

# 2016 Status Update Town of Newmarket Multi-year Accessibility Plan



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Equal Opportunity | Integration | Independence | Dignity

## **A Message from Newmarket Council**

Council is pleased to present the 2016 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 2016 Status Report to the Town's 2013-2017 Multi-year Accessibility Plan demonstrates the work that has been done to identify and remove barriers in accordance with the *Accessibility for Ontarians with Disabilities Act*. 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**

<b>Members</b>	<b>Staff</b>
Steve Foglia <i>Chair</i> Sharron Cooke Gloria Couves Linda Jones Stephen Mckenzie Jeremy Slessor Richard Wilson Councillor Christina Bisanz	Pat McIntosh <i>Recreation Programmer</i>  Chrisanne Finnerty <i>Council/Committee Coordinator</i>

## 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:

- **Organized National Access Awareness Week Celebrations**  
The Committee continues to host annual National Access Awareness Week events. The 2016 event celebrating accessibility and abilities was held on Saturday, June 4 at the Farmer's Market. National Access Awareness Week continues to grow each year, with plans underway for the 2017 events.
- Reviewed plans and provided recommendations for the initiatives and projects which include the following:
  - a proposed sidewalk installation on Millard Avenue;
  - proposed reconstruction of Park Avenue
  - Main Street outdoor patio pilot project
- Recommended that the Town enter into an agreement with the City of Vaughan for the provision of accessible taxicabs in Newmarket.
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- Inspected sidewalks to ensure that new and replacement sidewalk slabs are constructed in accordance with the Town's sidewalk standard (by removing troweling around expansion joints), which was implemented as a result of an Accessibility Advisory Committee recommendation.
- 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.

## 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 2016 and which initiatives are being targeted for 2016 and beyond. Similar to the Multi-year Accessibility Plan, this Status Report lists projects that are associated with each of the accessibility standards under the AODA.



Photo from 2014 National Access Awareness Week

## Update on 2013 – 2017 Initiatives

General Initiatives			
Project Title	Description	Status	Notes
Accessibility Plans (s.4)	An outline of Newmarket's strategy to remove and prevent barriers and meet the requirements and obligations of the AODA.	Complete	Newmarket's 2013 – 2017 Multi-year Accessibility Plan was presented to Council and approved on December 16, 2013.
	An annual status report on the progress of the initiatives identified in Newmarket's 2013 – 2017 Multi-year Accessibility Plan must be completed	Ongoing	This is Newmarket's third annual status report for the 2013 – 2017 Multi-year Accessibility Plan. The Plan is reviewed annually by the Accessibility Advisory Committee
	Accessibility plans must be posted on the website and provided in an alternate format upon request.	Ongoing	All accessibility plans have been posted on the Town's website in an accessible format and are available in an alternate format upon request.
	Review and update the accessibility plan at least once every five years	Ongoing	A Compliance Report must be submitted to the Accessibility Directorate of Ontario by December 31, 2017.
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	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. The video is also available on the Town's website.

## Update on 2013 – 2017 Initiatives

Information and Communications Standards			
Project Title	Description	Status	Notes
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 fully 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 party vendors, the Communications department will take measures to make the document accessible, upon request, in a timely fashion.

## Update on 2013 – 2017 Initiatives

Employment Standards			
Project Title	Description	Status	Notes
Performance Management (s.30)  Career development and advancement (s.31)  Redeploying (s.32)	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.

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)			
Project Title	Description	Status	Notes
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](http://www.newmarket.ca)

### Actions completed or pending in 2016:

Town Facilities	
Magna Centre	<p>Magna Fitness Centre:</p> <ul style="list-style-type: none"> <li>• Ramp lengthened to meet anticipated 2020 accessibility standards</li> <li>• Door into kitchen area from sports theatre to be widened to meet accessible standards</li> <li>• Proposed new door into assessment room to be accessible</li> </ul> <p>Tim Hortons Gym</p> <ul style="list-style-type: none"> <li>• Double sliding, sensor doors installed at south entrance</li> </ul>
Old Town Hall	The recently reopened facility was completely renovated to meet AODA requirements.

Town Departments and Programming		
Department	Item	Notes
Corporate Communications	Print Notices	<p>Templated media releases, advisories and Public Service Announcements (PSAs) have been created so that when converted to PDF, they are already accessible.</p> <p>Staff has reviewed the design of all print materials that come through the Communications department with accessibility standards in mind. In addition, items that are visually hard to see are now provided in an accessible version (i.e.: Town Page)</p> <p>Newmarket Now has been made accessible by providing links and images in alternate text. The Newmarket Now newsletter is in HTML format and can be read by screen readers.</p> <p>Communications has created accessible media release, advisories, PSA and Community Event Listing templates in Microsoft Word so that the documents maintain their accessible integrity when converted to PDF.</p>

Town Departments and Programming		
Department	Item	Notes
Corporate Communications		A statement is included on all external print materials and media releases to advise that alternate formats are available upon request.
	Web Content	<p>The Town launched a new website in August, 2015, that includes an accessibility section that details the Town's accessibility plans and commitment to accessibility.</p> <p>Communications staff attempt to make Social Media accessible in HTML format so that screen readers can detect posts.</p>
Customer Services	Customer Service	Customer Services continues to be committed to adhering to all applicable legislation and corporate accessibility related policies. In addition, Customer Services 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.
Engineering Services	Sidewalks	Sidewalk standards have been redesigned by removing the trawl lines between each bays expansion joint in order to soften the ride and enhance safety for those using wheelchairs.
Human Resources	Recruitment and Hiring	<p>All HR processes incorporate statements about the Town's recruitment and HR processes that advise employees and applicants of the commitment to accommodate persons with disabilities.</p> <p>In a recent employment contract and in accordance with all employment offers - the following statement is included:  "Accessibility -- The Town of Newmarket have policies and processes in place to provide accommodation for employees with disabilities. If you require a specific accommodation because of a disability, please contact the HR department to discuss how appropriate accommodations can be made before you begin your employment with the Town."</p>
	Recruitment	All candidates are advised that the Town of Newmarket is committed to a fair and equitable recruitment process and will accommodate persons with disabilities in accordance with Human Rights legislation. When using HRSmart to set up interviews, the statement below is included in the on-line invitation.

## Town Departments and Programming

Department	Item	Notes
Human Resources		<p>“As the Town of Newmarket supports a diverse workforce with a fair and equitable recruitment process, please let us know if you require accommodation for a disability.”</p> <ul style="list-style-type: none"> <li>• When calling candidates, the Hiring Manager must advise them over the phone of accommodation.</li> <li>• Should a candidate require accommodation call your HR Consultant for immediate assistance in coordinating the request.”</li> </ul> <p>While interviews are scheduled as quickly as possible, flexibility is required to schedule candidates who may require more notice due to their schedules, work commitment, accessibility requirements or vacation.</p>
Information Technology	Training Initiatives	<p>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.</p> <p>Two additional software licences have been purchased and software that is used to create accessible documents has been installed on loaner laptops in order for staff to make documents accessible.</p>
	Website	<p>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.</p>
Legal Services	Customer Service	<p>Magnifying sheets are available at the Legal Services public counter in order to assist those with visual disabilities.</p>

Town Departments and Programming		
Department	Item	Notes
Legislative Services	Ward 5 By-election – Accessibility Plan	<p>Legislative Services implemented the following measures to remove barriers to persons with disabilities during the Ward 5 By-election:</p> <ul style="list-style-type: none"> <li>• accessibility audits conducted at each advance and voting day location in order to identify any barriers to accessibility;</li> <li>• Vote Anywhere voting opportunities, which permitted residents to vote at the location of their choice;</li> <li>• assistive voting device and supports at each advance and voting day poll which provided for an independent voting experience;</li> <li>• Roving Polls at long-term care facilities on voting day.</li> </ul> <p>Legislative Services is currently reviewing internet voting with Council which has the benefit of supporting an independent voting experience for persons with disabilities.</p>
Library	Facility Related Upgrades	Outside ramp and stairs repainted with an anti-slip coating. In addition, yellow contrast paint was reapplied to the nose of each step for improved visibility and safety.
	Website and administrative initiatives	All PDF documents on the website have been converted to an accessible format or to HTML. Notice has been provided that documents are available in an accessible format, upon request.
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>A request was included in the 2016 budget to secure funds to make one park washroom per year accessible.</p> <p>Installation of lights along the pathway in Willowick Park between Willowick Drive and Walpole Crescent to improve pedestrian safety during nighttime hours.</p>

Town Departments and Programming		
Department	Item	Notes
Public Works Services		<p>Replacement of the wooden stairs in Rogers Park with concrete stairs and handrails at the Cherrywood Drive walkway.</p> <p>Repaved the existing walkway at Rogers Park from Harrison Drive into the park to address accessibility concerns.</p> <p>Repaved the trails in Bonshaw Park and constructed a new walkway to the parking lot. In addition, constructed a hardscaped playing area.</p> <p>Installation of lighting on the Hillgate Drive walkway. In addition, replaced asphalt walkway to eliminate trip hazards and improve accessibility.</p>
Recreation and Culture	Facilities	<p>Additional water wheelchairs and portable Hoyer lifts for the two pools have been obtained.</p> <p>Transit wheelchairs have been provided at all buildings.</p>
	Programming	Expanded recreation programs being offered year round, including The Base program, Children and Adult programs and fitness programs.
Strategic Initiatives	Grants	Provided Corporate support to the preparation of grant applications serving to improve the accessibility of Town facilities through both the physical environment and program experiences of participants. The intent of the applications is to assist to accelerate capital projects that remove barriers to accessibility.

## **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 2017. 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](mailto:info@newmarket.ca)  
[www.newmarket.ca](http://www.newmarket.ca)



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