

Multi-Year Accessibility Plan

Equal Opportunity

Integration

Independence

Dignity



2022 Annual Status Update

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

A Message from Newmarket's Mayor and Council

Council is pleased to present the 2022 Accessibility Status Report, as an update to the 2019 to 2023 Multi-Year Accessibility Plan. The Town of Newmarket continues its efforts to make our services, facilities, and programs accessible for everyone who lives in and visits Newmarket.

We remain committed to working with Newmarket's Accessibility Advisory Committee, staff, and other community partners to enhance and foster an inclusive community that meets the needs of everyone regardless of ability and supports Newmarket's vision of being a community 'Well Beyond the Ordinary'.

A Message from the Newmarket Accessibility Advisory Committee

The Town of Newmarket's Accessibility Advisory Committee's mandate is to encourage and facilitate accessibility for all persons with disabilities in the Town of Newmarket. The Advisory Committee does this by providing advice, recommendations and assistance to Council and staff to develop and facilitate strategies for the identification and elimination of barriers for citizens with disabilities. We are pleased to have the opportunity to act on the community's behalf by advising Council on a number of key initiatives that support achieving an accessible Newmarket. The 2022 Accessibility Status Report demonstrates the work that has been completed to identify and remove barriers in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

The Newmarket Accessibility Advisory Committee is honoured to continue to support the Town of Newmarket in implementing and achieving the goals of the Multi-year Plan and the vision of a community that we all can be proud of, and that is 'Well Beyond the Ordinary.'

We invite residents to review this Status Report to learn more about how the Town of Newmarket is working to create an accessible community, and value their comments, participation and commitment to assist in achieving a fully accessible community.

Accessibility Advisory Committee Members

Steve Foglia, Chair

Jeff Fabian, Vice Chair

Bev Moffatt

Huma Tahir

Kathleen Kedzierski

Mitsy Jones-Bailey

Steve King

Councillor Kelly Broome, Council Representative

Accessibility Advisory Committee Staff Support

Emily Thomas-Hopkins, Legislative Coordinator, Legislative Services

Kiran Saini, Manager of Legislative/Deputy Clerk, Legislative Services

Victoria Kendra, Acting Supervisor, Programs, Recreation and Culture

Accessibility Advisory Committee Update

The Newmarket Accessibility Advisory Committee continues to provide valuable advice and feedback to Council and staff, in addition to participating in various accessibility related activities. In 2022, the Accessibility Advisory Committee has:

- Consulted, reviewed plans and provided recommendations for the initiatives and projects which include the following:
 - 180 Main Street South; and,
 - Mulock Park; and,
 - Millard Church Elm Project; and,
 - Mulock Drive Multi-Use Pathway
- Reviewed the Site Plan Application Accessibility Checklist and provided recommended revisions to the sections outlining accessible parking types, signage, slope ratios, and handrails.
- Reviewed and provided recommendations regarding the 2022 Municipal Election online voting software, and the Voter Instruction Letter.
- Provided recommendations regarding accessible parking on Main Street.

Barrier Identification Update

Initiatives have taken place in the Town of Newmarket to identify, remove and prevent barriers to persons with disabilities. These actions are identified in past Accessibility Plans which are available on the Town of Newmarket website, newmarket.ca/accessibility.

Actions Completed in 2022

Central York Fire Services

- Station 4-1
 - Renovations planned to provide barrier free access to the lobby and fire prevention areas.
- Station 4-5
 - Construction of new station is complete. Accessibility has been a main driver in the design considerations.
 - Furniture design and layout incorporates accessibility.
- Continue to ensure that the website and all newly produced materials including information cards and door hangers are AODA compliant.

- Ensured completed Community Risk Assessments for Newmarket and Aurora meet AODA requirements.

Corporate Communications

- Exploring different avenues with the assistance of technology for even more accessible communication content for our users (i.e. closed captioning during virtual public meetings).
- Continued to advise portfolio departments to ensure all communication materials meet AODA standards from the size of the font, colours used in designs and accessible formats for PDFs posted on the website. For documents that have multiple pages (50+) and are required to be posted on the website, the Communications department recommends outsourcing the file to be made accessible to ensure compliance with AODA legislation.
- Through the use of an online program (Site Improve), webpages that are lacking on AODA compliance are identified and fixed.
- Continue to participate in AODA related training to better understand what other Municipalities are implementing and what new technologies exist to better service the community from an accessible standpoint.
- Continued to work with departments in order to standardize Town of Newmarket online forms to ensure they are accessible for all users.

Engineering Services

- North West Quadrant (NWQ) Trail Phase 5 design completed to include creating a switchback on a severe slope, the Accessibility Advisory Committee was consulted and their comments and suggestions incorporated into the final design, where feasible, trail accessibility was approached with best practices, and additional trail signage.
- Mulock Multi-Use Path (MUP) Phase 1 design work to include replacing 1.5 and 2 metre concrete sidewalk with 3 metre asphalt multi-use path, the Accessibility Advisory Committee was consulted and their comments and suggestions incorporated into the final design, where feasible; provided a smooth surface and eliminating control joints that are cumbersome for wheelchairs, and matching existing sidewalk slopes.
- Design work began on the Mulock MUP Phase 2 began in 2022.
- Newmarket Skate Park was completed in 2022. During the project, the Accessibility Advisory Committee was consulted and their comments and suggestions incorporated into the final design, where feasible; reviewed seating and movement between structures to ensure all areas of the skate

park are accessible, and added ramped walkways up to the higher elevation of the skate park.

Financial Services

- Updated online access to water tax information while maintaining in person services to provide accessibility and availability.

Information Technology

- Assist and repair any website content that needs AODA compliance.
- Continue to adhere to accessibility standards for dashboards and online reports
- Installed multi-function printers with accessibility features.
- Implemented a new and more secure Virtual Private Network (VPN) technology to allow for remote staff better access and a more accessible working environment.
- Maintained a voice controlled automated attended front-end for the phone system.
- Developed and maintained an IT support access portal to facilitate incident templates for service requests
- Implemented features in Microsoft 365 that supports accessibility compliance and broader uptake.
- Implemented Contactless payment processing (TAP) and pending changes incorporated with Merchant services (e.g. CHASE to Global Payments).
- Ensured that SOGIS and the Navigate Newmarket Hub and Map sites was AODA compliant. We added alt tags for every image, high-contrast font that was at least 12 point, and ensured each button had tooltips that explained what happened when clicked
- Responsive Cascading Style Sheets (CSS) for both mapping and Open Data sites so that items are present properly

Innovation and Strategic Initiatives

- Performance Reporting
 - Implemented Council's 2018-2022 Strategic Priorities online digital dashboard to improve communications with all community members and to enhance performance reporting. Will work with the new team to update the online digital dashboard with the new Council Strategic Priorities 2023 – 2026, ensuring it is compatible with current AODA requirements (high contrast, font type and size, hyperlink and image alt-texts, screen-reader compatible).
- Grants

- Continued corporate support for grant funding applications which serve to improve accessibility of Town facilities and playgrounds through both the physical environment and program experiences of participants. The intent of the applications is to accelerate planned capital projects that remove barriers to accessibility and promote inclusion in Town programming. Grant funding was acquired in 2022 to retrofit the Newmarket Public Library's lightings fixtures to LED which addressed persistent lighting issues at the facility. The Newmarket Seniors Meeting Place also received two grants in 2022 that supported the purchase of enhanced audio-visual equipment to support in-person & virtual programming along with new equipment to improve the safety of the facility for its members. A grant to the Inclusive Communities Fund for accessibility improvements to park washrooms was not approved for funding. Staff solicit feedback and ideas from the Accessibility Advisory Committee on funding applications and potential projects to submit for funding. Staff will explore and submit funding applications in 2023 that support accessibility outcomes in the community.
- Policy
 - Provided continued corporate support to municipal departments to ensure accessible document formats are used for developing new policies and procedures and that a plain language approach is applied for improved clarity, simplicity, transparency, and readability by all. Provided continued support to Human Resources to convert existing employment related policies to the accessible policy and procedure templates in compliance with AODA legislation requirements.

Legislative Services

- Continued to offer virtual Administrative Monetary Penalty System (AMPS) Hearings for increased accessibility through remote participation, and public attendance, and continually improved related to processes.
- Freedom of Information Request (FOI) form was updated from a PDF to an accessible Typeform.
- Meeting Management Solution
 - Continued implementation of a meeting management solution which produces accessible HTML-based agendas and minutes.
 - Live-streamed Council and Committee of the Whole meetings are equipped with closed captioning.
- The 2022 Municipal Election:

- Online voting was the primary voting method, and supplemented by paper voting (by appointment).
- Voter Assistance Centres were fully accessible and provided both laptops and iPads for individuals to use to cast their ballot online.
- Election staff provided at-home voting assistance.
- The Town provided an accessible ballot marking machine for the paper voting option.
- Online voting was WCAG 2.0 compliant and included an online app with accessibility features, with input from the Accessibility Advisory Committee.
- A full report on accessibility in the 2022 Municipal Election is available on the Town's [website](#).
- Hybrid Meetings
 - Continued to allow for Hybrid Committee of the Whole, Council and Committee and Board meetings, which allows for remote and in-person participation, and public attendance.

Newmarket Public Library

- Purchased Owl Labs technology that will allow book clubs and other library programs to move to a hybrid setting for better accessibility.
- Completed replacement of old fluorescent and incandescent fixtures with energy-efficient LED panels. This now provides a brighter and more accessible space for customers.
- Completed an accessibility audit of the Library with potential accessibility improvements for future consideration. The audit used the Ontario Building Code (OBC), the Design of Public Spaces Standards (DOPS), and CSA B651 Accessible Design for Built Environments to assess their review. The report advised of a solid understanding of barriers to accessibility and which legislated requirements will need to be completed as a part of the strategic initiative to create a customer-focused layout for our facilities.

Planning Services

- Continued to participate in accessibility training as part of the professional certifications.
- Site Plan Review
 - Continue to circulate Site Plan applications to the Accessibility Advisory Committee (AAC) for their review and comments.

- Continue to have applicants address the AAC's comments to the best of our ability.
- Endeavour to ensure that all sites comply with the Design of Public Spaces Standard (DOPS) and municipal standards for accessibility throughout the Site Plan process.
- Continued to review the Town's zoning by-laws to ensure that AODA standards are integrated and that less-accessible standards are replaced.

Procurement Services

- The Procurement Services Department provides an online bids and tenders bidding solution that is AODA compliant. The department advertises in of the Town's competitive procurement templates that all deliverables are to be provided in format(s) that comply with AODA requirements. The Town's standard terms and conditions for competitive procurements provide for direction as to the AODA requirements and legislation. Procurement Services' Pre-bid form collects responses from departments relating to whether or not they have considered AODA requirements in the development of their deliverables for a competitively acquired procurement.

Public Works Services

- Summer sidewalk program constructed approximately 1,700 metres of new sidewalk and installed 138 tactile warning surface indicators.

Recreation & Culture

- Summer Camps
 - Offered free one-on-one support for campers attending with special needs.
 - Introduced a new summer camp position, Junior Inclusion Facilitator, to accommodate more registrations for campers requiring 1:1 support.
 - Lowered the age minimum for BASE camp (adapted Camp) to 14 years old, to accommodate the 14-21 year olds.
 - New accessible equipment purchased
- Inclusion
 - Offered free 1:1 support for participants with special needs in our recreation programs
- Seniors
 - Online / Virtual Senior Programming- A variety of fitness & wellness programs are offered virtually to help seniors stay active and healthy, and also provide an opportunity to connect with other seniors in the

community. Online classes have provide the opportunity for isolated or disabled seniors to participate in programs they otherwise would not have been able to enjoy.

- Marketing
 - AODA compliance on all communications (print and digital)
 - New outdoor digital signs for clearer messaging (395 Mulock, Magna Centre, Ray Twinney, Riverwalk).
- Special Events
 - Implement Mobile Mats where appropriate – this allows us to build accessible paths on terrain (i.e., grass)
 - Provide additional accessible parking when necessary
 - Provide accessible shuttle buses for our Canada Day event
 - Accessible portable washrooms for all events
 - New hydration station for large events with accessible station
- Museum
 - Installed additional lighting in hallway
 - Created Museum outreach programs for groups of adults and children in a variety of topics. During these programs, staff bring history and artifacts to different locations (e.g. schools, retirement communities etc.) which allows for greater access without physically visiting the museum.
 - Ensured new exhibits were at varying heights as well as included artifacts, photos and text and hands-on activities related to the current displays to ensure accessibility for all different levels of learning.
- Outdoor Skatepark
 - Accessible features included

Plans for the Removal of Barriers from 2023 Onward

Corporate Communications

- For 2023 and beyond, the Town is looking to incorporate more accessibility features to a new website and digital presence to ensure optimal user experience for users of all needs.

Engineering Services

- The NQT Trail Phase 5 construction is planned for 2023.

- Mulock MUP Phase 1 construction is planned for 2023.
- Mulock MUP Phase 2 design work will continue in 2023, and consultations with the Accessibility Advisory Committee.
- Main Street Walkway Connection Design work is anticipated to start in 2023 including constructing the walkway connection from the Main Street Clocktower to the Parking Lot just north of the community centre, replacing stairs with sloped walkway, and consultations with the Accessibility Advisory Committee.

Newmarket Public Library

- The Library will undergo a ramp repair project starting which includes ramp concrete repair, replacing anti-slip coating and replacing neon strip stair identifiers for better visibility.
- In line with the Library's rebranding process, staff will develop better signage and visibility in line with the accessibility audit recommendations.
- Accessibility audit recommendations will be included in the 2023 capital request for fire signal and detection replacement.
- As outlined in this Status Report, many initiatives are underway with more anticipated to be completed in the future. The Town of Newmarket will continue to identify and remove barriers in order to create accessible spaces and services that everyone can use. Newmarket is committed to moving forward and ensuring that the town continues with its commitment to being a community '**Well Beyond the Ordinary**'.

Recreation and Culture Services

- Magna Centre
 - Design plan underway for accessible revamp to change rooms (2023). Revamp will begin in 2024
- Gorman Pool
 - Design plan underway to create a fully accessible building and pool (2023). Construction to begin in 2024
- Pools (Magna Centre/Ray Twinney)
 - New accessible pool equipment to be purchased in 2023