

# Appendix A to Multi-Year Plan: 2019 Annual Status Update

## Barrier Identification Update

Initiatives have taken place in the Town of Newmarket to identify, remove and prevent barriers to persons with disabilities. These actions are identified in past Accessibility Plans which are available on the Town of Newmarket website, [newmarket.ca/accessibility](http://newmarket.ca/accessibility)

## Actions completed in 2019:

### Corporate Communications

- Accessible Documents and templates
  - 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 - continuous improvement to templates are made when required
  - Continued to provide training to all new and old content producers to ensure accessible standards are met
  - A corporate accessibility style-guide has been completed and given to staff members when they are being trained on accessible templates
  - The second phase of the Town-wide training to create accessible PDF's is currently being rolled out continuously when new website updaters are onboarded. IT has also been trained to train people on creating accessible pdfs.
  
- Website, video and print media
  - 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

## Engineering Services

- Tom Taylor Trail
  - New bridge Installation to separate vehicular traffic from non-vehicular traffic
  - Slopes, Rest areas as per AODA
- College Manor Trail, Concession Street Trail/Bridge
  - Slopes, Rest areas as per AODA, where topography allows
- Arkinstall Splash Pad
  - Wheelchair accessibility throughout and spray features designed for wheelchair use
  - Design elements incorporated for participants with hearing, visual and cognitive impairments
  - Design Consultant hired 'Design Able' as a consultant to help design from an accessibility perspective
  - Handicapped Parking spaces being constructed
  - Accessible pads for wheelchairs beside most benches
- Charles Street and Granby Place Road Reconstruction Project (2018 Design & 2019 Construction):
  - AAC has been consulted throughout the design process
  - 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):
  - A Pedestrian Refuge Island (PRI) was incorporated into the design to improve pedestrian crossing
  - The PRI meets AODA requirements
- Wayne Drive and Waratah Avenue Drainage Improvement Co-Creation Project (2018 Design & 2020 Construction):
  - AODA standards for public spaces have been incorporated into the design. The attached matrix includes all of the AODA compliance standards for this project that have been incorporated into the design.
- Patterson St. Watermain Replacement (Construction 2019)
  - Sidewalks were 1.35 m wide, as part of the design they will be 1.5 m wide
  - TWSI placed at intersections.
- Niagara St. Road Reconstruction (Design Phase)
  - Sidewalks 1.2 – 1.35 m wide, sidewalks will be designed at 1.5 m wide.
  - TWSI will be placed at intersections.

- Longford Dr. Reconstruction (Design Phase, Construction 2020)
  - Sidewalks will be 1.5 m wide.
  - TWSI will be placed at intersections
- Tom Taylor Trail (Construction 2019)
  - Bridges will be widened to 3 m clear span.
  - Paving stones removed and asphalt placed on trail.
- Park Ave Reconstruction Project (2018/2019 Construction):
  - Existing sidewalks on the both sides were 1.0m+- now 1.5m AODA compliant sidewalks on both sides of the road have been incorporated into the design
  - Additional AODA compliant sidewalk installed on the north side to bypass existing stairs adjacent to the Holy Trinity church
  - Tactile Walking Surface Indicators will be installed at all intersections
- Timothy and Cedar intersection improvements Project (2019/2020 Construction):
  - Existing sidewalk around the intersection are 1.2m or less. 1.5m AODA compliant sidewalks on all corners of the intersection have been incorporated into the design
  - Tactile Walking Surface Indicators will be installed
- Strategies to further improve AODA compliance projects delivery and communications:
  - AODA Compliance during the design of Capital Projects:
    - Capital Department has ensured that the Town's consultants are made aware of AODA requirements during the design/review processes of the projects
    - A clause indicating that all the design submissions shall incorporate AODA standards has been added to our Consultants selection RFP documents
  - AODA compliant public notices, construction corners and public communications:
    - Capital Department has ensured that all the public notices, construction corners and public communications formats and contents are AODA compliant
  - AODA compliant projects' websites and web content:
    - 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:
    - 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:

- Capital Department circulates and presents all the Capital projects to the Accessibility Advisory Committee to receive and incorporate their input into the design.
- Accessibility Advisory Committee has been added to the stakeholders list of Capital Projects on the Project Charter Template

## Information Technology

- Implemented a corporate wide telephone voice recognition system whereby members of public can say the name of a staff member and be transferred directly to their extension.
- Worked with Corporate Communications to standardize all corporate templates regularly used by staff in an accessible manner. Provided training to content authors to support the consistent use of accessible documents and standardized tools for ensuring accessible content.
- Gradual replacements of desktop monitors to 24 inch monitors as part of the on-going, corporate hardware upgrade including public facing terminals; larger monitor size allows for more clear and larger display of information.
- Continue to ensure the compliance with AODA standards is captured as a compulsory requirement in all Request for Proposals.
- Continually implementing and scoping business solutions that have online and mobile capabilities for easy 24/7 access for customers and employees.

## Innovation and Strategic Initiatives

- Performance Reporting
  - Investigating online digital dashboards to improve communications with all community members to enhance performance reporting. For example, current practices use both stop light colours (green, red and yellow) and symbols to indicate the status of priorities to ensure fairness of access to information to differently abled members of the community on the status of initiatives related to the execution of Council's 2018-2022 Strategic Priorities. Any new digital dashboards will be designed to accessibility standards for readability by all.
- Grants
  - Continued corporate support for grant funding applications which serve to improve accessibility of Town facilities and playgrounds through both the physical environment and program experiences of participants. The intent of the applications is to assist to accelerate planned capital projects that remove barriers to accessibility.
- Policy
  - 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. Providing support to Human Resources to convert existing employment related policies to new policy and procedure document templates in compliance with AODA legislation requirements.

## Legislative Services

- Meeting Management Solution
  - Continued implementation of a new meeting management solution which produces accessible HTML-based agendas and minutes.
    - Implemented paperless, electronic agenda solution with accessible features available through tablets or phones for Council and staff.
    - Live-streamed Council and Committee of the Whole meetings are closed captioned.
    - Archived videos are bookmarked to agenda items for increased ease of access to video recordings.
  - Continued review of report templates for increased accessibility.
- 2018 Newmarket Municipal Election
  - Newmarket was the first municipality in York Region to administer an online and telephone election. A [comprehensive report](#) on the accessibility of the election is available online.

## Newmarket Public Library

- Installed a water fountain and bottle filling station that meets accessibility requirements.
- Installing AODA compliant emergency communication device in elevator. Device is hands free and enables communication between persons inside the elevator cab and a monitoring service.

## Planning and Building Services

- Elements of the Town's Plan related to Planning and Building Services exist in several areas. These areas are laid out according to the sections of the Town's IASR policy areas below.
  - Training in accessibility as it relates to Planning and Building Services is undertaken by staff members as part of their professional certification. Building Services staff have undertaken training on barrier-free design requirements in December 2017.
  - Planning and Building Services ensures that documents are provided in an accessible format or are made available in an accessible format upon request.
  - Planning and Building Services areas of the website are developed with appropriate WCAG formats as per the Town's website architecture. Documents are provided in an accessible format or are made available in an accessible format upon request.
- Accessibility Site Plan Review Obligations: Planning staff have developed a process with the Accessibility Advisory Committee to allow them to exercise their ability to review such plans as they select that are submitted under Section 41 of the Planning Act. Staff have presented on the Town's development processes to the Committee and make available to the Committee such plans as they indicate that they wish to review.
- Design of Public Spaces Standard

- 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 this Standard 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:
  - 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 less-accessible standards are replaced by those of the AODA.
  - Implementing the Urban Centres Secondary Plan Zoning By-law including updated accessibility standards therein.
  - Planning Services intends to engage additional training in the IASR Design of Public Spaces for Planning and Building staff.

## **Public Works Services: Facilities**

- Ongoing program for upgrading park washrooms to current Ontario Building Code barrier-free requirements and AODA standards.
- Ongoing discussion and review of current accessibility features in buildings.
- Identifying, through conducting regular building walk-throughs of the various building in our portfolio, areas for improvement to increase accessibility such as providing barrier free paths of travel and accessibility in washrooms (fixtures, push buttons, accessories) where possible.
- Conducting monthly checks of working condition of automatic door operators and other motorized accessibility features.
- Presenting upcoming projects and getting feedback from the Accessibility Advisory Committee in the early stages of projects as an opportunity to improve accessibility and incorporate best practices. This includes receiving, evaluating and implementing where possible suggestions from the general public relative to accessibility in the buildings. Some examples of this consultation includes the following:
  - Ray Twinney Recreation Complex main lobby washroom renovation AODA standard was completed.
  - Paul Semple Park washroom renovation was completed.
  - Whipper Billy Watson Park washroom renovation was completed.

- College Manor Park washroom renovation is currently underway.

## **Recreation and Culture**

- Family change room at Ray Twinney Recreation Complex was completed September 2018.
- Convex mirrors installed on track of Tim Hortons gymnasium for increased visibility on corners, from distances and from the gym floor below. Removes blind spots.
- Ensure all posted/website schedules meet AODA compliance.
- Sensory Room: designed and installed a portable sensory room at Magna Centre for the camp season to aid in learning/development, helping to relax an agitated participant or stimulate and raise alertness levels of someone who has sensory processing disorders.
- Programming
  - Continued increase of 1:1 or 1:2 support for participants with special needs to any and all of our summer camp programs.
  - Designated staff to facilitate program accommodation and support year round.
  - Continued increase in therapeutic/rehabilitative programs (i.e., new strong and stable program which is a functional based fitness movement class with focus on increasing strength and mobility, additional aquafit classes).
  - Continue to expand “learn to speak...” language programs – French, Spanish, etc.
  - Recreation staff facilitate within the schools experiential learning sessions and host sledge hockey, wheelchair sports and our new volt hockey program.

## **Plans for the Removal of Barriers from 2019 Onward**

### **Information and Communication Standard**

- Potential mobile phone upgrade that offers compatibility with digital hearing aids to support staff with hearing impairment.
- Inclusion of alternative text in new web map applications and storymaps.
- Land use and permit tracking solution to provide online 24/7 access for customers to submit various applications and see their statuses.
- Employee Self Service portal to allow staff access to their payroll information online.
- Recreation solutions replacement project that will provide both online and mobile access to families and individuals to book recreation programs.
- Digital display and signage replacement project providing better quality and clearer images on signage within Town facilities.

## Design of Public Spaces Standard

- Ray Twinney Recreation Complex Lounges – New service/bar counters to incorporate AODA and barrier-free design (underway/completion 2020).
- Ray Twinney Recreation Complex pool change rooms renovation to incorporate AODA and barrier-free design (design underway/construction 2020-2021 pending budget approval).
- Ray Twinney Recreation Complex lobby and common areas renovation (pending budget approval).
- Ray Twinney Recreation Complex pool railing replacement – to meet current AODA and code requirements (pending budget approval – 2021).
- Magna Centre – Installation of automatic door operators at entrance to track and pool viewing gallery.
- Magna Centre washrooms – accessibility audit.
- Senior's Meeting Place washrooms upgrades to incorporate AODA and barrier-free design (pending budget approval).
- Rene Bray Park washroom accessibility upgrade (pending budget approval).
- Gorman Pool change rooms renovation to incorporate AODA and barrier-free design (pending budget approval).
- Museum washroom accessibility improvements (2020).
- National Homes/Kingsmere Trail
  - Asphalt Paving of open space to allow access from Kingsmere sidewalk to new Park
- Breathing Space/Haskett Trail
  - Slopes, rest areas, widths as per AODA
  - Handrails and surfaces as per AODA
  - Wheelchair accessible Picnic tables and seating areas
- Lorne Ave Reconstruction Project (2020/2021 Construction):
  - Existing sidewalks on both sides are 1.2m or less. 1.5m and 1.8m at school will be 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, Church and Elm Road Reconstruction Project (2023 Construction):
  - Existing sidewalk on both sides 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