

## 2018 – 2022 Accessibility Plan

Action Item Status Update (as of December 31, 2022)

	Task	Responsibility	Target Completion Date	Status Update
<b>Information and Communication</b>				
1	Develop policy for Town for producing accessible communication and information and train staff on policy	HR	2019	Policy has been created and approved in July 2019.
2	Implement new accessible website and intranet. Public website must be WCAG 2.0 Level AA effective Jan 1, 2021	I.T.	2019	New Town Corporate Website launched January 2019 New Town Intranet launched August 2019
3	Train staff on developing accessible documents.	HR	2019	Training was completed in June 2019 – provided by E-Solutions. Refresher training was offered in 2021.
4	Create updated emergency procedures, plans and public safety information and post on Town’s website in accessible format to provide emergency information to prepare residents for emergency situations.	Fire	2019/2020	
5	Budget for all necessary software to be implemented for creating accessible documents. Purchase and install adequate Adobe Professional licenses across the organization to create accessible PDF documents	I.T.	2019	Completed in 2019
6	Update Corporate Visual Identity Policy and implement standards across the organization for standardizing font type and size and overall formatting/appearance of documents,	Comm.	2019/2020	


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	i.e. email signatures, logo headings, use of contrasting colours and eliminating full justification, italics, underlining etc.,			
<b>Employment</b>				
1	Review HR policies and update as required to ensure accessibility is well integrated in full employment cycle.	HR	2019	Accessibility is addressed in new Recruitment and Selection policy. Accessibility is considered during recruitment – applicants are asked to request assistance if required.
2	Develop general accommodation policy and guidelines for staff, provide training to all staff and include relevant learning in new hire orientation.	HR	2019	Policy was implemented and is also posted on the Town's web site.
<b>Transportation</b>				
1	Complete transportation study and ensure accessibility needs are comprehensively addressed and integrated into recommendations and action plans.	Eng.	2019 - 2023	The Multi-modal transportation master plan was reviewed by Council in 2021. Recommendations were considered, however, due to cost, plans are on hold.
2	Assess the accessible on-demand taxi service ensuring the service is meeting the needs of the people with disabilities in the community and implement improvements accordingly.	Eng. & Admin	2019/2020	The transportation program subsidized by the Town for seniors and residents with disabilities that need public transportation continues to see strong usage by the community. Details of transportation options can be found on the web site: <a href="https://www.newtecumseth.ca/en/living-in-our-community/Community_Transportation_Program.aspx">https://www.newtecumseth.ca/en/living-in-our-community/Community_Transportation_Program.aspx</a>

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3	As per recommendations from the province's 2018 review of Transportation Accessibility Standards, develop process for taxicab drivers to obtain training on Accessibility, Human Rights, safe use of accessibility equipment and features and emergency preparedness at the time of license issue or renewal	Admin	2020	Refresher training for taxicab drivers completed.
4	Evaluate number of accessible parking spaces in Town based on aging population demographics – determine if (and where) additional spaces are required and implement accordingly.	Eng., Planning, By-Law, PRC	2020 - 2022	Ongoing. Addressed in 2021 Zoning By-law.
<b>Design of Public Spaces (Built Environment)</b>				
1	Audit / review all pathways, sidewalks, accessible parking provisions and municipally owned parking lots for surface quality and general condition to ensure appropriate surfaces/provisions are in place. Identify improvements for accessibility and plan to complete improvements each year	PRC, Roads, Eng.	2020 - 2023	Ongoing improvements:   2022 - Facility improvements - Worc
2	Audit / review all Town facilities, public outdoor spaces and buildings to continue to	PRC – Building and Fac, Eng.	2019 – 2023	Ongoing improvements see above.

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	improve accessibility for the public and employees. Identify improvements for accessibility and plan to complete improvements each year			
3	Provide education and awareness to businesses to improve accessibility	ED Officer, Comm, Planning.	2019 - 2023	<p>Distributed resources:- Business Improvement Area Association <a href="#">Business of Accessibility Guidebook</a>; AODA <a href="#">Training Resource</a>; County of Simcoe <a href="#">Age-Friendly Community</a>) through Town social media channels and to Business Improvement Associations (BIAs) and Chambers of Commerce.</p> <p>Communicated Town's Portable Ramp Grant Program to BIAs and Chambers for promotion to their members.</p> <p>Ongoing - include resources and information in other business-facing marketing and communications initiatives (i.e. Made In New Tecumseth Newsletter, Economic Development resources page on website).</p> <p>Planning Dept: Through the site plan process, Planning ensures that accessible parking spaces are included to meet zoning requirements, making general suggestions regarding site plan layout and accessibility.</p>
4	Ensure all accessibility requirements / features are implemented for the New Town Hall	Eng.	2019-2023	AAC has reviewed plans and discussed with Architect. No concerns identified.
5	Provide education/awareness to applicants and suggest accessibility changes before issuing site plans etc.	Planning and Building	2019 and onwards	Ongoing – applicants are informed both at the counter and during review about accessibility awareness or changes to meet the Ontario Building Code's barrier free section.
6	Assess all provision of sidewalks to public facilities such as recreation centres, shopping,	PRC,	2019 and onwards	

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	libraries, medical centres, etc. for accessible paths of travel such as appropriate sidewalks and directional signage, to enable people with disabilities to access such facilities. E.g. there is currently no sidewalk to the NTRC.	Planning and Building, Eng.		
<b>7</b>	Update policies and train applicable staff on Design of Public Spaces standard.	HR, PRC, Planning and Building	2019/2020	Refresher training to be offered - 2023
<b>8</b>	Assess Service Counters and Queuing - Place seating where there are customer service counters and waiting areas – for waiting and/or resting, for indoors and outdoors. Adjust heights of counters and/or provide seating. Assess depth of customer service counter for persons in wheelchairs to ensure adequate space and privacy is provided.	PRC, Building and Facilities	2019 and ongoing for new	New Town Hall – all counters are at appropriate heights. Recreation facilities - to determine how improvements can be made.
<b>9</b>	Create Facility Accessible Design Standard (FADS) resource for Town buildings, facilities and outdoor spaces	Building, Eng., PRC, AAC	2019 - 2021	No longer required. Updated building code has enhanced details on accessibility standards.
<b>10</b>	Coordinate training on the GAATES Design of Public Spaces resource to applicable staff	HR	2019 - 2020	Training refresher to be offered in 2023

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	(International organization dedicated to promoting accessibility of the built environments)			
<b>Customer Service</b>				
1	Review Customer Service policy and update accordingly.	HR	2019	Reviewed in 2019 - no significant changes made. Policy will be refreshed in 2023 and combined with Integrated Accessibility Standard Regulation policy.
2	Continue to provide accessible customer service training for all staff, volunteers, Council members (and refresher training).	HR	Ongoing	Training was provided to new Council in Jan 2019 and Dec 2022. All new staff are provided training during onboarding and orientation. Refresher training provided as needed.
3	Implement Scent-Free policy at all Town-owned facilities and buildings to eliminate barriers for public / employees with chemical sensitivities. Products for cleaning and maintenance of facilities and building shall also be scent-free.	HR PRC	2019	Scent free products are being used for cleaning in all facilities and employees are not permitted to wear scented products – to eliminate negative health effects to employees and the public.
4	Audit signage / wayfinding at all municipal facilities and buildings. Plan and implement improvements using the new pictograms and acceptable font type and size, and placement, for all new signage.	PRC – Building and Fac, Communications	2019 - ongoing	Signage standards are in progress.

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5	Ensure staff are trained on providing accessible events and meetings in terms of suitable locations that meet accessibility needs, providing communication and information in accessible formats, ensuring adequate parking is available, easy access to washroom facilities and various paths of travel are unobstructed, etc.	All depts	2019 - ongoing	<p>Committee Meetings - all meetings are held in accessible facilities. Council meetings - Format changes have been applied to all agendas, minutes and reports. Council and Committee meetings are available on YouTube – this provides opportunities for viewing at home and closed captioning to assist people with hearing limitations.</p> <p>Policy on Accessible Information and Communication was created in 2019 – all departments are required to comply. Ongoing training is provided to departments.</p>
6	Ensure accessibility has been fully integrated into new telephone system to be implemented for Town administration with the development of the new Town Hall facility.	I.T.	2019/2020	New phone system is integrated into Microsoft Teams technology.
7	Develop accessible feedback process for public to comment / make suggestions through intranet, website and in-person for improving accessibility in the Town.	HR, I.T.	2019	Completed. There is a feedback component on web site, under Accessibility area.
8	Arrange training on Mental Health for all employees to increase awareness and learn how to provide customer service for persons with mental health disabilities.	HR	2019	Training was provided to employees in 2019 and 2022.

**Overall responsibilities**

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<b>1</b>	Implement an Accessibility Working Group to coordinate responsibilities within this plan. Members shall consist of representation from all departments.	Director, HR	2018/2019	Working group was established.
<b>2</b>	All departments will incorporate accessibility as a part of everyday life and maintain it as a core element in Town services, creating a culture of facilitating dignity, independence, integration and equal opportunity for all people.	All dept/ services	Immediately and ongoing	Training for creating accessible documents took place in 2019 and 2021. All new staff are provided significant accessibility information/training during their onboarding/orientation (by Human Resources). Accessibility is considered when planning/providing services for the public. Recreation dept has created a full-time position to assist with accessible/inclusive recreation programs. Ongoing training refreshers are provided.
<b>3</b>	HR will continue to inform all stakeholders on legislation updates concerning Accessibility requirements and responsibilities.	Director, HR	Immediately and ongoing	Contest provided to staff during Accessibility week in 2018, 2021 and 2023 to increase knowledge of AODA. Continue to encourage/guide accessible formats for communication and information, etc.
<b>4</b>	CAO and General Managers will ensure compliance by all departments with Accessibility plan, policies and procedures and general guidelines for continued provision of quality services to all members of the community with disabilities.	All management	Immediately and ongoing	Ongoing
<b>5</b>	Management will consider accessibility improvement projects at least a year ahead and will ensure the appropriate resources (financial and human resources)	All management	Immediately and ongoing	Ongoing



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	are planned and budgeted for the appropriate budget year.			
6	The Accessibility Advisory Committee shall submit their accessibility improvement recommendations to Council prior to budget deliberations each year for consideration, no later than October 1 <sup>st</sup> each year.	ACC	Immediately and ongoing	Ongoing
7	Council will ensure budgetary decisions incorporate adequate resources and support to give effect to this plan and will ensure that accessibility is fully integrated into all aspects of municipal living within the Town.	Council	Immediately and ongoing	Ongoing
8	Town management will continually seek opportunities to improve the level of accessibility of municipal facilities, programs and services.	All management	Immediately an ongoing	Recommendations by the Accessibility Advisory Committee are presented to Council. Summary of AAC actioned items include:  2022 - AAC recommendations - 201