



# **MULTI-YEAR ACCESSIBILITY PLAN**

**2023-2027**



If you require this document in an alternate format, please contact the Legislative Services Division at 905-584-2272 ext. 2366 or [accessibility@caledon.ca](mailto:accessibility@caledon.ca)

## Table of Contents

Message from the Mayor .....	3
Message from the Chief Administrative Officer .....	4
Executive Summary .....	5
Legislative Background .....	5
Commitment and Objectives.....	6
Accessibility Advisory Committee (AAC) .....	7
2018-2022 Accomplishments .....	8
2023-2027 Goals .....	11
Integrated Accessibility Standard Regulation Compliance Activities.....	11
Customer Service .....	11
Information and Communication Standard .....	12
Employment Standard .....	13
Transportation Standard .....	13
Design of Public Spaces Standard (DOPS)/Ontario Building Code (OBC) .....	14
Acknowledgment to Staff .....	15
Final Thoughts .....	15
Connect and Stay Informed .....	15

## Message from Mayor Annette Groves



In our Town of Caledon, we are committed to inclusivity and establishing an environment that is open and accessible for residents of all abilities. Access to parks, playgrounds, facilities and all outdoor spaces is an integral part of the quality of life for Caledon residents. The Town is making it a priority to make changes to these areas to ensure that all residents have access and can participate equally. Caledon's goal is to become barrier-free as a fully accessible municipality. Caledon will become a place where people of all ages, abilities and backgrounds are welcome and

can participate. We will work with our partners and residents to achieve our dream of barrier free access that we can all enjoy.

I would like to thank our members of the Accessibility Advisory Committee responsible for raising community awareness surrounding persons with disabilities and providing advice and recommendations to Council on ensuring a barrier free community. The Town's 2023-2027 Multi-Year Accessibility Plan is our next milestone towards complete barrier free access. Together we will reach our goal.

*Annette Groves*  
*Mayor, Town of Caledon*

# Message from Chief Administrative Officer, Nathan Hyde



Achieving a completely barrier-free environment necessitates coordinated efforts and resources across our entire corporation. In alignment with our commitment to service excellence and accountability outlined in the Strategic Plan, the Town has developed the 2023-2027 Multi-Year Accessibility Plan. This plan underscores our determination to create an environment that is universally accessible.

Our new accessibility plan is both comprehensive and forward-looking, building upon the successes of earlier initiatives. It reinforces our vision for an active, engaged, and inclusive community. Our staff is dedicated to exploring and implementing barrier-free access in our programs and services, ensuring that everyone is included on our journey of growth.

I thank the staff involved in our planning for greater accessibility and look forward to milestones, successes and greater inclusivity for all.

*Nathan Hyde*  
*Chief Administrative Officer (CAO)*

## Executive Summary

The Integrated Accessibility Standards (Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires the Town develop and implement a multi-year accessibility plan. The AODA Standards form part of the Integrated Accessibility Standards Regulation (IASR). One of the requirements under the IASR is for organizations to create a Multi-Year Accessibility Plan, reviewing it at least once every five years. An accessibility plan outlines what steps a municipality will take to prevent and remove barriers to accessibility. The Town established its first Multi-Year Accessibility Plan in 2013.

The 2023-2027 Multi-Year Accessibility Plan is designed to be an extension of past plans and build upon previous successes. This document includes strategies which will help make the Town of Caledon more accessible to all residents and visitors, ensuring the accessibility standards under the AODA are fully implemented by 2025.

## Legislative Background

The Ontarians with Disabilities Act (ODA) was passed by the Province of Ontario in December 2001. The purpose of this legislation was to improve opportunities for persons with disabilities, therefore requiring all municipalities to assist in the identification, removal, and prevention of accessibility barriers.

In 2005, the Province of Ontario introduced the *Accessibility for Ontarians with Disabilities Act, 2005*. The purpose of the AODA 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.”

A Standard Development Committee, comprised of individuals with disabilities and representatives of the sectors and organizations to which the standards apply, assisted in the establishment of the standards under the AODA legislation. Standards under the AODA were developed in the following 5 categories:

1. Customer Service
2. Information & Communications
3. Employment
4. Transportation
5. Design of Public Spaces (Built Environment)

The AODA standards are part of the Integrated Accessibility Standards Regulation (IASR). The IASR includes, in addition to requirements specific to each standard, the following general requirements:

1. Develop an accessibility policy
2. Create a Multi-Year Accessibility Plan and update it every five (5) years

3. Provide training to staff and volunteers
4. Consider accessibility in procurement and when designing or purchasing self-service kiosks

The purpose of the 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 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.

## Commitment and Objectives

The Provincial Government defines disabilities in terms that encompass a broad range and degree of conditions, including those that are visible and non-visible. These include physical, mental, and learning disabilities, mental disorders, hearing, vision disabilities, and several other conditions.

For the Town of Caledon, accessibility impacts how we approach the development of policies, programs, and customer service within our municipality. Our commitment to accessibility has evolved over the years to align with the requirements of the AODA legislation.

The Town of Caledon's Multi-Year Accessibility Plan, 2023-2027 is a road map for how we will build from previous accomplishments to meet the needs of our rapidly growing and diverse population. The Town values diversity and inclusivity and recognizes that creating an accessible municipality is essential to providing increased opportunities that foster independence, inclusion, and dignity for all.

The Town is committed to the continuance of identifying and preventing barriers in our municipality through our programs, services, and facilities, as well as providing accessible accommodation to ensure everyone has equal access to goods, services, programs, and facilities in Caledon.

## Town of Caledon Accessibility Advisory Committee (AAC)

A requirement under the AODA legislation states all municipalities with a population of over 10,000 must establish an Accessibility Advisory Committee (AAC).

The AAC is a statutory advisory committee consisting of five resident volunteer members responsible for raising community awareness surrounding persons with disabilities and provides advice and recommendations to Council on ensuring a barrier free community. The members identify as a person with a disability and/or identify as being familiar with issues affecting people with disabilities. The Committee focuses on the review of site plans, playgrounds, and community parks, pursuant to the standards as outlined in the AODA and is responsible for advising Council on the development of the Multi-Year Accessibility Plan.

In addition to legislated committee requirements, the Town of Caledon AAC is responsible for the following:

- a) advise Council on matters pertaining to accessibility for persons with disabilities;
- b) advise and inform Council of new legislation and funding initiatives;
- c) advise and develop working relationships with relevant groups and individuals;
- d) advise and assist with the development of education programs and promote the activities of the Committee;
- e) advise and inform Council with regard to accessibility issues as they arise;
- f) assist in the creation and annual review of the Multi-Year Accessibility Plan.

## 2018-2022 Accomplishments

From 2018-2022, the Town of Caledon worked to achieve the goals outlined in the Barrier Removal Action Plan and Multi-Year Accessibility Plan (MYAP). The following section will outline the Town's accomplishments during this time.

### Accessible Road Signs

The Town instituted an Accessible Road Signs Policy in 2019. The road signs are intended to warn drivers they are approaching a private residence in Caledon where a person(s) with a disability resides. Caledon is one of the few municipalities in Canada that has such a policy and is another example of how the Town exceeds requirements to promote accessibility.

### National AccessAbility Week

National AccessAbility Week took place from May 26 to June 1, 2019. This week identifies a time for Canadians to promote inclusion and accessibility in our communities and workplaces and celebrate the contributions of Canadians with disabilities. The Town celebrated the week by holding accessibility events at the Alton Public Library and the Albion & Bolton Community Centre. The Town produced and promoted a video which highlighted Universal Design Options during National AccessAbility Week.

### Accessibility Award for Business

The Town of Caledon, in partnership with the Accessibility Advisory Committee, presents an annual Accessibility Award for Business to recognize a local business that has made a significant contribution to reduce barriers and increase accessibility for all members of the community. The 2019 recipient of the Accessibility Award for Business was TD Bank (Branch# 2113, 12684 Hwy 50 Bolton). This Branch of TD goes above and beyond the legislative requirements to accommodate customers with disabilities as well as the aging community. The Branch made the following accessibility improvements for customers with disabilities:

1. installed an elevator to provide all users with access to the second floor;
2. added an accessible customer service counter, and
3. placed intuitive wayfinding signage throughout the branch to make customer navigation of services seamless.

Representatives from TD Bank were presented their award prior to the January 28, 2020 Town Council meeting.

### Corporate Accessibility Policy

The Ministry of Seniors and Accessibility conducted an accessibility audit of the Town's compliance with the AODA legislation between November 2020 and March 2021. Staff worked with a Senior Compliance Analyst at the Ministry to complete this comprehensive review which determined that



the Town is largely successful in meeting its obligations under the AODA. Only minor amendments to the Corporate Accessibility Policy were required.

The revised Corporate Accessibility Policy was adopted by Council on March 30, 2021. It includes an updated statement of organizational commitment to meet the accessibility needs of those with disabilities. Further, it addresses accessibility regulations added since the original policy was developed in 2013. The adoption of the new policy has been successful as no issues have resulted throughout 2021. This achieved a goal within the 2018-2022 MYAP to regularly review the Corporate Accessibility Policy.

#### Accessible Trick or Treating

In October 2021, the Town of Caledon proudly participated in the Treat Accessibly movement. The goal of the movement is to promote ways to make Halloween inclusive and accessible for children with disabilities. One method advocated by the initiative is to hand out candy at the ends of driveways to avoid any front door stairs which can create a barrier. Further, in partnership with the private sector, lawn signs and flags were made available through the Treat Accessibly initiative for homes across the Greater Toronto Area (GTA) to indicate that they are accessible on Halloween.

At the AAC's September 13, 2021 meeting, the organizer of Treat Accessibly provided a presentation to Members on the initiative and promoted awareness of Treat Accessibly Day on October 7, 2021. Further, the organizer was invited to the September 28 meeting of Council where a subsequent presentation was provided. As a result, the Town participated in building awareness of Treat Accessibly by distributing flags at several Town facilities throughout the community as well as promoting the initiative through various Town social media channels. Further, staff coordinated and funded a road closure permit to support a Member of the AAC who organized a local Treat Accessibly event within the community.

#### 2022 Municipal Election

The Municipal Elections Act, 1996 (MEA) includes several responsibilities for the Town Clerk to ensure that an election is accessible. In planning and implementing the 2022 election, staff took action to identify, remove and prevent barriers. These actions align with the goals of the MYAP as it outlines several key areas to be considered which are crucial for a successful election.

The current MYAP speaks to Accessibility Policies for the Town being reviewed and updated regularly. In early 2022, the Town's Accessible Election Policy was revised based on best practices of other municipalities who held by-elections since the last 2018 municipal election. Staff presented the new policy to the Town's AAC and included their feedback. This resulted in a fully updated Accessible Election Policy which provided a comprehensive framework to ensure accessibility was considered at each step in the planning process.

Accessibility training for those hired for election purposes is specifically noted as a goal within the 2018-2022 MYAP in addition to accessible customer service training. Extensive training was provided for all staff that participated in the election including a review of key accessibility aspects.

For example, election workers were made aware of the requirements of the AODA and related Integrated Accessibility Standards.

Further, to ensure appropriate customer service, election staff were trained on respectful ways to interact with and support persons with disabilities. Finally, during training staff were advised that service animals were permitted in voting locations, consistent with the goal of the MYAP that service animals are allowed in all Town premises.

The MYAP identifies that the design of public spaces where services are provided must be accessible. This was taken into consideration in selecting voting locations. For example, staff conducted inspections of all new voting locations which had not been used in a previous election. A checklist was used to ensure a comprehensive review of items such as door width for scooters and wheelchairs, adequate lighting, availability of power door operators and accessible washrooms. During the inspections, staff confirmed that accessible parking was available at all locations. Layout maps of each location were developed which included 2 meters of clearance between voting stations to provide adequate space for wheelchairs and scooters.

The MYAP requires that information be provided in alternate formats as necessary to accommodate those with disabilities. Similarly, it is crucial for the election to offer alternate voting methods to ensure those with disabilities can participate. Throughout the election, all voting locations had accessible voting equipment available. This provided various options to cast a ballot such as using a controller, paddles for limited dexterity or a sip and puff device. Further, where an individual could not enter a voting location due to disability, curbside voting was provided where a ballot was brought to their vehicle consistent with the Accessible Election Policy. Finally, voting by proxy was available where an individual could not attend a voting location.

Based on the above, numerous barriers were identified, removed, and prevented to ensure that the Town's 2022 Municipal and School Board Election was accessible. This achieved progress towards various goals set out by the MYAP. As required by the MEA, the 2022 Post-Election Accessibility Report was completed and posted on the Town's website to provide full details for the public

#### Accessibility Advisory Committee Recruitment

Pursuant to the AODA, the Town must establish an Accessibility Advisory Committee (AAC). The Committee is responsible to provide advice on the requirements and implementation of accessibility standards and review site plans for accessibility compliance. Following the 2022 Municipal and School Board Election, staff advertised for and recruited Members of the ACC for the 2022-2026 Term of Council. Orientation for the Members of the AAC was completed on February 13, 2023.

## 2023-2027 Goals

The Town is committed to fulfilling its requirements under the AODA legislation. Below, please find charts that detail the goals and steps required to meet set goals, and to improve opportunities for people with disabilities within the Town of Caledon.

<b>INTEGRATED ACCESSIBILITY STANDARD REGULATION COMPLIANCE ACTIVITIES (IASR)</b>	
LEGISLATION AREA	GOAL
ACCESSIBILITY POLICY	The Corporate Accessibility Policy will be reviewed regularly to ensure compliance with legislation. The policy will continue to be posted on the Town’s website.
MULTI-YEAR ACCESSIBILITY PLAN	The Multi-Year Accessibility Plan, 2023-2027 will be reviewed regularly and updated as described by the AODA. The plan will be reviewed and updated no longer than within a 5-year period.
PROCURING GOODS, SERVICES OR FACILITIES	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.
TRAINING	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.
ACCESSIBILITY REPORTING	The Town will complete bi-annual accessibility reporting to the Province of Ontario, as required.

<b>CUSTOMER SERVICE (AODA STANDARD)</b>	
LEGISLATION AREA	GOAL
ACCESSIBLE CUSTOMER SERVICE TRAINING	Completion of Accessible Customer Service training will continue to be required by all new employees working on behalf of the Town of Caledon.
FEEDBACK PROCESS	The Town will continue to provide the public the opportunity to provide feedback for improving our services. An Accessible Feedback Form was developed for the

	public to provide comments 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.
EMERGENCY INFORMATION	Town staff will continue to update and provide all information relating to an emergency via social media and the Towns website, as necessary.
SERVICE ANIMALS	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.
ACCESSIBLE CUSTOMER SERVICE POLICY	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.
MUNICIPAL ELECTIONS	The Town will continue to ensure that electors with disabilities can vote privately and independently. As required by Section 12.1 (3) of the MEA, this report shall be made available to the public. Therefore, as a next step this report will be posted on the Town’s website for reference. Any feedback received will be recorded and used in planning for the next municipal election.

<b>INFORMATION AND COMMUNICATION STANDARD (AODA STANDARD)</b>	
LEGISLATION AREA	GOAL
ALTERNATE FORMATS	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.
WEB CONTENT AND COMPLIANCE	The Town will work toward reaching the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA requirements to achieve compliance with the AODA. The WCAG 2.0 must be implemented by December 2024 to ensure the Town website is accessible to persons with disabilities.
ACCESSIBLE DOCUMENTS AND WEB CONTENT	Town staff will continue to ensure all new public documents posted to the website are in an accessible format.
PUBLIC LIBRARIES	The Caledon Library will continue to provide access to accessible materials in a variety of formats.

<p>NOTICE OF TEMPORARY DISRUPTIONS</p>	<p>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.</p>
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<p><b>EMPLOYMENT STANDARD (AODA STANDARD)</b></p>	
<p>LEGISLATION AREA</p>	<p>GOAL</p>
<p>CORPORATE ACCESSIBLE EMPLOYMENT PROCEDURE</p>	<p>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.</p>
<p>EMPLOYEE ACCOMMODATION</p>	<p>Employees who report the presence of a disability will have an individual Employee Accommodation and Workplace Emergency Plan developed to meet their individual needs.</p>
<p>WORKPLACE EMERGENCY EVACUATION PLAN</p>	<p>The Employee Workplace Accommodation Plan and Workplace Emergency Plan, last revised and approved in October 2022, will continue to be updated, as necessary.</p>
<p>RECRUITMENT</p>	<p>The Town will promote itself as an inclusive employer to people with disabilities in alignment with other HR initiatives. Each job posting will include an accessibility and accommodation statement.</p>
<p>RETURN TO WORK PROCESS</p>	<p>As required, all employees who acquire a disability and are returning to work from a leave of absence will have an Employee Workplace Accommodation Plan prepared.</p>
<p>RETENTION OF CURRENT EMPLOYEES</p>	<p>Employee Accommodation Plans will continue to be considered during performance management or when an employee advances in their career, as necessary.</p>

<p><b>TRANSPORTATION STANDARD (AODA STANDARD)</b></p>
<p>Not applicable to the Town of Caledon and no action is required. The Town does not currently operate any conventional or specialized transportation services.</p>

<b>DESIGN OF PUBLIC SPACES STANDARD (DOPS)/ONTARIO BUILDING CODE (OBC) (AODA STANDARD)</b>	
<b>LEGISLATION AREA</b>	<b>GOAL</b>
PUBLIC SPACES AND BUILDING	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 site plan and renovation processes.
EXTERIOR PATHS OF TRAVEL (SIDEWALKS, WALKWAYS, RAMPS, STAIRS)	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.
OBTAINING SERVICES	When building or renovating service counters, fixed queuing guides and waiting areas, the Town will continue to comply with the DOPS requirements.
MAINTENANCE	The Towns 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 continue to notify the Town if a function or maintenance issue occurs in a public space.
ACCESSIBLE PARKING	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 as needed in relation to the location and design of accessible on-street parking, as required.
RECREATIONAL TRAILS AND BEACH ACCESS ROUTES	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.
OUTDOOR PUBLIC USE EASTING AREAS	All newly constructed or redeveloped outdoor public use easting areas will be designed in accordance with the requirements of DOPS.
OUTDOOR PLAY SPACES	The Town will continue to design newly constructed or redeveloped outdoor play spaces in accordance with the requirements of DOPS and in consultation with the AAC.

## 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 AODA 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 accomplish this goal.

## Connect and Stay Informed

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

Department: Corporate Services, Legislative Services Division

Phone: 905-584-2272 ext. 2366

E-Mail: [accessibility@caledon.ca](mailto:accessibility@caledon.ca)

Mail to: Town Hall  
Legislative Services Division  
6311 Old Church Road  
Caledon, ON L7C 1J6

For more information on the Ontarians with Disabilities Act (ODA) and Accessibility for Ontarians with Disabilities Act (AODA), contact: Ministry for Seniors and Accessibility 777 Bay St., Suite 601A Toronto, ON M7A 2J4 Telephone: 416-849-8276 Toll Free: 1-866-515-2025 TTY: 416-326-0148 TTY Toll Free: 1-800-268-7095 Fax: 416-325-9620 [accessibility@ontario.ca](mailto:accessibility@ontario.ca)