

# 2014 ACCESSIBILITY STATUS REPORT



Our Commitment to a Community Where Everyone Can **Live, Work and Play**



An update on the actions by the Township of King to prevent and remove barriers for persons with disabilities and implement the Township's 2013 – 2017 Multi-Year Accessibility Plan.

## **TOWNSHIP OF KING ACCESSIBILITY STATUS REPORT**

Creating communities where every person can participate fully is important for people, businesses and community life. This Accessibility Status Report is the annual update that the Township of King provides on the measures taken to improve accessibility and implementation of the Province's accessibility requirements.

The Status Report also includes updates on actions to implement the Township's 2013 – 2017 Multi-Year Accessibility Plan. The plan outlines strategies and actions to identify, prevent and remove barriers for people with disabilities in our programs, services and facilities. It also includes the Township's strategy for meeting the requirements of Ontario's *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

### **TOWNSHIP OF KING**

#### **A MESSAGE FROM THE CHAIR OF THE TOWNSHIP'S ACCESSIBILITY ADVISORY COMMITTEE**

It is an honour and privilege to Chair the Accessibility Advisory Committee (AAC). Working with an enthusiastic team of citizen volunteers, who are capably supported by dedicated and professional town staff, our collective goal is not only to keep abreast with the ongoing requirements of provincial legislation but also to make a difference in the lives of those people who face significant challenges in their lives. People helping people to attain a better quality of life for them and their families is, and will always be, our priority.

Sincerely,

Bernard Moyle  
Chair

## Accessibility Advisory Committee Members 2010 - 2014

### MEMBERS

Bernard Moyle (Chair)  
Beverley Barra-Berger  
James Binsfeld  
Merilena Carinci  
Jakob Schneider

Councillor Linda Pabst

### STAFF

Kathryn Smyth, Township Clerk  
Cara Tuch, Manager of H/R  
Diane Moratto, Admin. Clerk

Many thanks to the 2010 – 2014 Township of King Accessibility Advisory Committee (AAC) for advising on these and other compliance activities. The 2014 – 2018 AAC will continue to build on this strong foundation going forward.

The AAC advises Township Council and Staff with suggestions/ideas on how to make it easier for persons with disabilities who reside in the Township, to use the many programs and services King offers. Members come from different backgrounds and most members must be persons with a disability. Meetings are always open to the public and are held at the Township Municipal Offices.

### An Update on the Province of Ontario's Accessibility Laws

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).

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) the Province of Ontario enacted regulations to implement the Accessibility Standards that were to be enacted; the Accessibility Standards for Customer Service (O.Reg. 429/07) and the Integrated Accessibility Standards Regulation (O. Reg. 191/11) (IASR). Recent amendments to the *Ontario Building Code* have incorporated the final Standards that were to be enacted under the AODA and will be in effect on January 1, 2015. All of the AODA Standards are now law and the requirements continue to be phased in between now and the year 2025.



## CREATING AN ACCESSIBLE TOWNSHIP OF KING

Creating communities where every person can participate fully is important for people, businesses and community life. Accessibility not only helps people with disabilities, it benefits everyone. Creating communities where every person who lives or visits can participate fully makes good sense for all of us.

### AODA Compliance Timeline

#### 2010 – 2013 Requirements Completed

- √ Accessible Customer Service
- √ Accessible Policies
- √ Accessible Information
- √ Emergency Response Plans for Employees

#### 2014 Requirements Completed

- √ Training
- √ Accessible Feedback Process
- √ Accessible Website and content
- √ Employment / Recruitment
- √ Transportation

#### Future Requirements

##### 2015

- Accessible formats and communication supports
- Barrier free requirements within updated *Ontario Building Code*

##### 2016

- Design of Public Space Standards

##### 2017

- Accessible Transportation Requirements

##### 2021

- Accessible Website Standards WCAG Level AA\*\*\*

**\*\*\* Note: The World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) are International Standards for making websites and 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.**

The *Accessibility for Ontarians with Disabilities Act* (AODA) became law in 2005. It sets out the minimum accessibility requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the built environment, with staggered compliance deadlines to 2021.

The following list highlights actions taken by the Township of King to comply with the individual standards within the regulation.

## REVIEW OF 2014 COMPLIANCE ACTIONS COMPLETED

<b>Customer Service</b>	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.
<b>Training</b>	A training package was created and training was and will continue to be provided to all employees and volunteers on the requirements of the AODA's <i>Customer Service Standards Regulation</i> , <i>Integrated Accessibility Standards Regulation</i> and the <i>Ontario Human Rights Code</i> as it relates to persons with disabilities.
<b>Accessible Election</b>	<p>Election manuals, technology and software was reviewed and implemented during the lead up to and during the 2014 Municipal Election. Accessible vote counting equipment was used as well as Audio Tactile Interface (ATI) equipment during all advanced voting days.</p> <p>Site visits were completed to ensure all election venues were accessible prior to the election and advanced polling dates. During the site inspections, signage was checked to ensure that the designated parking spaces, accessible entrances, and the route from the parking area to accessible entrances were all clearly marked.</p> <p>Public Works provided temporary parking signs for persons with disabilities where additional spaces were deemed to be needed, and where none existed. Signage was also provided outside and inside the facilities to direct electors to the voting area and to the elevators.</p> <p>All election personnel and municipal staff were trained on the AODA and elections staff attended one (1) institution in King on Election Day to offer onsite voting availability to all persons residing in the King City Lodge who were not able to get out and vote.</p> <p>The Township website had an Accessibility section where persons could complete a feedback form on any aspect of accessibility in the Township. As well, feedback forms were provided at all voting locations for anyone to complete, or take home to complete.</p> <p>Township staff met with York Region staff regularly to identify services and programs available for the public to help communicate election information. These included the Canadian National Institute of the Blind (CNIB), Canadian Hearing Society, Maytree Foundation, etc.</p>
<b>Accessible Feedback</b>	A feedback policy/process was implemented with the Accessible Customer Services Standards for receiving and responding to feedback. This continues to be in place and is accessible to persons with disabilities. Documents shall be provided in accessible formats upon request.

**Accessible 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.

**Accessible Website and to Content** In accordance with the legislation, the Township's website meets the World Wide Web Consortium Guidelines (WCAG) 2.0 Level AA. The Township will continue to include further enhancements and improvements as outlined in the *Integrated Accessibility Standards* (IASR). The Township has implemented Level AA in advance of the 2021 AODA deadline.

**Design of Public Spaces** The Township has already begun to include this Standard in all works taking place in the Township and has been completed substantially in 2014 on four (4) parks in King; Hickstead Memorial Park; Davis Park Playground replacement, with rubberized surface; Nieuwland Park surface replacement; and Dean Plummer Park expansion including an accessible swing feature.

**Emergency Procedures, Plans or Public Safety** King Fire and Emergency Services has produced their materials in accessible formats and are available in alternate formats upon request.

**Employment Recruitment** Employees and the public are notified that accommodations for applicants with disabilities are available upon request during the recruitment and interview process. Human Resources have a policy in place that addresses all aspects of the employment related accommodation requirements under the IASR.

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.

**Public Library** Township of King Public Library staff are aware of the accessibility legislation and provide support to persons with disabilities in accessing any materials, services or collections that are maintained by the library. As well, information will be provided in an accessible format upon request or in a manner agreeable to the person with the disability.

**Transportation** In the Township of King, transportation is overseen by the Regional Municipality of York through York Region Transit (YRT)/Viva and Mobility Plus. YRT/Viva offer conventional public transportation services and Mobility Plus offers specialized transit for persons with disabilities. For further information on transit and mobility needs, contact York Region or visit their website: [www.york.ca](http://www.york.ca)

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

## FUTURE REQUIREMENTS

**2015** In December 2012, the IASR was amended to include accessibility standards for the built environment in relation to the Design of Public Spaces. This Standard applies to new construction and major changes to existing open space features. The Township has already begun to include this Standard in all works taking place in the Township and in the Procurement Policy. Work is being done now in order to ensure that parks, play spaces and public areas are made accessible for residents and visitors in advance of the 2016 deadline.

On December 27, 2013, the *Ontario Building Code* was amended to include the Accessible Built Environment Standards to enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated.

The amendments to the *Ontario Building Code* work together with the Design of Public Spaces Standards to finalize the accessibility standards for the Built Environment. Township employees working in the affecting departments have been made aware of the new legislation and have begun implementing them. Building Department and Planning staff will ensure when issuing permits that newly constructed or extensively renovated buildings will be required to meet the requirements of the newly amended *Ontario Building Code* as of January 1, 2015.

The Township of King Parks, Recreation and Culture Department began working on a plan to renovate the only existing pool in King in order to ensure it is accessible to all persons. The Township successfully applied for an Enabling Accessibility Fund Grant in 2014 and will receive \$50,000 in 2015 towards the Dr. William Laceby (Nobleton) Community Centre and Arena outdoor pool renovation project located at: 15 Old King Road, Nobleton, which will ensure the pool is accessible to all residents and visitors.

## IMPROVING ACCESS IN KING IN 2015 AND BEYOND

As outlined in this Status Report, 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 the place where people come together to build our community.

## YOUR FEEDBACK IS IMPORTANT TO US! LET US KNOW WHAT YOU THINK

We welcome your feedback. Please let us know what you think about the Township of King Status Report and accessibility matters in general.

Contact us at:

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Mail: The Township of King  
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To view a copy of the Township of King 2013 – 2017 Multi-Year Accessibility Plan, visit the Township website at [www.king.ca](http://www.king.ca)

**Our  
Community  
is Better**  
**together**