



Town of Kingsville 2040 Accessibility Plan



For the timeframe of 2026-2030

This plan will be updated and reviewed every five (5) years

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Executive Summary

The Town of Kingsville's 2026–2030 Multi-Year Accessibility Plan outlines the Town's strategic approach to identifying, removing, and preventing barriers for persons with disabilities. This plan builds on previous accessibility efforts and provides a clear roadmap for future initiatives that support inclusion and equitable access across all Town services, programs, and facilities.

Developed in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR), the plan reflects input from Town staff, Council, and the Kingsville Accessibility Advisory Committee (KAAC). It demonstrates the Town's ongoing commitment to fostering an accessible and welcoming community for all residents and visitors.

Organized around the Integrated Accessibility Standards Regulation (IASR), the Plan includes dedicated sections for each standard, outlining legislative obligations, the Town's vision and future commitments. Through this Plan, the Town of Kingsville continues to advance its commitment to accessibility, striving to create an inclusive and welcoming environment for all residents and visitors.

Legislative Background

The Town of Kingsville is a designated public sector organization under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). As required by the AODA, all Ontario municipalities must develop a multi-year accessibility plan that is to be reviewed every 5 years. Accessibility in Ontario is governed by a framework of complementary legislation, including:

- **The Ontario Human Rights Code** - which protects individuals from discrimination based on disability and requires organizations to accommodate to the point of undue hardship.
- **The Accessibility for Ontarians with Disabilities Act, 2005** - which sets out a process for developing, implementing, and enforcing accessibility standards across sectors.
- **The Ontario Building Code (OBC)** - which includes requirements for barrier-free design in new construction and major renovations.

The AODA replaces the previous Ontarians with Disabilities Act (ODA) and addresses discrimination against persons with disabilities in Ontario. The AODA sets out a process for developing, implementing and enforcing accessibility standards that government, businesses, non-profits and public sector organizations must follow to become more accessible. These laws and standards are intended to make Ontario open to everyone by helping to reduce and remove barriers.

The Integrated Accessibility Standards Regulation (IASR) was created as part of the AODA. The IASR establishes standards for customer service, information and communications, employment, transportation, and design of public spaces. These standards are rules that businesses and public sector organizations in Ontario must follow. The IASR was developed with input from a Standards Development Committee appointed by the Ministry for Seniors and Accessibility, which includes persons with disabilities and representatives from sectors affected by the standards. These regulations help guide the Town of Kingsville in its efforts to become a more inclusive and accessible community for all.

Kingsville Accessibility Advisory Committee (KAAC)

Under the AODA, every municipality with a population of at least 10,000 is required to establish an Accessibility Advisory Committee. The majority of members on the committee must be individuals with disabilities, ensuring that lived experience informs municipal accessibility planning and decision-making.

The Town of Kingsville established its Accessibility Advisory Committee in 2002, and it continues to play a vital role in advancing accessibility across the Town. The Committee is composed of five members, including:

- One Council representative,
- One administrative staff liaison, and
- A majority of members who self-identify as persons with disabilities.

KAAC serves as a key advisory body to Council and Town staff, providing guidance and recommendations on accessibility-related matters. Its responsibilities, as outlined in the AODA, include:

- Identifying barriers that prevent people with disabilities from accessing municipal services, programs, and facilities;
- Formulating strategies and plans to remove and prevent barriers;
- Reviewing site plans and drawings for new or redeveloped municipal buildings and public spaces to ensure accessibility features are incorporated;
- Providing advice and insight on the development and implementation of accessibility policies, procedures, and initiatives;
- Promoting public awareness and education on accessibility issues within the community.

Each year, the Committee develops a Work Plan to guide its activities and focus areas and meets regularly to monitor progress on these initiatives. The Work Plan emphasizes key priorities that align with education, community engagement, and a review of Town services and spaces. While Town Administration provides support to KAAC by coordinating meetings and offering access to relevant information, the Committee leads the implementation of its annual Work Plan. This shared approach fosters a collaborative environment where KAAC can remain proactive and community-focused, ensuring that accessibility continues to be thoughtfully integrated into all aspects of municipal operations. Through this work, KAAC plays an instrumental role in helping the Town of Kingsville meet its obligations under the AODA and in fostering a more inclusive and welcoming community for all residents and visitors.

Council's Commitment to Accessibility

The Town of Kingsville is committed to fostering an inclusive and accessible community where all residents and visitors can participate fully in municipal life. Accessibility is recognized not only as a legislative obligation under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), but as a guiding principle that shapes the Town's approach to service delivery, infrastructure development, and community engagement.

Council, Town staff, and the Kingsville Accessibility Advisory Committee (KAAC) work collaboratively to ensure accessibility is integrated into all aspects of municipal operations. This includes a continued effort on identifying and removing barriers, enhancing accessibility in Town facilities and services, and promoting awareness and education throughout the community.

This commitment is further reinforced through the Town's Strategic Plan – A 2040 Vision for Kingsville. The Strategic Plan outlines long-term priorities that complement and support the goals of the Multi-Year Accessibility Plan. In particular, the Strategic Plan's focus on "Happy, Healthy Residents" emphasizes the importance of providing accessible and inclusive parks, recreation facilities, and public spaces. The Multi-Year Accessibility Plan operationalizes this vision by ensuring that accessibility is embedded in municipal planning, infrastructure renewal, and community programming.

The Town of Kingsville, both as an employer and service provider, is committed to barrier-free access and will continually improve access to all Town owned facilities, premises and services for all those with disabilities. It will continue to meet provincial accessibility standards and compliance timelines, and ensure that goods and services are delivered in accordance with the Ontario Accessible Customer Service Standards. Through this ongoing commitment, accessibility remains a central consideration in municipal planning and decision-making, helping to build a community that is welcoming, inclusive, and responsive to the needs of all.

Barriers

A key objective of the Town of Kingsville's Multi-Year Accessibility Plan is to recognize, prevent, and remove barriers that may limit full participation in municipal life. A barrier is defined as anything that hinders a person with a disability from accessing services, spaces, or opportunities. Over time, the understanding of barriers has evolved to reflect a broader and more inclusive perspective, acknowledging that obstacles can be physical, social, technological, or systemic in nature. Barriers may present themselves in various forms:

- **Physical and Architectural Barriers** refer to features in buildings or public spaces that restrict physical access. Examples include doorways that are too narrow for mobility devices or the absence of curb cuts on sidewalks.
- **Communication Barriers** occur when information is not presented in a way that is accessible. This may include printed materials with small font sizes, lack of alternative formats, or signage that is difficult to read or understand.
- **Attitudinal Barriers** stem from misconceptions or assumptions about people with disabilities. These can include treating a support person as the client, or assuming that someone with a speech impairment cannot understand or participate in a conversation.
- **Technological Barriers** arise when technology is not designed or adapted to support assistive devices or software. For instance, websites that do not support screen readers or lack adjustable text size and contrast options can prevent access to digital information.
- **Systemic Barriers** are embedded in policies, procedures, or practices that unintentionally exclude individuals with disabilities. For example, a public consultation process that relies solely on in-person attendance may prevent individuals with mobility or sensory disabilities from participating. Offering virtual or hybrid options can help remove this barrier and ensure broader engagement.

By identifying and addressing these barriers, the Town of Kingsville continues to advance its commitment to accessibility and inclusion. This understanding informs the Town's accessibility initiatives and ensures that barrier removal remains a priority in municipal planning, service delivery, and community engagement.

Vision & Commitment

This section outlines the Town of Kingsville's approach to meeting the five standards of the Integrated Accessibility Standards Regulation (IASR): Customer Service, Information and Communications, Employment, Transportation, and Design of Public Spaces. These guide the Town's ongoing efforts to improve accessibility across all municipal services and spaces.

Customer Service

The Accessible Customer Service Standard under the IASR requires the Town to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to support this requirement. The Town of Kingsville provides services to more than 28,000 residents, businesses and thousands of visitors each year. Accessible customer service is fundamental to meeting the needs of the community and should be embedded into workplace culture and operational procedures.

Our Vision:

The Town of Kingsville strives to deliver services in a manner that respects the dignity, independence, integration, and equal opportunity of all individuals. We are committed to ensuring that people with disabilities receive the same quality of service as others, in a way that meets their needs and promotes full participation.

Our Commitment:

The Town will continue to review and enhance its customer service policies to ensure they reflect current accessibility standards. Staff will receive ongoing training on how to interact with and accommodate individuals with disabilities, including the use of assistive devices, support persons, and service animals. The Town will also ensure that feedback processes are accessible and that notices of service disruptions are communicated clearly and in accessible formats. Customer service interactions and service-level agreements will continue to prioritize accessibility and inclusivity.

Clear and Accessible Communications

The Information and Communication Standard under the Integrated Accessibility Standards Regulation (IASR) requires the Town of Kingsville to communicate and provide information in ways that are accessible to persons with disabilities. This includes digital content, printed materials, signage, and other forms of communication used to inform or engage the public.

Our Vision:

The Town of Kingsville is committed to ensuring that all residents and visitors can access information in a way that is clear, inclusive, and responsive to individual needs. Communications will be delivered in formats that support understanding, participation, and engagement for people of all abilities.

Our Commitment:

The Town will continue to prioritize the accessibility of its website and digital platforms to meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. Staff will be trained to create accessible documents and communications, and alternative formats will be provided upon request. Public notices, emergency information, and other key communications will be reviewed regularly to ensure they are inclusive and accessible to all members of the community.

Accessible Employment

The Employment Standard under the Integrated Accessibility Standards Regulation (IASR) sets out requirements that support inclusive hiring practices and workplace accommodations for individuals with disabilities. The Town of Kingsville is committed to ensuring that employment opportunities are accessible at every stage, from recruitment and hiring to retention and career development.

Our Vision:

The Town of Kingsville strives to create a workplace that is inclusive, respectful, and responsive to the needs of all employees. Employment practices will reflect the principles of dignity, independence, integration, and equal opportunity, ensuring that individuals with disabilities can fully participate in the workforce.

Our Commitment:

The Town will continue to review and update its employment policies and procedures to remove systemic barriers and promote accessibility. Job postings will clearly communicate the availability of accommodations throughout the recruitment process.

Transportation

The Transportation Standard, part of Ontario's Integrated Accessibility Standards Regulation (IASR), requires municipalities to identify, prevent, and remove barriers to public transportation services and vehicles while ensuring relevant information is accessible. While the Town of Kingsville does not operate its own conventional transit system, it continues to support specialized transportation through Erie Shores Community Transit, operated by South Essex Community Council (SECC). This service provides accessible transportation for individuals with physical disabilities and seniors, and has been a vital resource for the community.

Our Vision:

The Town of Kingsville is committed to fostering a community where all residents and visitors can travel safely, independently, and with dignity. Accessible transportation is essential to full participation in municipal life, and the Town will continue to promote inclusive mobility options that reflect the principles of independence, integration, and equal opportunity.

Our Commitment:

The Town will continue to collaborate with Erie Shores Community Transit to ensure services meet accessibility standards and respond to the needs of persons with disabilities. Kingsville remains a committed partner in a long-term agreement with SECC to ensure the continuation of this service.

Design of Public Spaces

The Design of Public Spaces Standard under the Integrated Accessibility Standards Regulation (IASR) requires the Town to ensure that newly constructed or significantly renovated public spaces are accessible. This includes elements such as trails, outdoor public use areas, outdoor play spaces, exterior paths of travel, accessible parking, service counters, fixed queuing guides, and waiting areas.

Our Vision:

The Town of Kingsville is committed to creating public spaces that are inclusive, safe, and welcoming for all residents and visitors. Accessibility in the built environment is essential to fostering full participation in community life and ensuring that everyone can enjoy and navigate our parks, facilities, and outdoor areas with ease and dignity.

Our Commitment:

The Town will continue to apply accessibility principles and standards to all new construction and major renovations of public spaces. Accessibility features will be integrated into the design and development of municipal infrastructure, including sidewalks, trails, parks, and recreational facilities. The Town will continue to consult with the Kingsville Accessibility Advisory Committee (KAAC) during the planning and redevelopment of public spaces, as required under the IASR.

Conclusion

This Multi-Year Accessibility Plan outlines the Town of Kingsville's strategic priorities and commitments to identifying, removing, and preventing barriers to accessibility across all municipal services, programs, and facilities. It reflects the Town's dedication to fostering an inclusive community where all residents and visitors can participate fully and equitably in civic life.

The development of this plan was guided by consultations with the Kingsville Accessibility Advisory Committee and the Integrated Accessibility Standards Regulation. These consultations have helped shape the Town's accessibility goals and will continue to inform future updates.

The Town of Kingsville recognizes that accessibility is an ongoing journey. We remain committed to continuous improvement and to listening to the voices of our community. Feedback is welcomed and encouraged at any time. Residents, visitors, and stakeholders are invited to share their questions, ideas, or concerns through the Town's website, in person at Town Hall, by phone at 519-733-2305, or by email at clerks@kingsville.ca.

Together, we will continue working toward a more accessible and inclusive Kingsville.