

2018 – 2022 Multi-Year Accessibility Plan



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2018 - 2022 Multi-Year Accessibility Plan

Executive Summary

The Integrated Accessibility Standards (Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), requires the Town to develop a Multi-Year accessibility plan and to review it at least once every five years. An accessibility plan outlines what steps a municipality will take to prevent and remove barriers to accessibility. As such, in 2013, the Town established its first Multi-Year Accessibility Plan 2013-2017.

The Multi-Year Accessibility Plan 2018-2022 is designed to complement and to be an extension of past plans and accessibility updates. This document includes strategies which will help make the Town of Caledon more accessible to all its residents and visitors ensuring the accessibility standards under the AODA are fully implemented by 2025.

Legislative Background

In December 2001, the Province of Ontario passed the *Ontarians with Disabilities Act* (ODA). This legislation was intended to improve opportunities for persons with disabilities. The Act required all municipalities to assist in the identification, removal and prevention of accessibility barriers.

In 2005, the province introduced the *Accessibility for Ontarians with Disabilities Act, 2005*. The purpose of the Act is to “develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities in respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.”

Standards under this legislation were established with the assistance of a Standard Development Committee which included persons with disabilities, as well as representatives of industries and organizations to which the standard is intended to apply. Standards were developed in Customer Service, Information & Communications, Employment, Transportation and the Design of Public Spaces (Built Environment).

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1. Barrier Removal Action Plans

Access to parks, playgrounds, facilities and all outdoor spaces is an integral part of the quality of life of the residents of Caledon. The Town is making it a priority to make changes to these areas to ensure that all residents have access and can participate equally.

Accessibility audits were undertaken to identify barriers to accessibility for users with varying disabilities in recreational areas and facilities. These audits were initiated in 2010 and included audits on 39 facilities comprising of municipal, recreation, emergency services, Heritage/Special considerations and Parks. The final phase of the accessibility audit was completed in 2012 and focused on parks, play spaces, tennis courts and public works yards. Recommendations outlined in the accessibility audit of the facilities and recreational elements included the following:

- Prioritize individual facilities for strategic improvements, based on both short and long-term accommodation plans for the Town portfolio;
- Conduct ongoing reviews of Town-wide policies, practices and procedures to ensure accessibility issues continue to be integrated and opportunities to identify, remove and prevent barriers are identified;
- Consideration of a dedicated fund to ensure barriers can be strategically addressed;
- Implement simple, low-cost wins to quickly increase accessibility levels;
- Consult with the Towns Accessibility Advisory Committee (AAC) to prioritize parks and play spaces for accessibility upgrades;
- Incorporate accessible new park and play space design in the design phase;
- Improve existing park routes and pathways through ongoing maintenance and repairs;
- Provide consistent accessibility signage, wayfinding and information for parks and play spaces for users;
- Consider play spaces as a whole when retrofitting existing play spaces;
- Provide basic accessible amenities for tennis courts and public works yards for staff or public use.

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Corporate Accomplishments – Barrier Removal

During the 2013-2017 Multi-Year Accessibility Plan period, several facilities and parks underwent improvements to remove barriers identified in the Barrier Removal Action Plan

Beginning in 2013, the following parks, playground and sports facilities underwent barrier removal improvements. Improvements consisted of elements such as constructing/resurfacing accessible pathways, bench placement (rest stops), accessible picnic tables, updated park signage, playground surfacing and additional accessible parking spaces:

- Charles Haines
- Palgrave Tennis Club
- Beryl Bland Park
- Terra Cotta Park
- Inglewood Park
- R. J. A. Potts Memorial Park
- Bill Whitbread Park
- Fountain Bridge Park
- Green Belt/Caledon Trailway

The following facilities underwent improvements during the 2013-2017 Multi-Year Accessibility Plan period. Improvements included installation of such features as high contrast stair nosings, tactile walking surface indicators, accessible service counters, accessible washrooms, power door operators, curb depressions for accessible parking spaces and accessible seating spaces:

- Town Hall
- Caledon Centre for Recreation and Wellness (CCRW)
- Fire Services Administration Office
- Caledon Animal Shelter
- Belfountain Community Hall
- Caledon Community Centre
- Albion Bolton Union Community Centre
- Caledon Village Place

Committee Work Plan

The Accessibility Advisory Committee identified the four following initiatives as part of its 2014 – 2018 Committee Work Plan:

- 1) Research opportunities for grants or incentive programs for local businesses to help increase accessibility.
- 2) Where applicable, assess and identify the need for accessibility provisions to Town services with the goal of increasing participation and opportunities for persons with disabilities.

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- 3) Community Outreach – Exploring ways to create community engagement ie. Accessibility Award Program, Forums, and Workshops.
- 4) Provide educational resources to educate businesses and organizations about ways to make their goods and services more accessible.

In November 2016, initiative No. 4 was selected as the 2017 priority by the Committee.

The AAC, in consultation with the Strategic Initiatives Department, developed and produced a brochure in the summer of 2017. The brochure is intended as a public education piece for small businesses, promoting the benefits of becoming more accessible and raising awareness to assist with meeting requirements of the legislation.

The Economic Development Office provides the brochure as part of the new business welcome package and intermittently links to it in their newsletter, The Business Report. As well, an article was provided to the Caledon Citizen regarding the benefits of making business establishments more accessible.

In June 2017, the Committee chose to launch an Accessibility Award for Caledon Businesses as its 2018 Work Plan priority. The Award focuses on initiative No. 3, which is to explore ways to create community engagement and outreach regarding accessibility awareness for local businesses. The (AAC) seeks to make citizens of Caledon aware of accessibility by highlighting businesses or organizations that have contributed by taking the initiative to make their premises more accessible. The Committee believes that an accessible Town benefits not only persons with disabilities but all members of the community, including seniors and children.

2. Requirements for a Municipality under the Integrated Accessibility Standards Regulation (IASR)

The purpose of the Integrated Accessibility Standards Regulation (IASR)) is to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities.

The Customer Service Standard was the first standard to become law as regulation. This standard provides guidelines and examples of how persons with disabilities can be served and accommodated when accessing services or participating in programs.

The next three standards - Information and Communication, Employment, and Transportation have been combined under one regulation, the Integrated Accessibility Standards Regulation (IASR). This is now law and the requirements are being phased in between 2011 and 2021.

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The requirements listed below are meant to create a more accessible community:

- Accessibility Policies
- Multi-Year Accessibility Plans
- Procurement of Goods, Services or Facilities
- Self-Services Kiosks
- Accessibility Training
- Accessibility Reporting
- Customer Service Standard
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces (Accessibility requirements for the Built Environment)

2013-2017 Plan - Accessibility Policy

Develop a Corporate Accessibility Policy and review the policy ensuring actions are relevant. Post the Policy and Procedures on the Towns website.

Accomplishments

A Corporate Accessibility Policy was developed in 2013 and is reviewed regularly and as required with new legislation. The Policy and Procedures are posted on the Towns website.

2018-2022 Plan

The Corporate Accessibility Policy will be reviewed regularly to ensure compliance with legislation. The Policy and Procedures will continue to be posted on the Towns website.

2013-2017 Plan – Multi-Year Accessibility Plan

Develop a Multi-Year Accessibility Plan and post the Plan on the Towns website. Review and update the Plan within five (5) years.

Accomplishments

The Towns initial Multi-Year Accessibility Plan, 2013-2017 was created in 2013 and is available on the Towns website. A review of the old Plan was completed and the 2018-2022 Multi-Year Accessibility Plan was established.

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2018-2022 Plan

The 2018-2022 Multi-Year Accessibility Plan will be reviewed regularly and updated as described by the AODA legislation.

2013-2017 Plan - Procuring Goods, Services or Facilities

Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities unless it is not possible to do so.

Accomplishments

All staff include accessibility language, criteria and features in the specifications provided to the Purchasing Division. An accessibility statement is also included on the Town's Purchasing web page advising suppliers of the Accessible Customer Service Policy, Practices and Procedures. All successful suppliers are required to complete Accessible Customer Service training.

2018-2022 Plan

The Town will continue to review and incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. Completion of Accessible Customer Service training will continue to be required by all successful suppliers working on behalf of the Town of Caledon.

2013-2017 Plan - Training

Train staff on the Integrated Accessibility Standards Regulation (IASR) pertaining to its general requirements, information and communication, employment, transportation, design of public spaces and customer service.

Accomplishments

Staff training is provided and is applicable to all Town staff, members of Council, volunteers and any contracted services or agents acting or performing works on behalf of the Town, including but not limited to individuals hired for election purposes.

2018-2022 Plan

Training will continue for all Town staff, members of Council, volunteers and any contracted services or agents working on behalf of the Town including individuals hired for election purposes.

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2013-2017 Plan - Accessibility Reporting

Provide Compliance Reports to the Accessibility Directorate of Ontario (ADO) as required, confirming compliance with the accessibility standards as legislated by the IASR.

Accomplishments

A Compliance Report was submitted to the ADO in December, 2013. The 2017 Compliance Report will be submitted prior to December 31, 2017.

2018-2022 Plan

Compliance Reports, as legislated, will be submitted to the ADO in December, 2019 and 2021.

Customer Service Standard

2013-2017 Plan- Accessible Customer Service Training

Provide customer service training to all staff, volunteers and representatives that make decision on behalf of the Town.

Accomplishments

Accessible Customer Service training has been provided and is ongoing to all Town staff, members of Council, volunteers and any contracted services or agents acting or performing works on behalf of the Town, including but not limited to individuals hired for election purposes.

2018-2022 Plan

Accessible Customer Service training will continue to be provided to all Town staff, members of Council and any persons acting or performing works on behalf of the Town.

2013-2017 Plan- Feedback Process

Ensure processes for receiving and responding to feedback regarding customer service practices are, upon request, accessible for persons with disabilities.

Accomplishments

An Accessible Feedback Form was developed in 2010 for the public to provide comment for improving our services to accommodate everyone's needs. The form is available on the Town's website and may be submitted via email or printed for hand delivery.

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2018-2022 Plan

The Town will continue to provide the public the opportunity to provide feedback for improving our services.

2013-2017 Plan- Emergency Information

Provide emergency information in formats that are accessible and take into account the disabilities of members of the public requesting the information.

Accomplishments

Emergency information is posted on the Town's website and social media (Twitter, Facebook and Pingstreet). Individuals can sign up to receive email alerts regarding service disruptions and/or emergency situations. Emergency information is available in alternate format upon request.

2018-2022 Plan

Staff will continue to update provide all information relating to an emergency situation via social media and the Towns website.

2013-2017 Plan- Notice of Temporary Disruptions

Provide notice of temporary disruptions, to the public that includes the reason and duration of the disruption and provide the information in alternative formats as required.

Accomplishments

A Notice of Temporary Service Disruption detailing the location of the disruption, reason, affected service(s), duration, alternate service location and contact info is posted in Town facilities as necessary. Notice of temporary road closures etc., are posted via social media and posted to the Town's Public Notice web page. Individuals can register to receive email alerts regarding a service disruption.

2018-2022 Plan

Notice of Temporary Service Disruptions will continue to be posted in Town facilities as necessary. Notice of temporary road closures etc., will continue to be posted via social media and posted on the Town's Public Notice web page.

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2013-2017 Plan- Service Animals

Permit service animals, as defined in the IASR, for persons with disabilities in Town of Caledon premises unless excluded by law.

Accomplishments

Service animals are permitted in Town premises open to the public. No other animal other than a service dog, is allowed where food is offered for sale.

2018-2022 Plan

Service animals will continue to be permitted in all Town premises open to the public. Service dogs only, will continue to be allowed where food is offered for sale.

2013-2017 Plan - Accessible Customer Service Policy

Review the existing Accessible Customer Service Policy to ensure compliance with the changes made in July 2016. The Accessible Customer Service Standard is now integrated within the IASR. Changes related to staff training, service animals, support persons and use of assistive devices.

Accomplishments

The Town of Caledon Accessible Customer Service Policy previously contained the amendments made to the Accessible Customer Service Standard in 2016.

2018-2022 Plan

The Accessible Customer Service Standard Policy will continue to be monitored for compliance. Amendments will be made as required by the introduction of new legislation.

Information and Communication

2013-2017 Plan - Alternate Formats

Provide information that is produced and controlled by the Town in alternate formats to accommodate an individual's needs for accessible communications. Notify the public about the availability of such formats and communication supports.

Accomplishments

An accommodation request statement was developed and included on Town meeting/event documents advising the public that accessibility accommodations are available upon request. (ASL interpreters, alternative format etc.)

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2018-2022 Plan

All Town related documents pertaining to Town meetings and event notices, will include the accommodation statement. Accommodation requests for alternate formats will continue to be provided upon request.

2013-2017 Plan - Web Content

Achieve compliance with the Web Content Accessibility Guidelines (WCAG 2.0) to ensure the website is accessible to persons with disabilities. Ensure documentation available on the Town's website is available in an accessible format.

Accomplishments

Effective 2014, the Town's website content conformed with WCAG 2.0 Level A requirements.

2018-2022 Plan

The Town will continue to work toward reaching WCAG 2.0 Level AA requirements by 2021, to achieve compliance with the AODA legislation.

2013-2017 Plan - Accessible Documents and Web Content

Create accessible documents and web content.

Accomplishments

In 2016, refresher training regarding accessible documents and content was provided to staff responsible for posting documents to the website. Training included the creation of accessible "auto fillable" forms which the user could print or submit on line. New forms posted to the website are now required to be accessible "auto fillable" forms.

2018-2022 Plan

Town staff will continue to ensure all new public documents posted to the website are in an accessible format.

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2013-2017 Plan - Public Libraries

Public Libraries will provide access to, or arrange for the provision of access to accessible materials, where such materials exist, make information about accessible materials publicly available and provide in an accessible format upon request.

Accomplishments

Caledon Library has completed accessibility initiatives such as:

- Content is offered in a variety of formats such as large print, described video and text to speech;
- Specialized reading aids are offered;
- Multi-channel feedback process has been established;
- Library Accessible Customer Service Policy established in 2016;
- Delivery and pickup of Library materials is offered as required.

2018-2022 Plan

Caledon Library will continue to provide access to accessible materials in a variety of formats.

Employment

2013-2017 Plan – Corporate Accessible Employment Procedure

Create and incorporate a Corporate Accessible Employment Procedure. Ensure that the recruitment, selection, and notification processes are as inclusive and accommodating as possible to build a diverse and effective workforce.

Accomplishments

In 2015, a Corporate Recruitment and Selection Procedure was created establishing the guidelines to ensure recruitment, selection and notification processes are inclusive and accommodating as possible.

2018-2022 Plan

The Town will continue to ensure that the recruitment, selection and notification processes are as inclusive as possible and accommodations are provided that meet the individual's needs.

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2013-2017 Plan – Employee Accommodation

Accommodate current and new employees who report of a disability or acquire a disability.

Accomplishments

An Employee Workplace Accommodation Plan and Workplace Emergency Plan have been created and are available to any employee who reports of or acquires a disability.

2018-2022 Plan

Employees who report of a disability will have an individual Employee Accommodation and Workplace Emergency Plan developed to meet their individual needs.

2013-2017 Plan – Retention of Current Employees

Retain current employees with disabilities.

Accomplishments

All Employee Accommodation Plans are considered during the performance management process and when providing career development and advance opportunities.

2018-2022 Plan

Employee Accommodation Plans will continue to be considered during performance management or when an employee advances in their career.

2013-2017 Plan – Return to Work Process

Develop a Return to Work Process for employees who have been absent from work due to a disability.

Accomplishments

An Employee Workplace Accommodation Plan is utilized for any employee who has acquired a disability, on their return to work.

2018-2022 Plan

As required, all employees who acquire a disability and are returning to work will have an Employee Workplace Accommodation Plan prepared.

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Transportation

Not applicable to the Town of Caledon and no action is required. The Town does not operate any conventional or specialized transportation services at this time.

Design of Public Spaces (DOPS)/Ontario Building Code (OBC)

The Integrated Accessibility Standards Regulation (IASR) was amended to include the Design of Public Spaces (DOPS) standard in October 2012. The standard for the design of public spaces only applies to new construction and major changes to existing environments. Barrier-free design amendments were included in the Ontario Building Code (OBC) for newly constructed or extensively renovated buildings, effective January 1, 2015. These changes are meant to take steps to prevent and remove barriers in the built environment such as buildings, roads, lighting, recreational trails, public parks and eating spaces by the year 2025.

2013-2017 Plan – Public Spaces and Buildings

All newly developed or extensively renovated public spaces and facilities must comply with the requirements of the barrier-free section of the OBC and the Built Environment Standard.

Accomplishments

The Towns newly developed or extensively renovated public spaces and facilities comply with the requirements of the barrier-free section of the OBC and the Built Environment Standard. Developments within the Town also comply, when applicable, through the site plan process. The Towns Accessibility Advisory Committee is consulted during the site plan and extensive renovation process.

2018-2022 Plan

Town buildings and all new development within the Town, will comply with the Built Environment Standard and the barrier-free section of the OBC. Staff will continue to consult with the AAC during the site plan and extensive renovation process.

2013-2017 Plan – Exterior Paths of Travel(sidewalks, walkways, ramps, stairs)

All newly constructed or redeveloped exterior paths of travel must comply with the technical requirements as legislated by the AODA. Effective January 2016, rest areas must be designed and located in consultation with the AAC.

Accomplishments

All newly constructed or redeveloped exterior travel paths comply with the technical requirements as legislated by the AODA. To date, the AAC provided accessibility recommendations for the Inglewood Park pathway improvements.

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2018-2022 Plan

All newly constructed or redeveloped exterior paths of travel will be designed in accordance with the requirements of DOPS. The design and placement of rest areas on newly constructed or redeveloped exterior paths of travel will occur in consultation with the AAC.

2013-2017 Plan – Obtaining Services

All newly constructed or renovated service counters, fixed queuing guides and waiting areas must comply with legislated requirements.

Accomplishments

The Town complies with legislated requirements when building or renovating service counters, fixed queuing guides and waiting areas.

2018-2022 Plan

When building or renovating service counters, fixed queuing guides and waiting areas, the Town will comply with the DOPS requirements.

2013-2017 Plan – Maintenance

Playgrounds and walkways/sidewalks must be continuously maintained within reason to ensure the safety of citizens to prevent barriers to people with disabilities.

Accomplishments

Elements such as playgrounds and walkways/sidewalks are continuously maintained within reason by the Town of Caledon to ensure the safety of the citizens and to prevent barriers to people with disabilities. If a public space is temporarily disrupted or not functioning, the public is notified in a variety of formats to educate about the scope of the disruption.

2018-2022 Plan

The Town's existing public spaces and elements will be maintained in good working order and within their original condition. If a public space is temporarily disrupted or not functioning, the public will continue to be notified in a variety of formats on the disruption. Members of the public are encouraged to notify the Town if a function or maintenance issue occurs in a public space.

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2013-2017 Plan – Accessible Parking

Ensure accessible parking space requirements comply with legislated changes in the AODA as they occur.

Accomplishments

By-law 2015-058 was enacted in 2015 and replaced By-law 2011-020. By-law 2015-058 reflects legislated changes in the AODA pertaining to accessible parking spaces. All newly constructed or redeveloped off-street accessible parking spaces comply with the requirements outlined in Traffic By-law 2015-058. The AAC is consulted, as required, on the need, location and design of accessible on-street parking.

2018-2022 Plan

All newly constructed or redeveloped off-street accessible parking spaces will comply with the Towns most current Traffic By-law which details technical requirements for accessible off-street parking spaces. Consultation with the AAC will occur on the need, location and design of accessible on-street parking as required.

2013-2017 Plan – Recreational Trails and Beach Access Routes

Effective January 2016, the design of recreational trails and beach access routes must occur in consultation with the AAC.

Accomplishments

Consultation will occur with the AAC pertaining to the design of recreational trails and beach access routes when recreational trails are newly constructed or redeveloped.

2018-2022 Plan

Consultation with the AAC pertaining to the design of recreational trails and beach access routes will occur when recreational trails are newly constructed or redeveloped.

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2013-2017 Plan – Outdoor Public Use Eating Areas

Effective January 2016, all outdoor public use eating areas must be designed in accordance with the Design of Public Spaces (DOPS) requirements.

Accomplishments

All outdoor public use eating areas will be designed in accordance with the requirements of DOPS which defines the percentage of tables required, the composition of the ground surface and ground space around the table.

2018-2022 Plan

All newly constructed or redeveloped outdoor public use eating areas will be designed in accordance with the requirements of DOPS.

2013-2017 Plan – Outdoor Play Spaces

Effective, January 2016, consultation must occur with the AAC pertaining to the design of newly constructed or redeveloped outdoor play spaces.

Accomplishments

Consultation does occur with the AAC pertaining to the design of newly constructed or redeveloped outdoor play spaces. To date, the AAC has reviewed and provided comment on the design of the Caledon Villas Park Master Plan and Westfield Park.

2018-2022 Plan

The Town will continue to design newly construct or redevelop outdoor play spaces in accordance with the requirements of DOPS and in consultation with the AAC.

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Acknowledgement to Staff

Town staff, in conjunction with the Towns Accessibility Advisory Committee, continue to ensure accessibility is a priority throughout the Corporation and in the community when constructing new or redeveloping inclusive programming, facilities and services.

Final Thoughts

Significant steps have been taken to ensure Ontario is fully accessible by 2025. Requirements through the various Regulations and Standards within the *Accessibility for Ontarians with Disabilities Act, 2005* will improve access for persons with disabilities.

In accordance with the legislation and as outlined in this Plan, the Town will ensure compliance is met and maintained through the development and implementation of policies, programs, services and initiatives that work toward a fully accessible and inclusive Caledon community. In addition to this Plan, the Town will continue to identify and remove barriers that prevent access for persons with disabilities and work with the Accessibility Advisory Committee to make this happen.

We welcome and encourage the public to provide feedback on our programs, services and facilities. For more information, please contact:

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