

2011 ACCESSIBILITY PLAN

Approved by Council on September 27, 2011

INDEPENDENCE AND OPPORTUNITY

The people of Ontario support the right of every person with a disability to live as independently as possible, to enjoy equal opportunity and to participate fully in every aspect of life in our province.

We believe that the dignity and worth of all Ontarians should be respected and valued.

We have a responsibility to ensure that persons with disabilities share the same rights, freedoms and obligations as every Ontarian. This is a responsibility that rests with every government, every region, every institution, every association, every sector and every person in Ontario.

Achieving this vision makes good sense for us all. Persons with disabilities make significant contributions to the well-being of their neighbours, communities and province. And we all benefit when we maximize the potential that lies within every person.

To this end the Government of Ontario pledges to work in partnership with Ontarians to build on what we have already achieved together. We will move steadily towards a province in which no new barriers to persons with disabilities are created and existing ones are removed.

The Council of the Town of Newmarket fully support and endorse the Provincial Vision of Independence and Opportunity. The Town is committed to its continuing role of planning and developing ways to improve accessibility and mobility for its residents to its premises, facilities and services.

Council would like to extend thanks to the Accessibility Advisory Committee for their valuable input and assistance in the development of this Plan.

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SECTION 1: INTRODUCTION

Persons with disabilities represent a significant and growing part of our population. According to Statistics Canada, just over 2 million Ontarians have disabilities – about 16% of the population. In Newmarket, this would represent over 13,000 residents.

Disability tends to increase with age. In Ontario, over 47% of people over the age of 65 have a disability. In two decades it is estimated that 20% of the population will have a disability. Persons with disabilities, as well as seniors, regularly face barriers that prevent them from working, traveling in and enjoying their communities. Enhancing the ability of persons with disabilities to live independently and contribute to the community will have positive effects on future prosperity in Newmarket.

As a requirement of the *Ontarians with Disabilities Act, 2001 (ODA)*, all municipalities are to establish an Accessibility Advisory Committee and also prepare an annual accessibility plan.

The Terms of Reference for the Town of Newmarket's Accessibility Advisory Committee (AAC) was approved by Council in 2003 and members were appointed for the Committee's first term (2003-2006). Members were appointed to the AAC's third term (2010-2014) on February 14, 2011.

The purpose of the Town of Newmarket's Accessibility Advisory Committee (AAC), as stated in its Terms of Reference, is to encourage and facilitate accessibility for all persons with disabilities in the Town of Newmarket by:

- Teaching the public about accessibility so that they may be more sensitive to the need for accessibility;
- Advising Council about accessibility and enjoyment of facilities and services.

The members of the Town of Newmarket's Accessibility Advisory Committee, as appointed by Council for the 2010/2014 term, are:

*Naeem Bacchus
Diane Bladek-Willett
Laura Charpentier
Steve Foglia (Chair)
Ursula Rehdner
Wendi Williams-Gordon
Council representative: Councillor Twinney*

Recognizing, preventing and removing barriers within the Town of Newmarket is a key priority as persons with disabilities are entitled to the same rights, responsibilities and services as those without disabilities.

This is the Town of Newmarket's eighth annual Accessibility Plan. This Plan continues to provide for persons with disabilities through the identification, removal and prevention of barriers within Town facilities and in the Town's provision of goods and services. It includes actions the Town has taken and will take in 2011 to remove barriers that have been identified. This Plan is in effect for the period of January 1, 2011 to December 31, 2011. The Accessibility Advisory Committee members have reviewed, provided comments and endorsed the Town's 2011 Accessibility Plan.

SECTION 2: SUMMARY

The *Ontarians with Disabilities Act, 2001 (ODA)* was enacted to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The legal obligations under the *ODA* remain in force until such times as the *Act* is repealed.

The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities by 2025. Standards are to be developed in five areas: provision of goods and services; transportation; information and communication; employment; and the built environment.

The first standard under the *AODA* to become law is the Accessibility Standards for Customer Service (*Ontario Regulation 429/07*). This regulation establishes accessibility standards for customer service and governs how all public sector organizations and every other person or organization shall provide their goods or services to persons with disabilities.

The Accessibility Advisory Committee is to:

- assist Council in improving opportunities for persons with disabilities by encouraging and promoting the provisions contained within the *ODA* and the *AODA*;
- advise Council of the requirements and implementation of accessibility standards under the above mentioned *Acts*;
- provide advice on its yearly Accessibility Plan. The yearly Accessibility Plan will work on identifying, removing and preventing barriers to persons with disabilities.

The Accessibility Advisory Committee reviewed and provided comments with respect to the Town's Corporate Policy (CORP.2-01) on Accessible Customer Service Standards. The Committee also participated in the development of the training program, and was consulted and commented on the process for receiving and responding to feedback, and the notice of temporary disruption, as provided in *Ontario Regulation 429/07*.

All Town Departments review, on an ongoing basis, internal policies, procedures and practices to ensure compliance with the Accessibility Standards for Customer Service (*Ontario Regulation 429/07*) core principles of dignity, independence, integration and equal opportunity, as well as align these policies, procedures and practices with the Corporate Policy on Accessible Customer Service Standards.

In accordance with the Accessibility Standards for Customer Service (O.Reg. 429/07) the Town has ensured 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 account their disability;
- Policies relating to persons with disabilities using assistive devices, service animals and support persons to access services;
- Training for staff and every person who deals 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 persons with disabilities rely on are temporarily disrupted;
- Documents required by the Customer Service Standard are available upon request and provided in a format that takes a person's disability into account.

The Town of Newmarket's Corporate Policy on Accessible Customer Service Standards was approved by Council on June 22, 2009 and is available for viewing on the Town's website www.newmarket.ca. The Town's 2010 Compliance Report with respect to the Accessibility Standards for Customer Service was filed, as required under the AODA, on February 11, 2010.

On June 3, 2011, the Integrated Accessibility Standards, Ontario Regulation 191/11, which relates to the removal of barriers in three areas: transportation; employment; and information and communication was filed. It applies to public, private and not-for-profit businesses and organizations that: provide goods, services or facilities either directly to the public or to other businesses or organizations and the Regulation comes into force on the later of July 1, 2011. The Town will develop any written documents required under O.Reg.191/11 to ensure compliance is met according to the schedule provided in the Regulation.

The final standard, the Built Environment Standard, is currently in the process to becoming law. It will help remove barriers in buildings and outdoor spaces for persons with disabilities. The standard will only apply to new construction and extensive renovation.

SECTION 3: MUNICIPAL BACKGROUND

3.1 Municipality

This is the 2011 Accessibility Plan of the Town of Newmarket, 395 Mulock Drive, P.O. Box 328 (Station Main) Newmarket, ON L3Y 4X7.

3.2 Key Contact

For further information or comments regarding this plan, please contact the Director of Legislative Services/Town Clerk as follows:

Phone: Anita Moore, Director of Legislative Services/Town Clerk at (905) 953-5300, extension 2202 (toll free 1-877-550-5575)

Email: amoore@newmarket.ca

Mail: Director of Legislative Services/Town Clerk
Town of Newmarket
395 Mulock Drive
PO Box 328, Station Main
Newmarket, ON L3Y 4X7

Fax: 905-953-5100

Copies of this plan are available from the Legislative Services Department as well as on the Town's website www.newmarket.ca On request, the plan is available on computer disc, audiotape or in large print.

3.3 Population

The Town of Newmarket's population as determined by Region of York data is 84,351 (December 2010).

3.4 Municipal Highlights

Newmarket's Vision:

A community *well* beyond the ordinary. Shaping our future and realizing our vision of a Town that is '*well* beyond the ordinary' means pursuing five key strategic directions to ensure that Newmarket is:

- Living *Well*

and is

- *Well* Balanced
- *Well* Equipped and Managed
- *Well* Planned and Connected
- *Well* Respected

Aim:

The aim of the Accessibility Plan is to describe measures that the Town of Newmarket took during previous years and will take during 2011 to identify, remove and prevent barriers to the citizens, staff, customers and other members of the community when accessing its facilities and services.

Summary:

This is the Town's 2011 plan prepared in consultation with the Staff Working Group and the Accessibility Advisory Committee (AAC) of the Town of Newmarket.

The Town has committed itself to:

- the continual improvement of access to its premises, facilities and services for persons with disabilities;
- the participation of persons with disabilities in the development and review of its annual accessibility plans; and

- the provision of quality services to all members of the community with disabilities.

NOTE: The timing for addressing the barriers, as indicated in the Plan may be phased in over a number of months depending on the resources and unscheduled demands of the various commissions.

SECTION 4: OTHER ORGANIZATIONS & AGENCIES PARTICIPATING IN THIS PLAN

4.1 Organization-Agency

Newmarket Public Library.

4.2 Address

The library's address is 438 Park Avenue, Newmarket ON L3Y 1W1

4.3 Description

Mission Statement:

Inspiring Growth

Vision Statement:

Inspiring growth and connecting our community in a dynamic and welcoming environment.

Background:

The Town of Newmarket Public Library was established by by-law as a free public library in 1904. In accordance with the *Public Libraries Act*, the library is currently managed by a board of seven (7) directors. Council appointed all board members as follows:

- Three (3) Council representatives
- Four (4) residents of the municipality

As part of its first plan, the Town invited the Newmarket Public Library to participate in the Town's plan. An accessibility audit was conducted in conjunction with the AAC and Library staff and barriers were identified. (A further audit was completed in 2010 by an AAC representative to note any current mobility issues) Many barriers have been dealt with and the remainder are in the budget for completion in 2011 wherever possible. The Library Board has approved the Accessibility Standards for Customer Service Policy as required by the regulation within the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. Related training programs and procedures have been developed. The Library is currently exploring its obligations under the new Integrated Accessibility Standards – Ontario Regulation 191/11 and will further explore its obligations under the final regulation, regarding Built Standards, when it is released.

SECTION 5: CONSULTATION ACTIVITIES

In preparation of a municipal accessibility plan, each municipality is required to consult with persons with disabilities or use their Accessibility Advisory Committee for advice and recommendations.

5.1 Target Group

The Town of Newmarket has consulted with its Accessibility Advisory Committee on the formulation of the Plan.

Over the past few years, the Accessibility Advisory Committee has actively taken part in networking with other municipal committees through meetings where ideas and best practices have been shared with others.

SECTION 6: STAFF WORKING GROUP

6.1 Staff Working Group

The Staff Working Group consists of:

Working Group Member	Title	Contact Telephone & email
Rob Prentice (staff lead)	Commissioner of Community Services	rprentice@newmarket.ca 905-953-5300, ext. 2201
Anita Moore	Director of Legislative Services/Town Clerk	amoore@newmarket.ca 905-953-5300, ext. 2202
Mark LaHay	Senior Planner - Development	mlahay@newmarket.ca 905-953-5300, ext. 2458
Harry Vanwensem	Manager of Facility Services	hvanwensem@newmarket.ca 905-953-5300, ext. 2673
Dave Potter	Chief Building Official	dpotter@newmarket.ca 905-953-5300, ext. 2402
Janice Bondi	Council/Committee Coordinator	jbondi@newmarket.ca 905-953-5300, ext 2207

The Staff Working Group will, in consultation with other staff as necessary:

- conduct a review to identify barriers to persons with disabilities in all facilities, regulations, policies, programs, practices and services offered by the Town;
- list, through an inventory, facilities, regulations, policies, programs, practices and services that cause or may cause barriers to persons with disabilities;
- identify barriers that will be removed or prevented in the coming year;
- describe how these barriers will be removed or prevented in the coming year;
- prepare a report on these activities, and after consultation with the Accessibility Advisory Committee and approval by Council, make the plan available to the public;
- meet as required to review progress. Where necessary, the Working Group will advise and consult with staff, through personal contacts or e-mail.

SECTION 7: INITIATIVES TO IDENTIFY, REMOVE AND PREVENT BARRIERS IN THE ORGANIZATION

7.1 History of Completed Initiatives

Initiatives have taken place in the Town of Newmarket to identify, remove and prevent barriers to persons with disabilities. These completed initiatives include:

Barriers Identified – Completed

Note: Many areas that have been addressed, as noted below, may be further enhanced through the implementation of the Integrated Accessibility Standard (Ontario Regulation 191/11) and the Built Environment Standard which is currently being developed and in the process to becoming law.

Item	Action
Main Street reconstruction	Council requested that the Main Street reconstruction project plan incorporate accessibility initiatives.
Municipal Office audit	Conducted audit of the Municipal Offices with the Accessibility Advisory Committee; barriers identified were removed as budget permitted; consulted with AAC regarding accessibility issues during renovations.
Inaccessible swimming facilities	Provided accessible swimming facilities at the Ray Twinney Recreation Complex – ramp installed to facilitate wheelchair access into pool.
Entrance doors at some facilities were not accessible	Installed automatic door openers at the following facilities: <ul style="list-style-type: none"> ○ Ray Twinney Recreation Complex ○ Community Centre ○ Seniors' Meeting Place ○ Hollingsworth Arena ○ Museum
Arena at Ray Twinney Recreation Complex inaccessible	Installed accessibility ramping and seating area.

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Playgrounds are not fully accessible	Assisted in the development of the All Our Kids Playpark (an all inclusive playground).
Unavailability of accessible swimming programs	The Town offers lessons to meet the swimming requirements of individuals with special needs through one-on-one instruction.
Town website is not accessible to those who are visually impaired	<p>Investigated technology to ensure accessible website content; make necessary changes to web when possible.</p> <p>In 2009, AAC pre-tested and provided staff with comments regarding the Town's new website which is W3C compliant.</p> <p>In 2011, BrowseAloud installed. It assists those who find it difficult to read text online, i.e. those with literacy difficulties, dyslexia, mild visual impairment & English as a second language.</p> <p><i>(Note: This item may be further addressed through the Integrated Accessibility Standards (O.Reg. 191/11))</i></p>
Hiring policies	HR attended an AAC meeting and policies were reviewed around employment accommodation; hiring practices, etc.
The doors of the main washrooms in the Municipal Offices may be difficult to open by a person with physical disabilities	Installed automatic doors.
The doors of the restrooms at the Ray Twinney Recreation Complex may be difficult to open by a person with physical disabilities	Automatic door openers installed outside washroom in hallway leading from Main Lobby to Rink 2 at the Ray Twinney Recreation Complex.
Distance between accessible parking spaces and front door	Accessible parking spaces constructed closer to the front entrance of the Municipal Offices.
Findings of the Municipal Offices Audit (Appendix A to Year 1 plan)	Staff investigated and addressed, wherever feasible, the barriers identified.

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Council meetings may not be accessible to deaf/deafened/hard of hearing	Investigated technological options; assistive listening devices now available in the Council Chambers. The Council Chambers has signage on the door indicating accessible features.
Customer Service Centre	<p>The physical needs and the ability for staff to provide services in an accessible manner were taken into account in the design of the Customer Service Centre.</p> <p><i>(Note: Staff received training regarding the provision of goods and services under O.Reg.429/07)</i></p>
Snow removal and accessible parking spaces	<p>A brochure and ad campaign were developed promoting business owners/ local businesses to remove snow in accessible parking spaces in a timely manner for use each winter season.</p> <p>Resolution R1-2008 lobbied Ontario Government and Ontario Municipalities regarding fines for misuse of accessible parking.</p>
Purchasing policies	<p>The Town's purchasing policies were reviewed to ensure that services purchased/contracted meet the Town's accessible standards; By-law 2005-96.</p> <p><i>(Note: Purchasing contracts/practices compliant with the provisions of goods and services under O.Reg.429/07 and to comply with O.Reg. 191/11)</i></p>
Sidewalk policy	AAC commented on accessibility issues and Corporate Policy PWES.1-01 adopted by Council in 2005
Telecommunications system	<p>Staff determined that Town's telecommunications system supports TTY/TDD; initiative would be subject to budget.</p> <p><i>(Note: TTYs installed at the Ray Twinney Complex and Magna Centre in April 2009)</i></p>
Taxi cab industry and sensitivity issues	<p>The publication 'A Way with Words and Images – Supporting Persons with Disabilities' is distributed to all taxi drivers.</p> <p><i>(Note: Customer Service Standard, O.Reg.429/07, and Integrated Accessibility Standards, O.Reg. 191/11, further impacts the Taxi cab industry. Also see Item 7.3)</i></p>

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Magna Centre	AAC provided input into the design of the new recreation complex; conducted an audit of the “built” facility in 2007.
Operations Centre Workplace accessibility	AAC provided input into the design of the new Operations Centre. Operations Centre completed in 2010 and is fully workplace accessible
Site Plans reviewed by the Site Plan Review Committee may not be designed with accessibility in mind	Checklist has been developed and is in use; enhancement has been provided via delivery of relevant applications to designated members of the AAC for review and comment.
Potential for lack of sensitivity when encountering persons with disabilities	Diversity and sensitivity training provided to all Town staff and Council members. <i>(Note: Training about the provision of the Town’s goods or services to persons with disabilities provided to all Town Staff & Council members in 2009 as per O.Reg 429/07. Every person who deals with members of the public or other third parties on behalf of the Town also receives training)</i>
Developers/builders may not be aware of accessibility issues	Investigated Accessibility Guidelines documents for new construction; continued lobbying for Universal Design Standards. <i>(Note: Standards will work through Building Code & UDS and be further impacted by proposed Built Environment Standard)</i>
Potential lack of knowledge of accessibility issues	Audit Tool circulated to staff for in-depth review & evaluation. (will occur every term of Council) <i>(Note: Audit Tool used as part of the process for implementing the Accessibility Standards for Customer Service, O.Reg.429/07)</i>
Town-owned facilities may not be accessible	AAC conducted audits of Town facilities; numerous buildings have been audited; actions, based upon AAC recommendations, have occurred or will occur as budget permits

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Self-serve gas stations may present challenges to the physically disabled	Endorsed & supported resolution for full service gas stations; created a list of full service stations for posting to Town website which is to be updated as needed. <i>(Note: See Section 7.3 for further information on this item)</i>
Storage of snow in Accessible Parking spaces	Parking by-law & relevant legislation. By-laws provides regular status updates; Committee/Town sends notices to businesses regarding the timely clearing of snow from accessible parking spaces.
Concerns regarding reduction of fines for illegally parking in accessible parking spaces	Resolution R1-2008 lobbied Ontario Government & Ontario Municipalities regarding fines for misuse of accessible parking.
Various areas of inaccessibility in Town buildings/ facilities	Developed priority list of areas of non-compliance in municipal buildings.
Need to educate public on accessibility matters	Developed a “tips” program to provide information & education on accessibility issues
Misuse of stalls in public washrooms	The AAC developed ‘accessible stall’ signage for use in Town facilities & forwarded to all AACs in GTA; also posted on AMCTO and Town websites.
Need to determine from public any accessibility issues they have encountered	Public survey developed by AAC & provided at 2009, 2010 & 2011 Home Shows; also posted on Town website.
Community Urban Space Project (Downtown revitalization) potential accessibility issues	AAC reviewed design plans & provided staff with input.
Council Chambers accessibility	Contrast strip installed on nosing of steps in Council Chambers to assist those with vision impairments to identify step edge
Public unaware of Town programs for those with special needs	Adapted programs & programs for those with special needs advertised in the Town’s Recreation & Culture Guides

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Voting tabulators used during municipal election	Leased vote tabulators that incorporate accessible voting features for the 2010 Municipal Election. <i>(Note: See Section 7.2 for further information on this item)</i>
No formal process for notifying public of temporary disruptions	Under Ont. Reg. 429/07, a process for notifying the public of temporary disruptions has been established
To have accessible computer work station at Library	AAC member met with Library CEO to advise on set up of an accessible computer work station. <i>(Note: Accessible computer work station (equipped with the latest in assistive hardware and software) complete and will be moved into the public area once all staff have been trained on it – by Fall 2011)</i>
No formal process for the public to provide feedback relating to the Town's provision of its goods and services	Under Ont. Reg. 429/07, a customer service feedback process has been established & comment card is available at facility kiosks & on the Town's website.
Parking Policy on Main Street to allow greater flexibility for persons displaying an accessibility permit	After 6 month pilot project, By-law Enforcement staff to show leniency to individuals displaying accessibility permits with respect to the two hour parking limitation.
Concerns expressed by AAC regarding transit on Davis Dr.	AAC requested information regarding the vivaNext project on Davis Dr. Representatives from York Region Rapid Transit attended an AAC meeting regarding the vivaNext project & the AAC provided comments back.
Tom Taylor Trail signage	AAC provided staff with input regarding signage for walkways/paths along the Tom Taylor Trail.
Need to provide adjustable adult change tables in recreation facilities	Battery operated, adjustable adult change tables installed in the Ray Twinney Recreation Complex & the Magna Centre.
Entrance barrier to family change room	Automatic doors installed in family change room at Ray Twinney Recreation Complex

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<p>To advocate, educate & create awareness of accessibility issues to the general public</p>	<p>On June 2 2011, during NAAW, the Town jointly hosted, with the Region and other municipalities within the Region, an AAC educational forum.</p> <p>Staff in consultation with AAC & Sir Wm. Mulock S.S. helped promote awareness & develop knowledge within school environment through various activities during NAAW.</p> <p>An Art Exhibit featuring local artists with disabilities displayed at Municipal Offices during NAAW.</p> <p>Sledge Hockey Challenge at Magna Centre as well as an Information Fair & demonstration evening at the Magna Centre during NAAW.</p>
<p>To provide greater accessibility to west entrance at Seniors' Meeting Place</p>	<p>Automatic doors installed</p>
<p>To provide greater accessibility to pool change rooms at Magna Centre</p>	<p>Automatic doors installed</p>
<p>To provide more accessibility at the Magna Centre kiosk</p>	<p>Kiosk renovation took place which included wheelchair accessible counters</p>
<p>To provide accessible trails</p>	<p>Accessible trails constructed at the Stickwood Walker Farm and the Dave Kerwin Trail has an accessible 'loop'</p> <p>An additional trail underpass at Davis Drive on the east side of the Holland River has been approved and is under construction.</p>
<p>Accessible outdoor washrooms in Fairy Lake Park area</p>	<p>Project has been initiated to approve a design for outdoor washrooms to be installed in various Town parks.</p>
<p>To establish a suitable rate of accessible parking spots, particularly at medical/ social services buildings</p>	<p>The Town's new comprehensive Zoning By-law (2010-40) establishes rates for accessible parking, which now includes additional designated spaces particularly for medical offices, clinics & outpatient services facilities</p>

7.2 History of Ongoing Initiatives

The following table outlines ongoing initiatives.

Barriers Identified – Ongoing (carried over from previous year)

Barrier	Description	Status
<i>(description of the barrier)</i>	<i>(a brief description of barrier identified)</i>	<i>(i.e., planned, underway, complete)</i>
Many forms and records are only available in print <i>(Informational, technological and communicational barriers)</i>	Make forms available on the web, via compact disc, or in audio or other electronic format	Ongoing. <i>(Note: This item is dealt with under the AODA's Accessibility Standards for Customer Service – O.Reg. 429/07 - & will be further addressed through the Integrated Accessibility Standards – O.Reg. 191/11))</i>
Advocate, educate and create awareness of accessibility issues in all areas of Town businesses <i>(Educational and informational barriers)</i>	Support good corporate citizenship & be an advocate for accessibility issues by developing various educational material for posting on AAC website and/or Town Page; making local businesses and institutions aware of accessibility issues	Ongoing. Material (i.e. a 'good corporate citizen' letter; information sheet; relevant website listing; & monthly accessibility 'tips') & Accessible Customer Service Standards related documents posted on AAC website and/or Town Page & updated where necessary. Tips list as well as AAC Information & Resource Sheet provided at annual Home Show & available at Customer Service Centre kiosk.
Lack of adapted programs for persons with disabilities <i>(Physical and attitudinal barriers)</i>	Investigate programming options (ie. Yoga, pilates, fitness)	Ongoing. Recreation & Culture continue to investigate & develop (adapted) activities & programs for those of all ages with special needs

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<p>Access limitations to Town facilities for those with disabilities</p> <p><i>(Physical barrier)</i></p>	<p>Review usability of Town facilities</p>	<p>Ongoing. Specific items addressed by AAC & attention to outstanding matters is ongoing</p>
<p>Old Town Hall not accessible</p> <p><i>(Physical barrier)</i></p>	<p>Renovations to take place to improve accessibility to the second floor and the washrooms</p>	<p>Underway. 2011 Design being finalized</p> <p>Drawings/plans were reviewed and approved by members of the AAC prior to construction</p>
<p>Special Event activities may not be accessible</p> <p><i>(Physical barrier)</i></p>	<p>Develop a “necessity” checklist for Town sponsored Special Events</p>	<p>Underway. Checklist for indoor & outdoor events developed & refined by AAC & staff and will be placed on future AAC agenda for finalizing.</p>
<p>Public’s lack of knowledge of accessible facilities</p> <p><i>(Educational and informational barriers)</i></p>	<p>Develop an inventory of accessible municipal features and facilities</p>	<p>Underway. Public Works Services investigating accessible list; accessibility features indicated on various Town maps</p>
<p>Lack of accessible washrooms in Fairy Lake park area</p> <p><i>(Physical barrier)</i></p>	<p>AAC commented on design plans</p>	<p>Approved by Lake Simcoe Region Conservation Authority. Subject to budget approval in 2011 and included in the Community Centre renovations</p>
<p>Lack of inclusion of persons with disabilities at Emergency Preparedness Exercises</p> <p><i>(Informational barrier)</i></p>	<p>AAC requested involvement in emergency exercises</p>	<p>The Fire Chief indicated the AAC’s expertise would be helpful when an actual community emergency exercise takes place.</p>
<p>Lack of ‘profiling’/press coverage in newspaper articles/local T.V.</p> <p><i>(Informational, communicational and educational barriers)</i></p>	<p>AAC members to work with Communications Dept. to promote awareness</p>	<p>Ongoing.</p>

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<p>Full Fees for participating in Town recreation programs</p> <p><i>(Service barrier)</i></p>	<p>AAC requested consideration of reduced fees for persons with disabilities</p>	<p>Ongoing. Staff to develop a revised grant program that includes a financial assistance aspect for individuals with disabilities; to be included in budget deliberations</p> <p><i>(Note: revised grant program has been deferred by Council however work is still ongoing & a draft to come forward to future AAC)</i></p>
<p>Accessibility at municipal elections</p> <p><i>(Physical barrier)</i></p>	<p>Investigate methods for having accessible election polls.</p>	<p>Ongoing.</p> <p><i>(Note: In the 2010 Municipal election, staff audited each voting location to ensure physical access inside and outside. Extra accessible parking spaces were designated, as required. Customer Service reps were available at the doors of each voting location to offer assistance, if required. Persons with disabilities were considered when determining signage location, size & lettering. An Accessible Voting Ballot Marker Device available for voters with visual impairment on Advance Voting Days. Training sessions for election staff included an accessibility component. Accessible voting features advertised on Town's website & on voter notification cards) Video developed describing/ showing the voting process to further assist & inform the public regarding the voting process. Report provided to Council outlining steps taken to provide accessibility during the election.</i></p>

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<p>Advocate, educate and create awareness of accessibility issues to the general public <i>(Educational barrier)</i></p>	<p>AAC requested Council endorsement of proclamation to recognize National Access Awareness Week (NAAW)</p>	<p>Ongoing. Council approves proclamation each year of National Access Awareness Week.</p>
<p>Advocate, educate and create awareness of accessibility issues to the general public <i>(Educational barrier)</i></p>	<p>Recognize National Access Awareness Week through activities and events</p>	<p>Ongoing. On June 2, 2011, during NAAW, the Town jointly hosted, with the Region and other municipalities within the Region, an AAC educational forum.</p> <p>Staff, in consultation with AAC & Sir Wm. Mulock S.S., helped promote awareness & develop knowledge within school environment through various activities during NAAW.</p> <p>An art exhibit featuring local artists with disabilities was displayed at the Municipal Offices.</p> <p>Sledge Hockey Challenge held at Magna Centre as well as an Information Fair & demonstration evening at the Magna Centre.</p>
<p>Improve accessibility and prevent injury to staff at workstation <i>(Physical barrier)</i></p>	<p>Have workstations assessed for ergonomic needs of each staff member</p>	<p>Ongoing. Each staff member provided with ergonomic workstation, including lighting, desk, chair, (low e) computer monitor, etc. Staff computers equipped with windows XP (new computers with Windows 7) which offer various accessibility options. In May 2011, each work area re-evaluated with staff by ergonomic expert.</p>

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<p>Fire safety for the deaf/deafened/hard of hearing</p> <p><i>(Physical and educational barriers)</i></p>	<p>Promote fire safety education and ensure (strobe) smoke detectors (or other form of alerting those who are deaf/deafened/hard of hearing) are installed</p>	<p>Ongoing. <i>(Note: CYFS received Champions of Accessibility award from Canadian Hearing Society (CHS) for making significant strides in improving life for the deaf/deafened/hard of hearing in York Region. Inspector Joyce DiClemente was recognized for her work in promoting fire safety education for the deaf/deafened/hard of hearing)</i></p>
<p>Limited access to Town documents</p> <p><i>(Educational and informational barriers)</i></p>	<p>A requirement under O.Reg. 429/07 to assist persons with disabilities in accessing public information</p>	<p>Ongoing. Printed materials are now provided in alternative formats upon request.</p>
<p>Limited access to public meetings</p> <p><i>(Physical, educational and informational barriers)</i></p>	<p>A requirement under O.Reg. 429/07 that persons with disabilities be given equal opportunity to use and benefit from the Town's goods and services</p>	<p>Ongoing. Public meeting notices provide that accessibility assistance is available, if required. <i>(Note: The Town works with the Canadian Hearing Society in the provision of Sign Language interpreters at public meetings, upon request)</i></p>
<p>Limited programs for persons with disabilities of all ages</p>	<p>Recreation and Culture Department receives requests for various programs for those with disabilities</p>	<p>Ongoing. The Recreation and Culture Department expands on the programs it offers to persons with disabilities of all ages on an ongoing basis and when sufficient participation is evident.</p>

7.3 Summary of Initiatives/Targets Identified for 2011

Targets, to implement corrective measures, have been established to identify specific actions/activities. Targets and actions will be organized by department/committee in the context of the resources available to address the barriers.

Where reasonable, numerous barriers and the corrective measures have been grouped together into one action. The barriers identified are to be addressed by the specific actions. In each case, the departmental lead/committee has been identified. The target is the anticipated timeline for the action. A target may not necessarily occur within a specific plan year. Some actions may be phased in over a number of months or years depending on the resources and priorities of the Town.

The following chart is a summary of the initiatives identified for the 2011 plan year.

Summary of Barriers to be Addressed/Removed

Barrier	Action	Resources	Target
Physical barrier	Develop checklist regarding transit issues and pedestrian walkways for proper access to stores when road reconstruction projects are undertaken	Director of Engineering Services	2010, 2011
Attitudinal and physical barriers	Develop a checklist for business owners; present a business case for accessibility	AAC members	2010, 2011
Physical barrier at gas stations in Newmarket	Since rebranding of Suncor, Petro Canada stations in Newmarket have eliminated full service unless they are contacted in advance. Further investigation and potential action required in this matter.	Accessibility Advisory Committee and support staff	2011

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Physical barriers at facilities	Accessibility upgrades budgeted for in all facilities in 2011 – to include wheelchair accessible counters at RTRC kiosk & pool kiosk; and automatic doors on RTC pool deck washroom	Public Works Services	2011
Accessibility in the taxi industry	Joint training options for taxicab drivers with respect to the provisions of Ontario Reg. 191/11 are being investigated with the York Region Licensing Group.	Legislative Services	2011/2012

SECTION 8: MEASURING AND MONITORING

8.1 Measuring and Monitoring

The following chart indicates ways of measuring and monitoring the success of the barrier identification and addressing barrier initiatives.

Summary of Measuring and Monitoring the Success of the Barrier Identification and Addressing Barrier Initiatives

Action	Resources	Target
Review and monitor barrier initiatives	Staff Working Group	Ongoing
Report to Accessibility Advisory Committee on findings	Staff Working Group	Ongoing at regular AAC meetings
Report to Council	Accessibility Advisory Committee and Staff Working Group	Updates regularly provided to Council via copies of all Accessibility Advisory Committee meeting minutes
Review and monitor progress of ongoing initiatives	Staff as assigned	Ongoing through regular discussion with the Committee

GLOSSARY OF TERMS

Barrier

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, procedure or a practice ("obstacle").

Disability

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the Insurance plan established under the *Workplace Safety and Insurance Act, 1997*. ("handicap").

Types of disability and functional limitations

A person's disability may make it physically or cognitively hard to perform everyday tasks such as operating a keyboard, reading a sign, differentiating colours, distinguishing sounds, climbing stairs, grasping small items, remembering words, or doing arithmetic. Consider the functional limitations associated with twelve different kinds of disability and the effects of these limitations on an individual's ability to perform everyday tasks.

1. Physical

Physical disabilities include minor difficulties moving or coordinating a part of the body, muscle weakness, tremors, and in extreme cases, paralysis in one or more parts of the body. Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendonitis. Physical disabilities affect an individual's ability to perform manual tasks, such as hold a pen, grip and turn a key, type on a keyboard, click a mouse button, and twist a doorknob; control the speed of one's movements; coordinate one's movements; move rapidly; experience balance and orientation; move one's arms or legs fully, e.g., climb stairs; move around independently, e.g., walk any distance, easily get into or out of a car, stand for an extended period; reach, pull, push or manipulate objects; have strength or endurance.

2. Hearing

Hearing loss include problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness.

A person who is deaf, deafened or hard of hearing may be unable to use a public telephone, understand speech in noisy environments, or pronounce words clearly enough to be understood by strangers.

3. Speech

Speech disability is a partial or total loss of the ability to speak. Typical voice disorders include problems with pronunciation; pitch and loudness; hoarseness or breathiness; stuttering or slurring.

A person with a severe speech disability sometimes uses manual or electronic communication devices. Individuals who have never heard may have speech that is hard to understand.

4. Vision

Vision disabilities range from slightly reduced visual acuity to total blindness.

A person with reduced visual acuity may have trouble reading street signs, recognizing faces, or judging distances. He/she might find it difficult to maneuver, especially in an unfamiliar place. He/she may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night, or require bright lights to read. Most people who are legally blind have some vision.

5. Deaf-blind

Deaf-blindness is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living.

Deaf-blind disabilities interfere with communication, learning, orientation and mobility. Individuals who are deaf-blind communicate using various sign language systems, Braille, standard PCs equipped with Braille displays, telephone devices for the deaf-blind and communication boards. They navigate with the aid of white canes, service animals, and electronic navigation devices.

A person who is deaf-blind may rely on the services of an intervener. Interveners relay and facilitate auditory and visual information and act as sighted guides. Interveners are skilled in the communication systems used by people who are deaf-blind, including sign language and Braille.

6. Smell

Smell disability is the inability to sense, or a hypersensitivity to, odours and smells.

A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

7. Taste

Taste disability limits the ability to experience the four primary taste sensations: sweetness, bitterness, saltiness and sourness.

A person with a taste disability may be unable to identify ingredients in food, spoiled food, or noxious substances.

8. Touch

Touch disability alters the ability to sense surfaces and their texture or quality, including temperature, vibration and pressure. Touching sensations may be heightened, limited, absent (numbness), or may cause pain or burning.

A person with a touch disability may be unable to detect (or be insensitive to) heat, cold or changing temperatures. Alternatively, a person with a touch disability may be hypersensitive to sound, physical vibrations, or heated surfaces or air.

9. Intellectual

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (e.g., Downs Syndrome), exposure to environmental toxins (as in Fetal Alcohol Syndrome), brain trauma and psychiatric conditions.

A person with an intellectual disability may have difficulty with:

- Language: understanding and using spoken or written information;
- Concepts: understanding cause and effect;
- Perception: taking in and responding to sensory information;
- Memory: retrieving and recognizing information from short- or long-term memory;
- Recognizing problems, problem solving and reasoning.

10. Mental health

There are three main kinds of mental health disabilities:

- Anxiety: a state of heightened nervousness or fear related to stress;
- Mood: sadness or depression;
- Behavioural: being disorganized; making false statements or inappropriate comments; telling distorted or exaggerated stories.

A person with a mental health disability may seem edgy or irritated; act aggressively; exhibit blunt behaviour; be perceived as being pushy or abrupt; start laughing or get angry for no apparent reason.

11. Learning

Learning disabilities are disorders that affect verbal and non-verbal information acquisition, retention, understanding, processing, organization and use.

A person with a learning disability has average or above-average intelligence, but takes in information, retains it, and expresses knowledge in different ways. Learning disabilities affect reading comprehension and speed; spelling; the mechanics of writing; manual dexterity; math computation; problem solving; processing speed; the ability to organize space and manage time; and orientation and wayfinding.

12. Other

Disabilities result from other conditions, accidents, illnesses, and diseases, including ALS (Lou Gehrig disease), asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke, and joint replacement.