

# Appendix 1: 2023 and 2024 Annual Accessibility Status Reports

## 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 at [newmarket.ca/accessibility](https://newmarket.ca/accessibility)

## Actions completed in 2023:

### Corporate Communications

- Continuing to explore different avenues with assistive technology for accessible communication content for our users (i.e., Artificial Intelligence generated closed captioning during virtual Staff Virtual Town Halls).
- 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 were lacking on AODA compliance are identified and fixed. Worked with various departments to upgrade and recreate online forms to make them accessible fillable PDFs, and to ensure they are accessible for all users.
- 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.

### Engineering Services

- Completed Mulock Multi-Use Path (MUP) Phase 1 which included 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, the new asphalt trail provided a smooth surface and eliminating typical concrete sidewalk joints that are cumbersome for individuals who use mobility devices.
- As part of the reconstruction of Pony Drive, added a sidewalk along Pony Drive and provided AODA compliant intersections at Harry Walker Parkway to Stellar Drive.
- As part of the reconstruction of Lorne Avenue, provided 1.5 metre sidewalks throughout and AODA compliant intersections at Queen Street, Millard Avenue,

Park Avenue, Botsford Street and Timothy Street.

- Sidewalk program installed 1,000 m of new sidewalk bays for improved accessibility, mobility and safety.
- Repaired 250 sidewalk discontinuities, (ledges and trip hazards).
- Installed 100 tactile plates at intersections within the Town.
- 45 accessible parking stalls painted and refreshed this year.

## **Information Technology**

- Development and implementation of new Website Refresh Project to ensure AODA compliance.
- Continue to adhere to accessibility standards for dashboards and online reports.
- Research and development of new unified communication platform to link all communication media such as phones, computers, instant messaging and the like to provide additional accessibility features across the organization.
- Maintained a voice controlled automated attendant front-end for the phone system.
- Developed and maintained an IT support access portal to facilitate incident templates for service requests.
- Implemented additional features in Microsoft 365 that supports accessibility compliance and broader uptake.
- Implemented and continue to upgrade Contactless payment processing (TAP) with Merchant services.
- Developers Submission Guidelines for 3D buildings created which is AODA compliant.

## **Legislative Services**

- Issued [Information Report](#) on Accessibility in the 2022 Municipal Election.
- Continued support of hybrid meeting for all of Council's Advisory Committees and Board Meeting.
- Created an interactive Geographic Information System (GIS) mapping system tool.
- Developed a robust communications plan
- Continue to conduct online screenings and hearings for ticket appeals.
- Continue to review accessibility of Temporary Patio applications to inform staff's decision making process for permit approval or denial.

## **Newmarket Public Library**

- Completed a ramp repair project which includes ramp concrete repair, replacing anti-slip coating and replacing neon strip stair identifiers for better visibility.

## **Planning and Building Services**

- Continued to participate in accessibility training as part of the professional certifications.
- Site Plan Review
  - Continue to circulate select Site Plan applications to the Accessibility Advisory Committee (AAC) for their review and comment.
  - Continue to have developers/applicants address the AAC's comments.
  - 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 non-complying standards are replaced.

## **Facility Services**

- New service counters at various department customer facing areas at 395 Mulock Drive
- New paint colors and department name signage installed to AODA and with accessible font at 395 Mulock Drive

## **Human Resources**

- Added the AccessON – AODA and IASR Training to our New employee Onboarding to fill the gap on our existing training to complement the Town's existing AODA/IASR training
- Ensured all new employees in 2023 completed their AODA and IASR required training

## **Recreation and Culture**

### Summer Camps

- Offered free one-on-one support for campers attending who required additional support.
- New accessible equipment purchased.

### Recreation Programs/Drop Ins

- Offered free one-on-one support for participants who required additional support in our recreation programs.
- Creating Accessible Recreation for Everyone subsidy program available for those who meet the need.
- Launch of RecPass membership to provided increased access to drop-in 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 provided the opportunity for isolated or disabled seniors to participate in programs they otherwise would not have been able to enjoy.

- Seniors Advisory Board continued to offer free drop-in programs with the Newmarket Seniors Meeting Place membership to allow for increased access.

#### Marketing

- AODA compliance on all communications (print and digital).

#### 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 seating where appropriate.
- Provide accessible shuttle buses for our Canada Day event.
- Accessible portable washrooms where appropriate.

#### Elman W. Campbell Museum

- Font size on all displays was increased to allow for easier viewing for all.
- Additional lighting was installed in the hallways.

#### Aquatics

- Additional accessible equipment purchased – lifejackets, water walkers.
- Additional Inclusion Training provided to Aquatics Staff.

## Actions completed in 2024:

### Corporate Communications

- Anticipated website overhaul in 2025 which will ensure we meet the WACG 2.0 Level AA and Level AAA (where possible)
- Started to use colour contrast technology to assist with corporate design aspects to ensure a minimum color contrast ratio of 7:11 to ensure we meet WACG 2.0 Level AAA guidelines for small and large text.
- As the Town prepares for a corporate website overhaul, a resident portal and a mobile app, the goal is to meet WACG 2.0 Level AA guidelines, and aim for Level AAA guidelines where possible.

### Engineering Services

- As part of the Bristol Road resurfacing sixteen (16) intersections were made AODA compliant.
- Mulock Park and Mulock House Adaptive Re-Use both included features that meet or exceed AODA standards. A total of five consultations have been held with the Accessibility Advisory Committee over 2021-2024, between the two project work packages.
- In general, Engineering ensures compliance with AODA requirements when

designing and constructing capital projects, including roads, parks, trails, facilities, and community spaces. Additionally, our Development Engineering team advises developers' engineers on AODA requirements and the necessity of incorporating them into land development designs and construction.

### **Legislative Services**

- Continue to support hybrid meeting for all of Council's Advisory Committees and Board Meetings.
- Continue to conduct online screenings and hearings for ticket appeals.
- Continue to review accessibility of Temporary Patio applications to inform staff's decision making process for permit approval or denial.

### **Newmarket Public Library**

- Fire alarm pull stations made accessible.

### **Parks and Facility Services**

- Added additional inclusive features at five (5) new playground locations and added ramp access into the playground
- Provided accessible seating and installed the door operator in Council Chambers
- Accessible seating section added for Summer Music Series
- Added additional space to bench pads to accommodate wheelchairs and assistive devices at various locations within our parks and trails
- Continuing to work on the design for the Magna change rooms and Community Centre exterior washrooms and in the process of selecting the location for the Fairy Lake park washroom replacement.

### **Central York Fire Services**

- Installed accessible door operating at Station 4-5

### **Legal and Procurement Services**

- Legal and procurement Services' pre-bid form, which initiates a procurement process with the Procurement Services department, requires that the department business lead consider AODA requirements in their procurements and prompts responses to AODA related questions (see page 4 of the attached). Procurement documents the completed pre-bid form in our files.
- The Town's Request for Proposals documents state that all deliverables to be provided by selected suppliers are to comply with AODA requirements.