

# Multi-Year Accessibility Plan 2013-2017

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



## Table of Contents

<b>Section 1.0: Executive Summary.....</b>	<b>4</b>
<b>Section 2.0: Background.....</b>	<b>4-5</b>
2.1 A Brief Look at the Town of Caledon.....	5-6
<b>Section 3.0: Accessibility Advisory Committee.....</b>	<b>6-7</b>
3.1 2012 Committee Actions.....	7-8
3.2 Committee Work Plan.....	9
<b>Section 4.0: 2012 Corporate Accomplishments-Update...9-10</b>	
<b>Section 5.0: Integrated Accessibility Standards</b>	
5.1 Multi Year Accessibility Plan.....	10-18
<b>Section 6.0: Final Thoughts.....</b>	<b>19</b>

# 2013 - 2017 Multi-Year Accessibility Plan

---

## **Municipality**

The Corporation of The Town of Caledon

## **Website**

[www.caledon.ca](http://www.caledon.ca)

## **Key Contact**

Department: Administration – Legislative Services

Phone: 905-584-2272 ext. 2366

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

# 2013 - 2017 Multi-Year Accessibility Plan

---

## **1.0 Executive Summary**

As our community continues to grow, accessibility will continue to be a significant focus for the Town of Caledon. According to Statistics Canada about 1.5 million Ontarians have a disability, which makes up about 13.5 per cent of the overall population. In the Town that may represent over 10,000 residents. By the year 2031, the number of persons living with a disability in the Region of Peel is expected to increase from 19 per cent to 33 per cent.

A key start to improving all elements of customer service is by recognizing and eliminating the barriers that exist. Here at the Town, we are working towards ensuring that our customers with disabilities receive a high level of accessible customer service.

The Integrated Accessibility Standards (Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005*), requires the Town to develop a multi-year accessibility plan. This plan is to provide a status update on current corporate accessibility initiatives as well as measures to take place over the next five years that will successfully comply with the standards set out in the Regulation.

Staff, in conjunction with the Town's Accessibility Advisory Committee, continues to ensure accessibility is a priority throughout the Corporation and in the Community.

## **2.0 Background**

In December 2001, the Province of Ontario passed the *Ontarians with Disabilities Act*. This legislation was intended to improve opportunities for persons with disabilities. Key elements of this legislation was the requirement for municipalities with a population greater than 10,000 residents to establish an Accessibility Advisory Committee consisting of individuals either with a disability or an interest in disability related matters.

# 2013 - 2017 Multi-Year Accessibility Plan

---

In 2003, the provincial government underwent a public review and consultation of the *Ontarians with Disabilities Act, 2001* and received input on the need for inspections and follow-up on implementation of municipal accessibility plans, as well as regulations for sectors to adhere to with strict fines for non-compliance. As a result, the province introduced the *Accessibility for Ontarians with Disabilities Act, 2005* which is more comprehensive and the requirements apply to the public, private and not-for-profit sectors. There is now a mechanism for non-compliance which supports the overall objective of the legislation to ensure Ontario is universally accessible by 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 the industries and organizations to which the standard is intended to apply. The Standards were developed in Customer Service, Information & Communications, Employment, Transportation and the Built Environment.

## **2.1 Brief Look at the Town of Caledon**

Caledon prides itself on maintaining a sustainable balance of community, environmental and development initiatives in the context of an extensive urban and rural environment. With a slow but steady growth, Caledon is expected to reach a population of approximately 85,000 by 2021.

Town Council is the governing body consisting of the Mayor, 4 Area Councillors and 4 Regional Councillors who represent Caledon's 5 wards. Members of Council are elected for a four-year term and are responsible for, but not limited to, policy direction, by-laws and amendments, reviewing and approving the Town's operational and capital budgets and acting or responding to other matters.

In 2010, the Town introduced the Community-Based Strategic Plan which highlights goals and objectives in areas that preserve the environment and agricultural resources, managed growth that promotes accessibility and safety within the community, healthy living, a diverse and prosperous economy and a strong and transparent governance. Caledon's vision through the Community-Based Strategic Plan is a safe, green community

# 2013 - 2017 Multi-Year Accessibility Plan

---

of communities; desiring a sustainable future by managing and fostering community progress while respecting its heritage.

## **3.0. Accessibility Advisory Committee**

The AODA and the ODA require all municipalities with a population greater than 10,000 to appoint an Accessibility Advisory Committee (AAC). A majority of the members on the Committee must include individuals who have a disability or an interest in issues surrounding accessibility.

The Town's Accessibility Advisory Committee has been a Committee of Council since 2008. The Committee is presently made up of **7** members and **1** member of Council that meet on a monthly basis.

As defined by the *Accessibility for Ontarians with Disabilities Act, 2005* the Accessibility Advisory Committee is responsible for the following:

- Advise Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the Council may seek its advice;
- Review in a timely manner the site plans and drawings described in Section 41 of the *Planning Act* that the committee selects;
- Assist in the development of the Town's accessibility plan;
- Performs all other functions that are specified in the regulations; and
- Advise Council on buildings, structures or premises or part of a building, structure or premise, that the Council purchases, constructs, renovates; for which the Council enters into a new lease; or that a person provides as municipal capital facilities under an agreement entered into with the Council in accordance with section 110 of the *Municipal Act, 2001*.

# 2013 - 2017 Multi-Year Accessibility Plan

---

Additionally the Committee will also be responsible for the following:

- to assist Council in implementing the various goals and objectives within the Community-Based Strategic Plan with regard to accessibility:
  - Strategic Objective 2A – Ensure Accessibility is the Standard
  - Strategic Objective 6A – Provide High Quality Public Services

## **3.1 2012 Committee Actions**

Throughout 2012, the Accessibility Advisory Committee completed the following initiatives:

- Toured Caledon Centre for Recreation and Wellness to review new addition and various accessibility measures at the facility;
- Met with Planners from the Town's Development Approval and Planning Policy Department to educate them and advocate the importance of accessibility in the Site Plan Review process;
- Met with the Town's Landscape Project Co-ordinator to provide input on accessibility measures and features in new Park Developments and Trails, etc.;
- Worked with SPH Planning & Consulting on Phase 2 of 2 of the Accessibility Audit Project regarding Town Parks & remaining facilities;
- Met with Staff from the Region of Peel regarding the issue of accessibility and roundabouts – this item is ongoing;
- Appointed a member to the Mayfield West Project and Secondary Plan Stakeholder Advisory Committee to ensure

## 2013 - 2017 Multi-Year Accessibility Plan

---

accessibility feedback is provided and considered in the future development area;

- Provided input into projects for the Enabling Accessibility Funding Program;
- Worked with Staff on provisions to be considered and incorporated into the Taxi and Limousine Licensing By-law;
- Appointed a new member to the Committee – Astley Dennis;
- Provided guidance in terms of accessibility regarding Heritage buildings and potential meeting locations for the Heritage Committee;
- Developed and approved the Committee Work Plan and Implementation Strategy;
- Received a presentation from the Town's Chief Fire Prevention Officer regarding the Development of Fire Safety Plans;
- Hosted an Accessibility Information Forum for the public to learn more about programs and services available to persons with disabilities;
- Reviewed accessibility options for staging to be used throughout Town Facilities – this is ongoing; and
- Reviewed and provided input regarding approximately 27 Site Plans.

### **3.2 Committee Work Plan**

- Research opportunities to build on Emergency Response for Vulnerable Persons in Caledon;
- Research opportunities for grants or incentive programs for local businesses to help increase accessibility;

# 2013 - 2017 Multi-Year Accessibility Plan

---

- Assist Staff in identifying the need for accessible public and private transportation;
- Research windrow systems in other municipalities for discussion and consideration;
- 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; and
- Continue to advocate and participate in projects undertaken by the Region of Peel that directly impact the Town.

## **4.0. 2012 Corporate Accomplishments - Update**

As we move forward in the coming year, the Town will strive to ensure facilities and parks are designed and constructed in accordance with elements of the Proposed Built Environment Standard. This includes not only new builds but also renovations and upgrades to current facilities and parks.

### **2012 Accomplishments**

To date, the Town continues to remove barriers within our facilities and parks. In 2012, accessibility improvements were made to Town Hall, Caledon Centre for Recreation and Wellness, Alton Library, Palgrave Post Office, Peace Park, Chateaux of Caledon Neighbourhood Park and Mayfield West Community Park.

The newly constructed OPP Detachment was designed and built incorporating significant accessibility measures, beginning with the parking area, pedestrian routes, exterior and interior doors and doorways, public washrooms, meeting areas and many other key areas within the facility.

The Town is renovating the current Fire Hall in Valleywood and working with the Region of Peel to construct a facility for Paramedics and

# 2013 - 2017 Multi-Year Accessibility Plan

---

Emergency Services on the same site, which has been designed with key accessible amenities, similar to the OPP Detachment.

The Town, with the assistance of the Accessibility Advisory Committee, hosted an Accessibility Information Forum on October 23, 2012. The Forum consisted of various agencies, Town Departments, the Region of Peel, a few provincial ministries and other local community services that provide programs and services for persons with disabilities in the Caledon community. Staff will be developing a booklet to capture information about programs and services available to persons with disabilities as a result of the Forum.

## **5.0. Integrated Accessibility Standards & Compliance**

### **5.1 Multi Year Accessibility Plan**

#### **General Requirements**

The following apply to all three standards of the Integrated Accessibility Standards Regulation (IASR)

#### **A. Accessibility Policies – January 2013**

Develop policies, including a statement of organizational commitment, on how to meet the integrated standards requirements, make them available to the public, and provide them in an accessible format, upon request.

# 2013 - 2017 Multi-Year Accessibility Plan

---

## **2012 - 2013 – Action**

1. Expand the scope of the current accessibility policy and present to Council
2. Post Policy and Procedures on Town's website

## **2014 - 2017 - Action**

1. Review and update Policy and Procedures to ensure actions are relevant

## **B. Accessibility Planning – January 2013**

Develop a multi-year accessibility plan that outlines the Town's strategy to prevent and remove barriers for persons with disabilities and meet the requirements under the IASR. Further, prepare an annual status report on progress of measures set out within the multi-year accessibility plan.

## **2012 - 2013 – Action**

1. Develop multi-year accessibility plan.
2. Consult with AAC and public
3. Present multi-year accessibility plan to Council
4. Post plan and progress report on Town's website
5. Work towards implementation

## **2014 - 2017 – Action**

1. Continue implementation of requirements within multi-year accessibility plan
2. Complete and submit progress report annually to the Province
3. Review and update plan in 2017

## **C. Procuring or acquiring goods, services or facilities**

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

## **2012 - 2013 – Action**

1. Review and update purchasing templates to include accessibility language
2. Ensure Staff incorporate accessibility criteria and features in the specifications provided to the Purchasing Division

# 2013 - 2017 Multi-Year Accessibility Plan

---

3. Develop accessibility procurement resources

## **2014 - 2017 – Action**

1. Perform ongoing review of purchasing templates
2. Continue to review and incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities

## **D. Training – January 2014**

Ensure training on the requirements of the accessibility standards and the *Ontario Human Rights Code* is provided to employees, volunteers, persons who participate in developing policies and those who provide goods, services or facilities on behalf of the Town.

## **2012 - 2013 – Action**

1. Review training material available through the Province and any other sources to determine if suitable to the Town of Caledon
2. Build training program and provide training

## **2014 - 2017 – Action**

1. Train new Staff through orientation and those employees that experience a change in their responsibilities

## **Information & Communications**

Determines how the Town will develop, provide and receive information and communications in ways that are accessible for persons with disabilities.

## **A. Feedback – January 2014**

Ensure processes for receiving and responding to feedback are, upon request, accessible for persons with disabilities. Notify the public about the availability of such accessible formats and communication supports.

## **2012 - 2013 – Action**

1. Ensure options for providing and receiving feedback are readily available

## 2013 - 2017 Multi-Year Accessibility Plan

---

2. Create accessible feedback form and post on Town website and have available at major service counters
3. Create accommodation request statement for town meeting and event notices

### **2014 - 2017 – Action**

1. Review and update feedback procedure as required

### **B. Accessible Formats and Communication Supports – January 2015**

Provide, upon request, and at no extra cost than the regular cost charged to other persons, accessible formats and communications supports for persons with disabilities in a timely manner. Notify the public about the availability of accessible formats and communication supports.

### **2012 - 2013 – Action**

1. Create accommodation request statement for town website and meeting and event notices

### **2014 - 2017 – Action**

1. Ensure compliance by 2015

### **C. Emergency Procedures, Plans or Public Safety Information – January 2012**

Provide emergency procedures, plans or public safety information that is publicly available in an accessible format or with appropriate communication supports, upon request.

### **2012 - 2013 – Action**

1. Provide Town's emergency plan in an accessible format or with communication support upon request
2. Post statement on Town's website about availability of accessible formats/supports, upon request

### **2014 - 2017 – Action**

1. Maintain compliance as new or amended plans are completed

# 2013 - 2017 Multi-Year Accessibility Plan

---

## **D. Accessible websites and web content – WCAG Level A – January 2014**

Ensure new internet website and web content conforms with WCAG 2.0 Level A

### **2012 - 2013 – Action**

1. Regularly evaluate compliance through the accessibility quality tool
2. Incorporate Level AA WCAG requirements
3. Conduct training for staff as required

### **2014 - 2017 – Action**

1. Continue to maintain and ensure compliance and incorporate Level AA WCAG requirements

## **E. Accessible websites and web content – WCAG Level AA – January 2021**

Ensure new internet website and web content conforms with WCAG 2.0 Level AA

### **2012 - 2017 – Action**

1. Incorporate Level AA requirements

## **F. Public Libraries**

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 or with appropriate communication supports, upon request. Provide accessible formats for archival materials, special collections, rare books and donations.

### **2012 - 2013 – Action**

1. Offer content in a variety of formats, including special collections such as large print, DVS Videos and Talking Books
2. Make available specialized reading aids, including SmartView, Zoom Text and Kurzweil Reading Machines
3. Provide delivery and pick-up services of library materials to program users
4. Establish a multi-channel feedback process

# 2013 - 2017 Multi-Year Accessibility Plan

---

5. Establish library accessibility policy and post to library website
6. Review current holdings to determine accessibility of collection
7. Review availability of assistive devices in all branches
8. Ensure library website meets compliance for 2014

## **2014 - 2017 – Action**

1. Maintain ongoing compliance

## **Employment**

Outlines how the Town will make employment practices and its workplace more accessible for potential and existing employees with disabilities.

### **A. Recruitment – January 2014**

Notify employees and the public about availability of accommodation for applicants with disabilities in the recruitment processes.

## **2012 - 2013 – Action**

1. Create and incorporate accessible Employment Procedure to current practices to ensure requirements of the Employment Standard are implemented
2. Implement Procedure corporate wide
3. Update all necessary employment templates to include accessibility statement

## **2014 - 2017 – Action**

1. Review and Update Employment Procedures to ensure ongoing compliance is maintained

### **B. Hiring – January 2014**

Notify successful applicants, through the offer process, of its policies for accommodating employees with disabilities.

Notify all employees of policies to accommodate and support employees with disabilities.

# 2013 - 2017 Multi-Year Accessibility Plan

---

## **2012 - 2013 – Action**

1. Update recruitment process to ensure applicants are notified, if selected for an interview or assessment, that accommodations are available, upon request
2. Develop and implement Accommodation Procedure
3. Update offer letter template
4. Update orientation materials

## **2014 - 2017 – Action**

1. Review and Update Accommodation Procedure to ensure ongoing compliance is maintained

## **C. Accessible formats and communication supports for employees – January 2014**

Provide or arrange for accessible formats and communication supports for information needed to perform job duties and information generally available to employees in the workplace, upon request.

## **2012 - 2013 – Action**

1. Provide employees with accessible supports
2. Develop and implement accessible Employment Procedure

## **2014 - 2017 – Action**

1. Review and Update Employment Procedure to ensure ongoing compliance is maintained

## **D. Workplace emergency response information – January 2012**

Provide individual workplace emergency response information to employees who have a disability, as required.

## **2012 - 2013 – Action**

1. Develop individual emergency plans for employees that require assistance during an emergency
2. Develop and implement Workplace Emergency Response Procedure

## **2014 - 2017 – Action**

1. Ensure individual emergency plans are updated as required

# 2013 - 2017 Multi-Year Accessibility Plan

---

## **E. Documented individual accommodation plans – January 2014**

Develop and implement a written process for documentation of individual accommodation plans for employees with disabilities.

### **2012 - 2013 – Action**

1. Create and implement Accommodation Procedure

### **2014 - 2017 – Action**

1. Review and Update Accommodation Procedure to ensure ongoing compliance is maintained

## **F. Return to work process – January 2014**

Develop a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

### **2012 - 2013 – Action**

1. Create and implement accessible Employment Procedure

### **2014 - 2017 – Action**

1. Review and Update accessible Employment Procedure to ensure ongoing compliance is maintained

## **G. Performance management and career development and advancement – January 2014**

Consider accessibility needs of employees with disabilities and individual accommodation plans during the performance management process and when providing career development and advancement.

### **2012 - 2013 – Action**

1. Create and implement accessible Employment Procedure

### **2014 - 2017 – Action**

1. Review and Update accessible Employment Procedure to ensure ongoing compliance is maintained

# 2013 - 2017 Multi-Year Accessibility Plan

---

## Transportation

Outlines how the Town will work to ensure accessible measures are made through public transportation, where applicable.

### **A. Duties of municipalities, accessible taxicabs – January 2013**

Consult with AAC, persons with disabilities and the public to determine the proportion of on-demand accessible taxicabs required in the community. Identify progress made toward meeting the need for on-demand accessible taxicabs in accessibility plan.

#### **2012 - 2013 – Action**

1. Include the need for one (1) on-demand accessible taxicab per 30,000 residents and incorporate into the proposed consolidated licensing by-law effective January 1, 2014, subject to Council approval

#### **2014 - 2017 – Action**

1. Implement Council approved strategy. Provide updates through annual progress report

### **B. Duties of municipalities, taxicabs – fare - January 2012**

Provide fare parity and store mobility aids or assistive devices at no charge.

#### **2012 - 2013 – Action**

1. Continue to provide and enforce fare parity
2. Continue to ensure mobility aids and devices are stored at no charge

#### **2014 - 2017 – Action**

1. Maintain ongoing compliance

# 2013 - 2017 Multi-Year Accessibility Plan

---

## 6.0. 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 towards 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 the Administration Department as indicated below:

Phone: 905-584-2272 ext. 2366

Fax: 905-584-6070

Email: [accessibility@caledon.ca](mailto:accessibility@caledon.ca)

Mail to: Town Hall

Administration Department – Legislative Services

6311 Old Church Road

Caledon, ON L7C 1J6