

# **Attachment 3: Integrated Accessibility Standards Regulation Implementation Plan**

The following outlines the Town of Newmarket Implementation Plan (2024-2029) under the Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standards, Ontario Regulation 191/11.

## **Part I – General**

### **Establishment of Accessibility Policies (s.3)**

#### **IASR Requirement**

- a) Shall develop, implement and maintain policies governing how the organization achieves accessibility through meeting the requirements of the IASR.
- b) Shall prepare one or more written documents describing policies; and make the documents publicly available, and provide in an accessible format upon request.
- c) Policies shall include a statement of organizational commitment.

#### **Town of Newmarket Action Plan**

- a) IASR Policy was established and approved by Council.
- b) [IASR Policy](#) is available on website (intranet and internet) or in accessible format upon request.
- c) Policy includes statement of organization commitment.

#### **Status**

Complete

#### **Legislated Compliance Date**

January 1, 2013

### **Accessibility Plans (s.4)**

#### **IASR Requirement**

- a) Establish, implement, maintain and document multi-year accessibility plan.
- b) Post accessibility plan on website, if any, and provide the plan in an accessible format upon request.
- c) Establish, review and update plans in consultation with persons with disabilities and if have established an Accessibility Advisory Committee, must consult with the committee.

- d) Review and update the accessibility plan at least once every five years.

### **Town of Newmarket Action Plan**

- a) A Multi-Year Accessibility Plan was first developed in 2013.
- b) Plan is posted on the [Town website](#) and is available in an alternate formats, upon request.
- c) Plan will be reviewed and updated yearly in preparation for the progress report. Annual progress report prepared for Council to identify progress of the Plan's implementation, accomplishments and achievements, to be posted online and available in alternative formats. Yearly review of Plan will be in consultation with Newmarket Accessibility Advisory Committee.
- d) Compliance reports are submitted to the Ministry of Seniors and Accessibility, and the Town participates in any audits by the Ministry, as required.

### **Status**

Complete

### **Legislated Compliance Date**

January 1, 2013

## **Procuring or Acquiring Goods, Services or Facilities (s.5)**

### **IASR Requirement**

- a) Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable.

### **Town of Newmarket Action Plan**

- a) A pre-bid form must be completed before any bid document is issued. The pre-bid form includes three questions about accessibility and the good/services that are being procured. If accessible criteria/features cannot be incorporated an explanation must be provided. Staff that regularly use the bid process all received training on how to use the new form and how to procure accessible goods/services.

### **Status**

Complete

### **Legislated Compliance Date**

January 1, 2013

## **Self-Service Kiosks (s.6)**

### **IASR Requirement**

- a) Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

#### **Town of Newmarket Action Plan**

- a) Incorporated as part of the procurement process.

#### **Status**

Complete

#### **Legislated Compliance Date**

January 1, 2013

### **Training (s.7)**

#### **IASR Requirement**

- a) Provide training on the requirements of the IASR accessibility standards and on the Human Rights Code.
- b) Training provided to all employees, volunteers, all persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of the organization.

#### **Town of Newmarket Action Plan**

- a) The Town of Newmarket has developed an Accessibility Training Module which includes the IASR standards, Town of Newmarket IASR policy and the Human Rights Code. The training module is currently being reviewed to ensure compliance with all relevant regulations.
- b) Additionally, the Town utilizes Access Forward training developed by the Province.

#### **Status**

Complete

#### **Legislated Compliance Date**

January 1, 2014

## **Part II – Information and Communications Standards**

### **Feedback (s.11)**

#### **IASR Requirement**

- a) Responsible for providing accessible formats and communication supports, upon request, to those with disabilities.
- b) Shall notify the public about the availability of accessible formats and communication support.

## **Town of Newmarket Action Plan**

- a) Communications has been placing the statement: “If you require this document in an alternative format, please contact the Town of Newmarket at 905-895-5193” on major print publications such as our Community Reports since 2010.
- b) Communications ensures that our statement “If you require this document in an alternative format, please contact the Town of Newmarket at 905-895-5193” is included on all communications.

## **Status**

Complete

## **Legislated Compliance Date**

January 1, 2014

## **Accessible formats and communication supports (s.12)**

### **IASR Requirement**

- a) Upon request, provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner and at no extra cost compared to other persons
- b) Responsible for consulting the person making the request to determine the suitable accessible format or communication support

## **Town of Newmarket Action Plan**

- a) Communications has been placing the statement: “If you require this document in an alternative format, please contact the Town of Newmarket at 905-895-5193” on major print publications such as our community reports since 2010.
- b) Communications will ensure that our statement “If you require this document in an alternative format, please contact the Town of Newmarket at 905-895-5193” is included on all communications moving forward to comply with the January 2015 timeline and consult with the person making the request to ensure needs are met.

Communications will continue to produce materials in a variety of formats (print, online, electronic, audio, video) to comply with regulations.

Communications will continue to provide all materials using accessible fonts, headings and graphics to comply with regulations.

Accessible templates and Accessible PDF training sessions were provided to all report writers and website content contributors. Training will be continuously provided as required.

Corporate Accessibility Standard Guides and Microsoft Word and Accessible PDF process training guides were created and available to all staff members.

All communication pieces that go through the communications approval process will also be vetted to ensure all corporate accessibility standards are met.

### **Status**

Complete

### **Legislated Compliance Date**

January 1, 2015

## **Accessible websites and web content (s.14)**

### **IASR Requirement**

All internet websites and web content must conform with WCAG 2.0 Level AA, other than, Captions (Live), and Audio Descriptions (Pre-recorded).

### **Town of Newmarket Action Plan**

New Town of Newmarket website platform was launched in 2014 and adheres to WCAG 2.0 and AODA Level A and Level AA.

The Town continues to run accessibility checks to ensure Level A and AA standards are met and in compliance.

Guidelines for creating appropriate content for documents and websites meeting accessibility was developed.

All website content contributors were trained on accessibility standards and how to make document accessible.

Communications continuously works with the IT department to run accessibility and usability checks (site improve) on the corporate website.

Accessibility standards statement is included on all webpages of the website and Town Council, Committee, and Advisory Committee meetings are available with Closed Captioning and Assistive Listening Devices are available upon request for in-person attendees at Council, Committee and Advisory Meetings.

Complete

### **Legislated Compliance Date**

January 1, 2021

## **Public Libraries (s.19)**

### **IASR Requirement**

- a) Library board is responsible for providing access to or arrange for accessible materials where they exist.

- b) Library board is obligated to make information about available accessible materials public and responsible for providing accessible formatted information or communication, upon request.
- c) May provide accessible formats for archival materials, special collections, rarebooks and donation.

### **Town of Newmarket Action Plan**

- a) Library currently provides large print material, commercial talking books, as well as adult literacy/ESL material that can be used for individuals with learning disabilities.
- b) Library has an arrangement with the Canadian National Institute for the Blind (CNIB) to provide Digital Accessible Information System (DAISY) format discs or downloads to qualified CNIB clients and has one DAISY reader available for use in the Library.
- c) The Library is a member of Centre for Equitable Library Access (CELA), which provides books, newspapers, and magazines for individuals with a visual impairment. Formats are available in DAISY audio, e-text and Braille.

The Library has an accessible public computer station. This computer workstation has several unique components:

- a height adjustable desk
- a large print keyboard
- a large trackball
- a flatbed scanner
- a screen magnifier (Windows Magnify)
- a screen reader (Windows Narrator)

### **Status**

Complete

### **Legislated Compliance Date**

January 1, 2013

## **Part III – Employment Standards**

### **Recruitment, general (s.22)**

#### **IASR Requirement**

- a) Every employer must notify all employees and the public about available accommodation for applicants with disabilities during recruitment processes.

### **Town of Newmarket Action Plan**

- a) An accessibility tagline has been added to all job advertisements stating that: “The Town of Newmarket is committed to accommodate all applicants in accordance with the Ontario Human Rights Code for all employment activities including the recruitment process. If you need

assistance please call Human Resources at extension 2050.”

**Status**

Complete

**Legislated Compliance Date**

January 1, 2014

**Recruitment, assessment or selection process (s.23)**

**IASR Requirement**

- a) Accommodations to be made available, upon request, during recruitment process.
- b) If applicant requests accommodation when invited to participate, suitable accommodation in an appropriate matter is required.

**Town of Newmarket Action Plan**

- a) Town of Newmarket recruitment policies and processes are compliant with all legislation. Applicants who are selected to proceed to the interview stage will be advised of the availability of accommodations during the recruitment process. Applicants must meet the occupational requirements of the position available to proceed to the interview stage.

**Status**

Complete

**Legislated Compliance Date**

January 1, 2014

**Notice to successful applicants (s.24)****IASR Requirement**

- a) Every employer shall, when making offers of employment, notify successful applicant of policies for accommodating those with disabilities.

**Town of Newmarket Action Plan**

- a) The standard offer letter templates include a statement to notify the successful applicant of Town of Newmarket policies for accommodating employees with disabilities .

**Status**

Complete

**Legislated Compliance Date**

January 1, 2014

**Informing employees of supports (s.25)****IASR Requirement**

- a) Employer shall inform employees of policies used to support those with disabilities, including but not limited to, policies on provision of job accommodations that take account of employee's accessibility needs due to disability.

**Town of Newmarket Action Plan**

- a) As part of employee onboarding, employees are provided with the IASR Policy which includes the provision of job accommodations and other relevant accessibility supports.

**Status**

Complete

**Legislated Compliance Date**

January 1, 2014



## **Accessible formats and communication supports for employees (s.26)**

### **IASR Requirement**

- a) Employer shall consult with employee to provide or arrange accessible formats and communication supports for: information to perform the employees job; and information generally available to employees in the workplace.
- b) Employer shall consult with employee making request to determine suitable accessible format or communication support.

### **Town of Newmarket Action Plan**

- a) The IASR Policy includes accessible formats and communication supports for employees. Requests are reviewed with the employee so appropriate supports are provided.

### **Status**

Complete

### **Legislated Compliance Date**

January 1, 2014

## **Workplace emergency response information (s.27)**

### **IASR Requirement**

- a) Every employer shall provide individualized workplace emergency response information to employees that have a disability, if the employer is aware of the disability and the individualized information is necessary.
- b) The employer may provide a designated person with the appropriate workplace response information for accommodating another employees with a disability.
- c) The employer shall provide information required as soon as they become aware of the need for accommodation.
- d) The employer shall review individualized workplace emergency response information when the employee moves to a different location in the organization, overall accommodation of employee is reviewed, when employer reviews general emergency response policies.

### **Town of Newmarket Action Plan**

The Town of Newmarket has an “individualized workplace emergency response plan” document which is completed when required. The form would be completed during orientation if the need was present at hire;

otherwise, if the need arises during employment, the form would be completed. All sections of this requirement are covered in the IASR policy under the “Workplace Emergency Response Information” section.

**Status**

Complete

**Legislated Compliance Date**

January 1, 2014 (items a-c)

January 1, 2012 (item d)

**Documented individual accommodation plans (s.28)**

**IASR Requirement**

- a) Employers shall develop and have written process for the development of documented individual accommodation plans for those employees with disabilities.
- b) The process for developing individual documented accommodation plans shall include seven features that help persons with a disability participate in the development of the plan in its entirety.

**Town of Newmarket Action Plan**

The Town of Newmarket uses an “Individual Accommodation Plan” (IAP) document which addresses the 8 features in the requirement

**Status**

Complete

**Legislated Compliance Date**

January 1, 2014

**Return to work process (s.29)**

**IASR Requirement**

- a) Return to work process shall be developed or in place for employees that have been absent due to disability and require disability-related accommodation in order to return to work.
- b) The return to work process should outline the steps an employer will take to facilitate the process and will incorporate the use of documented individual accommodation plans.

**Town of Newmarket Action Plan**

- a) The Return to Work Policy includes a section detailing the accommodation of employees who have been absent due to disability.

- b) The Return to Work Policy outlines the steps to facilitate the process and incorporates the use of documented individual accommodation plans.

- [Return to Work Policy HR.8-03](#)
- Return to work program - Managers Guideline
- Return to work program – Employee Agreement

### **Status**

Complete

### **Legislated Compliance Date**

January 1, 2014

## **Performance Management (s.30)**

### **IASR Requirement**

- a) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

### **Town of Newmarket Action Plan**

- a) The IASR Policy contains a requirement that the Town of Newmarket take into account the accessibility needs and individual accommodation plans of employees when using performance management processes.

### **Status**

Complete

### **Legislated Compliance Date**

January 1, 2014

## **Career development and advancement (s.31)**

### **IASR Requirement**

- a) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

### **Town of Newmarket Action Plan**

- a) The IASR Policy contains a requirement that the Town of Newmarket take into account the accessibility needs and individual accommodation plans of employees when providing career development and advancement information.

#### **Status**

Complete

#### **Legislated Compliance Date**

January 1, 2014

### **Redeployment (s.32)**

#### **IASR Requirement**

- a) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

### **Town of Newmarket Action Plan**

- a) The IASR Policy contains a requirement that the Town of Newmarket take into account the accessibility needs and individual accommodation plans of employees when using redeployment procedures.

#### **Status**

Complete

#### **Legislated Compliance Date**

January 1, 2014

### **Duties of municipalities, accessible taxicabs (s.79)**

#### **IASR Requirement**

- a) Every municipality shall consult with their municipal accessibility advisory committee to determine the proportion of on-demand accessible taxicabs required in the community, and identify progress made meeting on-demand accessible taxicabs.

### **Town of Newmarket Action Plan**

- a) A review of the Town of Newmarket's business licence by-law, which includes vehicles for hire and the taxi industry, was completed by Regulatory Services. Consultation with the Accessibility Advisory

Committee took place as part of this review to determine the proportion of on-demand accessible taxicabs required in the community, and identify progress made meeting on-demand accessible taxicabs.

**Status**

Complete

**Legislated Compliance Date**

January 1, 2013

**Part IV.1 – Design of Public Spaces Standards (Accessibility Standards for the Built Environment)**

**Sections 80.1 to 80.38**

**IASR Requirement**

- a) Sections 80.1 to 80.38 provide requirements for recreational trails, outdoor play spaces, exterior paths of travel, and accessible parking.

**Town of Newmarket Action Plan**

- a) The Town of Newmarket requires all Engineering Consultants to comply with these IASR regulations during the design phase of any Engineering projects.

**Status**

Complete

**Legislated Compliance Date**

January 1, 2016

**On-street parking spaces (s.80.39)**

**IASR Requirement**

- a) When constructing or redeveloping existing on-street parking spaces, designated public sector organizations shall consult on the need, location and design of accessible on-street parking spaces with the public and persons with disabilities and with the municipal accessibility advisory committee.

**Town of Newmarket Action Plan**

- a) The Town of Newmarket will consult with the public and persons with disabilities and with the Newmarket Accessibility Advisory Committee) when constructing or redeveloping existing on-street parking spaces.

**Status**

Complete

**Legislated Compliance Date**

January 1, 2016

**Sections 80.40 to 80.43****IASR Requirement**

- a) Sections 80.41 to 80.43 provide requirements for service counters, fixed queuing guides, and waiting areas.

**Town of Newmarket Action Plan**

- a) The Town of Newmarket requires compliance with these IASR regulations during the design phase of any Facilities projects.

**Status**

Complete

**Legislated Compliance Date**

January 1, 2016

**Maintenance of accessible elements (s.80.44)****IASR Requirement**

- a) In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:
  - a. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.
  - b. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.

**Town of Newmarket Action Plan**

- a) The Town of Newmarket provides preventative maintenance of accessible elements through routine maintenance and inspections. Inspections will focus on accessible elements covered by the Design of Public Spaces Standard and the Ontario Building Code.
- b) The Town of Newmarket notifies members of the public of any temporary disruptions to accessible elements through email, the Town

website, social media, and the Town Page in the local newspaper. Temporary accommodations are provided where possible in the event of a temporary disruption, whether emergency or preventative, until the disruption has ended. Accommodations during a disruption will vary depending on the nature of the disruption.

Standard Town practice requires all contractors that disrupt services during construction, such as sidewalks, must provide an approved Traffic Management Plan. The plan should include how the contractor proposes to maintain access at all times which includes pedestrian access.

**Status**

Complete

**Legislated Compliance Date**

January 1, 2016