

# 2015 Status Update Town of Newmarket Multi-year Accessibility Plan



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Equal Opportunity | Integration | Independence | Dignity

## A Message from Newmarket Council



Newmarket Town Council, 2014 - 2018

Council is pleased to present the 2015 Status Report to the Town's Multi-year Accessibility Plan. 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 2015 Status Report to the Town's 2013-2017 Multi-year Accessibility Plan demonstrates the work that has been done to identify and remove barriers in accordance with the *Accessibility for Ontarians with Disabilities Act*. 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

<b>Members</b>	<b>Staff</b>
Steve Foglia <i>Chair</i>	Pat McIntosh <i>Recreation Programmer</i>
Gloria Couves	
Linda Jones	Lisa Lyons <i>Deputy Clerk</i>
Michael Morrison	
Jeremy Slessor	
Richard Wilson	
Councillor Christina Bisanz	

## 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. Since the implementation of the Multi-year Accessibility Plan, the Newmarket Accessibility Advisory Committee has:

- **Organized National Access Awareness Week Celebrations**  
The Committee hosted a successful National Access Awareness Week event on June 1, 2015 outside the Recreation Pop-Up Shop at the Upper Canada Mall. The event, celebrating accessibility and abilities included an experiential maze and wheelchair dancing demonstration. National Access Awareness Week continues to grow each year, with plans underway for the 2016 events.
- Reviewed plans and provided recommendations for the initiatives and projects which include the following:
  - the location of an additional accessible parking space on Main Street in downtown Newmarket;
  - a proposed sidewalk installation on Millard Avenue;
  - a proposed sidewalk installation on Srigley Street.
- Inspected sidewalks to ensure that new and replacement sidewalk slabs are constructed in accordance with the Town's sidewalk standard (by removing troweling around expansion joints), which was implemented as a result of an Accessibility Advisory Committee recommendation.
- 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.

## Update on 2013- 2017 Initiatives

Outlined in the following pages are the projects associated with the prevention and removal of barriers specifically to persons with disabilities that live, work and visit Newmarket. By removing barriers for persons with disabilities, we are removing barriers for everyone.

This Status Report outlines which accessibility initiatives have been addressed in 2015 and which initiatives are being targeted for 2015 and beyond. Similar to the Multi-year Accessibility Plan, this Status Report lists projects that are associated with each of the accessibility standards under the AODA.



Photo from 2014 National Access Awareness Week

## Update on 2013 – 2017 Initiatives

General Initiatives			
Project Title	Description	Status	Notes
Accessibility Plans (s.4)	An outline of Newmarket's strategy to remove and prevent barriers and meet the requirements and obligations of the AODA.	Complete	Newmarket's 2013 – 2017 Multi-year Accessibility Plan was presented to Council and approved on December 16, 2013.
	An annual status report on the progress of the initiatives identified in Newmarket's 2013 – 2017 Multi-year Accessibility Plan must be completed	Ongoing	This is Newmarket's second annual status report for the 2013 – 2017 Multi-year Accessibility Plan. The Plan is reviewed annually by the Accessibility Advisory Committee
	Accessibility plans must be posted on the website and provided in an alternate format upon request.	Ongoing.	All accessibility plans have been posted on the Town's website in an accessible format and are available in an alternate format upon request.
	Review and update the accessibility plan at least once every five years	Ongoing	A Compliance Report must be submitted to the Accessibility Directorate of Ontario by December 31, 2015.
Training (s.7)	<p>Develop, deliver and coordinate mandatory accessibility training for all employees, volunteers and third party vendors.</p> <p>Staff is responsible for delivering standards and in-depth training appropriate to the duties of the employees, volunteers and other persons.</p>	Complete	An in house video was produced to train staff accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities. Staff completed a short quiz at the end of the video. All staff was trained before January 1, 2014 and the training is included in mandatory new employee orientation. The video is also available on the Town's website.

## Update on 2013 – 2017 Initiatives

Information and Communications Standards			
Project Title	Description	Status	Notes
Feedback (s.11)	Accessible formats and communication supports shall be provided, upon request, to those with disabilities.	Complete	Communications has been placing the statement “If you require this information in an alternate format, please contact 905-895-5193” in previous years on all print materials and added the statement to all media releases. Media releases are distributed electronically and posted on the Town’s website.
Accessible formats and communication supports (s.12)	Upon request, provide or arrange for accessible formats and communication supports for persons with disabilities in a timely fashion with no additional costs.	Ongoing	Communications has been placing the statement “If you require this information in an alternate format, please contact 905-895-5193” in previous years on all print materials and added the statement to all media releases. Media releases are distributed electronically and posted on the Town’s website.
	Responsible for consulting the person making a request for alternate formats to determine the suitable accessible format or communication support.	Ongoing	Town of Newmarket staff will consult with persons with disabilities to determine the suitability of accessible formats and communication supports on an on-going basis when such formats or supports are requested.
Accessible websites and web content (s.14)	In accordance with legislation, ensure that the Town’s website is accessible and include further enhancements and improvements as outlined by the IASR.	Complete, with additional web based content and documents to be added once converted to an accessible format.	New Town website was launched in August, 2015 with design and content that meets the WCAG 2.0 “AA” level requirements.  Documents from the former website are being converted to accessible formats, time and resource permitting.

## Update on 2013 – 2017 Initiatives

Employment Standards			
Project Title	Description	Status	Notes
Performance Management (s.30)  Career development and advancement (s.31)  Redeploying (s.32)	Performance management, career development and redeployment take into consideration the accessibility/accommodation needs of employees with disabilities.	Complete	Human Resources have drafted and implemented policies and procedures related to performance management, career development and redeployment/return to work. The Performance Management Process was redesigned in 2015. Review of any individual accommodation plans is required prior to completion of performance reviews and supervisory training is required to assist Supervisors in identifying the difference between performance and disability related issues.

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)			
Project Title	Description	Status	Notes
Application (s.80.2)	Applies to any newly constructed or redeveloped public spaces on or after the legislated dates.	Ongoing	The Design of Public Spaces Standards are under review with a strategy being developed for each requirement before the January 1, 2017 compliance deadline.

## 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, [www.newmarket.ca](http://www.newmarket.ca)

### Actions completed in 2015:

Town Facilities	
Magna Centre	New bleachers have been installed in the gym to meet accessibility requirements.
Newmarket Seniors' Meeting Place	Washrooms have been renovated to include and increase the number of available accessible washroom stalls.

Town Departments and Programming		
Department	Item	Notes
Corporate Communications	Print Notices	<p>Where possible, when designing pieces, Communications uses 12 point, sans serif fonts with contrasting colours to comply with the AODA.</p> <p>Design pieces that are difficult to read online, such as the PDF of the weekly Town Page, are posted as an accessible Word text version on the website.</p> <p>Communications has created accessible media release, advisories, PSA and Community Event Listing templates in Microsoft Word so that the documents maintain their accessible integrity when converted to PDF.</p>
	Website	<p>The Town launched a new website in August, 2015, that includes an accessibility section that details the Town's accessibility plans and commitment to accessibility.</p> <p>In the Accessibility section of the website, the following statement has been included: "The Town of Newmarket website meets the current standards outlined in the Accessibility for Ontarians with Disabilities Act (AODA). The website conforms to the WCAG 2.0 Level AA guidelines (current standards are Level A). The website features BrowseAloud, a tool which adds speech and reading support to extend the reach of the website for people of all abilities.</p>



Town Departments and Programming		
Department	Item	Notes
Corporate Communications	Website	Every effort has been made to update current Town PDF documents (2014 and later) and third party documents on the website and make them fully accessible. If you require any historical documents (2013 and earlier) or encounter any other documents that you require in an alternate format, please contact the Town of Newmarket at 905-895-5193.”
Customer Services	Customer Service	Customer Services continues to be committed to adhering to all applicable legislation and corporate accessibility related policies. In addition, Customer Services areas throughout the Town offer accessible counters. If an accessible counter is not available, accommodations are easily made. Customer Service also reports any issues that may impact visitors to Town facilities in order to ensure that public areas are well-maintained and that any issues are reported and resolved in a timely manner, as necessary.
Engineering Services	Sidewalks	Sidewalk standards have been redesigned by removing the trawl lines between each bays expansion joint in order to soften the ride and enhance safety for those using wheelchairs.
	Recruitment and Hiring	<p>All HR processes incorporate statements about the Town’s recruitment and HR processes that advise employees and applicants of the commitment to accommodate persons with disabilities.</p> <p>In 2014, HR developed a partnership with Focus to provide employment for a resident with disabilities.</p> <p>In a recent employment contract and in accordance with all employment offers - the following statement is included:  “Accessibility -- The Town of Newmarket have policies and processes in place to provide accommodation for employees with disabilities. If you require a specific accommodation because of a disability, please contact the HR department to discuss how appropriate accommodations can be made before you begin your employment with the Town.”</p>
Human Resources	Policies	Human Resources is undertaking a review of HR policies and will incorporate processes to ensure accessibility is available to all.
	Recruitment	All candidates are advised that the Town of Newmarket is committed to a fair and equitable recruitment process and will accommodate persons with disabilities in accordance with Human Rights legislation.

Town Departments and Programming		
Department	Item	Notes
Human Resources	Recruitment	<p>When using HRSmart to set up interviews, the statement below is included in the on-line invitation. "As the Town of Newmarket supports a diverse workforce with a fair and equitable recruitment process, please let us know if you require accommodation for a disability."</p> <ul style="list-style-type: none"> <li>• When calling candidates, the Hiring Manager must advise them over the phone of accommodation.</li> <li>• Should a candidate require accommodation call your HR Consultant for immediate assistance in coordinating the request."</li> </ul> <p>While interviews are scheduled as quickly as possible, flexibility is required to schedule candidates who may require more notice due to their schedules, work commitment, accessibility requirements or vacation.</p>
Information Technology	GIS	"Try the Tri" 3D was launched to provide an alternative visual display of a triathlon event held at the Ray Twinney Complex.
	Equipment	Smartphones were deployed across the organization. The phones provide accessibility features within their operating systems.
	Training Initiatives	IT Staff procured accessibility training for Microsoft Word and Acrobat users who manage content on the Town's website to ensure that each document posted online is accessible.
	Website	The Town launched a new website in August, 2015. Web design and content meet Level A and Level AA WCAG 2.0 requirements as they related to the AODA. The Town utilizes a service to monitor and evaluate the website's accessibility ratings.
Legislative Services	Council Support	Each Member of Council has been provided with an iPad to view and annotate agendas electronically. The AgendaToGo application permits users to zoom in on any item to increase visual accessibility.
	Licensing	DocuPet, an online animal registration site was launched in 2015. This supports mobility initiatives and enhances convenience for everyone by enabling online pet registration.
	Municipal Election – Accessibility Plan	Council was presented with a public report outlining measures that Legislative Services took through the election process to identify and remove barriers to persons with disabilities.

Town Departments and Programming		
Department	Item	Notes
Legislative Services	Municipal Election – Accessibility Plan	<p>Of note, measures included:</p> <ul style="list-style-type: none"> <li>• additional advance voting opportunities;</li> <li>• an assistive voting device and supports which provides for an independent voting experience;</li> <li>• consultation and information sharing with disability support agencies.</li> </ul> <p>Legislative Services is currently reviewing internet voting with Council which has the benefit of supporting an independent voting experience for persons with disabilities.</p>
	Training Initiatives	<p>An information session on the Built Standard was provided to Engineering Services staff.</p> <p>All Committee members have been provided with an orientation session which includes mandatory training related to the ODA, AODA, Customer Service Standard and the IASR.</p>
Library	Equipment	<p>A self-service check-in station has been installed. This station is fully accessible.</p> <p>The computer monitor at one self-service check out station has been adjusted to improve access and visibility.</p>
	Facility Related Upgrades	<p>A request has been included in the 2016 budget to repaint the outside ramp and stairs with an anti-slip coating. In addition, yellow contrast paint will be reapplied to the nose of each step for improved visibility and safety.</p>
	Partnerships	<p>The Library has maintained its partnership with the Centre for Equitable Library Access (CELA) which provides material for any individual with a print disability. <a href="http://www.newmarketpl.ca/cnib">http://www.newmarketpl.ca/cnib</a></p>
	Policies	<p>The following policies have been updated to meet AODA and IASR regulations:</p> <ul style="list-style-type: none"> <li>• Employee Accommodation Process</li> <li>• Functional Accessibility Report</li> <li>• Individual Accommodation Plan</li> <li>• Return to Work Program and Plan</li> </ul> <p>An accessibility tagline has been added to all job advertisements stating that “The Newmarket Public Library is committed to accommodate all applicants in accordance with the Ontario Human Rights Code for all employment activities including the recruitment process.”</p>

## Town Departments and Programming

Department	Item	Notes
Library	Website and administrative initiatives	<p>Development of a new website is currently underway. This website will meet all IASR standards and is expected to launch in 2016.</p> <p>Two staff members have been provided with Accessible Document Training in order to learn the fundamentals for creating accessible Microsoft Word and Acrobat documents.</p>
Procurement Services	Website	All applicable procurement documents are now provided as fillable forms and documents have been made accessible to comply with the IASR.
Public Works Services	Facilities	<p>A consultant has been obtained to complete an audit of outdoor park washroom facilities and provide recommendations on how they can be made accessible.</p> <p>A request has been included in the 2016 budget to secure funds to make one park washroom per year accessible.</p>
	Operations	Broken sidewalks have been replaced. Trip hazards have been cut and ramps have been installed at Riverwalk Commons.
	Parks	<p>A ramp has been installed at the amphitheatre at Fairy Lake.</p> <p>Parks continues to provide accessible playgrounds and has increased the through walkways. Examples of accessible playgrounds are: Bonshaw Park, Rene Bray Park and Comfort Lane.</p> <p>All portable washroom facilities must be accessible.</p>

## **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 2016. 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](mailto:info@newmarket.ca)  
[www.newmarket.ca](http://www.newmarket.ca)



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