

2017 Status Update Town of Newmarket Multi-year Accessibility Plan



Equal Opportunity | Integration | Independence | Dignity



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A Message from Newmarket Council

Council is pleased to present the 2017 Status Report to the Town's Multi-year Accessibility Plan. The Town continues its efforts to improve its services, facilities and programs in order to encourage accessibility for everyone that lives in and visits Newmarket.

We remain committed to working with Newmarket's Accessibility Advisory Committee, staff, and business partners to enhance and foster a community that meets the needs of people with disabilities and supports the vision of the Town of Newmarket being a community '**Well** Beyond the Ordinary'.

A Message from the Newmarket Accessibility Advisory Committee

The Town of Newmarket's Accessibility Advisory Committee's mandate is to encourage and facilitate accessibility for all persons with disabilities in Newmarket by providing advice, recommendations and assistance to Council and staff to develop and facilitate strategies for the identification and elimination of barriers for citizens with disabilities. We are pleased to act on the community's behalf by advising Council on a number of key initiatives that support achieving an accessible Newmarket. The 2017 Status Report to the Town's 2013-2017 Multi-year Accessibility Plan demonstrates the work that has been completed to identify and remove barriers in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). We encourage residents to review this Status Report to learn more about how Newmarket is working to create an accessible community.

Accessibility Advisory Committee Members

Members	Staff
Aaron Firth Councillor Christina Bisanz Jeremy Slessor Kelsy McIntosh Linda Jones, Vice Chair Richard Wilson Sharron Cooke Steve Foglia, Chair	Pat McIntosh Recreation Programmer Hannah Leznoff Council/Committee Coordinator Kiran Saini Deputy Clerk

Accessibility Advisory Committee Update

The Newmarket Accessibility Advisory Committee continues to provide valuable advice and feedback to Council and staff, in addition to participating in various accessibility-related activities. Since the implementation of the Multi-year Accessibility Plan, the Newmarket Accessibility Advisory Committee has:

- Consulted, reviewed plans and provided recommendations for the initiatives and projects which include the following:
 - Main Street Outdoor Patio Project
 - Accessibility enhancement to the Magna Centre parking lot and entrance
 - Proposed new play equipment and park improvements to the following public spaces:
 - Seneca Cook Parkette
 - Fairgrounds Park
 - Drew Doak Park
 - Sunnyhill Park
 - Jacarandah Park
 - Frank Stronach Splash Pad and Park updates
 - Meeting room audio/visual renovations and upgrades, including:
 - Three styles of assisted hearing devices in the Council Chambers
 - Closed Captioning on archived video streams
 - Internet and Telephone Voting for the 2018 Municipal Election
 - Accessible washroom renovation at Upper Canada Mall
 - New signage for Historic Downtown Main Street
 - York Region Diversity and Inclusivity Charter
 - New signage for College Manor Park
- Conducted audits of Town facilities including:
 - The Newmarket Theatre
 - Old Town Hall
- Reviewed Site Plan applications and provided recommendations on accessibility related conditions to staff.
- Provided advice on the Town of Newmarket's Accessibility Plan update.

- Provided ongoing public awareness of accessibility.
- The Committee made recommendations that were adopted by Town of Newmarket Council regarding the following:

- 1. Improving the Accessible Taxi Services for the Town of Newmarket**

A contract is now in place with the City of Vaughan to provide accessible taxi services to Newmarket residents.

- 2. Making Downtown Newmarket more accessible**

A staff working group has been established and will report back to the Committee in 2018.

Update on 2013- 2017 Initiatives

Outlined in the following pages are the projects associated with the prevention and removal of barriers specifically to persons with disabilities that live, work and visit Newmarket. By removing barriers for persons with disabilities, we are removing barriers for everyone.

This Status Report outlines which accessibility initiatives have been addressed in 2017 and which initiatives are being targeted for the future. Similar to the Multi-year Accessibility Plan, this Status Report lists projects that are associated with each of the accessibility standards under the AODA.

Update on 2013 – 2017 Initiatives

General Initiatives			
Accessibility Plans (s.4)	<p>An outline of Newmarket's strategy to remove and prevent barriers and meet the requirements and obligations of the AODA.</p> <p>An annual status report on the progress of the initiatives identified in Newmarket's 2013 – 2017 Multi-year Accessibility Plan must be completed and reviewed and updated at least once every five years.</p> <p>Accessibility plans must be posted on the website and provided in an alternate format upon request.</p>	<p>Complete</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Newmarket's 2013 – 2017 Multi-year Accessibility Plan was presented to Council and approved on December 16, 2013.</p> <p>This is Newmarket's Fourth annual status report for the 2013 – 2017 Multi-year Accessibility Plan. The Plan is reviewed annually by the Accessibility Advisory Committee.</p> <p>All accessibility plans have been posted on the Town's website in an accessible format and are available in an alternate format upon request.</p>
Training (s.7)	<p>Develop, deliver and coordinate mandatory accessibility training for all employees, volunteers and third party vendors.</p> <p>Staff is responsible for delivering standards and in-depth training appropriate to the duties of the employees, volunteers and other persons.</p>	Complete	<p>An in house video was produced to train staff accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities. Staff completed a short quiz at the end of the video. All staff was trained before January 1, 2014 and the training is included in mandatory new employee orientation.</p>

Update on 2013 – 2017 Initiatives

Information and Communications Standards			
Feedback (s.11)	Accessible formats and communication supports shall be provided, upon request, to those with disabilities.	Complete	Communications has been placing the statement “If you require this information in an alternate format, please contact 905-895-5193” in previous years on all print materials and added the statement to all media releases. Media releases are distributed electronically and posted on the Town’s website.
Accessible formats and communication supports (s.12)	Upon request, provide or arrange for accessible formats and communication supports for persons with disabilities in a timely fashion with no additional costs.	Ongoing	Communications has been placing the statement “If you require this information in an alternate format, please contact 905-895-5193” in previous years on all print materials and added the statement to all media releases. Media releases are distributed electronically and posted on the Town’s website.
	Responsible for consulting the person making a request for alternate formats to determine the suitable accessible format or communication support.	Ongoing	Town of Newmarket staff will consult with persons with disabilities to determine the suitability of accessible formats and communication supports on an on-going basis when such formats or supports are requested.
Accessible websites and web content (s.14)	In accordance with legislation, ensure that the Town’s website is accessible and include further enhancements and improvements as outlined by the IASR.	Complete, with additional web based content and documents to be added once converted to an accessible format.	All PDF documents on the website from 2014 to present have been made accessible. Efforts will be made to make all PDF’s accessible (2013 and earlier), where possible. In the event that some documents are not accessible, for example, documents created by third parties, the Communications department will take measures to make the document accessible, upon request, in a timely fashion. Report templates have been developed to improve screen readability of all agenda/minutes

			documents and reports posted on the website. Staff has received training focused on using the templates to create accessible documents in Microsoft Word. This will ensure that content posted to the website is property tagged and accessible.
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Update on 2013 – 2017 Initiatives

Employment Standards			
Performance Management (s.30)	Performance management, career development and redeployment take into consideration the accessibility/accommodation needs of employees with disabilities.	Complete	Human Resources have drafted and implemented policies and procedures related to performance management, career development and redeployment/return to work. Review of any individual accommodation plans is required prior to completion of performance reviews and supervisory training is required to assist Supervisors in identifying the difference between performance and disability related issues.
Career development and advancement (s.31)			
Redeploying (s.32)			

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)			
Application (s.80.2)	Applies to any newly constructed or redeveloped public spaces on or after the legislated dates.	Ongoing	The Design of Public Spaces Standards is under review with a strategy being developed for each requirement.

Barrier Identification Update

Initiatives have taken place in the Town of Newmarket to identify, remove and prevent barriers to persons with disabilities. Since 2003, there have been over 100 actions completed through the accessibility planning process. These actions are identified in past Accessibility Plans which are available on the Town of Newmarket website, www.newmarket.ca/accessibility

Actions completed in 2017:

Town Facilities	
Magna Centre	<p>Renovations to Magna Centre parking lot to improve accessibility.</p> <p>Magna Fitness Centre ramp lengthened to meet anticipated 2020 accessibility standards.</p> <p>All current or newly installed doors widened to accessible requirements as of January 2017.</p>

Town Departments and Programming		
Corporate Communications	<p>Accessible documents and templates</p> <p>Website and print media</p>	<p>Both Corporate Communications and the Information Technology departments have developed corporate-wide accessible templates. The templates projects involved creating accessible templates (Staff Report, Information Reports, letters, posters, Power Point Presentations, Public Information Centre notices etc.) for employees to use and ensure that these documents are accessible for the Town's website.</p> <p>Accessibility training provided across the organization for making documents accessible and posting them to the Town's website.</p> <p>Made accessible templates for Media Releases, Public Service Announcements, Community Event Listings and Media Advisories issued by the Town.</p> <p>Complied with accessibility standards (font size, contrast, images etc) when designing print and digital materials for the Town and put together an accessibility standards guide that was distributed to all staff.</p> <p>Posted the following on the Town website and communications materials where required: "If you require this document in an alternative format, please contact the Town at 905-895-5193."</p>

Town Departments and Programming

Department	Item	Notes
		<p>Switched to MailChimp for distribution of media materials to ensure accessibility when posting to the website.</p> <p>The Corporate Communications department will continue to work on making print and digital communications tools, including the Town’s website accessible for all. The Corporate Communications department continues to review current materials to ensure they meet the AODA standards. In addition, the Corporate Communications department continues to align our practices by following the WACG 2.0 and Integrated Accessibility Standards Regulation.</p>
Customer Service	Customer Service	<p>Customer Services continues to be committed to adhering to all applicable legislation and corporate accessibility related policies. In addition, Customer Service areas throughout the Town offer accessible counters. If an accessible counter is not available, accommodations are easily made. Customer Service also reports any issues that may impact visitors to Town facilities in order to ensure that public areas are well-maintained and that any issues are reported and resolved in a timely manner, as necessary.</p>
Human Resources	Recruitment and Corporate Policies	<p>Human Resources works with and supports employees who require Individual Accommodation Plans.</p> <p>A mental health program, “Not Myself Today” was recently implemented to promote a healthy and safe work environment.</p> <p>The Corporate Policy template was updated to ensure WCAG compliance.</p> <p>Organizations such as the March of Dimes have been engaged to employ those with varying abilities.</p> <p>Interview questions were reviewed to identify and eliminate systemic barriers.</p> <p>An ergonomic program was implemented for staff requiring support for varying abilities. Currently working on implementing an employee self-serve solution that will be WCAG compliant with</p>

Town Departments and Programming		
Department	Item	Notes
		<p>appropriate colour schemes.</p> <p>Reviewing options for access to Human Resources Department given the physical limitations of the door. Currently keeping door open during regular business hours to allow greater access for the public.</p> <p>Researching grants to provide work experience to those with varying abilities.</p>
Information Technology	Training Initiatives	IT Staff procured accessibility training for Microsoft Word and Acrobat users who manage content on the Town's website to ensure that each document posted online is accessible.
	Website	The Town launched a new website in August, 2015. Web design and content meet Level A and Level AA WCAG 2.0 requirements as they related to the AODA. The Town utilizes a service to monitor and evaluate the website's accessibility ratings.
Legal Services	Customer Service	Magnifying sheets are available at the Legal Services public counter in order to assist those with visual disabilities.
Legislative Services	Internet and Telephone Voting for 2018 Municipal Elections	Recommended internet and telephone voting as the voting method for the 2018 municipal election to provide improved accessibility. This was adopted by Council. The Internet and Telephone voting platform will allow voters to cast their vote remotely, from any devices and from their own home.
	Council Chambers Audio/Visual Upgrades	Provided feedback regarding audio visual upgrades and renovations to the Council Chambers for improved accessibility. Three new assisted listening devices were acquired. Prioritizing accessibility and accessibility features when utilizing and procuring new meeting management software, for example accessible agenda and minute documents.
	Meeting Management Solution	Utilize YouTube to provide closed captioning on archived Committee of the Whole/Council Meeting videos
	Closed Captioning on archived Committee of the Whole/Council Meetings	All online PDFs have been converted to accessible format and staff have been trained on accessible document creation.
	Website and administrative	New website is fully accessible to WCAG 2.0 standard.

Town Departments and Programming

	initiatives	<p>Assisting IT/Communications in developing accessible templates for Staff Reports, Information Reports, Memorandums etc. Support other departments in posting accessible documents such as information reports to the website</p> <p>Developed an Electronic Participation in Meetings Policy for use by the Accessibility Advisory Committee in 2018 as a pilot project. This Policy allows remote participation during Committee meetings, which enhances overall accessibility of these meetings.</p>
Library	Training and Website	All online PDFs have been converted to accessible format and staff have been trained on accessible document creation. New Website is accessible to WCAG 2.0 standard
	Procurement	Procurement of new self-service checkout stations will be height adjustable
Procurement Services	Bid Opportunities	<p>Staff is required to state whether there will be any barriers to accessibility in the pre-authorization form prior to the development of any bid documents.</p> <p>Bid documents contain sections which relate to accessibility.</p> <p>Examples of AODA compliant equipment procured include Sit and Stand desks, accessible playground equipment, accessible portable washrooms and transit wheelchairs.</p>
	Website	The Bid Opportunities website has been updated to comply with the AODA.
Public Works Services	Parks	<p>Joe Persechini washroom renovated to be fully accessible.</p> <p>Accessible upgrades made to Ken Sturgeon Park washroom.</p> <p>Family change room opening in 2018 at Ray Twinney Complex.</p> <p>Condition assessments completed on each park washroom to make them fully accessible.</p>

Town Departments and Programming		
Department	Item	Notes
		<p>Purchase of two adult change tables to be installed at the Magna Centre and Ray Twinney Complex in 2018.</p> <p>Kitchen renovation at the Youth Centre for cooking classes including accessible features.</p>
Engineering Services	Capital Projects	<p>Water Street Pedestrian Crossing</p> <ul style="list-style-type: none"> Installed a Pedestrian Refuge Island (PRI) on Water Street to improve pedestrian crossing. The PRI meets AODA requirements. <p>Lundy's Lane</p> <ul style="list-style-type: none"> Removed and replaced 1.2 m sidewalk with 1.5 m sidewalk Added Tactile Walking Surface Indicators. <p>Carlson Drive</p> <ul style="list-style-type: none"> Removed and replaced 1.2 m sidewalk with 1.8 m sidewalk. Added Tactile Walking Surface Indicators. <p>Queen Street</p> <ul style="list-style-type: none"> Removed and replaced 1.2 m sidewalk with 1.5 m sidewalk. Added 1.5 m sidewalk on a side of the road sidewalk was not currently on. <p>Frank Stronach Splash Pad</p> <ul style="list-style-type: none"> Splash pad has access via a ramp and is compliant with AODA regulations. Tables around the splash pad have fixed seating with one seat open for accessibility. <p>Various Intersections</p> <ul style="list-style-type: none"> Improved line painting via Ladder Markings at various intersections throughout the Town. <p>Various Capital Works</p> <ul style="list-style-type: none"> Regardless of the scope of work, projects are assessed to include AODA features where possible. <p>Various Developments (ongoing)</p> <ul style="list-style-type: none"> Ensure during the design/review process Consultants are made aware AODA/Building

Town Departments and Programming

Department	Item	Notes
		<p>Code regulations are followed.</p> <p>2018 Projects Longford Drive</p> <ul style="list-style-type: none"> • Revising some existing intersection line painting to improve crossing conditions. • Removing and replacing sidewalk and curb at intersections to accommodate AODA compliance at road crossings. • George Street - Adding in Tactile Walking Surface Indicators as required. Project is currently in the design stage. • Park Avenue- Adding a 1.5 m sidewalk on both sides of the road. Tactile Walking Surface Indicators as required.
Recreation and Culture	Facilities	Transit wheelchairs have been provided at all buildings.
	Programming	<p>Ice Programs:</p> <p>A push sledge is available for use at public skates and family skates</p> <p>Family Stick n' puck and Family skate</p> <ul style="list-style-type: none"> • Under previous rules we required an adult/guardian to be on the ice participating in the program. To accommodate families where it is not possible for the adult to participate on the ice, we have allowed kids to participate as long as that parent/guardian supervises the child/children at ice level (example: player's bench). <p>Festival and Events:</p> <ul style="list-style-type: none"> • Each municipal event is planned with accessibility as a key component. For example, designing site plans to accommodate various levels of mobility and setting up vendors or rows with appropriate clearance. <p>Kanata (Canada Day) Festival</p> <ul style="list-style-type: none"> ○ Due to ground conditions were required to change venues 3 days prior to the event. With the new event location, our new site plan/layout was planned to

Town Departments and Programming

		<p>be designed to be accessible to people with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Building Code.” This work includes the review of private development to ensure accessibility, and in the public realm the development of new standards for roads in the Secondary Plan area that will implement the planned transportation network while prioritizing accessibility.</p>
	<p>Website and Web Content Accessibility</p>	<p>The Planning Department has ensured that Town-owned or managed documents are provided in an accessible format or are made available in an accessible format upon request. Web documents that are not provided by the Town include the statement that they are available in an accessible format upon request.</p> <p>Planning areas of the website are developed with appropriate WCAG 2.0 formats as per the Town’s website architecture. Documents that the Town has developed or has the ability to modify are provided in an accessible format. Documents that are not developed by the Town and that we do not have the ability to modify are provided with a notice that an accessible format is available upon request.</p>
	<p>Training</p>	<p>Training in accessibility as it relates to the Town’s obligations as an employer is provided by the Human Resources Department. Training in accessibility as it relates to Planning is undertaken by staff members as part of their professional certification.</p> <p>One member of staff has completed an online course in the Accessibility Standard for the Design of Public Spaces and the requirements of the IASR as it relates to public space offered by the Global Alliance on Accessibility Technologies & Environments.</p>

Other Ways Newmarket Continues to Remove Barriers and Improve Access

In addition to working through the requirements of Ontario's accessibility legislation, we are committed to improving our programs and services through other means.

The Town continues to ensure compliance in the following areas:

- Policies and procedures on providing goods or services to persons with disabilities
- Communication with persons with disabilities in a manner that takes into consideration their disability
- Policies related to persons with disabilities using assistive devices, service animals and support persons to access services
- Training for all staff and each person that interacts with members of the public or other third parties on behalf of the Town
- Customer feedback regarding the provision of customer service to persons with disabilities
- Notice of service disruptions when facilities or services that are accessed by the public are temporarily disrupted
- Town documents are available in an alternate format upon request

As outlined in this Status Report, many initiatives are underway with more anticipated to be completed in the future. The Town of Newmarket will continue to identify and remove barriers in order to create accessible spaces and services that everyone can use. Newmarket is committed to moving forward and ensuring that the town continues with its commitment to being a community 'Well Beyond the Ordinary'.

The Town of Newmarket is committed to meeting the needs of persons with disabilities in a timely manner through the implementation of policies and to ensure that persons with disabilities shall have equitable access to all Town programs, goods, services and facilities allowing them to benefit from the same services, in the same place and in a similar way as other customers, respecting the four core principles of:

- Independence
- Dignity
- Integration
- Equal Opportunity

The Town of Newmarket's policies related to accessibility align with the Town's Strategic Plan directions through:

- the enrichment of lives
- increased accessibility
- service excellence
- improved inter-connectivity
- being well respected in achieving balanced living

The Town of Newmarket welcomes your comments regarding this report. Feedback on this report and accessibility related matters can be provided to info@newmarket.ca

www.newmarket.ca



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