



KING ACCESSIBILITY STATUS REPORT – 2020

Ontarians with Disabilities Act, 2001 (ODA)
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)



An update on the actions by King to prevent and remove barriers for persons with disabilities as outlined in the Township of King's 2018 – 2025 Multi-Year Accessibility Plan.

This document is available in an accessible alternate format by request.

ACCESSIBILITY STATUS REPORT - OVERVIEW

The Township of King is pleased to present its 2020 Annual Status Report, the second review and status update to the 2018-2025 Multi-Year Accessibility Plan. It is designed to include the requirements of both accessibility laws, the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and meet the requirement to review and report on achievements to the Multi-Year Accessibility Plan annually.

The Township of King's 2018-2025 Multi-Year Accessibility Plan ("the Plan")

This Plan was prepared in consultation with the Accessibility Advisory Committee (AAC) and Township staff and was approved by Council on October 7, 2019. It outlines the Township's strategy to identify, remove and prevent barriers faced by persons with disabilities and ensure inclusion for everyone in every service or program King has to offer.

The 2020 Accessibility Status Report

This report is different from previous years as the COVID-19 global pandemic in 2020 changed our communities. Although these have been challenging times, we have always been aware and kept in mind how our vulnerable population has experienced detrimental impacts from the virus. We have highlighted some of King's achievements over the past year which has continued to improve accessibility and remove or prevent barriers within the Township's facilities, programs and services.

A MESSAGE FROM THE CHAIR OF THE ACCESSIBILITY ADVISORY COMMITTEE

It is an honour and privilege to Chair the Accessibility Advisory Committee (AAC). As we move toward the 2025 deadline for all municipalities and businesses to be in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) our Committee still has a lot of work to do. Guided by a Multi-Year Accessibility Plan and supported by competent Township staff and dedicated and enthusiastic volunteers, we continue to make considerable progress with implementing community outreach programs.

2020 has been a challenging year for everyone due to the COVID-19 Pandemic and we all have become more aware than ever of the growing need for inclusion, diversity and accessible accommodation for all in our society. In the spring of 2020 meetings were cancelled due to the Pandemic and are slowly transitioning to a virtual format. Transitioning to a virtual format demonstrates the AAC's continued commitment to removing barriers for persons with disabilities.

Today the Province reports over 15% of Ontario's population has a disability, including more than 40% of people over the age of sixty-five (65) which is one (1) in seven (7) people and with an aging population that number will only continue to increase. This serves as a powerful

reminder and motivator to the AAC to continue the important work we are doing and to step up our efforts to make our community safer, more accessible and inclusive for everyone. Making a difference in the lives of those who face significant challenges is and always will be our first priority.

Sincerely,

Linda Pabst
Chair

ACCESSIBILITY ADVISORY COMMITTEE MEMBERS 2018–2022

CITIZEN MEMBERS

Anna Roberts
Bernard Moyle
Beverley Barra-Berger
James Binsfeld
Linda Pabst (Chair)

STAFF

Kathryn Moyle, Director of Corporate Services & Township Clerk
Diane Moratto, Admin. Clerk – Council/Committee
Nairn Robertson, Public Educator/Fire Prevention Inspector
Stephanie Lubke, Human Resources Assistant

COUNCIL MEMBER

Councillor Jakob Schneider

The AAC provides Township Council and Staff with suggestions/ideas on ways to make it easier for persons with disabilities who reside or visit the Township to take advantage of the many programs and services King offers. Members come from different backgrounds and the majority of members must be persons with a disability. Meetings are always open to the public and are held at the Township Municipal Centre. Members are citizens appointed by Council. *Note: Due to the COVID-19 Pandemic, the Municipal Centre is currently closed to the public so meetings are being held virtually.*

The Committee's Role, Responsibilities and 2020 Accomplishments

Role

The role of the Accessibility Advisory Committee is to provide advice to the municipal government on a wide range of municipal processes to help ensure public services and facilities are accessible and inclusive to all citizens.

Responsibilities

The three (3) main activities of an Accessibility Advisory Committee are to:

1. Provide advice to Municipal Council on:
 - o the requirements and implementation of accessibility legislation
 - o the preparation of accessibility plans and reports
 - o other matters for which the Council may seek its advice

2. Review site plans and drawings described in [section 41 of the Planning Act](#)

Reviewing Site Plans – Section 41

The Planning Act makes provisions for accessibility for persons with disabilities as part of the site plan process. Site plan control helps facilitate universal accessibility to buildings and the spaces surrounding the buildings on a development site. Through this process, municipalities can review a developer's plans and drawings, and require the provision of facilities for accessibility to a development proposal.

3. Perform all other functions that are specified in the ODA, AODA and IASR Regulations



2020 Accomplishments

The King Accessibility Advisory Committee continues to provide valuable feedback and advice to Township Council and staff. Members often participate in additional accessibility-related activities as well. The AAC:

- Promoted the AODA Applicant checklist that is handed out to applicants along with building and planning permits, to assist them in considering accessible items/features they should implement during the design/construction process

The Township of King would like to thank the 2018 – 2022 Township of King Accessibility Advisory Committee (AAC) for their input into the Annual 2020 Status Update. Their enthusiasm, energy and love of volunteering has gone a long way in ensuring King is an open, welcoming and inclusive community.

THE CORPORATE TEAM

The role of the Corporate Team is to provide direction/support to the AAC, establish priorities and determine resource allocation for the development and implementation of accessibility initiatives. The Corporate Team is comprised of Members of Council and King Township staff.

Many thanks to the Corporate Team for their input into the 2020 Status Update and other compliance activities they have been a part of during the 2018 – 2025 Multi-Year Accessibility Planning Process.



LEGISLATION THAT GOVERNS A MUNICIPALITY TOWARDS ACCESSIBILITY

Accessibility laws improve accessibility for people who have disabilities. It's important to understand Ontario's various laws related to accessibility.

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA)

The [*Accessibility for Ontarians with Disabilities Act, 2005*](#) requires a municipality to meet standards of accessibility in the areas of information and communications, employment, transportation, design of public spaces and customer service.

The **Accessibility for Ontarians with Disabilities Act**, or **AODA**, aims to identify, remove, and prevent **barriers** for people with **disabilities**. The AODA became law on June 13, 2005 and applies to all levels of government, non-profits, and private sector businesses in Ontario that have one or more employees (full-time, part-time, seasonal, or contract). For further information, visit the Province's website at www.ontario.ca.

ACCESSIBILITY, INCLUSION – GOOD FOR YOU!

Creating an Accessible, Inclusive Municipality

Creating communities where every person can participate fully is important for its citizens, businesses and community life and benefits everyone. When we think of disabilities, we tend to think of people in wheelchairs and physical disabilities – disabilities that are visible and apparent. But disabilities can also be non-visible. We can't always tell who has a disability. The broad range of disabilities also includes vision disabilities, deafness or being hard of hearing, intellectual or developmental, learning, and mental health disabilities.

Accessibility is Good for Business

Improving accessibility is the right thing to do. It's also the smart thing to do. Persons with disabilities represent a large pool of untapped employment potential. When we make Ontario accessible to people with disabilities, everyone benefits.

AODA COMPLIANCE TIMELINE

Under the AODA, the Integrated Accessibility Standards Regulations, Ontario Regulation 191/11 (IASR) defined timelines organizations must meet in order to be compliant under the Act. This is an at-a-glance summary that depicts the AODA requirements that are now part of the Township's routine business operations:

2010 – 2020 Requirements Completed

- ✓ Accessible Customer Service
- ✓ Accessible Policies
- ✓ Accessible Information
- ✓ Emergency Response Plans for Employees
- ✓ 2010 Compliance Reporting
- ✓ 2013-2017 Multi-Year Accessibility Plan
- ✓ Accessible Purchasing/Contracts
- ✓ 2013 Compliance Reporting
- ✓ Training
- ✓ Accessible Feedback Process
- ✓ Accessible Website and content
- ✓ Employment / Recruitment
- ✓ Transportation
- ✓ 2015 Compliance Reporting
- ✓ Design of Public Spaces Standards (new or redeveloped)
- ✓ 2017 Compliance Reporting
- ✓ Service Animals Review
- ✓ Feedback Review
- ✓ Support Persons Review
- ✓ 2018-2025 Multi-Year Accessibility Plan
- ✓ 2019 Compliance Reporting
- ✓ 2020 Compliance Status Update Reporting

Future Requirements to 2025

2021

- Accessible Website Standards WCAG Level AA***
- Compliance Reporting

2023

- Compliance Reporting

2025

- Compliance Reporting

*****Note:** The World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) are International Standards for making websites/web content accessible to a broader range of users with disabilities. Level AA builds on the requirements of Level A which had a compliance date of 2014. **King's website (www.king.ca) is currently classified as WCAG Level AA.**

AODA STANDARDS COMPLIANCE - 2020

The following list highlights actions taken by the Township of King to comply with the individual Standards within the Integrated Accessibility Standards Regulation (IASR):

Customer Service

The Township of King is committed to offering excellent accessible customer service. Ongoing compliance with the Customer Service Standard includes the training of new employees, volunteers and individuals who serve the public on behalf of the Township. Policies and procedures are reviewed on an on-going basis in order to ensure King's quality to customer service is to the highest standards.



ServiceKing sets high standards and was implemented when the Township moved to the new Municipal Centre.

Training

Training continues to be provided to all employees and volunteers on the requirements of the AODA and the *Ontario Human Rights Code* as it relates to persons with disabilities. King provides both an on-line training module as well as in-house training. Contractors/service providers are all required to ensure their staff has been trained and show proof of training to the Township. Records are kept on the completion of the training as per the legislation's requirements.

Accessible Feedback

A feedback policy/process was implemented with the Customer Service Standards for receiving and responding to feedback. This continues to be in place and is accessible to persons with all abilities. The Clerks Division and Service King continue to track and respond to all feedback, concerns, and requests from the public. Accessible formats and communication supports shall be provided, upon request, to those with disabilities.

Accessible Procurement (purchases)

Procurement procedures are tools that help Township staff incorporate accessibility features in purchases across the corporation and at all cost levels, if applicable. A policy has been established and is included in all contracts/agreements. This policy was reviewed and was revised in 2020.

Information and Communications

The Township continued to incorporate accessibility features into documents created by its many departments, including internal and external documents.

In accordance with the legislation, the Township's website meets the World Wide Web Consortium Guidelines (WCAG) 2.0 Level AA. The Township

continues to make further enhancements and improvements as outlined in the Integrated Accessibility Standards (IASR) to its public website.

The Township has implemented Level AA in advance of the 2021 AODA deadline.

The Township Communications Team ensures that all documents posted on the website or posted throughout King are created in a manner to be accessible to all persons. The AAC test the website yearly to ensure documents can be accessed by persons with visual disabilities to ensure compliance.

Design of Public Spaces/ Built Environment

The Township continues to incorporate accessible features in renovation and upgrades to Township owned properties/lands including all works taking place in parks, recreational trails, public use eating areas and outdoor play space projects. Building Code requirements are followed and consideration given to features that improve accessibility. The new Municipal Centre building and grounds are fully inclusive for staff and the public. All Township property parking lots/spaces are continually being upgraded. The Schomberg Community Hall is currently undergoing extensive renovations to make it accessible and AODA compliant. The new King City Public Library and Seniors Centre will be fully inclusive for all patrons.

Employment/ Recruitment

The Township maintained its compliance with accessible employment standards by monitoring and documenting employment practices and procedures where required to provide accommodations in all stages of employment. Employees and the public are notified that accommodations for applicants with disabilities are available upon request during the recruitment and interview process. The Human Resources Division has a policy in place that addresses all aspects of the employment related accommodation requirements under the AODA. Employees are informed of the accommodation supports that are available to those with disabilities throughout the employment cycle. Accessible formats or communication supports are provided upon request to employees, with job-related requests included in an employee's individual accommodation plan.

A return to work process is in place for employees who have been absent from work due to a disability and require disability-related accommodations.

An employee with a disability who may need help in an emergency can request an individualized emergency response plan, unique to their needs and work environment. During the Pandemic, the Province directed that people work from home if at all possible, any Township staff who did so were set up at home with any equipment, etc. they required in order to do so.

Public Library

Township of King Public Library ('the Library') is comprised of staff at the King City Library, Nobleton Library, Schomberg Library and Ansnorveldt Library. Staff is aware of the AODA legislation and continue to provide support to persons with disabilities in accessing any materials, services or collections that are maintained by the library. Library staff work with the public to provide information in an accessible format upon request or in a manner agreeable to the person with the disability. (Visit www.king.ca and click on Library or go to www.kinglibrary.ca for further information).

The new King City Library is near completion and will open to the public in 2021 timing dependent on Provincial COVID-19 Pandemic lock down orders.

Transportation

In the Township of King, transportation is overseen by the Regional Municipality of York via York Region Transit/Viva, Mobility Plus Service and Metrolinx (GO Transit).

- YRT/Viva offer conventional public transportation services and Mobility Plus offers specialized transit for persons with disabilities.

YRT enhanced its system accessibility through various bus stop and fleet upgrades in 2020.

Mobility On-Request were proactive in taking measures to protect travellers and staff from COVID-19, including passenger screening, mandatory masks and vehicle capacity limits.

For further information on transit and mobility needs, contact York Region or visit their website at www.york.ca or www.yrt.ca

Metrolinx offers GO Transit service in King Township. They are responsible to ensure that their services and operations are as accessible as possible to all their customers. For further information on Metrolinx's GO Transit/Regional Public Transit Service for the GTHA, visit their website at www.gotranit.com

The Township of King does not currently licence taxicabs and therefore, does not enforce accessibility requirements for private taxi operators.



Tell us how we can improve active transportation in King like walking or cycling

Take the survey  

speaking.king.ca/atactionplan



2020 TOWNSHIP ACCESSIBILITY ENHANCEMENTS



Recent Accessible Enhancements – Making Our Facilities/Parks/Programs Accessible and Inclusive to All!

King Heritage and Cultural Centre and Museum

- The King Heritage and Cultural Centre located at 2920 King Road in King City, has completed their renovations which include accessibility into the space, creating inclusive opportunities for our citizens and enhancing a historic space within the King community.

King Fire and Emergency Services (Fire & EMS):



- DRIVE-THRU FLU CLINIC
 - The King Fire & Emergency Services Department partnered with York Region Public Health at the Trisan Centre in a drive-thru flu clinic making getting your flu shot more accessible to all.

King Township Library:

- MULTI-USE FACILITY – KING CITY PUBLIC LIBRARY AND KING CITY SENIORS CENTRE



- Construction of the King City Public Library & Seniors Centre building - a new Multi-Use Facility which will be fully accessible and include the re-location of the current King City Seniors Centre is complete and set to open to the public in 2021 (the opening was delayed due to COVID-19).
- Some of the goals and benefits of the expanded library/seniors centre include bringing the service areas up to provincial standards—including accessibility standards—and building on the benefits of having the two centres together, such as reduced operational costs and shared resources.
- The new building has been designed and constructed in compliance with the current and future accessibility standards, which includes: automated access from the exterior and elevator, an adult-sized change table, emergency assistance buttons in the accessible washrooms, motion-triggered lighting, faucets and soap dispensers, interior doors being automated in all main passages, the AED device and water fountain/bottle refill stations installed at wheel-chair-accessible levels, the main service desk enabling wheelchair users to comfortably approach the desk at their height, and an accessible work station will also be available with an adjustable height desk and equipment built for those with mobility or sight issues.



The Schomberg Community Hall

- The Hall was closed in 2019 as it is undergoing extensive renovations which will make the building accessible (such as including an elevator), as it is used for various community events.



Recreation - Programs

- A Wheelchair Basketball Event took place at the Rouge Woods Community Centre in Richmond Hill and a Sledge Hockey Event took place at the King City Arena. King partnered with the City of Richmond Hills to host the events and were joined by Tyler McGregor, Tow-Time Paralympic Medalist and Member of the Canadian Para Hockey Team.



- A free virtual Seniors Community Exercise Program was run by Mobility Matters that focused on balance and strength through chair exercise led by a physiotherapist.

Planning – Township’s Sustainable Green Development Standards Program

- The new ‘Sustainable Green Development Standards Program’ was developed to expand the sustainability policies outlined in the Township’s ‘Our King’ Official Plan which includes universal accessible metric targets designed to evaluate the sustainable performance of new development in the Township.

ONGOING INITIATIVES

IMPROVING ACCESSIBILITY IN KING IN 2020 AND BEYOND

Many initiatives are underway and more are coming as we continue to identify and remove barriers in order to create accessible spaces and services that everyone can use. In the interests of our community, we will continue to move forward on this pathway to accessibility in order to make King a diverse and inclusive community.

Administration Department:

- CUSTOMER SERVICE INITIATIVE – SERVICE KING
 - To ensure customer service excellence for all persons with all abilities at all Township owned and operated facilities.

Community Services Department:

- KING CITY LIBRARY AND KING CITY SENIORS CENTRE
 - Joint initiative with King City Library - re-location of current King City Seniors Centre to a new reconstructed fully accessible facility.

- **PARKS AND TRAIL SYSTEMS**
 - Trails/outdoor spaces will continue to be upgraded on an on-going basis.
- **RECREATION PROGRAMS**
 - Continue the joint initiative partnership with the City of Richmond Hill for the wheelchair basketball and sledge hockey events.
- **STREETSCAPING IMPROVEMENT PROJECTS**
 - King City – King Road Streetscaping planned along King Road from the Municipal Centre to Bathurst Street. Will include upgraded sidewalks, intersection improvements, etc.



Corporate Services Department:

- The Clerks' Division will continue to maintain memberships in the Ontario Network of Accessibility Professionals (ONAP), a group comprised of staff from municipalities and other broader public sector organizations, such as police services, hospitals across Ontario and the Municipal Diversity and Inclusion Group (MDIG) of York Region.
- The Human Resources Division will continue to ensure accessible employment practices and policies are in place.
- The Communications Division will continue to ensure all social media and communications to the public will be provided in an accessible manner.

Growth Management Services Department:

- Will continue to ensure all building/planning is done with accessibility in mind and in compliance with current legislation, enforced where applicable, and any/all Plans will be reviewed with accessibility at the forefront.

Public Works Department:

- Will ensure all works contracted will be done with accessibility in mind both for the public and those working on projects and all contracts will be AODA compliant.
- Will continue to provide high quality service to ensure all Township infrastructure is accessible to all King Citizens and visitors no matter the conditions.



COMMENTS/FEEDBACK

YOUR FEEDBACK IS IMPORTANT TO US!

LET US KNOW WHAT YOU THINK

The Township of King welcomes all questions and comments on the 2020 Annual Accessibility Status Report and accessibility matters in general.

Comments respecting this Status Report or accessibility related matters can be provided to:

The Township of King
Corporate Services Department
Clerks Division
2585 King Road
King City, ON L7B 1A1
905-833-5321



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E-mail: serviceking@king.ca
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aac@king.ca
Website: www.king.ca

(This document is available in alternate formats upon request.
Please contact the Township as noted above for more information)

To view a copy of the Township of King 2018 – 2025 Multi-Year Accessibility Plan and previous Status Reports, please visit the Township website at www.king.ca