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KING

2026-2030 Multi-Year Accessibility Plan

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Message from
Mayor Pellegrini

On behalf of Council, I am pleased to present the 2026-2030 Multi-Year Accessibility Plan.

This plan aims to create an accessible and inclusive community where residents of all abilities feel supported and heard.

King Township is taking a proactive approach to addressing accessibility concerns, examining the services we provide across the sectors of customer service, information and communications, employment, and procurement, as well as the design of public spaces.

I am pleased to share that significant progress has been made toward enhancing accessibility in King Township over the past seven years, based on the priorities outlined in the 2018-2025 Multi-Year Accessibility Plan. An overview of these achievements can be found in the 2026-2030 Plan, along with many new accessibility objectives aimed at facility development and outreach programs.

The 2026-2030 Multi-Year Accessibility Plan affirms our commitment to providing every member of the community with full and equal access to programs, goods, services and facilities.

This Plan was developed by subject matter experts with valuable input from the Township's dedicated Accessibility Advisory Committee. Thank you to everyone involved for their commitment to a more inclusive King. We look forward to working together to remove barriers to participation and ingrain accessibility in future decisions to make life better for everyone in King.

Sincerely,

Mayor Steve Pellegrini, King Township

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Introduction

This Multi Year Accessibility Plan marks the next chapter in King's ongoing journey toward greater inclusion and equity. Rooted in a strong foundation of legislative compliance and meaningful accomplishments, this plan reflects a deliberate shift from simply meeting mandated standards to actively fostering an environment where every resident can participate fully in community life. Looking ahead to the 2026–2030 period, the plan outlines forward-thinking strategies and actions that embed accessibility into every aspect of municipal operations, championing innovation, collaboration, and continuous improvement.

This approach ensures that accessibility is not just a requirement, but a shared value guiding every decision and shaping a more inclusive future for all. By reflecting on where we have been and setting ambitious goals for where we are going, the Multi-Year Accessibility Plan serves as both a roadmap and an inspiration for ongoing progress.

Section 1

Past Achievements to
Remove & Prevent Barriers

This section highlights the Township's journey in advancing accessibility, showcasing a wide range of accomplishments that reflect both adherence to legislative mandates and a growing commitment to equitable service delivery. Throughout the term of the 2018-2025 MYAP, the municipality has not only fulfilled requirements under the A.O.D.A., I.A.S.R., and the Ontario Human Rights Code through comprehensive staff training and policy reviews, but has also proactively enhanced access to goods and services for all residents. Initiatives such as adaptive technology, inclusive recreational programming, accessible public spaces, and responsive feedback mechanisms illustrate a deliberate shift from simply meeting standards to actively fostering an environment where everyone can participate fully.

By examining these past achievements, we gain valuable insight into the municipality's evolving priorities and recognize how looking back enables us to chart a path toward even greater inclusion and innovation in the future.

Customer Service

- The Township established new partnerships with Seneca College (Therapeutic Recreation Program), Children's Treatment Network (C.T.N.), and Parasport Ontario.

- King hosted "try it" events, including sledge hockey and wheelchair sports, and secured a feature in Parasport Ontario magazine.

- In 2025, the Township introduced adaptable swimming lessons for the first time.

Information & Communications

Redesigned eNewsletter

On June 30, 2025, King Township launched its redesigned and rebranded eNewsletter. King News—which replaced the monthly King Bulletin—now brings the Township's top stories from across all departments directly to the inbox of residents on a bi-weekly basis to ensure they receive more timely information. Issued beginning and mid-month, King News is comprised of six to eight short-form articles curated from recent media releases and news stories.

The original King Bulletin was launched in August 2020 in response to the COVID-19 pandemic, with the goal of keeping citizens informed during a time of uncertainty. Since then, it has grown into a valued communications tool which benefited from modernization so it could better support the preferred way our community wants to receive Township information. Increasing frequency of distribution from monthly to bi-weekly ensures that residents receive Township news when it's relevant in their most preferred way (according to King's 2023 Citizen Survey.) This also works to reduce information-only calls and emails to Service King.

Automating email notifications

To align with the launch of the new King eNewsletter in June 2025, King Township also integrated automated email notifications into the King News process. Residents can also now choose to receive real-time email notifications on what matters to them most including:

- Website alerts and news
- Council meetings and agendas
- Public Planning and Heritage Act notices
- Events (i.e., community calendar postings)

Details and links to subscribe are available at **king.ca/subscribe**.

Centralizing print and digital communications to enhance and maintain branding integrity

In 2024, King Township centralized its Communications and Marketing Request process to support the communications and marketing needs of all Township staff-led initiatives (e.g., projects, services, programs and events). Through the centralized process, the Communications team streamlined editorial and design standards to ensure consistency in Township communications across all platforms, including the website, social media, print, and email. With the addition of a graphic designer, the Township has moved towards developing accessible creative in-house. This has enabled the Township to increase the number of integrated communications campaigns deployed across various channels as a way to maximize reach of residents of all ages.

Employment

- King provides recruitment accommodation and ensures all potential candidates are informed through job postings.

- Township staff maintain emergency evacuation plans for persons with disabilities and keep disclosure forms on file with Human Resources.

Procurement

- The Township requires all contracts, agreements, and bid documents to meet or exceed A.O.D.A. standards.

- Staff have added language to bid documents to ensure agents and contractors are trained in A.O.D.A. standards.

- The Finance Department updated the vendor declaration in the online bidding process to ensure goods and services are accessible-friendly.

Training

- King Township has provided ongoing training for all employees and volunteers on the requirements of the Accessibility for Ontarians with Disabilities Act (A.O.D.A.), Integrated Accessibility Standards Regulation (I.A.S.R.), and the Ontario Human Rights Code. This ensures staff are equipped to deliver accessible services and understand their legal obligations.

- The Township regularly reviews and updates its policies and procedures to maintain high standards of customer service and accessibility. Staff are trained on these updated policies to ensure consistent application across all departments.

- Staff and committee members have participated in professional development forums, such as the York Region Accessibility Advisory Committee Professional Development Forum, to stay current with best practices and legislative changes in accessibility.

- King Township adopted digital training solutions (such as Citycare) to provide real-time, standardized training for new hires, improving onboarding speed, accuracy, and compliance with accessibility and safety regulations.

Design of Public Spaces

- King completed a major transformation of the Schomberg Community Hall, making public spaces fully accessible with barrier-free pathways, accessible washrooms, and an elevator.

- The Township renovated the Pottageville Pavilion to include automatic doors, accessible washrooms, and accessible outdoor picnic tables.

- King Township redeveloped Osin Lions Park to include an accessible playground and paved pathways connecting the parking lot, shelter, and play structure.

- The Township completed Tasca Park Phase 2, adding a permanent, fully accessible washroom facility.

- King secured $100,000 for the King Heritage and Cultural Centre to enhance accessibility, including upgrades to washrooms, entrances, and doorways.

Section 2

Strategies & Actions

As King launches its new Multi-Year Accessibility Plan, the period from 2026 to 2030 will be defined by a renewed commitment to proactive accessibility. Building on the foundation of past achievements, staff are now taking deliberate steps to embed accessibility into every aspect of municipal operations. This means moving beyond compliance with legislation and embracing innovative practices that anticipate and address barriers before they arise. Staff will champion new training programs, collaborate across departments to design inclusive services, and leverage technology to enhance access for all residents.

By fostering a culture of continuous improvement and accountability, the municipality ensures that accessibility is not just a requirement, but a shared value guiding every decision. Reflecting on these forward-thinking strategies, it becomes clear that the actions taken today will shape a more inclusive and equitable future for everyone.

Customer Service

- The Township will expand the accessible equipment rental program, collaborating with other municipalities to extend service to all N6 municipalities.

- King will introduce an Inclusion Membership to streamline registration for families requiring support and enhance communication with participants.

- Following the launch of adaptable swimming lessons in 2025, staff will broaden these offerings and provide further adaptive instruction training for aquatics and program staff.

- King will make the March Break Bash at Zancor an annual event in collaboration with C.T.N. and Seneca, offering a full day of inclusive activities.

Information & Communications

Website audit and enhancements to improve accessibility and user experience

- Develop and issue a Request for Proposal to website content management providers for an audit and new service level agreement.

- Procure and install accessibility software on king.ca so users with disabilities can customize website elements to improve readability, navigation and overall user experience.

- Clean up stale content (through regular reporting on stale webpages) and make design enhancements to existing webpages, with accessibility in mind.

- Consolidate redundant webpages; limit number of friendly URLs and drive traffic to main webpages.

- Explore and procure software for remediation of documents (e.g., PDFs) to accessible formats; train all content creators.

- Develop webpage standards to align with A.O.D.A. guidelines (e.g., alt text on images, captions on video, no text on banners, font size and type, colour contrast etc.) and update website management procedure and embed in updated Communications policy. Share standards with Township staff.

- Change governance model from decentralized to centralized through the Communications division (leveraging internal Communications & Marketing Request process).

Refreshing the corporate style and branding guide

- Modernize corporate typography standards with focus on accessibility (sans serif font). Gotham for designed publications; Arial for email and website.

- Update logo standards of use across communications and promotional materials.

- Include a new section on eNewsletter and website branding guidelines.

- Update corporate templates (e.g., letterhead, presentations, virtual backgrounds, email signatures).

- Add a section on accessible standards for staff communications (e.g., use of corporate templates and email standards of use).

Making social media more accessible

- Reducing number of graphics and limiting text on graphics.

- Use of engaging visuals, including photos and videos.

- Simplifying language and using shorter captions to reach a broader audience.

- Reducing use of emojis (especially in the middle of sentences).

- Adding more stories that link to webpages so make Call to Action easier (i.e., Instagram).

- Camel case all hashtags and URLs

- Explore adding alt text to images and captions on videos.

Enhancing digital communications for accessible emergency preparedness

- Establishing enhanced communications protocols as part of the role/responsibility of the Public Information Officer on the Township's Emergency Operations Centre.

- Includes deploying consistent messaging across all channels, and leveraging the Township's new/improved digital channels, to ensure timely and accessible communications.

- Utilizing enhanced website alert function (colour coding alerts with an option for red as emergency) and automating emails to subscribers; leveraging social media stories and posts; King eNewsletter.
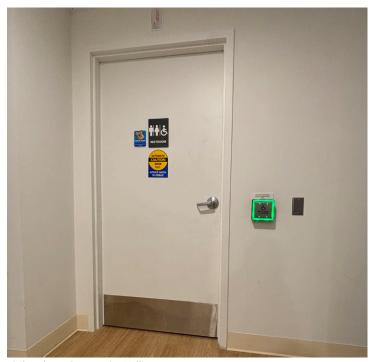
Schomberg Community Hall

Schomberg Community Hall

Employment

- Human Resources will partner with other departments to review evacuation plans for staff with disabilities and accommodation requirements.

- Human Resources will review and update disclosure forms for staff with disclosed disabilities as needed.

Procurement

- The Township will update PDF bid documents to improve accessibility.

- Staff will maintain and review current vendor standards to ensure accessibility compliance.

Training

- Review and enhance the current onboarding training program to ensure all new staff receive up-to-date, comprehensive instruction on accessibility standards and practices under the A.O.D.A. and I.A.S.R.

- Explore targeted training opportunities for subject matter experts, including specialized courses like the Universal Design 101 course offered by the Rick Hansen Foundation, to deepen expertise and promote best practices in the design of public spaces.

- Provide staff with practical training on creating accessible documents, equipping them with the skills and tools needed to produce materials that are usable by everyone, including people with disabilities.

Design of Public Spaces

- King will hold public consultations or surveys during the design phase of new Township owned public spaces whenever possible.

- Staff will schedule meetings with the accessibility committee no later than the 90% design phase of new build projects to gather feedback.

- The Township will conduct accessibility audits during design, construction, and handover of new projects.

- King will ensure design consultants and contractors are familiar with A.O.D.A. standards.

- Staff will install tactile and Braille signage at room entries and elevators where possible.

- King will explore options for including park equipment that enables equitable use by all during the design phase.

- King Township will consider all options for accessible amenities, such as washrooms, seating and eating areas, and accessible picnic tables, during the design phase.

- Human Resources will partner with other departments to review emergency procedures and ensure all King facilities are accessible for emergency response.

For more information

For more information on this accessibility plan, please contact at

Last Name	First Name	Middle Initial

Telephone Number	Email Address	

Our accessibility plan is publicly posted at

Website and/or Social Media Addresses

Standard and accessible formats of this document are free on request from

Last Name	First Name	Middle Initial

Telephone Number	Email Address	

KING

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