

2018 Status Update Town of Newmarket Multi-year Accessibility Plan



Equal Opportunity | Integration | Independence | Dignity

A Message from Newmarket Council

Council is pleased to present the 2018 Accessibility Status Report. A new Multi-year Accessibility Plan is currently being developed. The Town continues its efforts to improve its services, facilities and programs in order to encourage accessibility for everyone that lives in and visits Newmarket.

We remain committed to working with Newmarket's Accessibility Advisory Committee, staff, and business partners to enhance and foster a community that meets the needs of people with disabilities and supports the vision of the Town of Newmarket being a community 'Well Beyond the Ordinary'.

A Message from the Newmarket Accessibility Advisory Committee

The Town of Newmarket's Accessibility Advisory Committee's mandate is to encourage and facilitate accessibility for all persons with disabilities in Newmarket by providing advice, recommendations and assistance to Council and staff to develop and facilitate strategies for the identification and elimination of barriers for citizens with disabilities. We are pleased to act on the community's behalf by advising Council on a number of key initiatives that support achieving an accessible Newmarket. The 2018 Accessibility Status Report demonstrates the work that has been completed to identify and remove barriers in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). We encourage residents to review this Status Report to learn more about how Newmarket is working to create an accessible community.

Accessibility Advisory Committee Members

Members	Staff
Aaron Firth Councillor Christina Bisanz (2014-2018) Councillor Grace Simon (2018-2022) David Hingsburger Jeremy Slessor Kelsy McIntosh Linda Jones, Vice Chair Richard Wilson Steve Foglia, Chair	Pat McIntosh Recreation Programmer Andrew Walkom Legislative Coordinator Kiran Saini Acting Town Clerk

Accessibility Advisory Committee Update

The Newmarket Accessibility Advisory Committee continues to provide valuable advice and feedback to Council and staff, in addition to participating in various accessibility-related activities including National Access Awareness Week. In 2018, the Newmarket Accessibility Advisory Committee has:

- Consulted, reviewed plans and provided recommendations for the initiatives and projects which include the following:
 - Frank Stronach Splash Pad and Park updates
 - Internet and Telephone Voting for the 2018 Municipal Election
 - Accessible washroom renovation at Upper Canada Mall
 - Davis Drive Breathing Space
 - Arkinstall Splash Pad
 - Review of east entrance to Magna Centre
- Proposed new play equipment and park improvements to the following public spaces:
 - Beswick Park
 - Environmental Park
 - George Richardson Park
 - Whipper Watson Park
 - Fairgrounds Park Batting Cage
- Conducted audits of Town facilities including:
 - Old Town Hall
 - Ray Twinney Recreation Complex
 - Magna Centre
 - Newmarket Theatre
- Reviewed Site Plan applications and provided recommendations on accessibility related conditions to staff.
- Provided advice on the Town of Newmarket's Accessibility Plan update
- Provided ongoing public awareness of accessibility.

Barrier Identification Update

Initiatives have taken place in the Town of Newmarket to identify, remove and prevent barriers to persons with disabilities. Since 2003, there have been over 100 actions completed through the accessibility planning process. These actions are identified in past Accessibility Plans which are available on the Town of Newmarket website, newmarket.ca/accessibility

Actions completed in 2018:

Town Departments and Programming		
Department	Item	Notes
Corporate Communications	Accessible documents and templates	<ul style="list-style-type: none"> Chartered an Accessible Word Template Committee, that is championed by senior leadership on a Town-wide strategy to ensure accessible documents are produced from the all content/report writers All Town of Newmarket corporate word templates were refreshed and reproduced to ensure accessibility features were incorporated (i.e. alt text, alt tags, proper headings used, fonts, sizes etc.) Town-wide training for all departments was undertaken by the Accessible Word Template Committee Communications ensures that new accessible word templates are used by departments when approving content
	Website, video and print media	<ul style="list-style-type: none"> Communications ensures that an accessibility lens is used when approving graphically designs communication materials (posters, web graphics etc.) Use of proper font and font size on communication materials (at least size 12 and a sans serif font) Using colours that ensure a minimum 3:1 ratio of contrast on communication materials Regularly auditing the website to ensure appropriate tags are applied to website content for accessibility purposes Regularly auditing the website to ensure all PDF documents uploaded meet AODA requirements Provide training to staff on converting accessible word documents into accessible PDFs Communications, along with Information Technology and Legislative Services has begun to ensure that subtitles are added to all Town of Newmarket produced videos to ensure compliance with the AODA legislation

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Engineering Services	Capital Projects	<ul style="list-style-type: none"> • Queen Street Road Reconstruction Project (2017/2018 Construction): <ul style="list-style-type: none"> ○ Widened existing sidewalk on the west side of the road to 1.5m ○ Added new 1.5m AODA compliant sidewalk on the east side of the road between Millard Avenue and Parkside Drive ○ Added Tactile Walking Surface Indicators ○ Installed a Pedestrian Refuge Island (PRI) on Queen Street to improve pedestrian crossing. The PRI meets AODA requirements. • Wilstead Drive Road Reconstruction Project (2018 Construction): <ul style="list-style-type: none"> ○ Replaced existing sidewalks on both side of the roads with 1.5m AODA compliant sidewalks • George Street Watermain Replacement Project (2018 Construction): <ul style="list-style-type: none"> ○ Added Tactile Walking Surface Indicators ○ Fixed broken sidewalk pieces to ensure firm, stable and slip resistant sidewalk surface • Park Avenue Road Reconstruction Project (2018 Construction): <ul style="list-style-type: none"> ○ Installed new sidewalk at the NW of Main Street and Park Avenue as a result of the AODA committee ○ Removed and replaced 1.2m sidewalk with 1.5m AODA compliant sidewalks on both side of the road ○ Moved hydro poles to facilitate the AODA compliant width sidewalks ○ Added Tactile Walking Surface Indicators • Ken Sturgeon Basketball Court/Ice Rink Project (2018 Construction) & Frank Stronach Splash Pad (2018 Construction): <ul style="list-style-type: none"> ○ Minimum 1.5m wide trail/walkway (most of our trails are 3 meters wide) ○ Max slope of 6% ○ Slope between 5% and 6% require 3 meter long landings every 9 meters – landing length is to be same as trail width and no less than 1.5 meters. ○ All landings to have max slope of 2%

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		<ul style="list-style-type: none"> ○ Installing a continuous handrail where a guard is required on a max slope of 6% due to drop off greater than 0.6m. ○ Slope less than 5 % or less can be continuous and does not require landings. ○ Bench pads are to be 3 meters wide for a 1.8m wide bench to accommodate for wheelchair and/or stroller. ○ Accessible swings ○ Ground level play panels ○ Accessible playground pit surfacing – fibre mulch and trowelled rubber surface. ○ Concrete accessible ramps down into the playground pit. ○ Concrete joints now sawn cut and not trowelled. ○ Maintaining a minimum of 1.5 meter widths in and around site furniture and any vertical object to ensure full mobility of site. ○ Picnic tables are to have accessible locations identified – number depends on quantity of tables proposed. ○ Any areas of a play feature that needs to be accessed for play or activation are to be between 32 and 38” in height. <ul style="list-style-type: none"> ● Charles Street and Granby Place Road Reconstruction Project (2018 Design & 2019 Construction): <ul style="list-style-type: none"> ○ 60% design drawings have been forwarded to Accessibility Advisory Committee for their input ○ Existing sidewalk on the east side are 1.2m or less. 1.5m AODA compliant sidewalks on both sides of the road have been incorporated into the design ○ Tactile Walking Surface Indicators will be installed at all intersections ● Millard Avenue Culvert Replacement at Haskett Park (2018 Design & 2019 Construction): <ul style="list-style-type: none"> ○ A Pedestrian Refuge Island (PRI) will be incorporated into the design to improve pedestrian crossing ○ The PRI meets AODA requirements ○ 60% design drawings have been forwarded to Accessibility Advisory Committee for their input

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		<ul style="list-style-type: none"> • Wayne Drive and Waratah Avenue Drainage Improvement Co-Creation Project (2018 Design & 2019 Construction): <ul style="list-style-type: none"> ○ AODA standards for public spaces will be incorporated into the design and construction phases. The attached matrix includes all of the AODA compliance standards for this project that have been incorporated into the design. • Tom Taylor Trail Tannery Trail Section Project (2018 Design & 2019 Construction): <ul style="list-style-type: none"> ○ Removal of existing paving stone and replacing with asphalt has been added to the design in order to ensure firm, stable and slip resistant sidewalk surface • Patterson Street Watermain Replacement Project (2018 Design & 2019 Construction): <ul style="list-style-type: none"> ○ Removal and replacement of all the existing sidewalks to meet AODA standards have been added to the design ○ Installing a new sidewalk on the west side from Red Deer Street to Elgin Street has been added to the design ○ Tactile Walking Surface Indicators will be installed at all intersections • Millard Avenue, Church Street and Elm Street Road Reconstruction Project (2018 Design & 2019 Construction): <ul style="list-style-type: none"> ○ Sidewalks will be widened from exist. 1.2m. to 1.5m. minimum, including relocations of hydro/light poles ○ Tactile Walking Surface Indicators will be installed at all intersections • Lorne Ave Watermain Replacement Project from Eagle Street to Davis Drive (2018 Design & 2019 Construction): <ul style="list-style-type: none"> ○ Sidewalks will be widened from exist. 1.2m. to 1.5m. minimum, including relocations of hydro/light poles ○ Tactile Walking Surface Indicators will be installed at all intersections

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		<ul style="list-style-type: none"> • Cody Cres. Road Reconstruction Project (2018 Design & 2019 Construction): <ul style="list-style-type: none"> ○ Currently there are no sidewalks on this project, new AODA compliant sidewalks will be installed as part of this water main and water services replacement contract ○ Tactile Walking Surface Indicators will be installed at all intersections
	Strategies to Improve AODA Compliance	<ul style="list-style-type: none"> • AODA Compliance during the design of Capital Projects: <ul style="list-style-type: none"> ○ Capital Department has ensured that the Town’s consultants are made aware of AODA requirements during the design/review processes ○ A clause indicating that all the design submissions shall comply with AODA standards has been added to all of our Consultants selection RFP documents • AODA compliant public notices, construction corners and public communications: <ul style="list-style-type: none"> ○ Capital Department has ensured that all the public notices, construction corners and public communication format and content are AODA compliant • AODA compliant projects’ websites and web content: <ul style="list-style-type: none"> ○ Capital Department complies with AODA requirements (font size, contrast, image, etc.) when designing print and digital materials for the Town’s website • AODA compliant Reports and Studies: <ul style="list-style-type: none"> ○ Capital Department has ensured that all the submitted reports to the Town that will be posted on the Town’s website as public documents, are AODA compliant ○ A clause indicating that all the submitted reports to the Town shall follow AODA standards formatting has been added to consultants selection RFP • Accessibility Advisory Committee consultation: <ul style="list-style-type: none"> ○ Capital Department circulates and presents all the Capital projects to the Accessibility Advisory

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		<p>Committee to receive and incorporate their input into the design</p> <ul style="list-style-type: none"> ○ Accessibility Advisory Committee has been added to the stakeholders list of Capital Projects on the Project Charter Template
Human Resources	Recruitment and Corporate Policies	<ul style="list-style-type: none"> • The Town's recruitment process has undergone a formal review and in doing so ensures that all applicants of all abilities are considered in a fair and transparent manner. • The Town's Human Resources Department has developed a Musculoskeletal Disorder Prevention program that will be implemented in 2019. The MSD Prevention program will provide tools and resources for staff to prevent MSD's but will also include effective return to work and stay at work strategies for employees with disabilities. • The development of a Diversity & Inclusivity Strategy and the subsequent development of the Diversity & Inclusivity Working Group will introduce a number of initiatives in support of the Town's core values, mission and vision for a diverse and inclusive environment for all employees. The Diversity & Inclusivity Working Group will also develop a Diversity & Inclusivity Lens to review corporate policy and procedures to address potential systemic barriers in employment. • The Town of Newmarket has partnered with York Region to develop and implement an Inclusivity Charter that demonstrates the Town's commitment to ensuring an inclusive environment for all diverse groups in the workplace and within the community.
Legislative Services	Internet and Telephone Voting for 2018 Municipal Elections	<ul style="list-style-type: none"> • Conducted 2018 Municipal Election through accessible online and telephone voting • Operated Voter Assistance Centres during the Municipal Election to provide additional accommodation for voters with multi-lingual staff available to provide assistance • Dedicated Voter Helpline that operated 12 hours every day for the full 10 day period. • Provided at-home voting assistance for voters with special needs • Special Voting Locations to provide assistance at long-term care facilities, the hospital, retirement homes, and apartment buildings with a high population of seniors

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		<ul style="list-style-type: none"> • Translations of Voter Information Letters and key pieces of communication into the top 5 languages within Newmarket in addition to English • Door to door enumeration • Offered classes on voting online or by phone • Comprehensive communication plan including: <ul style="list-style-type: none"> • All household mail outs on what you need to vote • Instructional closed captioned videos on how to vote online or by phone • Attending various events throughout the year to educate voters and residents on the new method of voting • Outreach to Service Ontario, Service Canada locations, and Welcome Centres
	Meeting Management Solution	<ul style="list-style-type: none"> • Implemented a new meeting management solution which produces accessible HTML-based agendas and minutes • Staff reports created through meeting management solution using accessible Word templates • Council Meeting Video streaming solution includes closed captioning
	Parking Control Service Enhancements	<ul style="list-style-type: none"> • Implemented a new system that accepts online payments and disputes for parking tickets • Parking exemptions can be applied for online using the Town's new system
Newmarket Public Library	Facility improvements	<ul style="list-style-type: none"> • New self-service checkout stations installed which are electrically height adjustable • Carpet replaced on stairs with rubberized surface with photo luminescent strips • Library deposit collection at Southlake Hospital Cancer Centre Library
Recreation and Culture	Facility improvements	<ul style="list-style-type: none"> • Newmarket Youth and Recreation Centre <ul style="list-style-type: none"> ○ Fully accessible washroom/change room at Recreation Youth Centre & Sk8 Park being moved into capital over the next 2 years. Goal is to have an accessible washroom for BASE Participants (adult special needs day program) and summer camps participants ○ New kitchen is more functional for those with exceptionalities – more space for those individuals to move around, especially if they are in wheelchairs. Low counter option for those working in a wheelchair. Step stools installed with cupboards as well.

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		<ul style="list-style-type: none"> • Newmarket Seniors Meeting Place <ul style="list-style-type: none"> ○ Assistive device installed on a door in the women's washroom ○ Taken greater steps with food accommodations at all events ○ Canopy installed over ramp of back entrance to Newmarket Seniors Meeting Place ○ Parking spaces to be moved to back entrance to ensure safer accessibility to building • Fitness Centre (At Magna Ctr.) <ul style="list-style-type: none"> ○ The entire FC is accessible. We made sure to have the reception desk at an accessible height, along with the walkways, doors and ramp. The lockers have also been put in place and at a height that is accessible. The new custom cabinet and coat rack also is accessible as the communication board, shoe rack and bottom coat rack bar is also at accessible height.
	Programming	<ul style="list-style-type: none"> • Summer (and seasonal) Camps <ul style="list-style-type: none"> ○ Continuing to build and foster inclusive environments for all participants regardless of race, religion, sexual orientation in our staff trainings. 2018 Summer Camp Guest Speaker – Courtney Fraser ○ Continuing to offer 1:1 or 1:2 support for participants with special needs to any/all of our summer camp programs. ○ Individualized resources and kits created for each camper. ○ All About Me Information packages developed with staff and parents to ensure best experience for all participants. • Inclusion Specific Programs <ul style="list-style-type: none"> ○ Recreation staff work together with the Accessible Advisory Committee to promote accessibility awareness and education. ○ Staff facilitate within the schools experiential learning sessions and host sledge hockey and wheel chair sport session for the students. A community celebration is hosted in June. ○ Support is provided to develop Para sport team opportunities (Canadian Women's Sledge

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		<p>Hockey) and increase community awareness with Try It opportunities for Sledge Hockey.</p> <ul style="list-style-type: none"> ○ Designated staff to facilitate program accommodation and support year round. Youth leadership training course developed. ○ Continuing to offer varying levels of support for participants with special needs in all programs. <ul style="list-style-type: none"> ● Special Events <ul style="list-style-type: none"> ○ Site plans are laid out with accessibility considerations. (E.g. vendor locations, width of aisles, entry/access with curb breaks, accessible parking etc.) ○ We often charter shuttle buses for large events to assist with accessible sites – easier parking at our larger facilities, with accessible buses to transport patrons. ● Aquatics Programs <ul style="list-style-type: none"> ○ New Fully accessible Family Change Room construction completed September 2018 at Ray Twinney. Including Entrance from main foyer and direct access to pool deck. (previously, was only one private change room that could only be accessed from the deck). ○ Increase in Therapeutic/Rehabilitative Programs within the Fitness Portfolio – Including T.I.M.E., Fitness for Breath
Public Works Services	Facility improvements	<ul style="list-style-type: none"> ● Ray Twinney Complex Pool Family Change room - Accessible stall with adult change table (Completed) ● Ray Twinney Main Lobby Washroom renovation AODA standard (Underway) ● Paul Semple Park Washroom (Underway) ● Ken Sturgeon Park Washroom (Completed) ● Magna Centre Family Change room - Adult Change table (Installed)
	Parks	<ul style="list-style-type: none"> ● George Richardson Park <ul style="list-style-type: none"> ○ New playground at the south end including accessible components ○ New asphalt around playground including rolled edge into swing set area and playground ○ Swing set installed including an accessible bowl style seat ○ Paved bleacher pads at soccer fields including larger area for any accessible needs

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		<ul style="list-style-type: none"> ○ New bench pads installed with larger concrete areas for accessible needs ○ Engineered wood fibre installed for accessibility needs • Whipper Watson Park <ul style="list-style-type: none"> ○ New playground installed including accessible components ○ Gravel trails being paved for accessible needs including curb cuts where needed at street entrances ○ Concrete ramp installed into engineered wood fibre installed for accessibility needs ○ New bench pads installed with larger concrete areas for accessible needs • Beswick Park <ul style="list-style-type: none"> ○ New playground including accessible components ○ New asphalt around playground including rolled edge into swing set area and playground ○ Swing set installed including an accessible bowl style seat ○ New bench pads installed with larger concrete areas for accessible needs ○ Engineered wood fibre installed for accessibility needs ○ Paved trail from street to street • Environmental Park <ul style="list-style-type: none"> ○ New playground installed including accessible components ○ Concrete ramp installed into engineered wood fibre installed for accessibility needs ○ Concrete ramp/walkway installed at the amphitheatre for accessible needs
Strategic Initiatives	Council's Strategic Priorities	While past practices were to use stop light colours (Green, Red, Yellow) to illustrate the status of priorities, staff have ensured that symbols are being incorporated to demonstrate the status of initiatives to differently abled members of the Community to ensure fairness of access to information to all community members. In addition, new performance reporting is designed to accessibility standards for readability by all.

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	Grants	Continued corporate support to apply for grant funding toward the accessibility improvements of Town facilities through both the physical environment and program experiences of participants. The intent of the applications is to assist to accelerate capital projects that remove barriers to accessibility. The Town continues to seek funding opportunities which serve to improve accessibility to facilities and playgrounds.
	Policy	Providing support to Human Resources to convert existing employment related policies to new policy and procedure document templates in compliance with AODA legislation requirements. Providing corporate support for new policy using the new document formats, applying a plain language approach for improved clarity, simplicity, transparency, and readability for all employees.
Planning	Design of Public Spaces Standard	<ul style="list-style-type: none"> • Despite the obligation for compliance with the IASR resting with the organization with the authority to construct or develop a site, Planning staff have endeavoured to ensure that sites comply with the DOPS and municipal standards for accessibility through the Site Plan process. • One member of Planning staff has completed an online course and an in-person workshop in the Accessibility Standard for the Design of Public Spaces. • The Town's Zoning By-law (2010-40) has been amended to match the requirements for off-street parking facilities for persons with disabilities. • In support of accessibility improvements among other objectives, Planning Services has accomplished several initiatives: <ul style="list-style-type: none"> ○ An update to the Site Plan Approval Process Manual, which now includes accessibility-related development standards drawn from the AODA. Planning Services has also collaborates with the Accessibility Advisory Committee (AAC) to enhance their role in the site plan review process by engaging them as a review partner in all plans they select to review and ensuring response to their concerns and comments are provided by applicants as set out in the Site Plan Approval Process Manual. ○ A review of the Town's zoning by-laws to ensure that AODA standards are integrated and that

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		<p>less-accessible standards are replaced by those of the AODA.</p> <ul style="list-style-type: none"> ○ Implementing the Urban Centres Secondary Plan Zoning By-law including updated accessibility standards therein. ● Planning Services intends to engage additional training in the DOPS for Planning staff in 2019.

Other ways Newmarket continues to remove barriers and improve access

In addition to working through the requirements of Ontario’s accessibility legislation, we are committed to improving our programs and services through other means.

The Town continues to ensure compliance in the following areas:

- Policies and procedures on providing goods or services to persons with disabilities
- Communication with persons with disabilities in a manner that takes into consideration their disability
- Policies related to persons with disabilities using assistive devices, service animals and support persons to access services
- Training for all staff and each person that interacts with members of the public or other third parties on behalf of the Town
- Customer feedback regarding the provision of customer service to persons with disabilities
- Notice of service disruptions when facilities or services that are accessed by the public are temporarily disrupted
- Town documents are available in an alternate format upon request

As outlined in this Status Report, many initiatives are underway with more anticipated to be completed in the future. The Town of Newmarket will continue to identify and remove barriers in order to create accessible spaces and services that everyone can use. Newmarket is committed to moving forward and ensuring that the town continues with its commitment to being a community ‘Well Beyond the Ordinary’.

The Town of Newmarket is committed to meeting the needs of persons with disabilities in a timely manner through the implementation of policies and to ensure that persons with disabilities shall have equitable access to all Town programs, goods, services and facilities allowing them to benefit from the same services, in the same place and in a similar way as other customers, respecting the four core principles of:

- Independence
- Dignity
- Integration
- Equal Opportunity

The Town of Newmarket's policies related to accessibility align with the Town's Strategic Plan directions through:

- the enrichment of lives
- increased accessibility
- service excellence
- improved inter-connectivity
- being well respected in achieving balanced living

The Town of Newmarket welcomes your comments regarding this report. Feedback on this report and accessibility related matters can be provided to info@newmarket.ca