features incorporated.

- Continue to develop resources and training materials for staff. Volunteers and contractors and promote awareness and education regarding accessibility requirements and obligations throughout the corporation.
- Continue to consult the public, persons with disabilities and Accessibility Advisory Panel.
- Work with corporate departments to explore new and innovative ways to remove and prevent barriers to access.
- Continue to monitor accessibility issues, trends, and legislative changes.

Communication

- Development and implementation of web-based accessibility, request, complaint and feedback form.
- Enhanced tracking of feedback and accessibility related issues.

Information regarding accessibility at the City of Greater Sudbury, including the Strategic Multi-Year Accessibility Plan, and Annual Status Report can be found on the City of Greater Sudbury's website: <https://www.greatersudbury.ca/city-hall/accessibility/>

This information is also available in hard-copy and accessible formats upon request.

Contact Information

For more information, comments, questions or concerns relating to accessibility please contact:

Anyse Vermette
Legislative Compliance Coordinator
705-674-4455 ext. 2135 / anyse.vermette@greatersudbury.ca

Clerk's Services
PO Box 5000, Station A, 200 Brady St.
Sudbury, Ontario
Canada
P3A 5P3
Fax: 705-671-8118
TTY: 705-688-3919
All City Services: 3-1-1

Feedback

The City of Greater Sudbury welcomes public input and feedback to assist the corporation in improving access to municipal programs, services, and facilities.