



2013 - 2017
MULTI-YEAR
ACCESSIBILITY PLAN



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MESSAGE FROM THE MAYOR AND TOWNSHIP COUNCIL

On behalf of Council, we are pleased to present the 2013-2017 Accessibility Plan.

King Township is dedicated to fostering an inclusive community by providing a great quality of life for all residents. Our goal is to ensure that every person has full and equal access to all of our programs, facilities and services.

This plan was developed by the Township's dedicated Accessibility Advisory Committee along with input from the community and elected officials. It demonstrates our commitment to removing barriers and making King an accessible, welcoming place for people to live, work and play.

We will continue to develop outreach programs designed to educate the public and businesses so residents can fully participate in our community without restriction and experience all that King has to offer.

A special thank you to the Accessibility Advisory Committee and everyone who contributed to this Plan. We look forward to working together to enhance accessibility in our community.

Sincerely,

Mayor Steve Pellegrini



Mayor Steve Pellegrini



**Ward 1
Councillor
Cleve Mortelliti**



**Ward 2
Councillor
Peter Grandilli**



**Ward 3
Councillor
Linda Pabst**



**Ward 4
Councillor
Bill Cober**



**Ward 5
Councillor
Debbie Schaefer**



**Ward 6
Councillor
Avia Eek**

MESSAGE FROM THE ACCESSIBILITY ADVISORY COMMITTEE (AAC)

The Township of King Accessibility Advisory Committee (AAC) is pleased to present the 2013/2017 Accessibility Plan. This is its first multi-year plan and the ninth such Plan submitted to Council. The Plan reflects the Township's commitment to meet the evolving requirements of the Ontarians with Disabilities Act, 2001(ODA) and the Accessibility for Ontarians with Disabilities Act, 2005. The overriding goal of the Plan is to make the Township of King an accessible, welcoming and inclusive place for all people who live, work or visit our community.

The Plan was developed with considerable input from the community, elected officials and with the hard work and dedication of staff and the members of the AAC. Building on our past successes the Plan incorporates a bold vision and implementation strategy that will ensure continuous improvement in eliminating barriers to services, programs and facilities for persons with disabilities. In order to create a better understanding of the issues and challenges faced by persons with disabilities the AAC will continue to develop outreach programs designed to educate the public and to make businesses more aware of their responsibilities under the legislation.

The AAC is committed to working with the Regional Municipality of York and all municipalities in Ontario in the sharing of information and partnering where ever possible to ensure a smooth transition in meeting the 2025 deadline.

The AAC will continue to advise Council on the progress being made with the implementation of the Plan and continue to provide advice and guidance to Council.

The Township of King Accessibility Advisory Committee looks forward to supporting King in achieving the goals in this Multi-Year Plan and to ensure everyone can participate fully in life in the community.



Did you know?

Accessibility is a general term used to describe the degree of ease that something can be used and enjoyed by someone with a disability.

THE ACCESSIBILITY ADVISORY COMMITTEE – 2010 - 2014

Citizen Members:

Beverly Barra-Berger

James Binsfeld

Bernard Moyle

Council Members:

Councillor Linda Pabst

Staff:

Kathryn Smyth – Township Clerk

Diane Moratto – Administrative Clerk – Council/Committee

Cara Tuch – Human Resources Co-ordinator



Did you know?

*The **Integrated Accessibility Standards Regulations (IASR)** under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law in 2011 with staggered compliance dates to 2021. Its purpose is to make the employment, information and communications, public spaces and transportation operations of organizations more accessible for people with disabilities.*

Term of Office

The AAC term of office runs concurrent with the term of the Municipal Council making the appointment.

ROLE OF ACCESSIBILITY ADVISORY COMMITTEE

Qualifications

Each voting member of the Committee is an independent representative to the Committee and does not represent the concerns of only one disability or group. The members of this Committee shall work together for the purpose of developing a common approach which is reasonable and practical.

Members shall be chosen for their special expertise, experience, dedication and commitment to the mandate of the Committee in promoting and facilitating a barrier-free King to persons of all abilities. Non-voting representatives from local resource groups shall be members or employees of the organization they represent.

Responsibilities

The Accessibility Advisory Committee (AAC) reports to Council through the Committee of the Whole. The Accessibility Advisory Committee meets, along with support staff members, on a monthly basis, with the exception of January, July and August. As a Committee, they provide input to Council on implementation of the *Ontarians with Disabilities Act* (ODA) and the *Accessibility for Ontarians with Disabilities Act* (AODA) legislation and other related accessibility matters.

The Accessibility Plan represents the formal way in which the Accessibility Advisory Committee reviews and advises Council on accessibility matters. The following represents other ways in which the Committee provides advice and guidance to the Township of King:

- (a) Provide comments and recommendations to the Clerks Department and Council on the accessibility of buildings, structures or premises (or parts thereof) that the Township purchases, constructs, significantly renovates, leases and uses as a municipal facility.
- (b) Receive presentations from staff regarding plans and drawings for development under Section 41 of the *Planning Act* with respect to accessibility issues, and provide comments and recommendations in a timely manner.
- (c) Provide comments about and make recommendations on how the needs of persons with disabilities can be better served through the Township's purchasing of goods and/or services.
- (d) Perform other functions that are specified in the Regulations to these Acts when they are developed.
- (e) The Committee will participate in the annual development and/or refinement of the Township's Accessibility Plan as required by the *Act*.

Other Responsibilities/Duties:

- (a) Liaise with the Region of York and its constituent municipalities in policy development and with the planning and implementation of projects to enhance accessibility throughout York Region.
- (b) Confer with organizations of and for persons with disabilities to facilitate shared goals and objectives.
- (c) Participate in the coordination, implementation and/or delivery of public information forums.
- (d) Establish sub-committees or working groups as directed by the Committee or Council to address specific issues.
- (e) Coordinate the immediate and ongoing dissemination of information in various formats to the public regarding issues faced by persons with all types of disabilities and regarding the work undertaken by the Accessibility Advisory Committee.

According to Statistics Canada, Canadian society has continued to progress towards increased social acceptance of reporting disabilities. Due to this, and in conjunction with Canada's changing age demographics, it is expected that the number of people with disabilities will continue to rise. King's population, according to the most recent Census of Population (2011), is approximately 20,000. If one factors in the provincial average of 15.5 percent of the population living with a disability, King has an estimated 3,100 residents who currently live with a disability. As King continues to grow in size, this number will continue to grow. An expected increase in the number of residents with disabilities will continue to highlight the importance of the activities outlined in King's 2013 – 2017 Multi-Year Accessibility Plan.

ACCESSIBILITY ADVISORY COMMITTEE – 2011 - 2013 ACCOMPLISHMENTS

- Reviewed all site plan applications submitted to the Township
- Reviewed and updated Committee public information pamphlets, 2012/2013
- Toured and commented on the accessible aspects of the new Trisan Centre in Schomberg
- Participated in the Grand Opening of the new elevator at the King City Public Library
- Hosted a 50th AAC Meeting Anniversary Event at the Dr. William Lacey Community Centre and Arena (Nobleton) in 2011
- Participated in the 2011 and 2012 'National Access Awareness Week' hosted by the Regional Municipality of York
- Continued to promote the Committee's 'Accessibility Friendly Awareness' Program to the business community
- Conducted an Accessibility Audit of Township owned buildings/facilities in 2013



Did you know?

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability.

THE ODA AND AODA STAFF WORKING GROUP

The ODA/AODA Staff Working Group is made up of staff from across all departments. All members have been active contributors and participants in developing and implementing accessibility initiatives across the Township of King.

As the Township of King continues to implement the requirements of both the ODA and AODA, the Staff Working Group will continue to provide its expertise and time, ensuring that the Township continues to move towards becoming a community that encourages the principles of dignity, independence, integration and equality. The Staff Working Group advise on the development of the accessibility plan and carry out the actions within their own departments. Members provide skills, knowledge and time to help encourage the principles of dignity, independence and equality within the community and workplace. The Township of King appreciates the ongoing commitment and support of all the members of the ODA/AODA Staff Working Group.

| |
|--|
| Office of the Administration Department |
| Susan Plamondon, Chief Administrative Officer (CAO) |
| Office of the Clerk and By-law Enforcement Department |
| Kathryn Smyth, Township Clerk |
| Office of the Engineering and Public Works and Building Department |
| Rob Flindall, Director |
| Brian Grubbe, Chief Building Official |
| Office of the Finance/Treasury Department |
| Jeff Schmidt, Director of Finance and Treasurer |
| Office of the Human Resources Department |
| Marilyn Loan, Manager of H/R |
| Office of the Information and Technology Department |
| Barbara Harris, Manager of IT |
| Office of the King Fire Department |
| James Wall, Fire Chief |
| Office of the King Township Public Library Department |
| Rona O'Banion, CEO and Chief Librarian |
| Office of the Parks, Recreation and Culture and Facilities Department |
| Chris Fasciano, Director |
| Office of the Planning Department |
| Stephen Kitchen, Director |

Everyday impacts of the AODA Staff members have been improving the accessibility of services and facilities through many actions, both small and large. Identifying, preventing, and removing barriers has become a part of everyday business for many staff. For example, through the Accessible Customer Service training that was delivered as part of the requirements of the AODA, staff members are able to work with persons with disabilities to provide services and programs in an accessible manner. We know these actions make a difference. For this reason, staff members are committed to continuing to identify, prevent, and remove barriers in their everyday business for the people they serve.

The Township of King – Introduction

King Township is a unique and special place. We are proud of our extensive natural and scenic beauty, rich culture and heritage, and the welcoming, small town feel that defines our Township. Located in York Region on the northern edge of the Greater Toronto Area (GTA), our community is about halfway between Toronto and Barrie and covers an area of 333 km² (see Map A). The Township is predominantly rural, with the majority of our residents concentrated in the three villages of King City, Nobleton and Schomberg. Several hamlets and smaller communities are essential to our rural character: Ansnorveldt, Kettleby, Laskay, Lloydtown, Pottageville, Snowball and Glenville.¹

King Township is often referred to as a ‘community of communities’. Each of our villages and hamlets has its own distinctive character including notable cultural and natural landscapes, historical features, and heritage properties. All of this is juxtaposed with a strong overall sense of community.²

Integrated Community Sustainability Plan (ICSP) Linkage

The Township of King’s Integrated Sustainability Plan was formally adopted by Council on April 2nd, 2012. The Plan is an overarching guiding document that is based upon common values, priorities and community aspirations with the following vision:

The ICSP provides a framework for all other Township plans. It is the starting point of the business planning and budget cycle, and identifies priorities to meet community needs. The developments and initiatives outlined in this 2013 – 2017 Multi-Year Accessibility Plan demonstrate the importance of a barrier free community. It is also important to recognize that our work on accessibility matters is strengthened by the alignment of the Multi-Year Accessibility Plan and the ICSP.

“King Township is an idyllic countryside community of communities, proud of its rural, cultural and agricultural heritage. We are respected for treasuring nature, encouraging a responsible local economy and celebrating our vibrant quality of life.”

The Township of King’s 2013- 2017 Multi-Year Accessibility Plan reflects the Township’s ongoing commitment to meet Ontario’s two (2) Accessibility Acts

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 Township of King has an Accessibility Advisory Committee. The Terms of Reference for the Township of King’s Accessibility Advisory Committee (AAC) was approved by Council in 2003 and members were appointed for the Committee’s first term (2004-2005). The current members were appointed for the 2012 – 2014 term.

1 Township of King’s Integrated Community Sustainability Plan
2 Township of King’s Integrated Community Sustainability Plan

The purpose of the Township of King's Accessibility Advisory Committee (AAC), as stated is to:

- Advise and assist Council in improving opportunities for persons with disabilities by promoting the implementation of the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) in the Township of King. The AODA will eventually replace the ODA; however, while the ODA and the AODA exist simultaneously, the AAC will be required to perform a dual role.
- Advise and assist Council in realizing the Township's vision which promotes access to Township programs and services for citizens of all abilities, including persons with disabilities.

The Multi-Year Plan continues to provide for persons with disabilities through the identification, removal and prevention of barriers within Township facilities and in the Township's provision of goods and services. This Plan is in effect for the period of January 1, 2013 to December 31, 2017 and will have yearly updates.

PROGRAMS AND SERVICES IN YORK REGION THAT AFFECT ACCESSIBILITY IN THE TOWNSHIP OF KING

York Region provides services and programs that are not overseen by the nine (9) local municipalities but which must also be ODA/AODA compliant. The following list shows the range of services provided at the regional and local municipal levels, in accordance with the provincial *Municipal Act, 2001*¹.

| The Regional Municipality of York | Local Municipalities (such as King) |
|-----------------------------------|--|
| Court Services | Building/demolition permits |
| Emergency Medical Services (EMS) | Local Emergency Preparedness |
| Family and Children's Services | Fire Services |
| Housing and Residential Services | Curb side garbage, green bin, blue box recycling, yard waste, appliance collection |
| Long Term Care Services | Film permits |
| Police Services | Libraries |
| Public Health | Local Roads |
| Roads | Parking permits/restrictions |
| Social Assistance | Parks, Recreation and Culture |
| Solid Waste Management | Pet Licences |
| Transit | Sidewalk Repair |
| Water and Wastewater | Streetlights |
| Planning and Development Services | Water and Sewage (Local) |

¹ York Region's 2011/2012 Accessibility Plan

ACCESSIBILITY LEGISLATION

Ontario currently has two (2) accessibility laws in place – the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

The Ontarians with Disabilities Act, 2001 (ODA) received Royal Assent in December 2001. The purpose of the ODA is to improve access and opportunities for people with disabilities. The primary focus of this legislation was to identify, remove and prevent barriers that may limit opportunities for people with disabilities to fully participate in society. Since 2004, all municipalities in the province have had a legal obligation under the ODA to prepare annual Accessibility Plans in order to ensure that policies, by-laws, facilities, programs and services be reviewed to remove barriers and prevent new barriers from being created. Furthermore, the ODA mandates that municipalities with a population over 10,000 must implement Accessibility Advisory Committees with more than half of the committee appointments composed of members who have a disability.

The ODA legislation has been helpful with the identification and removal of barriers; however, the Province of Ontario recognized that Ontario was still not fully accessible for people with disabilities. As a result, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was the more recent Act to become law.

Under this landmark legislation, the Government of Ontario will develop mandatory accessibility standards that will set out accessibility requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the built environment. The Information and Communications, Employment, Transportation and the Design of Public Spaces were all combined to form the Integrated Accessibility Standards Regulation (IASR). The AODA legislation will eventually replace the existing ODA legislation; however, the planning requirements of ODA are still in effect until it is officially repealed. These standards will apply to private and public sector organizations across Ontario.

Under the AODA, accessibility planning requirements shift from annual to multi-year plans which must outline a municipality's strategy to prevent and remove barriers and meet the requirements under the Integrated Accessibility Standards Regulation (IASR). The first multi-year plan must be in place by January 2, 2013 and must include an organization's strategy to prevent and remove barriers and meet the requirements in the standards. Each year the Township must report on the progress in implementing the plan and it must also be reviewed and updated at least every five (5) years. The Township of King is moving forward with the implementation of both pieces of legislation in order for its citizens to have equal access and full participation within the Township.

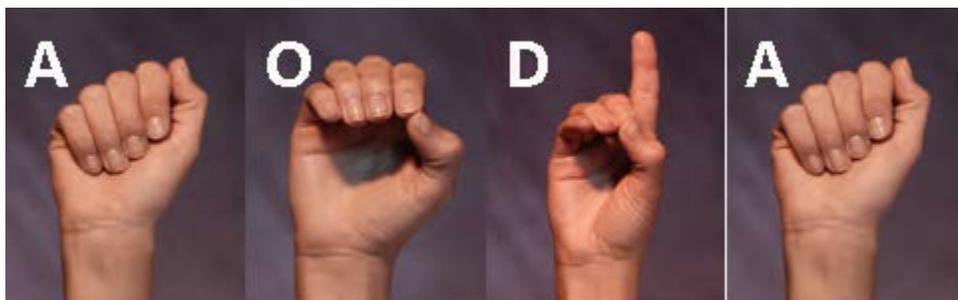
The AODA will help ensure that people with disabilities have access to goods and services, facilities, accommodations, employment, buildings, structures and premises in both the public and private sectors. The removal and prevention of barriers will help accomplish full accessibility for persons with disabilities. Barriers can be identified in any of the following areas;

- Physical and architectural (Built Environment)
- Information and Communication
- Technological
- Attitudinal
- Systemic (policy, procedure and practice)

The *Accessibility for Ontarians with Disabilities Act, 2005* encompasses the following range of disabilities;

- Physical
- Neurological (ALS, epilepsy)
- Hearing
- Deaf-blindness
- Vision
- Intellectual (cognitive or developmental)
- Speech
- Learning
- Mental health
- Sensory (smell, touch, taste)
- Other

Many types of disabilities are referred to as invisible disabilities as they are not always apparent or obvious such as heart disease or arthritis. Some types are referred to as temporary such as a broken leg. The AODA legislation uses the same definition of disabilities as that used in the *Ontario Human Rights Code*. <http://www.ohrc.on.ca/en/learning/working-together-ontario-human-rights-code-and-accessibility-ontarians-disabilities-act>



The Accessibility Standard: Customer Service

The first Standard under the AODA to become law was the Accessibility Standards for Customer Service (Ontario Regulation 429/07). This Regulation came into force on January 1, 2008. It established 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. If you are a provider of goods or services and have one or more employees in Ontario, you are required to comply with the Regulation. If you are a public sector organization designated in the Standard, you must have complied by January 1, 2010. If you are a private business, non-profit organization or any other service provider with at least one employee in Ontario, you must have complied by January 1, 2012.

In accordance with the legislation, the Township has ensured compliance in the following areas:

- Policies, procedures and practices on providing goods and services to people with disabilities
- Communication with persons with a disability in a manner that takes into account their disability
- Policies relating to people with disabilities using assistive devices, service animals, and support persons to access services
- Staff training in the legislation
- Customer feedback regarding the provision of customer service to persons with disabilities
- Notice of service disruptions when facilities or services that people with disabilities rely on are temporarily disrupted.

The Integrated Accessibility Standards Regulation (IASR)

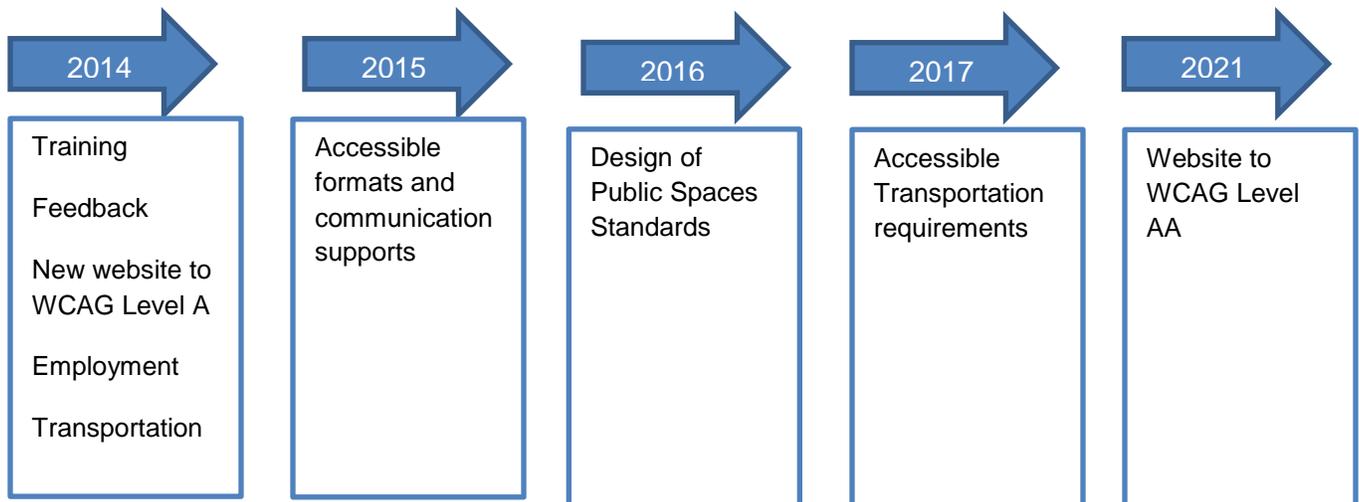
Under the AODA, the IASR regulation is a 'Phased in Compliance'. The Transportation Section of the Standard came into effect on July 1, 2011; the Information and Communications Standards and Employment Standards came into effect on January 1, 2012. The IASR Regulation sets out the requirements for each of the three (3) Standards, as well as general requirements that apply to all, such as:

- developing accessibility policies and plans
- training employees and volunteers, and
- consider accessibility when purchasing goods or services.

The IASR Regulation 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
- have at least one employee in Ontario.

The requirements will be phased in over time between 2011 and 2025. This will give organizations the time they need to build accessibility into their regular business processes.



The above timeline shows the upcoming requirements from the Province to make an accessible Ontario.

This document is the Township of King’s multi-year plan for 2013 – 2017 and is designed to include the requirements of both accessibility laws.

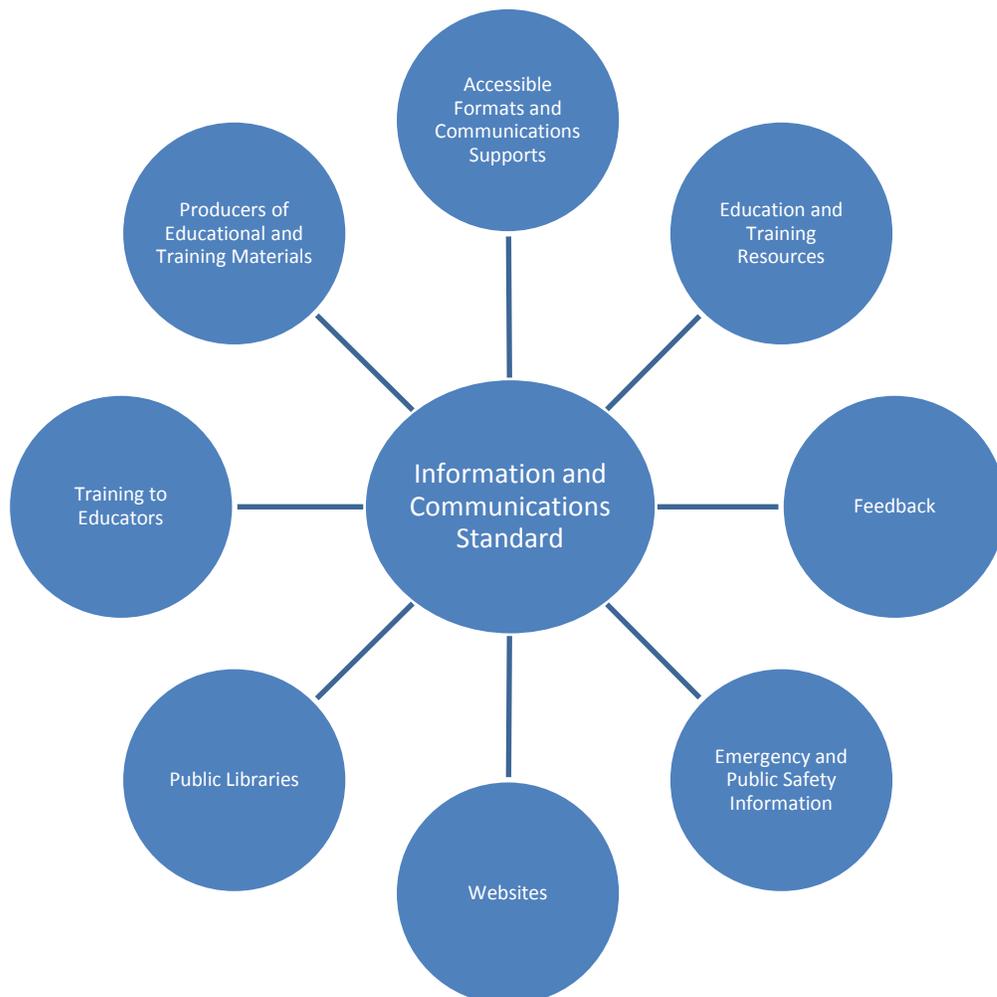
The Accessibility Standard: Information and Communications - will help people with disabilities access sources of information that many of us rely on every day. It will make the way organizations send and receive information and communications accessible.

For example, it will:

- help people with vision loss access more websites using their screen readers
- expand large print and digital collections in public libraries
- provide students with course information and learning materials in accessible formats
- ensure all people have access to emergency and public safety information
- ensure all new internet websites and web content on those sites conform with WCAG 2.0 level A s.14

(Some parts of the standard will apply only to educational or training institutions)

CAME INTO EFFECT ON JANUARY 1, 2012



The Accessibility Standard: Employment - will help organizations support and keep more skilled employees. It will make accessibility a normal part of finding, hiring and communicating with employees who have disabilities. It will remove barriers for those wishing to join the workforce and promotes inclusive workplaces that accommodate disabilities.

Starting January 1, 2012, organizations will need to provide their employees with disabilities with emergency response information that is tailored to the employee's needs, if the disability requires it.

Other requirements will be phased in between 2012 and 2017.

CAME INTO EFFECT ON JANUARY 1, 2012



The Accessibility Standard: Transportation - supports barrier-free travel for work and leisure. Transportation providers include:

- the Ontario government
- municipalities, and
- Transportation Commissions or Authorities.

It also applies to some other organizations that provide transportation services such as hospitals, taxis, public school boards, colleges and universities. The Accessibility Standard for Transportation will make public transportation services more accessible.

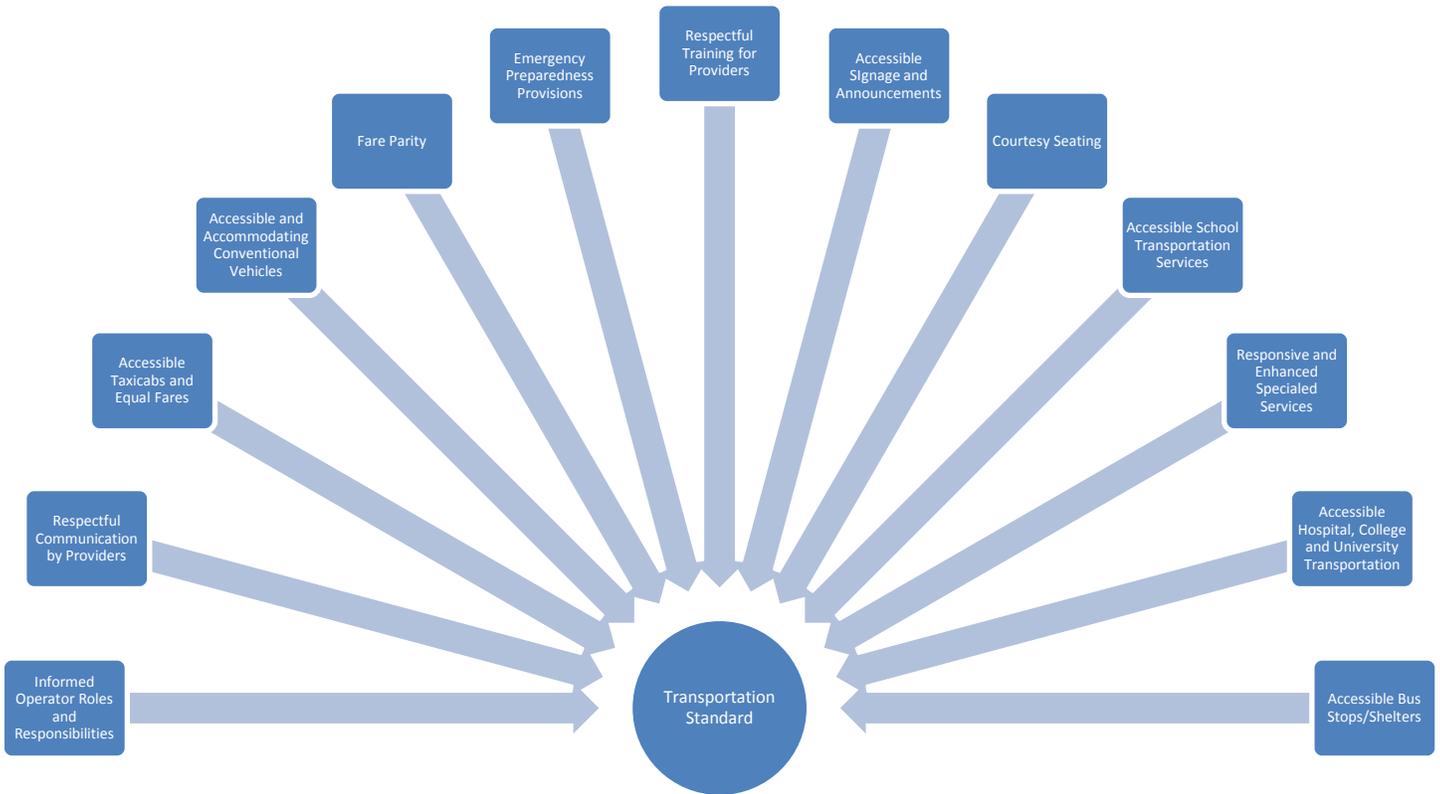
Changes include:

- verbal (pre-boarding and on-board) announcements to notify route, direction, destination and major stops
- not charging people with disabilities a higher fare or a fee to store their wheelchairs, canes and walkers etc.
- repairing accessibility equipment as soon as possible and accommodating people with disabilities until the equipment is fixed
- duties of municipalities that licence taxi cabs
- technical requirements of vehicles manufactured on or after January 1, 2013
- accessible school transportation

Requirements will be phased in between July 2011 and 2017.

**** Currently, all Transportation is handled by the Regional Municipality of York for the Township of King ****

TRANSPORTATION PHASED IN – SOME CAME INTO EFFECT AS OF JULY 1, 2011



The Accessibility Standard for the Built Environment

The Accessibility Standard for the Built Environment will help remove barriers in buildings and outdoor spaces for people with disabilities. The Standard will only apply to new construction and extensive renovation.

Built Environment

The Accessibility Standards for the Built Environment focus on removing barriers in two areas:

1. public spaces, and
2. buildings

Enhancements to accessibility in buildings will happen at a later date through Ontario's Building Code, which governs new construction and renovations in buildings.

Accessibility Standard for the Design of Public Spaces

Accessibility Standards for the Design of Public Spaces in the Built Environment are the most recent standards under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* to become law. The Standard for the design of public spaces **only** applies to new construction and major changes (redeveloped) to existing features as of January 1, 2016.

Here are the highlights of what the Standard covers:

- Recreational trails and beach access routes
 - Must have a minimum clear width of 1,000 mm
 - Must have a clear height that provides a minimum head room clearance of 2100 mm above the trail
 - The surface of a recreational trail must be firm and stable
 - The entrance to a recreational trail must provide a clear opening of between 850 mm and 1,000 mm, whether the entrance includes a gate, bollard or other entrance design.
 - A recreational trail must have at each trail head, signage that provides the following information:
 - The length of the trail
 - The type of surface of which the trail is constructed
 - The average and the minimum trail width
 - The average and maximum running slope and cross slope
 - The location of amenities, where provided
- Outdoor public use eating areas
 - Includes picnic and rest areas
 - A minimum of 20% of the tables provided **MUST** be accessible to persons using a mobility device by having knee and toe clearance under the table
 - No fewer than one (1) table shall meet this requirement
 - The surface leading to and under the accessible table, must be level, firm and stable
 - Accessible tables must have clear ground space around them that allows for a forward approach

- Outdoor play spaces, like playgrounds in provincial parks and local communities
 - Includes play equipment and splash pads
 - Incorporate accessibility features such a sensory and active play components, for children and caregivers with various disabilities
 - Ensure that outdoor play spaces have a ground surface that is firm, stable and impact properties for preventing injury and provides children and caregivers with various disabilities the ability to move in and around the play space

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
 - Any path that serves a functional purpose, other than recreational, for pedestrians
 - Must have a minimum clear width of 1,500 mm
 - Where the head room over a portion of the path is less than 2,100 mm, a rail or other barrier with a leading edge that is cane detectable must be provided
 - The surface must be firm, stable and slip resistant
 - The maximum running slope must be no more than 1:20
 - The maximum cross slope must be no more than 1:20 where the surface is asphalt or concrete

- Accessible parking
 - Off street parking facilities must offer two (2) types of accessible parking:
 - Type A:** a wider space with a minimum width of 3,400mm and signage that identifies it as “van accessible”
 - Type B:** a standard space with a minimum width of 2,400 mm
 - Every accessible parking space must contain an access aisle that allows persons with disabilities to enter and exit their vehicle
 - The minimum number and type of accessible off street parking must adhere to the following chart:

| No. of Required Parking Spaces | No. of Designated Accessible Spaces |
|--------------------------------|-------------------------------------|
| 1 to 12 | 1 Type A |
| 13 to 100 | 4% |
| 101 to 200 | 1 accessible space PLUS 3% (*1) |
| 201 to 1000 | 2 accessible spaces PLUS 2% (*1) |
| More than 1,000 parking spaces | 1 accessible spaces PLUS 1% (*1) |

*1 - Where an even number of accessible parking spaces are required, an equal number of Type A and B accessible parking spaces shall be provided. Where an odd number of accessible parking spaces are required, an equal number of Type A and B accessible parking spaces shall be provided but the last accessible parking space may be Type B.

- Service Counters, Fixed Queuing Guides and Waiting Areas
 - Applies to both interior and exterior service counters, fixed queuing guides and waiting areas
 - One (1) accessible service counter, which accommodates a mobility aid, must be provided for each service provided
 - All accessible service counters must be clearly identified and display the international symbol of accessibility
 - Fixed queuing guides must provide sufficient width to permit the passage of a mobility device
 - Fixed queuing guides must provide a clear floor area that allows for mobility devices to turn where queuing lines change direction
 - Waiting areas must contain a minimum of one (1) accessible seating space

- Maintenance and restoration of public spaces
 - The Township must review and update procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards
 - The Township must review and update procedures for dealing with temporary disruptions when these accessible elements are not working.

(Work is continuing on the Built Environment)

New Accessibility Standards for the Design of Public Spaces added to the Integrated Accessibility Standards Regulation (IASR)

On January 1, 2013, the Government of Ontario achieved another milestone in implementing the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) was amended to include accessibility requirements for the Design of Public Spaces (Accessibility Standards for the Built Environment).

Beginning in 2015, public and private sector organizations will have to meet accessibility requirements when **constructing and maintaining new or redeveloped** elements of public spaces including:

- Recreational trails and beach access routes
- Outdoor eating areas for public use
- Outdoor play spaces (such as playgrounds)
- Exterior paths of travel (such as walkways across parks or between buildings)
- Accessible on- and off-street parking
- Service counters and waiting areas

Organizations are not required to make changes to their public spaces. The standard only applies when organizations build new or make major changes to existing elements of public spaces.

The new requirements can be accessed on e-laws by following this link:

www.e-laws.gov.on.ca/html/regs/english/elaws_regs_110191_e.htm

For further information on the Accessibility Standard for the Design of Public Spaces, please visit ontario.ca/AccessON.

Accessibility Enhancements to the Ontario's Building Code

The Ministry of Municipal Affairs and Housing (MMAH) is developing potential enhancements to current accessibility requirements in buildings. Public consultation on potential updates to accessibility requirements in the Ontario's Building Code is now underway. A consultation paper and details of the potential technical changes are available online. Stakeholders and the public have until March 1, 2013 to submit comments to MMAH.

To review the public consultation document for the Ontario's Building Code visit:
www.mah.gov.on.ca/Page10160.aspx

For further information on the Ontario's Building Code, contact the Ministry of Municipal Affairs and Housing:

Email: codeinfo@ontario.ca

Phone: 416-585-6666

Fax: 416-585-7532

POLICIES, PROCEDURES AND TRAINING

Development of policies, procedures and training relating to the Customer Service Standards for King Township to meet the deadline of full compliance by January, 2010 were completed as follows:

The Human Resources Department established policies, practices and procedures governing the provision of its goods and services to persons with disabilities and had them adopted by Council;

- All staff, volunteers, committee members, election staff dealing with the public received Customer Service Standards training relating to the provision of the Township's goods and services to persons with disabilities
- A process for receiving and responding to feedback about the manner in which the Township provides goods and services to persons with disabilities was established.
- After 2010, all new staff, volunteers, committee members will receive Customer Service Standards training when hired or as the legislation changes, through the Human Resources Department as per the Township's Business Plan mandate

The above goals on the Customer Services Standards were met, and the Township filed the required Customer Service Standard Compliance Report to the Province prior to the deadline. A copy of the report has been provided for the public on the Township website www.king.ca

Development of policies, procedures and training relating to the Integrated Accessibility Standards Regulations (IASR) for the Township to meet the deadline of full compliance are to be completed as follows:

- The Human Resources Department shall establish policies, practices and procedures governing the IASR and have them adopted by Council.
- All staff, volunteers, committee members, election staff dealing with the public are to receive IASR training by the Human Resources Department upon hire or on an ongoing basis when the legislation changes as per the Township's Business Plan.

Ontario Human Rights Code:

Under the Ontario Human Rights Code, the Township of King has a legal obligation to accommodate any person with a disability, regardless of whether they are an employee, volunteer or resident. It is important to provide accessible formats, communication supports or workplace accommodations in a timely and efficient manner upon request.

FOR FURTHER INFORMATION ON THE ODA OR AODA

Mail

Ministry of Economic Development, Trade and Employment
Attn: Communications and Public Affairs Branch
8th Floor, Hearst Block, 900 Bay Street
Toronto ON M7A 2E1
Canada

Website

<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/index.aspx#>

E-mail

- info@edt.gov.on.ca

Phone

- General Inquiry: 416-325-6666
- 1-866-668-4249 (toll free)

TTY (for the hearing impaired)

- 416-325-4402
- 1-877-408-3414 (toll free)

Fax

- 416-325-6688

For Free Accessibility Training Resources

- Visit www.AccessForward.ca

2013 – 2017 Initiatives – General

| REQUIREMENT | ACTION | LEAD DEPARTMENT |
|--|---|--|
| January 1, 2013 | | |
| Multi-year Accessibility Plan | <ul style="list-style-type: none"> An outline of our strategy to prevent and remove barriers and meet requirements under the AODA and our obligations under the AODA Standards. This will include an annual status report on the progress of the initiatives identified in this Plan. | Office of the Clerk Ongoing |
| Inclusion of Persons with Disabilities on Township Committees and Boards | <ul style="list-style-type: none"> To encourage persons with disabilities or representatives of persons with disabilities to become members of King's Committees and Boards | All Departments |
| Establishment of Accessibility Policy | <ul style="list-style-type: none"> Develop and maintain policies as to how King will achieve accessibility through meeting the requirements in the ODA and AODA. Other policies and/or procedures related to procurement; alternate formats and communication support; recruitment; employee accommodation; workplace emergency response; disability management and return to work; performance management; career development, employee redeployment will be reviewed and revised as required. | Administration Department - H/R Division Ongoing |
| Accessible Procurement | <ul style="list-style-type: none"> Develop processes to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. | Finance Department |
| Self-Service Kiosks | <ul style="list-style-type: none"> Any future self-service kiosk offer by the Township must incorporate accessibility features such as tactile numbers, high colour contrasting buttons, an earphone plug for audio commands, and adequate clearance space for a wheelchair, scooter or other mobility device. | Administration Department - IT Divisions and Finance Department |

| REQUIREMENT | ACTION | LEAD DEPARTMENT |
|--|---|---|
| January 1, 2014 | | |
| Training on the IASR and Human Rights Code | <ul style="list-style-type: none"> • Develop, deliver and coordinate mandatory accessibility training applicable to all employees, volunteers and those that provide goods and services. • Staff responsible for delivering standards and certain front-line employees will need to receive more in-depth training appropriate to the duties of the employee group. • Update existing training courses to include procedures to meet the requirements of the IASR, where appropriate. | Administration Department – H/R Division Ongoing |
| Inclusion of Persons with Disabilities on Township Committees and Boards | <ul style="list-style-type: none"> • To recruit persons with disabilities to be members of various Committees of Council (following next Municipal Election). | All Departments |
| Establishment of Accessibility Policy | <ul style="list-style-type: none"> • Develop and maintain policies as to how King will achieve accessibility through meeting the requirements in the ODA and AODA. • Other policies and/or procedures related to procurement; alternate formats and communication support; recruitment; employee accommodation; workplace emergency response; disability management and return to work; performance management; career development, employee redeployment will be reviewed and revised as required. | Administration Department - H/R Division Ongoing |

2013 – 2017 Initiatives – Customer Service

| REQUIREMENT | ACTION | LEAD DEPARTMENT |
|--------------------------------------|--|--|
| January 1, 2014 | | |
| Accessible Customer Service Training | <ul style="list-style-type: none"> Continue to monitor corporate Accessible Customer Service training program for staff, volunteers and 3rd party agencies in order to ensure continued compliance with the Accessibility Standards for Customer Service. | Administration Department - H/R Division Ongoing |
| Accessible Elections | <ul style="list-style-type: none"> Elections manuals and technology will be prepared for the 2014 Election which will include ensuring the election provides for accessible voting locations. | Office of the Clerk |
| Feedback Process | <ul style="list-style-type: none"> Forms have been developed. Continue to promote feedback on website. | All Departments |
| Documents | <ul style="list-style-type: none"> Documents available upon request and provided in a format that considers a persons' disability. Ensure part of staff training. | All Departments |

2013 – 2017 Initiatives – Information and Communications

| REQUIREMENT | ACTION | LEAD DEPARTMENT |
|---|---|--|
| January 1, 2014 | | |
| Accessible Feedback Process | <ul style="list-style-type: none"> Review current feedback processes to make sure that the way people offer feedback about programs and services is accessible with accessible formats or communication supports available upon request. Inform staff and the public about the availability of accessible feedback processes. | All Departments |
| Accessible websites and web content – new websites and web content to be WCAG 2.0 Level A | <ul style="list-style-type: none"> Develop a strategy to ensure any new websites created after January 1, 2014 and web content on those sites conform to WCAG 2.0 Level A Establish website accessibility standards for staff that reflect the requirements of the IAR Offer accessibility training for staff involved in website development Inform staff about the accessibility standards and features on the website. | Administration Department - IT Division |
| Emergency Procedures, Plans or Public Safety Information. | Material to be prepared in an accessible format and available in alternate formats on request. | Fire Department |
| January 1, 2015 | | |
| Accessible formats and communication supports | <ul style="list-style-type: none"> Establish corporate standards to provide accessible formats of information or communications supports, upon request. Develop guidelines to help staff achieve these corporate accessible information standards Inform staff and the public about the availability of information in accessible formats or with communication supports, upon request. | Administration Department - IT Division |
| January 1, 2021 | | |
| Accessible websites and web content: All websites and web content to WCAG 2.0 Level AA | <ul style="list-style-type: none"> Develop a strategy to ensure all websites and web content conform to WCAG Guidelines 2.0 Level AA | Administration Department - IT Division |

2013 – 2017 Initiatives – Employment

| REQUIREMENT | ACTION | LEAD DEPARTMENT |
|--|--|---|
| January 1, 2014 | | |
| Accessible Employment Practices | <ul style="list-style-type: none"> • Develop, document and monitor employment policies and processes where required to provide: <ul style="list-style-type: none"> • Accommodations in the recruitment, assessment and selection process • Employee supports and accommodation plans • Return-to-work processes with related accommodation plans • Accommodations in the performance management, career development, advancement and redeployment processes • Inform staff and the public about employment policies that provide supports to persons with disabilities. | Administration Department - H/R Division Ongoing |
| Employee Supports and Accommodations | <ul style="list-style-type: none"> • Communicate changes to policies and procedures externally and internally where required. | Administration Department - H/R Division Ongoing |
| Workplace Emergency Response Information | <ul style="list-style-type: none"> • Emergency response information provided to employees with disabilities. | Administration Department - H/R Division Complete – Included in orientation package |

2013 – 2017 Initiatives – Transportation

| REQUIREMENT | ACTION | LEAD DEPARTMENT |
|--|---|--|
| July 1, 2013 | | |
| Transportation is currently handled at the Regional Level of Government. | <ul style="list-style-type: none"> • Include in staff training, information that the Region of York is responsible for transportation. | Administration Department - H/R Division Ongoing |
| Taxi Cabs | <ul style="list-style-type: none"> • King does not offer licensing of taxi cabs. | Office of the Clerk |
| Service Disruptions | <ul style="list-style-type: none"> • York Region is responsible for establishing an internal operating procedure and is committed to making available alternate accessible arrangements to transfer people with disabilities to their route destination using conventional transit in the event of a service disruption. | York Region |
| January 1, 2014 | | |
| Fares for Support Person | <ul style="list-style-type: none"> • York Region is responsible for updating the fare policy and is committing to formally waive fare charges for a support person who is accompanying a person with a disability, where the person with a disability needs a support person. | York Region |
| January 1, 2017 | | |
| Pre-boarding Announcements | <ul style="list-style-type: none"> • York Region is planning to implement electronic pre-board announcements on all YRT and Viva vehicles. | York Region |

2013 – 2017 Initiatives – Built Environment

| REQUIREMENT | ACTION | LEAD DEPARTMENT |
|--------------------------|--|---|
| January 1, 2016 | | |
| Accessible Public Spaces | <ul style="list-style-type: none"> • Review and update current processes to ensure the accessibility requirements of the Design of Public Spaces Standards are applied where applicable, to new or redeveloped projects. • Update procurement procedures and guidelines where needed, to reflect the requirements for public spaces. • Educate staff on the public spaces requirements. | Parks, Recreation and Culture Department Finance Department Administration Department - H/R Division |

LOOKING TO THE FUTURE – CONTINUING TO REMOVE BARRIERS

As the Township continues to ensure the requirements of Ontario’s accessibility legislation are being met, the Township is committed to improving our programs and services through any means possible. As part of our ongoing evaluation and commitment, we will be looking at the following future initiatives:

- Increase of accessibility links on the Township website www.king.ca
- Support for accessible parks, playgrounds and trails
- Inclusive and adapted recreational programming
- Partnerships with local business community
- Accessible museum – artifacts, displays, programs
- Continuing public awareness

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 service 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*.

Types of disabilities 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 on 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; 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.

- Ontario March of Dimes – York Region Chapter www.york.ca/nr/yorklink

2. Hearing

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

- Canadian Hearing Society www.chs.ca

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.

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.

- Canadian National Institute for the Blind (CNIB) www.cnib.ca

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.

People who are 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.

- Canadian National Institute for the Blind (CNIB) www.cnib.ca

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 five (5) primary taste sensations; sweetness, bitterness, saltiness, sourness and umami (used to describe mouth feel or texture).

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.

- Arthritis Society www.arthritis.ca

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
- Brain Injury Association of Canada www.biac-aclc.ca

10. Mental Health

There are three (3) main kinds of mental health disabilities:

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

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behavior; be perceived as being pushy or abrupt; start laughing or get angry for no apparent reason.

- Canadian Mental Health Association York Region Branch www.cmha-yr.on.ca
- Canadian Mental Health Association www.cmha.ca

11. Learning

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

People with learning disabilities have average or above-average intelligence, but take in information, retain it, and express 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 way finding.

- Learning Disabilities Association of Canada www.ldac-acta.ca

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.

- Asthma www.allergyasthma.on.ca
- Cancer www.cancersupportcommunity.org
- Diabetes www.diabetes.org
- Heart Disease www.heartandstroke.ca
- HIV/Aids www.sexualhealthontario.ca
- Environmental Sensitivities www.mcsamerica.org
- Canadian Lung Association www.lung.ca
- Aphasia Institute www.aphasia.ca
- Arthritis Association www.arthritis.ca
- Multiple Sclerosis Society www.mssociety.ca
- Canadian Association of Professionals with Disabilities www.canadianprofessionals.org
- Ontario Federation for Cerebral Palsy www.ofcp.ca

(Note: This document was approved and adopted by the Township of King Accessibility Advisory Committee on November 12, 2013. The document was approved and adopted by King Council at the Committee of the Whole Meeting of December 2, 2013)