

Multi-Year Accessibility Plan

Equal Opportunity | Integration | Independence | Dignity



Newmarket

2019-2023

Message from Town of Newmarket Council

The Town of Newmarket is dedicated to continuous improvement regarding accessibility and meeting the needs of our community. The Town of Newmarket's 2019-2023 Multi-year Accessibility Plan continues efforts to improve our services, facilities and programs so they may be more accessible for everyone in Newmarket.

In 2013, we approved the Integrated Accessibility Standards Regulation (IASR) Policy, which supports the Town's commitment to meeting the requirements of accessibility standards developed under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This policy endorses the importance of ensuring equitable access to all Town goods, services and facilities.

We will continue to work with Newmarket's Accessibility Advisory Committee, staff, and other community partners to enhance and foster an inclusive community that meets the needs of people with disabilities in the Town of Newmarket and supports the vision of the Town of being a community 'Well Beyond the Ordinary'. This vision was re-established with the 2018-2022 Strategic Pillar "Extraordinary Places and Spaces" which seeks to create the environment for an engaged, accessible, inclusive community.

Council would like to extend thanks to the Accessibility Advisory Committee for their valuable input and assistance in the development of this Plan.



Council of the Town of Newmarket 2018-2022

Message from the Town of Newmarket Accessibility Advisory Committee

The Town of Newmarket's Accessibility Advisory Committee's goal is to encourage and facilitate accessibility for all persons with disabilities in the Town of Newmarket. The goal of providing a fully accessible community for all is an important undertaking.

We are pleased to be provided an opportunity to act on the community's behalf and have a role in advising Newmarket Council on various initiatives that support achieving an accessible community. A Multi-year Accessibility Plan is essentially a road map to how and when the municipality will meet Ontario's accessibility requirements, and our committee has worked with staff and Council to review and provide feedback on how this work will occur in the years ahead. Since the creation of the Town's first Multi-year Plan in 2013, much progress has been made in reaching the goals of the AODA. With the renewal of this Plan, the Committee will continue to work with Council and staff to ensure this progress continues well into the future.

The Newmarket Accessibility Advisory Committee is honoured to continue to support the Town of Newmarket in implementing and achieving the goals of this plan and the vision of a community that we all can be proud of, and that is 'Well Beyond the Ordinary.'

We invite your comments, participation and commitment to assist the Town of Newmarket in achieving a fully accessible community.

Statement of Commitment

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 vision of a community 'Well Beyond the Ordinary' and employee mission of "Making Newmarket Even Better" through:

- enriching lives
- increasing accessibility
- striving for service excellence
- improving inter-connectivity
- being well respected in achieving balanced living

Multi-year Accessibility Plan Overview

The Integrated Accessibility Standards Regulation (IASR) requires the Town prepare a Multi-year Accessibility Plan. An organizational strategy to prevent and remove barriers and enact the requirements in the standards must be included in the Multi-year Accessibility Plan. The IASR also requires that the accessibility plan be reviewed and updated at least every five years. This document is the Multi-year Accessibility Plan for the Town of Newmarket and is designed to meet the requirements the AODA.

The accessibility planning process is one that is ongoing. Discussions regarding accessibility planning take place between Council, Staff and the Accessibility Advisory Committee throughout the year. The Multi-year Accessibility Plan provides an opportunity to establish an implementation strategy, demonstrate current achievements and identify barriers and future priorities. Routine monitoring is required to ensure that applicable initiatives are incorporated in the Plan and that progress is identified. The first Town of Newmarket Multi-year Accessibility Plan focused on the implementation requirements of the IASR. With this 2019 review, most of the major milestones in the IASR implementation have passed. The current focus of the Multi-year Accessibility Plan is to continue the progress made by the Town, with the AODA's goal in mind of a fully accessible Ontario by 2025.

The implementation strategy outlined in this Plan identifies both short and long-term accessibility initiatives that are related to the five core standards of: customer service, information and communication, transportation, employment, and design of public spaces. The Plan outlines the objectives and strategy/action plan to achieve each objective and a timeframe to achieve compliance. The progress of the Plan will be reviewed and reported on annually, together with any additional initiatives that have been identified.

The Town of Newmarket has established a strong foundation for accessibility planning that ensures actions are responsive to community needs and ensures real and effective change for people with disabilities.

Guiding Legislation

Accessibility for Ontarians with Disabilities Act (AODA)

The Accessibility for Ontarians with Disabilities Act (AODA) sets out a process for developing and enforcing accessibility standards. The purpose of the AODA is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities by 2025.

Integrated Accessibility Standards Regulation

The Integrated Accessibility Standards Regulation (O. Reg. 191/11) has combined the standards created by several separate regulations into one regulation. The standards it contains relate to the removal of barriers in five areas.

Information and Communications Standard

The [Information and Communications Standard](#) outlines requirements for organizations to create, provide and receive information and communications in ways that are accessible for people with disabilities. This includes requirements for websites and web content, as well as the need to provide public information in accessible formats.

Employment Standard

The [Employment Standard](#) requires employers to provide for accessibility throughout the stages of employment, including recruitment, hiring and career advancement.

Transportation Standard

The requirements in the [Transportation Standard](#) are designed to ensure transportation providers make their services and vehicles accessible to people with disabilities. These standards are wide ranging and include requirements for public transit and accessible taxi cabs.

Design of Public Spaces Standard

The [Design of Public Spaces Standard](#) ensures that public spaces are designed to include specific features that make it easier for to use public spaces. This standard includes features related to sidewalks, pedestrian signals, ramps, parking spaces and service counters. It also applies to recreational public spaces, such as trails, outdoor eating areas and play spaces.

Customer Service Standard

The [Customer Service Standard](#) was the first standard under the AODA to become law. This regulation establishes accessibility standards for customer service and ensures people with disabilities receive goods and services in a manner that takes into account a person's disability.

Compliance Timelines

Since the introduction of the AODA in 2005 and subsequent regulations, timelines for compliance have been established. As of the 2019 update of this plan, one compliance deadline remains. As of January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA (excluding live captioning and audio description).

Appendix C of this document lists the requirements of the IASR, the associated timelines for the Town's compliance, and the strategies employed by the Town to meet these requirements.

Foundation and Principles

Increased accessibility for people with disabilities is part of the Town of Newmarket's community vision and corporate mission and is integrated into the Town's first Accessibility Plan developed in 2003. Since that time a strong foundation has been established through annual accessibility plans which will continue to strengthen with the Multi-year Accessibility Plan and the following principles:

Informed and Committed Leadership

- Town of Newmarket Council is committed to meeting the needs of persons with disabilities through the implementation of the Customer Service and IASR policies and Accessibility Plans, including the Multi-year Accessibility Plan.
- All Town of Newmarket departments have provided input to the Plan.
- Accountability is demonstrated by making all applicable Town of Newmarket documentation available to the public, and in alternate formats upon request.
- Mandatory accessibility training is provided to all employees including regular full-time, regular part-time, casual, sessional, seasonal and contract staff, sub-contractors, volunteers and all persons who participate in developing

Newmarket's policies. Training is also designed and adapted to apply to the type of work, location and staff involvement with the public.

- Staff are engaged and encouraged to incorporate accessibility practices into daily work across the organization by using an 'accessibility lens' when preparing procedural documents, procuring goods or services, or developing programs and services.
- To ensure all staff have access to accessibility related information and tools, an internal Accessibility Working Group has been established. The Working Group is led by Legislative Services and assists in delivering accessibility related communications throughout the departments across the corporation.
- By meeting or exceeding the timelines and legislation implementation, the Town led development of policy/procedures and training of the Customer Service Standard with its Northern Six (N6) partner municipalities of York Region and can be looked at as a leader in accessibility.
- The Town has an internal Diversity and Inclusion Working Group that consists of staff from across the organization, and work to implement various Diversity & Inclusivity activities that align with corporate objectives.

Alignment

For the Multi-year Accessibility Plan to be successful with its implementation strategy there is a need for the plan to be aligned with other Town of Newmarket guiding documents:

- Vision – 'Well Beyond the Ordinary' means encouraging a sense of community supported by our employee mission of "Making Newmarket Even Better" to include:
 - Serving all life-cycle stages and abilities
 - Supporting cultural harmony and ethnic diversity
 - Preserving arts, culture, entertainment and heritage
 - Providing accessible recreational, facilities, green and open spaces, parks, playgrounds and playing fields
 - Programming recreational services and events that shape identity and contribute to community spirit, particularly youth and seniors' facilities and programs
 - Ensuring accessibility for persons with disabilities
- Council's 2018-2022 Strategic Priorities including:
 - Extraordinary Places and Spaces: Creating an environment for an engaged, accessible and inclusive community
 - Safe Transportation (Streets): Incorporating technology and tactics into engineering "complete street" and trail designs that enhance street safety and respect all users (vehicles, pedestrians and other transportation modes)
 - Long-term Financial Sustainability: Proactively leveraging upper-tier grant funding and Asset Replacement Funds to upgrade existing facilities to be accessible to all users

- Newmarket Official Plan: Requiring that both the public and private sector commit to building structures and communities that are safe, accessible and reflect employee core values of Courage & Creativity, Accountability & Accessibility, Respect & Integrity and Excellence.
- Recreation Playbook: With the Vision for recreation in which everyone is engaged in meaningful, accessible recreation experiences, the Town of Newmarket is fostering individual and community wellbeing
- Accessibility Policies: Establishes the Town of Newmarket's Accessibility commitment
 - Accessible Customer Service Policy and Procedures
 - Integrated Accessibility Standards Regulation (IASR) Policy
- Statement of Commitment: Affirms the Town of Newmarket's commitment to accessibility
 - The Town of Newmarket's 'Statement of Commitment' to accessibility is included as part of the IASR Policy. The statement affirms the commitment to meet the needs of persons with disabilities in a timely manner through the implementation of policies that 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 and equal opportunity.

Coordination

The accountability for the various objectives within the Multi-year Accessibility Plan is a shared responsibility with the various departments and responsibilities related to employees, members of the Newmarket Accessibility Advisory Committee, Human Resources Department, Directors/Managers/Supervisors and the Chief Administrative Officer/Commissioners are clearly outlined in the Town of Newmarket IASR Policy.

In the past, the Newmarket Public Library has participated in the Town of Newmarket Accessibility Plans. The Newmarket Public Library will continue this practice and is included in this Multi-year Accessibility Plan.

Evaluation and Reporting

The Town of Newmarket will continue to review and consult with staff, the Newmarket Accessibility Advisory Committee, people with disabilities and any other individuals or groups who provide accessibility related feedback.

Additional evaluation and reporting include:

- Annual review of the Multi-year Accessibility Plan and preparation of a progress report. This progress report is prepared for Council to identify progress of the

Plan's implementation, accomplishments and achievements, and is posted online and available in alternative formats.

- Compliance reports submitted to the Accessibility Directorate of Ontario, who regulates compliance for all Ontario Organizations.
- A report on the accessibility of a Municipal Election and voting measures is completed as required by the Municipal Elections Act, as amended from time to time.

Town of Newmarket Accessibility Advisory Committee

The Town of Newmarket Accessibility Advisory Committee (NAAC) was established in 2003 and is responsible for encouraging and facilitating accessibility for all persons with disabilities in the Town of Newmarket by advising with the prevention, identification and removal of barriers that restrict people with disabilities from participating in Town programs or accessing services and facilities.

The Committee is made up of dedicated volunteers (who come from different backgrounds and/or types of disabilities), staff, and a Council representative who all are committed to working towards a barrier-free Newmarket. The Committee's term is the same as the term of Council and at a new term, a new Committee is formed from the community through an application process.

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. Since the creation of the Town's first Multi-year Accessibility Plan, the Accessibility Advisory Committee has formed an integral part of the Town's strategy towards its implementation. A summary of the numerous projects and initiatives which the Committee was involved in throughout the first phase of this Plan is provided in Appendix B of this Plan.

Accessibility Partnerships in the Region and Beyond

Accessibility planning involves many stakeholders, and the Town of Newmarket encourages involvement from a variety of people and groups. The development of this plan required input from many staff including the Accessibility Working Group from across the organization, the Newmarket Accessibility Advisory Committee and members of the public.

The Town of Newmarket also participates in accessibility planning with the Region of York. The Region of York coordinates an Annual Forum with the local AACs as part of National AccessAbility Week. Town Staff also participate in the York Region Municipal Diversity and Inclusion Group. This group is committed to welcoming and inclusive communities and includes members from a wide variety of community stakeholders including municipalities, police, school boards, health care providers, United Way of Toronto and York Region, Conservation Authorities, and the York Region Children's Aid Society.

Appendices

Appendix A

Appendix A to this plan provides a summary of barrier identification initiatives throughout the Town in 2019. It also provides a list of upcoming projects that will help to remove barriers.

Appendix B

Appendix B to this plan provides a summary of the numerous projects and initiatives which the Newmarket Accessibility Advisory Committee was involved in throughout the first phase of this Plan from 2013-2018.

Appendix C

Appendix C to this plan provides a selection of regulations from the IASR which apply to Newmarket. The appendix provides the Town's strategies for meeting these regulations and the appropriate compliance date. For dates which have already passed, this appendix is used to report on the Town's compliance.