

Multi-Year Accessibility Plan

Equal Opportunity

Integration

Independence

Dignity



2025 Annual Status Update

This document is available in an accessible alternate format by request.

Attachment 1 – 2025 Accessibility Status Update

A Message from Newmarket Council

Council is pleased to present the 2025 Accessibility Status Report, an update to the 2025 to 2029 Multi-Year Accessibility Plan. The Town of Newmarket continues its efforts to improve its services, facilities, and programs to encourage accessibility and inclusivity for everyone that lives in and visits Newmarket. Council has made it a priority to strive to meet the accessibility needs of the community and envisions Newmarket to be one of the most inclusive and welcoming communities in Canada.

We remain committed to working with Newmarket's Accessibility Advisory Committee, staff, and other community partners as we 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 being a community 'Well Beyond the Ordinary'. This was re-established with the Town's current Strategic Pillar: Extraordinary Places and Spaces which seeks to create the environment for an engaged, accessible, inclusive community.

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 the Town of Newmarket. The Advisory Committee does this 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 have the opportunity to act on the community's behalf by advising Council on a number of key initiatives that support achieving an accessible Newmarket. The 2025 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).

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

The Committee remains dedicated to encouraging and facilitating accessibility for all persons with disabilities visible and invisible within our community. Achieving a fully accessible Newmarket is a significant endeavor, and we are committed to this important undertaking.

We invite residents to review this Status Report to learn more about how the Town of Newmarket is working to create an accessible community, and value their comments, participation and commitment to assist in achieving a fully accessible community.

Accessibility Advisory Committee Members

Steve Foglia, Chair

Jeff Fabian, Vice Chair

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Bev Moffatt
Huma Tahir
Kathleen Kedzierski
Mark Stewart
Mitsy Jones-Bailey
Councillor Kelly Broome

Accessibility Advisory Committee Staff Support

Emily Thomas-Hopkins, Legislative Coordinator, Legislative Services
Kiran Saini, Deputy Clerk, Legislative Services
Jason Malone, Supervisor, Programs

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. In 2025, the Accessibility Advisory Committee has:

- Consulted with Staff regarding parking on Main Street.
- Recommended to Council that the time limit for on-street parking along Main Street be increased to three (3) hours.
- Provided feedback to Staff and recommended that Council approve the addition of sideloading van signage in the Downtown.
- Recommended that Council approve the addition of an accessible parking space on Main Street.
- Consulted with Staff regarding the new P3/P4 construction and addition of accessible parking spaces and other design features.
- Received updates from Staff regarding newly designed Pedestrian Crossovers on Gorham Street.
- Represented the municipality at the 2025 National AccessAbility Week event hosted by York Region.
- Provided feedback on the Town of Newmarket's Multi-Year Accessibility Plan Update and annual accessibility status update for 2023 and 2024.
- Consulted Staff regarding Newmarket's summer TD Music Series and ensuring accessibility is considered in planning.
- Consulted Staff and suggested the creation of an accessible location at the TD Music Series which was implemented.
 - This resulted in ease of entering and leaving the location with the least number of barriers and was near accessible washrooms.
- Consulted with Staff regarding playground enhancements at George Richardson Park and Willowick Park and provided feedback on accessibility.
- Consulted Staff regarding collaboration between Parks Operations Staff and the Committee going forward.
- Provided ongoing public awareness of accessibility.

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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.

Actions Completed in 2025

Central York Fire Services

- With the assistance of Infrastructure Technology Services, implemented a new Central York Fire Services website designed to streamline ease of use and ensure full Accessibility for Ontarians with Disabilities Act (AODA) compliance.
- Through 2026 will continue with renovations at Station 4-1 to create an accessible washroom facility on the first floor and a new customer-facing service counter that meets accessible standards.

Corporate Communications

- Worked on launching a new corporate website, which will comply with AODA and Web Content Accessibility Guidelines (WCAG) 2.0 Level AA legislation including but not limited to, use of proper headings, colour contrast, font size, alternative text on images and links and accessible pdfs. The new website also has technology to ensure WCAG 2.0 features are included on the content created.
- As part of the website refresh project, worked with Infrastructure Technology Services to convert most PDF forms (where possible) into online forms using the new website accessible forms program.
- Including appropriate font size and colour contrast in the design and review process when creating signage and communication pieces, while this is not a new practice, Communications is more deeply involved in the process.
- Worked with the Accessibility Advisory Committee on further developing and showcasing the work that has been done to improve accessibility in the community.
- For documents that have multiple pages (50+) and are required to be posted on the website, the Communications department continues to recommend outsourcing the file to be made accessible to ensure compliance with AODA legislation.
- Continue to participate in AODA related training to better understand what other municipalities are implementing and what new technologies exist to better service the community from an accessible standpoint.
- Continue to advocate with departments on their responsibility around AODA legislation as it relates to reports and documents that are required to be uploaded onto the website and communication pieces created by the department. This may include but not limited to annual reports for specific departments, plans and strategies.

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- With the launch of the new corporate website, a new governance guide was created and includes an accessibility requirement section was added to ensure continued compliance from departments as it relates to the website.
- Supporting new signage for Type A parking spaces and educating the community through social media about prioritizing these spaces for side loading vans.
- Engaging the Accessibility Advisory Committee for feedback on signage for large capital projects related to Accessibility.

Plans for the removal of accessibility barriers in 2025 and onwards:

- Continue to advise portfolio departments to ensure all communication materials meet AODA standards from the size of the font, colours used in designs and accessible formats for PDFs posted on the website
- Continue to use assistive technologies like site improve and built-in features on the website to conduct audits on webpages to ensure accessibility requirements are met.

Customer Service

- Continues to ensure compliance with AODA by serving as the main point of contact for customers to provide feedback regarding accessibility of goods or services. Staff ensure that feedback is appropriately documented, reviewed with relevant departments, actioned appropriately, and responded to within a reasonable timeline.
- Provides documents and information in an accessible format incorporating the communication needs of the customer.
- Ensures that the Design of Public Spaces Standard requirements were followed when re-designing the Customer Service Centre. Considerations included a moveable queuing system and accessible counter height and waiting area to accommodate mobility aids.
- Plans for the removal of accessibility barriers in 2025 and onwards include:
 - Training all Customer Services Staff by the end of 2026 on non-violent crisis prevention and intervention management to respond effectively to challenging behaviors.

Engineering Services

- Requires design consultants to incorporate AODA requirements into other designs and comply with the applicable standards for capital projects.
 - For land development applications, also verifying AODA compliance during in-house review and checking with the consultant to confirm compliance.

Capital Delivery – Community Spaces

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- Request for Proposals require consultants to consider accessibility and to meet AODA standards.
- Examples of accessible design solutions in current construction projects include the addition of ramps, an elevator, braille signage and other details to Mulock House, as part of a major adaptive re-use renovation.
- Another example includes the use of sloped sidewalks (<5% grade) instead of ramps throughout Mulock Park, to exceed AODA requirements.
- Consult the Accessibility Advisory Committee regarding each park, property, or facilities project to verify compliance and identify best practices
 - For example: staff presented the proposed Stackhouse Pond Recreation Trail to the Accessibility Advisory Committee in November 2025.

Capital Delivery, Infrastructure Renewals

Accessible improvements made throughout 2025:

- Reconstruction of Millard Avenue, Church Street, and Elm Street which included upgrading the sidewalk widths to meet accessible guideline requirements.
- Reconstruction of Hillview Avenue which included the addition of AODA compliance sidewalks.
- Addition of AODA compliant sidewalk on the south side of Penn Avenue between Hillview Street and Denne Boulevard.
- Reconstruction of the Queen Street Bridge which included replacement of non-standard sidewalks with AODA compliant sidewalks on both sides.
- Extended the Downtown P3 Parking area which included accessible upgrades to the existing P3 Parking Lot. These upgrades included:
 - New accessible pedestrian walkways and lighting to increase safety for parking lot users.
 - Addition and installation of tactile plates at dedicated pedestrian crossings within the parking lot
 - Accessible parking spaces were strategically distributed throughout the parking lot and number of accessible spaces met accessible guidelines.
- The town upgraded 19 intersections to meet AODA requirements which included:
 - Savage Road / Shanahan Boulevard
 - Savage Road / Nelson Circle / Sanford Street
 - Savage Road / Nelson Circle
 - Savage Road / Goldsmith Crescent
 - Savage Road / Keffer Circle
 - Savage Road / Ballard Crescent / Kensit Avenue
 - Savage Road / Jelley Avenue
 - Savage Road / Foxtail Ridge

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- Savage Road / Cassie Road
- Savage Road / Ballard Crescent
- Gorham Road/Nicholson
- Penn Avenue/Amilia Street
- Millard Avenue/Raglan Street
- Millard Avenue/Church Street
- Millard Avenue/Niagara Street
- Millard Avenue/Victoria Street
- Millard Avenue/Joseph Street
- Millard Avenue/Elm Street
- Millard Avenue/Arden Street

Financial Services

- Ensure that information reports posted to the Town Website continue to be AODA compliant.

Human Resources

- Trained two (2) staff to be CPI (Nonviolent Crisis Intervention Training) trainers to provide training to Full Time and Part Time staff to safety recognize and respond to everyday crisis situations that may involve more challenging behaviours and have added two (2) more staff to complete this training in summer 2026.
- Provided input into the updated Commitment Statement for the Multi-Year Accessibility Plan 2025-2029.
- Continued to provide Accessibility for Ontarians with Disabilities Act and Integrated Accessibility Standards Regulation training for every new employee.

Legal and Procurement Services

- Comply with corporate standards of making sure content and materials posted to the Town website are compliant with AODA legislation and converting documents to comply if necessary.
- Legal and Procurement Services' pre-bid form, which initiates a procurement process with the Procurement Services department requires that the department business leader consider AODA requirements in their procurements and prompts responses to AODA related requests.
- The Town's Request for Proposals documents state that all deliverables to be provided by selected suppliers are to comply with AODA requirements.

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Legislative Services

- Continued to support hybrid meeting options for all of Council's Advisory Committees and Board Meetings.
- Continued to conduct online screenings and hearings for ticket appeals.
- Continued to review accessibility of Temporary Patio applications to inform staff's decision-making process for permit approval or denial.

Automated Speed Enforcement and Administrative Monetary Penalty System

- Offered flexible screenings that could be conducted entirely by email, phone or in-person.
- Offered accessible hearings available either in-person or virtually.
- Provided barrier-free documentation including online evidence submission for all appeals.
- Equitable reviews included formal undue and financial hardship considerations during appeals.
- Provided accessible forms integrated into online payment and dispute portals.
- Physical accommodations were incorporated into the accessible service counter installed at the Community Safety Camera Office.

Newmarket Public Library

- Completed fire panel upgrades including
 - Lowered pull stations
 - Installation of strobe lighting
- Repaired ramp and refinished steps with waterproof, anti-slip coating; painted stair surfaces.
- Refreshed lobby and removed barriers that could impeded accessibility.
- Installed new customer information desk with an accessible height table.
- Improved wayfinding through updated accessible signage.
- Replaced and repositioned furniture to enhance accessibility and remove physical barriers.
- Plans for the removal of barriers in 2025 and onwards include:
 - 2027: replacing main floor shelving to meet accessible height and to reach standards.
 - 2028: washroom upgrades to improve accessibility.

Parks & Facility Services

Parks

- Presented upcoming projects to the Accessibility Advisory Committee for feedback to incorporate best practices and improve accessibility.

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- Received, evaluated and implemented where possible suggestions from the public relative to accessibility in parks or added to future capital projects.
- Developed a Request for Proposal for trail guidelines that includes ensuring trail design standards and signage/wayfinding are AODA compliant.
- Projects and initiatives that have been completed in 2025:
 - Two (2) playground replacements (Willowick and George Richardson) with engineered mulch, adding access ramps and accessible features (including an accessible swing at each site), added an accessible feature at Labyrinth Park and provided continual mulch top-ups to ensure safety and navigability at all playgrounds.
 - Added accessible washroom trailer at Keith Davis Tennis Facility while waiting for the clubhouse construction to be completed.
 - Ensured all sports fields are equipped with an accessible portable toilet onsite.
 - Added a few accessible platforms at lookout areas along the trail network.
- Ongoing projects:
 - Fairy Lake Boardwalk Replacement Design: ensuring that the design is AODA compliant, proposed timeline includes design in 2026 and construction in 2027.
 - Consultant is working on Trail Design Maintenance Guides which will include AODA compliance design standards, AODA compliant wayfinding and signage standards. Timeline includes having the guideline completed in 2026 with implementation in 2027 and onwards.
 - Playground replacements annually.

Facilities

- Continued to review current accessibility features in buildings.
- Identified, through conducting regular building walk-throughs of the various buildings within the Parks & Facilities 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.
- Conducted monthly checks of working condition of automatic door operators and other motorized accessibility features.
- Presented upcoming projects for feedback to the Accessibility Advisory Committee in the early stages of projects as an opportunity to improve accessibility and incorporate best practices.
- Received, evaluated and implemented where possible, suggestions from the public relative to accessibility in buildings.
- Provided support to Engineering Services for the Fair Lake washroom replacement that will incorporate accessibility design standards.
- Projects and initiatives that were completed in 2025 include:

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- Municipal Offices – renovations to the customer service area that incorporated barrier-free design.
- Old Town Hall – improvements undertaken to the washrooms that incorporated barrier-free design.
- Library – replacement of the fire alarm system that incorporated accessibility design standards.
- Projects that are ongoing in 2026 and onwards:
 - Magna Centre – renovate pool change rooms that will include accessibility upgrades (proposed timeline: design in 2025-27 and construction in 2027-28 pending budget approval). Due to the extent of the work and impact to the facility, this project will be multi-year.
 - Ray Twinney Complex – improve accessible seating in Area #1 (proposed timeline: design in 2026-27, construction in 2028 pending budget approval).
 - Ray Twinney Complex – install wayfinding signs that will incorporate accessibility design standards (proposed timeline: design and construction in 2026-27).
 - Community Centre – Renovate kitchens that will include barrier-free design (proposed timeline: design in 2026, construction in 2027 pending budget approval and facility availability). Due to the extent of the work and impact to the facility, this project will be multi-year.
 - Youth Centre – renovate washrooms that will include accessible upgrades (proposed timeline: design in 2026 and construction in 2027) pending budget approval and facility availability. Due to the extent of the work and impact to the facility, this project will be multi-year.
 - Library – renovate washrooms that will include accessible upgrades (proposed timeline: design in 2026-27 and construction in 2028-29) pending budget approval. Due to the extent of work and impact to the facility, this project will be multi-year.

Planning and Building Services

- Continued to participate in accessibility training as part of the professional certifications.
- Continued to review the Town's zoning by-laws to ensure that AODA standards are integrated and that non-complying standards are replaced.

Public Works Services

Transportation

- A Type B Pedestrian Crossover (PXO) was installed at Gorham Street and Muriel Street. The PXO includes accessibility features such as a pedestrian-activated audible push button with directional arrow, curb

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ramps, tactile walking surface indicators, and rectangular rapid flashing beacons to improve pedestrian safety, visibility, and usability for a wide range of users.

- "Side Loading Accessible Van Parking Only" information signs were installed at four locations. These non-regulatory signs provide informational guidance only but support accessibility through larger sign formats, clearer and more descriptive language, and the use of iconography to improve visibility and understanding for a wide range of road users.
- One new accessible parking space was added in the downtown area on Main Street South in consultation with the Accessibility Advisory Committee.

Utilities

- Installed a total of 87 tactile plates in sidewalks at various intersections, this effort was aimed at enhancing accessibility and safety throughout the community.
- Whenever sidewalk bays at intersections are scheduled for replacement, AODA compliant tactile plates are now routinely installed. This ensures that our sidewalks meet accessibility standards and offer greater support for individuals with disabilities.

Recreation & Culture

- Continue to train all new Staff on AODA and Integrated Accessibility Standards Regulation as part of their orientation and all staff within the Recreation and Culture department (both full-time, casual and part-time) have an annual refresher training on AODA and IASR.
- All programs, services and events delivered are reviewed through a lens of accessibility and efforts are taken to remove barriers (i.e. creation of an accessible sitting area and improved walkways during major concert events held at Riverwalk Commons).
- Provides a Staff liaison to the Accessibility Advisory Committee who serves as a department champion to ensure ongoing requirements are met.
- Two Staff members within the Recreation and Culture Department have been certified as NCII (Non-Violent Crisis Intervention trained) and provide training to all full-time Staff within the Recreation & Culture department (they have delivered training to over 50% of all casual and part-time Staff to ensure at least one person who is trained is present in each environment).

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**'.