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

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 2013-2017 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 a new corporate policy. The Integrated Accessibility Standards Regulation (IASR) Policy, 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, 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'. Shaping our future and realizing our vision of a Town that is '**Well** Beyond the Ordinary' means pursuing five key strategic directions to ensure that Newmarket is:

- Living **Well**
- **Well** Balanced
- **Well** Equipped and Managed
- **Well** Planned and Connected
- **Well** Respected

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



Newmarket Town Council, 2010-2014

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 a worthy goal and 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. This 2013-2017 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.

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.



Members of the Newmarket Accessibility Advisory Committee and staff at Newmarket's National Access Awareness Week event

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 directions through:

- the enrichment of lives
- increased accessibility
- service excellence
- improved inter-connectivity
- being well respected in achieving balanced living



Members of the Newmarket Accessibility Advisory Committee and staff at Newmarket's National Access Awareness Week event

Multi-year Accessibility Plan Overview

The Integrated Accessibility Standards Regulation (IASR) requires the Town prepare a Multi-year Accessibility Plan. Previously, the Town was required to adopt and report on an annual 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. This document is the Multi-year Accessibility Plan for the Town of Newmarket and is designed to meet the requirements for both past and present accessibility planning laws.

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 Multi-year Accessibility Plan's current focus is the implementation requirements of the IASR.

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

There are currently two accessibility laws in place in Ontario – the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The ODA was enacted to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The ODA requires that municipalities prepare an annual accessibility plan which includes action to identify, prevent and address barriers related to its programs, services and facilities. The legal obligations under the ODA remain in force until such times as the Act is repealed.

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. Standards have been developed in five areas: customer service, information and communications, employment, transportation and design of public space (built environment).

Customer Service – Ontario Regulation 429/07: The first standards 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.

Integrated Accessibility Standards – Ontario Regulation 191/1: This standard relates to the removal of barriers in three areas including; information and communications, employment and transportation. This standard requires the development of implementation strategies to meet compliance within the required timeframes.

Design of Public Space (Built Environment) – Ontario Regulation 413/12: This standard was enacted as an amendment for O.Reg.191/1. It outlines technical requirements related to proposed recreational trails/beach access routes, outdoor public-use eating areas like rest stops or picnic areas, outdoor play spaces like playgrounds in municipal parks, exterior paths of travel such as sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals, accessible parking on and off street, service related elements such as service counters, fixed queuing lines and waiting areas and scheduled preventative maintenance.

Foundation and Principals

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

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 IARS policies and Accessibility Plans and Multi-year Accessibility Plan
- All Town of Newmarket departments have provided input to the Plans
- Accountability is demonstrated by making all Plans and related accessibility documentation made available to the public (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, 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 team of 'Accessibility Champions' has been established. The 'Champions' are led by the Accessibility Coordinator and assist 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

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 Balanced' branch: means encouraging a sense of community through an appropriate mix of land uses and amenities. This branch focuses on:
 - Meeting the needs of all life-cycle stages
 - Striving for cultural harmony and ethnic diversity
 - Arts, culture, entertainment and heritage preservation
 - Recreational services and facilities
 - Green and open spaces, parks and playing fields
 - Events that help shape identity and contribute to community spirit
 - Educational, hotel and meeting/conference facilities
 - Youth and seniors' facilities and programs
 - Increased accessibility for persons with disabilities
- Strategic Priorities adopted by Council for 2012-2014 identify strategic priorities including:
 - Strategic Objective – Community Engagement and Transparency: means hearing the voice of resident's community projects; partnerships; positive approach; and showing leadership as a community and an organization. This focus area will ensure a high level of citizen participation and engagement, improved service efficiency, alignment and focus and increased cultural and economic development opportunities through the continued implementation of the Cultural Master Plan.
- 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, Accessibility Coordinator, 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
- 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.
- Compliance reports submitted to the Accessibility Directorate of Ontario, who regulates compliance for all Ontario Organizations.

- Within three months of an election, a report on the provision of accessible election and voting measures is completed and endorsed by Council (as required by the Election Act, 1990)

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 assisting 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 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 last plan the Newmarket Accessibility Advisory Committee has:

- Worked with staff to develop a new standard for construction of sidewalks adopted by the Town of Newmarket making traveling smoother and safer (removing troweling around expansion joints)
- Worked with staff to provide improved accessibility at Southlake Village from parking area by additional installation of sidewalks and curb cuts on the north wall
- Developed signage to remind people to leave accessible washrooms and stalls available for persons who require the space
- Provided advice to make safer pedestrian crossing at certain traffic intersections in Newmarket by making traffic signal times longer
- Provided advice for additional accessible parking spaces to be incorporated in downtown Newmarket
- Provided advice regarding an accessible compute work station installed at Newmarket Public Library
- Reviewed and provided advice on site plans for various construction projects (e.g. Old Town Hall redevelopment project) to ensure accessibility features and standards are met
- Provided advice on the Town of Newmarket's Accessibility Plan
- Provided advice and reviewed results concerning an Accessible Taxi Service Survey to determine the use of on-demand accessible taxis by persons with disabilities

- Organized and participated in community celebration events held annually during National Access Awareness Week
- Consulted with staff on development of Town of Newmarket website development
- Reviewed and provided advice on the Town of Newmarket Integrated Accessibility Standards Regulation (IARS) Policy
- Provided ongoing public awareness of accessibility
- Made a commitment to inspect Town of Newmarket facilities for accessibility in 2014

Accessibility Partnerships in York 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 Champions' 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 regular meetings with the local AAC Chairs, and municipal accessibility staff which provide opportunities for sharing best practices and information. The Accessibility Coordinator is also a member of the Ontario Network of Accessibility Professionals (ONAP), this a group comprised primarily of staff responsible for accessibility planning in the municipal sector. This network provides further opportunity to share accessibility planning resources and initiatives across the Province.

Barrier Identification – Appendix A

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.

Table Identifying actions completed in 2013

Item	Action
Recreation and Culture	
Newmarket Recreation Youth Centre	<p>Renovated to provide additional accessibility following a flood at the Youth</p> <p>Lowered front kiosk desk height</p> <p>Installed additional working tables in lobby</p> <p>Renovated staff area behind Kiosk with wider hallways</p>
Ray Twinney Recreation Complex kiosk area and lobby	<p>Lowered front kiosk desk height</p> <p>Installed additional working tables in lobby</p> <p>Renovated staff area behind Kiosk with wider hallways</p>
Various customer service initiatives at the Recreation Kiosks – Ray Twinney Complex and Magna Centre	<p>Placed magnifying card tools at the desk to assist visually impaired patrons</p> <p>Placed sign language cards to assist staff in communication with the hearing impaired</p>
Recreation Guide pages	Enhanced colour of paper to provide a more legible, easier to read guide
Arts and Culture programs	<p>Assigned “inclusion staff” to assist with the inclusion of children with various disabilities into previously inaccessible programs.</p> <p>e.g. Adaptation of dance programs/movements</p>

Item	Action
Creation of basic inclusion training for Arts and Culture	Created training document for part-time Arts and Culture staff to assist with adaptation of programs for those with disabilities
Accessibility Fee – 25 per cent discount for disabled patrons	Implemented a program for those with a disability to receive 25 per cent off recreation fees
Riverwalk Commons stage access	Installed stairs and a portable ramp to the raised stage area of Riverwalk Commons to enable easier access
Summer Camps Accessibility	Installed portable ramps to ensure campers with walkers and wheelchairs could enter and exit the ice pad floor easily and safely
Summer Camps Accessibility	Extra support staff made available to campers with seizure disorders at no additional cost to ensure (especially during the swim time)
Summer Camps Accessibility	Implemented the TRACKS program which was successful in helping include children with exceptionalities by encouraging more peer interaction, support and friendship
Facilities	
Youth Centre	Lowered kiosk counter areas to meet accessibility standards
Magna Centre	<p>Lowered kiosk counter areas to meet accessibility standards</p> <p>Purchased a second wheelchair for the pool areas to accommodate increased user needs</p> <p>Installed push button door openers on the second floor leading into the Forhan Rink and the gym</p>
Operations	
Llyod Avenue Robinson Drive Currey Crescent	Installed accessible sidewalks
Parks	
Fairy Lake Marilyn Powell Park	Installed expanded concrete pads to accommodate wheelchairs adjacent to

Item	Action
	bench
Dr. Margaret Arkinstall Newmarket Community Heights Parkette Dennis Park Marily Powell Park Cardinal Park Arnhem Park	A standard in our playground updates, the following is completed each year on replacement playgrounds: All accessible access via ramp depressions in the curbs and wood fiber accessible mulch; all playgrounds now meet the requirements under CSA; paved walkways installed in some locations to provide increased accessibility
All Our Kids Playground Park	Installed new rubber surfacing, accessible swing and other features installed to increase accessibility use
Engineering	
William Street Andrew Street Ellen Street Robinson Drive Currey Crescent Lloyd Avenue Victoria Street	<p>Installed curb cuts at intersections to accommodate wheelchairs</p> <p>Created directional lines embedded in the ramped portion of sidewalks at intersections to facilitate pedestrians with a visual disabilities</p> <p>Eliminated trowel marks at joints between concrete sidewalk slabs to ensure a smoother ride for persons in wheelchairs by eliminating bumps and joints</p>
Gorham Street Harry Walker Parkway	<p>Installed pedestrian countdowns at signalized intersection to assist persons whose mobility may be limited</p> <p>Included chirping audio traffic signals to assist persons with visual disabilities</p>
North West Quadrant Phase 4 Tapestry Lane Trail Extension Frank Stronach Park	In park walkways, the ramp surface slope is a maximum of 8% with an aim to reduce it to 5% where feasible; in park walkways for every 9 metres of sloped walkways there is a 3 metre landing at a maximum slope of 2%; in park walkways, benches are placed at appropriate locations for resting stations where feasible; ramps in parks with ramps exceeding 6% slope to have handrails for assistance; walkway widths in parks are to be 1.8 metres to

Item	Action
	accommodate two wheelchairs simultaneously.
Information Technology	
Magnifying sheet	Provided in department to assist those with visual disability
Colour and resolution	Changed employee screens to assist with visual disability
GIS	Ensured colour choices on documents were kept in mind to aid visual colour difficultness
Magna Centre Ray Twinney Centre	Replaced Bell payphones with keypad accessible phones
Senior's Centre	Introduced a Plantronics Clarity In-Line Amp providing more clear hone audio for those with a hearing disability
Town Website	Installed additional BrowseAloud software
Legislative Services	
Portable Accessible Table	A portable accessible table has been purchased for meeting rooms at the Town office. Table height adjusts to accommodate wheelchairs
Meeting Management Suite	Meeting Management Suite that includes live streaming of meetings and agendas and minutes that meet AODA standards and are displayed on a webpage that it designed to meet that WCAG3 standards for accessible web design. This project is ongoing

Table Identifying actions identified for completion in 2014

Item	Action
Recreation and Culture	
Accessible programming	Allocation of additional staff dedicated to offering programs to accept those with accessibility needs and also to provide additional programs specifically for those with special needs/disabilities
Creation of basic inclusion training for all	Creating a training document for all part-

Item	Action
Part-time staff	time Recreation and Culture staff to assist with adaptation of programs for those with disabilities
Reduced Drop-in fee's for daily recreation programs	Reducing drop-in fees to encourage all patrons to pursue an active lifestyle
Facilities	
Seniors' Meeting Place	Upgrading kiosk to meet accessibility standards
All facilities	Continuation of upgrading push button door openers throughout facilities
Parks	
Riverwalk Commons	Installing a new gathering space on the stage at Riverwalk Commons during the winter months. This 'lounge' like set up will have a wheel chair accessible ramp onto the stage and incorporate locations for a wheel chair
Ray Twinney Complex Armstrong Park College Manor Foxtail Ridge Haskett Park Kirby Park Proctor Park Drew Doak	A standard in our playground updates, the following is completed each year on replacement playgrounds: All accessible access via ramp depressions in the curbs and wood fiber accessible mulch; all playgrounds now meet the requirements under CSA; paved walkways installed in some locations to provide increased accessibility
Engineering	
Gorham Street Carlson Drive	Pedestrian countdowns at signalized intersection to assist persons whose mobility may be limited; Chirping audio traffic signals to assist persons with visual disabilities
Sidewalks (where feasible)	Consideration for 1.8 m. wide sidewalks where feasible to allow the safe passage of two wheelchairs (one in each direction simultaneously)
Yonge Street Sidewalk – between Tom Taylor Trail and South leg of Savage Road Tom Taylor Trail – Davis Drive underpass Tom Taylor Trail – West side of Fairy	In park walkways, the ramp surface slope is a maximum of 8% with an aim to reduce it to 5% where feasible; in park walkways for every 9 metres of sloped walkways there is a 3 metre landing at a maximum slope of 2%; in park walkways benches are placed at appropriate locations for

Item	Action
Lake	resting stations where feasible; ramps in parks with ramps exceeding 6% slope to have handrails for assistance; Walkway widths in parks are to be 1.8 metres to accommodate two wheelchairs simultaneously
Information Technology	
Town website	New website to be developed in 2014, the design and content will be overhauled to meet WCAG 2.0 "AA" level requirements
Communications	
National Access Awareness Week	<p>Worked with the Accessibility Advisory Committee on promoting National Access Awareness Week in June 2013 by issuing a media advisory for events including the Newmarket vs. Aurora sledge hockey game and the Evening dedicated to Accessibility and Ability Awareness</p> <p>The events were covered by Roger's Television, SNAP Newmarket and a Newmarket Era article in which chair of the Newmarket Accessibility Advisory Committee was interviewed</p>
Print materials	Incorporated the notice to provide documents in alternate formats upon request on printed documents including the Community Report
Legislative Services	
2014 Election	Will continue to review and incorporate accessibility accommodations in election process. Consideration being given to internet voting which allows for a voter to cast their ballot remotely and independently using a WCAG 2.0 supported website. NAAC motion supports this method of voting
Corporate Services	
Council Chamber Renovation	The public presentation desk will be replaced with an accessible table that will adjust heights as required

Report on Recent Achievements (2013) – Appendix B

The following items represent recent achievements and initiatives which have improved accessibility or removed barriers related to the core standards of the AODA.

Customer Service

In accordance with the Accessibility Standards for Customer Service, the Town has continued 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 account their disability
- Policies relating to persons with disabilities using assistive devices, service animals and support persons to access services
- Training for staff and every person who deals 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 persons with disabilities rely on are temporarily disrupted
- Documents required by the Customer Service Standard are available upon request and provided in a format that takes a person's disability into account

General Requirements

- Established a corporate Accessibility Policy to guide the work we do to meeting the requirements of the IARS
- Created a Multi-year Accessibility Plan that outlines long-term strategies to achieve AODA requirements and improve accessibility with in programs, services and facilities
- Ensured accessibility criteria in the procurement of Town goods, services, facilities and kiosks including self-serve kiosks
- Provided training on the AODA Integrated Accessibility Regulation and the Human Rights Code to all employees and volunteers

Transportation

- Conducted an Accessible Taxi Service Survey to determine the use of on-demand accessible taxis by persons with disabilities

Multi-year Implementation Plan (2013-2017) – Appendix C

The following table outlines the **Town of Newmarket Implementation Plan (2013-2017)** under the Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standards, Ontario Regulation 191/11.

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
Part I – General			
Establishment of Accessibility Policies (s.3) 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	IASR Policy established Policy is available on website (intranet and internet) or in accessible format upon request Policy includes statement of organization commitment	Complete	January 1, 2013
Accessibility Plans (s.4) a) Establish, implement, maintain and document multi-year accessibility plan b) Post accessibility plan on website, if any, and	A Multi-year Accessibility Plan has been developed in 2013 Plan will be posted on the Town website and will be	Complete	January 1, 2013

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
<p>provide the plan in an accessible format upon request</p> <p>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</p> <p>d) Review and update the accessibility plan at least once every five years</p>	<p>available in an accessible format upon request</p> <p>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 NAAC</p> <p>Compliance reports will be submitted to the Accessibility Directorate of Ontario, as required</p>	Ongoing	
<p>Procuring or Acquiring Goods, Services or Facilities (s.5)</p> <p>a) Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable</p>	<p>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</p>	Complete	January 1, 2013

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
	process all received training on how to use the new form and how to procure accessible goods/services		
Self-Service Kiosks (s.6) a) Incorporate accessibility features when designing, procuring or acquiring self-service kiosks	Incorporated as part of the procurement process	Complete	January 1, 2013
Training (s.7) 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	Phase 1 of Training includes a 40 minute online training module which has been developed by staff and speaks to the IASR standards, Town of Newmarket IASR policy and the Human Rights Code. It includes a quiz in order to sign off completion of the training module The video module training is being provided on the Town of Newmarket intranet (TONI) and on the website to provide access to volunteers and vendors. It is mandatory training to be included in Town orientation Phase 2 of Training includes establishing an accessibility porthole on	Ongoing (To be completed by current employees/ volunteers by Dec.31/ 2013)	January 1, 2014

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
	<p>the Town intranet (TONI) to provide job specific training for employees who require additional training under appropriate sections of the IASR</p> <p>The Human Resources department will manage all training records</p>		
Part II – Information and Communications Standards			
<p>Feedback (s.11)</p> <p>a) Responsible for providing accessible formats and communication supports, upon request, to those with disabilities</p> <p>b) Shall notify the public about the availability of accessible formats and communication support</p>	<p>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</p> <p>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 2014 timeline</p>	Ongoing	January 1, 2014
Accessible formats and communication supports	Communications has been placing the		

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
<p>(s.12)</p> <p>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</p> <p>b) Responsible for consulting the person making the request to determine the suitable accessible format or communication support</p>	<p>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</p> <p>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</p> <p>Communications will continue to produce materials in a variety of formats (print, online, electronic, audio, video) to comply with the January 2015 timeline</p> <p>Communications will continue to provide all materials using accessible fonts, headings and graphics to comply with the January 2015 timeline</p>	Ongoing	January 1, 2015

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
<p>Emergency Procedure, Plans or Public Safety Information (s.13)</p> <p>a) Any emergency procedures, plans or public safety information that is made available to the public must also be provided in an accessible format or with appropriate communication supports, as soon as practicable upon request</p>	<p>The Town of Newmarket has an Emergency Response Plan with community partners who are able to assist in the event of an emergency. Information is provided to the public on the Town website and by publication. The plan is available in an accessible format and/or with appropriate communications supports</p>	<p>Complete</p>	<p>January 1, 2012</p>
<p>Accessible websites and web content (s.14)</p> <p>a) Websites need to be created and conform to the World Wide Web Consortium Web Content Accessibility guidelines (WCAG) 2.0, at Level AA</p>	<p>New Town of Newmarket website platform for launch in 2014 will be WCAG Level AA</p> <p>Guidelines for creating appropriate content for documents and websites meeting accessibility needs will be developed</p>	<p>Ongoing (to be completed in 2014)</p>	<p>January 1, 2016</p>
<p>Public Libraries (s.19)</p> <p>a) Library board is responsible for providing access to or arrange for accessible materials where they exist</p> <p>b) Library board is obligated to make information about available accessible materials public and</p>	<p>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</p> <p>Library has an arrangement with the CNIB to provide DAISY</p>	<p>Complete</p>	<p>January 1, 2013</p>

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
<p>responsible for providing accessible formatted information or communication, upon request</p> <p>c) May provide accessible formats for archival materials, special collections, rarebooks and donation</p>	<p>format discs or downloads to qualified CNIB clients and has one DAISY reader available for use in the Library</p> <p>In the near future, the Library is looking at the potential to subscribe to the Centre for Equitable Library Access (CELA) who will be providing material for any individual with a print disability</p> <p>The Library has an accessible public computer station. This computer workstation has several unique components:</p> <ul style="list-style-type: none"> • Height adjustable desk • Touch screen monitor • Large print keyboard • Oversized mouse • ZoomText 9.1, a customizable screen magnifier and screen reader for those visually impaired • System Access, a mouse free, keystroke command screen reader for those with low or complete vision loss • Kurzweil 3000, educational support in reading, writing and studying for those who have learning difficulties due to a disability, 		

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
	learning or otherwise		
Part III – Employment Standards			
Recruitment, general (s.22) a) Every employer must notify all employees and the public about available accommodation for applicants with disabilities during recruitment processes	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”	Complete	January 1, 2014
Recruitment, assessment or selection process (s.23) 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 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.	Complete	January 1, 2014
Notice to successful applicants (s.24) a) Every employer shall, when making offers of employment, notify successful applicant of policies for accommodating those with disabilities	The standard offer letter templates are being amended to notify the successful applicant of Town of Newmarket policies for accommodating employees with disabilities	Ongoing	January 1, 2014

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
Informing employees of supports (s.25) 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	Orientation checklist now includes "Accessibility" (inform new employees of Town's policies and procedures - such as the Workplace Emergency Response Plan, Accessibility Policy, Individual Accommodation Plans, RTW Policy - available to all employee's)	Complete	January 1, 2014
Accessible formats and communication supports for employees (s.26) 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	Current practice is to respond to the unique requests for information from individual employees in a way that meets all of their needs, including those for accessible formats. The current process is under review	Ongoing	January 1, 2014
Workplace emergency response information (s.27) a) Every employer shall provide individualized		Ongoing	January 1, 2014 (items a-c) January 1,

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
<p>workplace emergency response information to employees that have a disability, if the employer is aware of the disability and the individualized information is necessary</p> <p>b) The employer may provide a designated person with the appropriate workplace response information for accommodating another employees with a disability</p> <p>c) The employer shall provide information required as soon as they become aware of the need for accommodation</p> <p>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</p>			2012 (item d)
<p>Documented individual accommodation plans (s.28)</p> <p>a) Employers shall develop</p>	<p>Establish a written process for how a documented individual accommodation plan can</p>	<p>Ongoing</p>	<p>January 1, 2014</p>

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
<p>and have written process for the development of documented individual accommodation plans for those employees with disabilities</p> <p>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</p>	be developed		
<p>Return to work process (s.29)</p> <p>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</p> <p>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</p>	Return to Work Policy HR.8-03	Complete	January 1, 2014
<p>Performance Management (s.30)</p>	Outstanding pending review of the PDP process before the end of	Ongoing	January 1, 2014

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
<p>Career development and advancement (s.31)</p> <p>Redeployment (s.32)</p> <p>Employers that use the above tools must take into account accessibility needs of employees with disabilities, and individual accommodation plans</p>	<p>the year.</p> <p>Investigate revising Recruitment Guidelines for managers and/ or developing a new Managers guideline to address performance management, career development, and redeployment</p> <p>The Promotions, Transfers, Secondments and Acting Assignments Policy, Job Evaluation, Recruitment Policies (and any other policies as appropriate) to be reviewed before the end of 2013</p>	<p>Ongoing</p> <p>Ongoing</p>	
Part IV – Transportation Standards			
Sections 33-78 are not applicable to Newmarket			
<p>Duties of municipalities, accessible taxicabs (s.79)</p> <p>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</p>	<p>An Accessible Taxi Service Survey was conducted to determine the use of on-demand accessible taxis by persons with disabilities. NAAC reviewed the results and is satisfied that the need is currently being met with accessible taxis serving the community. Will be reviewed on a yearly basis</p>	<p>Complete</p>	<p>January 1, 2013</p>

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
Duties of municipalities, taxicabs (s.80) a) Taxicab owners and operators need to ensure that they are not charging higher fares for persons with disabilities, from charging a fee for storing mobility aids or assistive devices b) Taxicabs owners and operators vehicle registration and identification information must be put on the rear bumper of the taxicab and must be in an accessible format for persons with disabilities	A by-law was passed to prevent taxi companies from charging higher rates for persons with disabilities and charging a rate for storage of mobility devices. This information is displayed in all taxis on tariff cards Identification information is located on both sides of taxi	Complete	January 1, 2012
Part IV.1 – Design of Public Spaces Standards (Accessibility Standards for the Built Environment)			
Application (s.80.2) a) Applies to newly constructed or redeveloped public spaces on or after the dates set out	The Design of Public Spaces Standards will be under review and a strategy developed for each requirement during 2014	Ongoing	January 1, 2017
Transition (s.80.3) a) When entered into a contract on or before December 31, 2012 to construct or redevelop any public space if the contract meets the requirements of this part			January 1, 2017
Slope ratios (s.80.4)			January 1,

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
a) The ratio with respect to the slope of a surface mean for everyone one unit of elevation, the first number in the ration, the user has a second number in ratio in length with which to negotiate the one unit of elevation			2017
Trails (s.80.6) a) Applies to newly constructed and redeveloped recreational trails that is intended to be maintained, but not: cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles, wilderness trails, backcountry trailer and portage routes			January 1, 2017
Beach access routes (s.80.7) a) Applies to newly constructed and redeveloped beach access routes that an obligated organization intends to maintain, including permanent and temporary routes, and those removed for the winter months			
Consultation, recreational trail (s.80.8) a) Obligated organizations			

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
<p>shall consult on the following before they construct new or redevelop existing recreational trails: the slope of a trail; the need for, location of, ramps on the trail; the need for, location and design of, i) rest areas, iii) passing areas, iii) viewing areas, iv) amenities on the trail, and, any other pertinent feature</p> <p>b) Shall consult with the public and persons with disabilities and their accessibility advisory committees</p>			
<p>Technical requirements for trails, general (s.80.9)</p> <p>a) Shall ensure that any recreational trails that is constructed or redeveloped, and intended to be maintained, meet the eight technical requires presented in this policy.</p> <p>b) Signage for recreational trail must have text that conforms to accessibility standards</p> <p>c) Other media, such as park websites or brochures, are used by</p>			<p>January 1, 2017</p>

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
the obligated organization to provide information about the recreation trail, beyond advertising notice or promotion, the media must provide the same information as the municipality.			
Common technical requirements, general (s.80.11) a) Shall ensure that where construction			January 1, 2017
Exception, limitations (s.80.14) a) Where an exception is permitted to a requirement that applies to a recreational trail, the exception applies solely, to the particular requirement for which the exception is allowed and not to any other requirement that applies to the recreational trail or portion of the route in its entirety			January 1, 2017
Exception, general (s.80.15) a) Exceptions to the requirements that apply to recreational trails and beach access routes are permitted when cultural heritage value, interest of property identified, or			January 1, 2017

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
preservation historic sites are identified			
Outdoor public use eating areas, application (s.80.16) a) Applies to newly constructed and redeveloped outdoor public use eating areas and is intended to be maintained			January 1, 2017
Outdoor public use eating areas, general requirements (s.80.17) a) Shall ensure where construction or redevelopment of outdoor public use eating areas that are intended to be maintained, the outdoor public use eating areas must meet designate 20 percent of table for accessible persons, ground surface leading to and under table is accessible to persons with mobility aids and tables have clear ground space around for mobility aids to approach tables			January 1, 2017
Outdoor play spaces, application (s.80.18) a) Applies to newly constructed and redeveloped outdoor			January 1, 2017

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
<p>play spaces that is intended to be maintained</p> <p>b) Outdoor play spaces include play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment features are designed to provide play opportunities and experiences for children and caregivers</p>			
<p>Outdoor play spaces, consultation requirements (s.80.19)</p> <p>a) Shall consult on the needs of children and caregivers with various disabilities and shall do so through their accessibility advisory committees</p>			January 1, 2017
<p>Outdoor play spaces, accessibility in design (s.80.20)</p> <p>a) Incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities</p> <p>b) Ensure outdoor play spaces have ground surface that is firm, stable and impact attenuating properties to</p>			January 1, 2017

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
prevent injury with sufficient clearance for caregivers and children with various disabilities			
Exterior paths of travel, application (s.80.21) a) Applies to sidewalks or walkways designed and constructed for pedestrian travel and are intended to function for non-recreational experiences			January 1, 2017
Exterior paths of travel, general obligation (s.80.22) a) Ensure exterior paths of travel that are constructed or redeveloped and that are intended to be maintained meet requirements above			January 1, 2017
Exterior paths of travel, technical requirements (s.80.23) a) When constructing new or redeveloping existing exterior paths of travel, must meet nine technical requirements for specific width and length range, slip resistance, and particular slope elevations			January 1, 2017
Exterior paths of travel,			January 1,

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
ramps (s.80.24) a) The exterior ramp must have a minimum width of 900mm, firm and stable ramp that is slip resistant with no more than a 1L15 slope, and needs to have landings that meet the specific requirements set out in this policy			2017
Exterior paths of travel, stairs (s.80.25) a) Stairs connected to exterior paths of travel, must meet eleven specific requirements for slip resistance, tread, steps, riser specifications, contrast markings, handrails, and width			January 1, 2017
Exterior paths of travel, curb ramps (s.80.26) a) Where the curb ramp is provided on an exterior path of travel, five specific requirements are required, regarding width, slope ratio, need for pedestrian crossing, tactile walking surface with its own requirements			January 1, 2017
Exterior paths of travel, depressed curbs a) Where a depressed curb is provided on an			January 1, 2017

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
<p>exterior path of travel, three specific requirements are required, regarding maximum running slope, alignment with direction of travel, placement with pedestrian crossing, and tactile walking surface indicators</p>			
<p>Exterior paths of travel, accessible pedestrian signals (s.80.28)</p> <p>a) Where new pedestrian signals are being installed or existing ones are being replaced at a pedestrian crossover, six requirements need to be met, regarding location tone, installation parameters, height of mount, tactile arrows, manual and automatic activation features, audible and vibro-taudiable walk indicators</p> <p>b) Where the above cannot be met because of site constraints or existing infrastructure, two accessible pedestrian signal assemblies can be installed on a single post</p>			<p>January 1, 2017</p>
<p>Exterior paths of travel, rest areas (s.80.29)</p> <p>a) Must also consult with</p>			

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
accessibility advisory committees			
Exception, limitations (s.80.30) a) To the particular requirements for which the exception is allowed and not to any other requirement that applies to the exterior path b) To the portion of the exterior path for which it is claimed and not to the exterior path in its entirety			
Application, off-street parking (s.80.32) a) Shall ensure that when constructing new or redeveloping off-street parking facilities intended to be maintained, the off-street parking facilities meet the requirements set out in this part			January 1, 2017
Exception (s.80.33) a) The requirements for off-street parking facilities do not apply to off-street parking facilities used exclusive by one of the following: buses; deliver vehicles; law enforcement vehicles; medical transportation vehicles; parking lot for			January 1, 2017

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
impounded vehicles			
Types of accessible parking spaces (s.80.34) a) Must provide two types of parking spaces to persons with disabilities, with specific minimum width and signage that demonstrates van accessible parking			January 1, 2017
Access aisles (s.80.35) a) Must be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities b) Access aisles may be shared by two parking spaces for the use of persons with disabilities in an off-street parking facilities and meet three requirements			January 1, 2017
Minimum number and type of accessible parking spaces (s.80.36) a) Off-street parking facilities must have a minimum number of parking spaces for the use of persons with disabilities, in accordance where there are 12 parking spaces or fewer, or four percent of total number parking spaces for use of			January 1, 2017

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
persons with disabilities where there are between 13 and 100 parking spaces; 7 percent for parking lots with 101 and 200 spaces; 9 percent for parking spaces 201 and 1000 in size and 1 percent for parking space that total more than 1000 parking spaces			
Signage (s.80.37) a) Shall ensure that parking spaces for the use of persons with disabilities are indicated by erecting accessible permit parking signs			January 1, 2017
Exception (s.80.38) a) an exception is permitted where it can be demonstrated that it is not practicable to comply with requirement because of physical or site constraints for required ratios b) Where minimum number of parking spaces for disabled persons cannot be met, the closest amount must be achieved			January 1, 2017
On-street parking spaces (s.80.39)			January 1, 2017

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
a) When constructing or redeveloping existing on-street parking spaces, the public and person with disabilities need to be consulted on the need, location and design of accessible on-street parking spaces			
Application (s.80.40) a) Requirement to meet the specific set out below, for all new constructed service counters or newly constructed/redeveloped waiting areas			January 1, 2017
Service counters (s.80.41) a) When replacing existing service counters, a mobility aid for each type of service provided and accessible service counter must be identified with appropriate signage where there are multiple queuing areas b) Service counters must accommodate mobility aids to three specific details outline in this policy, regarding countertop height, sufficient knee clearance and floor space in front of counter for mobility aid			January 1, 2017

IASR Requirement	Strategy/Action Plan	Status	Legislated Compliance Date
<p>Fixed queuing guides (s.80.42)</p> <p>When constructing new fixed queuing guides, sufficient width, clear floor area and fixed queuing guides must be provided for different type of disabilities as outlined in this policy section</p>			January 1, 2017
<p>Waiting Areas (s.80.43)</p> <p>a) When constructing new waiting area or redeveloping an existing area, technical requirements regarding accessible seating availability and space for mobility aid units must be made</p>			January 1, 2017
<p>Maintenance of accessible elements (s.80.44)</p> <p>a) Shall ensure that Multi-year Accessibility Plans include procedures for preventative and emergency maintenance with accessible elements in public spaces, and for dealing with temporary disruption when accessible requirements need to be fulfilled</p>			January 1, 2017

Multi-year Accessibility Plan Feedback Form

The Town of Newmarket welcomes your comments and feedback regarding the Multi-year Accessibility Plan. Documentation assistance may be provided in an alternate format or necessary communication support.

Please detach this form and submit to any of the following:

Mail or Deliver to: Town of Newmarket
 Accessibility Coordinator
 395 Mulock Drive
 PO Box 328, STN Main
 Newmarket, ON L4Y 4X7

Email to: info@newmarket.ca

Fax to: 905-953-5100

(Please write or type your comments in the space provided below).

Was the Multi-year Accessibility Plan helpful in understanding the commitment of the Town of Newmarket?

What further information/suggestions would you like to see included in the Multi-year Accessibility Plan?

Any other comments or suggestions:

Thank you for your feedback.