

2014 Status Update Town of Newmarket Multi-year Accessibility Plan



Equal Opportunity | Integration | Independence | Dignity

A Message from Newmarket Council



Newmarket Town Council, 2010-2014

We are pleased to present you with the 2014 Status Report to the Town’s Multi-year Accessibility Plan. The Town continues its efforts to improve our services, facilities and programs so that they may be more accessible for everyone living in and visiting Newmarket.

We remain committed to working with Newmarket’s Accessibility Advisory Committee, staff, and other community partners to enhance and foster a community that meets the needs of people with disabilities and supports the vision of the Town of Newmarket being a community ‘**Well** Beyond the Ordinary’.

A Message from the Newmarket Accessibility Advisory Committee

The Town of Newmarket’s Accessibility Advisory Committee’s goal is to encourage and facilitate accessibility for all persons with disabilities in Newmarket. We are pleased to be provided an opportunity to act on the community’s behalf by advising Council on a number of key initiatives that support achieving an accessible Newmarket. The 2014 Status Report to the Town’s 2013-2017 Multi-year Accessibility Plan demonstrates the work that has been done to identify and remove barriers for those with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act*. We are proud of this work and encourage residents to review this Status Report to learn more about how Newmarket is working to create an accessible community that’s ‘**Well** Beyond the Ordinary’.

Accessibility Advisory Committee Members

Members	Staff
Steve Foglia <i>Chair</i>	Pat McIntosh <i>Recreation Programmer</i>
Naeem Bacchus	
Diane Bladek-Willett	Lisa Lyons
Laura Charpentier	<i>Deputy Clerk</i>
Councillor Jane Twinney	
Ursula Rehdner	
Wendi Williams-Gordon	

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. Since the implementation of the Multi-year Accessibility Plan, the Newmarket Accessibility Advisory Committee has:

- Performed Accessibility Audits of Town facilities.
The Newmarket Accessibility Advisory Committee has identified 11 facilities that require accessibility audits and/or reviews in early 2014. To date, three audits have been completed: Newmarket Community Centre and Lions Hall, Magna Centre and Ray Twinney Recreation Complex. These three facilities were given priority status due to their use as voting facilities in the 2014 municipal election. Audits on additional Town owned facilities will be conducted in 2015.
- Organized National Access Awareness Week Celebrations
The Committee hosted a successful National Access Awareness Week from June 2 – June 6, 2014. Activities held during the week-long celebration of accessibility and abilities included a community awareness evening with participation from organizations including the Canadian National Institute for the Blind, Canadian Hearing Society and Canadian Mental Health Association, MV-1 Accessible Vehicles, a Town of Newmarket versus Town of Aurora Staff Sledge Hockey Challenge, a Wheelchair Basketball Challenge between Sir William Mulock and Dr. Dennison High Schools and various interactive events and displays. National Access Awareness Week continues to grow each year, with plans underway for the 2015 events.
- Participated in a Joint York Region/Newmarket Accessibility Advisory Committee meeting to review plans for the Regional Annex building.
- Reviewed plans and provided recommendations for the initiatives and projects which include the following: Accessible Trail initiatives in York Region, Newmarket's Off-Leash Dog Park and the York Region Annex Building.
- Reviewed legislation to permit alternate forms of committee meeting attendance, specifically related to Accessibility Advisory Committees
- Provided advice on the Town of Newmarket's Accessibility Plan update.
- Continued to work with staff on the development of the Town of Newmarket website
- Participated in York Region's Emergency Preparedness Meetings in order to ensure that the most vulnerable are not overlooked in the event of an emergency.
- Attended and participated in the York Region Area Accessibility Advisory Meeting.
- Worked with the Legislative Services Department to develop the Accessible Election Plan.
- Provided ongoing public awareness of accessibility.

Update on 2013- 2017 Initiatives

Outlined in the following pages are the projects associated with the prevention and removal of barriers specifically to persons with disabilities that live, work and visit Newmarket. By removing barriers for persons with disabilities, we are removing barriers for everyone.

This Status Report outlines which accessibility initiatives have been addressed in 2014 and which initiatives are being targeted for 2015 and beyond. Similar to the Multi-year Accessibility Plan, this Status Report lists projects that are associated with each of the accessibility standards under the AODA.



Photos from 2014 National Access Awareness Week



Members of the Newmarket Accessibility Advisory Committee and Staff

Update on 2013 – 2017 Initiatives

General Initiatives			
Project Title	Description	Status	Notes
Accessibility Plans (s.4)	An outline of Newmarket's strategy to remove and prevent barriers and meet the requirements and obligations of the AODA.	Complete	Newmarket's 2013 – 2017 Multi-year Accessibility Plan was presented to Council and approved on December 16, 2013.
	An annual status report on the progress of the initiatives identified in Newmarket's 2013 – 2017 Multi-year Accessibility Plan must be completed	Ongoing	This is Newmarket's first annual status report for the 2013 – 2017 Multi-year Accessibility Plan.
Training (s.7)	<p>Develop, deliver and coordinate mandatory accessibility training for all employees, volunteers and third party vendors.</p> <p>Staff are responsible for delivering standards and in-depth training appropriate to the duties of the employees, volunteers and other persons.</p>	Complete	An in house video was produced to train staff accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities. Staff completed a short quiz at the end of the video. All staff were trained before January 1, 2014 and the training is included in mandatory new employee orientation. The video is also available on the Town's website

Update on 2013 – 2017 Initiatives

Information and Communications Standards			
Project Title	Description	Status	Notes
Feedback (s.11)	Accessible formats and communication supports shall be provided, upon request, to those with disabilities.	Complete	Communications has been placing the statement “If you require this information in an alternate format, please contact 905-895-5193” in previous years on all print materials and added the statement to all media releases. Media releases are distributed electronically and posted on the Town’s website.
Accessible formats and communication supports (s.12)	Upon request, provide or arrange for accessible formats and communication supports for persons with disabilities in a timely fashion with no additional costs.	Ongoing	Communications has been placing the statement “If you require this information in an alternate format, please contact 905-895-5193” in previous years on all print materials and added the statement to all media releases. Media releases are distributed electronically and posted on the Town’s website.
	Responsible for consulting the person making a request for alternate formats to determine the suitable accessible format or communication support.	Ongoing	Town of Newmarket staff will consult with persons with disabilities to determine the suitability of accessible formats and communication supports on an on-going basis when such formats or supports are requested.
Accessible websites and web content (s.14)	In accordance with legislation, ensure that the Town’s website is accessible and include further enhancements and improvements as outlined by the IASR.	Ongoing	New Town website to be launched in late 2014 with design and content to meet the WCAG 2.0 “AA” level requirements

Update on 2013 – 2017 Initiatives

Employment Standards			
Project Title	Description	Status	Notes
Recruitment, assessment or selection process (s.23)	Accommodations to be made available, upon request, during the recruitment process. Should an applicant request accommodation, suitable and appropriate accommodation is required.	Complete	<p>The Town utilizes an online recruitment solution and there is a statement on the job opportunities web page -- "To accommodate all applicants in accordance with the Ontario Human Rights Code for all employment activities including the recruitment process." (Contact 905-895-5193 or email hr@newmarket.ca if additional assistance is needed.)</p> <p>Candidates selected for an interview are advised "As the Town of Newmarket supports a diverse workforce with a fair and equitable recruitment process, please let us know if you require accommodation for a disability."</p> <p>As reflected in Human Resources policies, the Town's recruitment strategies are based on fairness, transparency and openness. Policies and procedures are available upon request.</p>
Notice to successful applicants (s.24)	Notify any successful applicants of policies for accommodating those with disabilities.	Complete	Standard offer of employment letter templates have been amended to advise successful applicants of the Town's policies and processes to provide accommodation for employees with disabilities.
Accessible formats and communication supports for employees (s.26)	Employer must provide or arrange for accessible formats and communication supports for: information to perform job functions; and information generally available to all employees.	Complete	All information is available in various formats, as required, upon request.

Documented individual accommodation plans (s.28)	Establishment of a written process for how a documented individual accommodation plan can be developed.	Complete	Human Resources has drafted and implemented procedures to accommodate people with disabilities.
Performance Management (s.30) Career development and advancement (s.31) Redeploying (s.32)	Performance management, career development and redeployment take into consideration the accessibility/accommodation needs of employees with disabilities.	Complete	Human Resources has drafted and implemented policies and procedures related to performance management, career development and redeployment/return to work. Review of any individual accommodation plans is required prior to completion of performance reviews and supervisory training is required to assist Supervisors in identifying the difference between performance and disability related issues.

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

Project Title	Description	Status	Notes
Application (s.80.2)	Applies to any newly constructed or redeveloped public spaces on or after the legislated dates.	Ongoing	The Design of Public Spaces Standards is under review with a strategy developed for each requirement.

Barrier Identification Update

Initiatives have taken place in the Town of Newmarket to identify, remove and prevent barriers to persons with disabilities. Since 2003, there have been over 100 actions completed through the accessibility planning process. These actions are identified in past Accessibility Plans which are available on the Town of Newmarket website, www.newmarket.ca

Actions completed in 2014:

Town Facilities	
Magna Centre	<p>Family change room washrooms have been renovated to include additional bars on walls in the toilet and shower areas and power door operators.</p> <p>Installation of artificial ice and ramps into the ice rinks from the change rooms to provide ease of transition into the rink for sledge hockey.</p> <p>Creation of a membership services side window at the reception desk has resulted in improved foot traffic flow for all patrons and reduced the need for barriers (e.g. Stanchions) that may have interfered with those with accessibility needs.</p>
Municipal Offices	<p>Automatic sliding glass doors have been installed at the front entrance, improving access to this facility for all residents, including those with disabilities.</p> <p>The public presentation desk in Council Chambers has been replaced with an accessible table that is height adjustable to accommodate wheelchairs.</p>
Newmarket Seniors' Meeting Place	<p>The side entrance (West and South) door curb cuts have been painted yellow to indicate a surface level change and warn of a trip hazard.</p>
Recreation Youth Centre	<p>Staff training has been broadened to include CPR for those who are interested.</p> <p>Staff has been provided orientation training in order to recognize occasions where participants may require accommodations in order to participate.</p>

Town Departments and Programming		
Department	Item	Notes
Communications	National Access Awareness Week	<p>Worked with the Accessibility Advisory Committee on promoting National Access Awareness Week in June 2014 by issuing a media advisory for events including the Newmarket vs. Aurora sledge hockey game and the Evening dedicated to Accessibility and Ability Awareness.</p> <p>The events were covered by Roger's Television, SNAP Newmarket and the Era Banner. Communications staff provided event updates via social media, the Town's website and Town electronic advertising boards.</p>
Engineering Services	Sidewalks	<p>Sidewalk standards have been redesigned by removing the trawl lines between each bays expansion joint in order to soften the ride and enhance safety for those using wheelchairs.</p> <p>Wheelchair ramps have been installed in curbing where there are sidewalks.</p> <p>Directional lines have been provided on sidewalks at intersections to enhance visibility.</p>
	Signalized Intersections	<p>Pedestrian countdown signal heads have been installed at signalized intersections.</p> <p>Audible "chirping" has been provided at signalized intersections.</p>
Legislative Services	Meeting Management Suite	<p>A Meeting Management Suite that includes live streaming of meetings and agendas and minutes that meet AODA standards and are displayed on a webpage that it designed to meet that WCAG3 standards for accessible web design has been implemented.</p>
	Municipal Election	<p>Staff provided a demonstration of accessible election equipment and an overview of policies to the Accessibility Advisory Committee.</p> <p>A comprehensive accessibility audit of each polling location has been conducted in order to ensure compliance with legislated accessibility standards. Considerations during the audit included the accessible route, entrance and egress, parking and washrooms.</p> <p>A 2014 Municipal Election Accessibility Plan has been prepared which outlines the measures being taken to ensure accessibility throughout the 2014 election, in consultation with the Accessibility Advisory Committee.</p>

Town Departments and Programming		
Department	Item	Notes
Library	Building Accessibility	A Building Accessibility review is currently being conducted with a report planned for presentation to the Library Board upon completion in 2015.
	Partnership Opportunities	The Library has partnered with the Centre for Equitable Library Access (CELA) which provides material for any individual with a print disability. http://www.newmarketpl.ca/cnib
Planning and Development	Official Plan Amendments	Official Plan Amendment #10 (Secondary Plan and modifications to the Official Plan) includes new and updated accessibility policies.
Recreation and Culture	Camps	Inclusion Facilitators are hired each summer to provide support for children with exceptionalities. Their job is to modify and adapt games to meet the needs of all participants and assist with needs specific to the camper they support, examples being toileting, lifts and feeding. Inclusion Facilitators are provided with equipment to ensure their success with their camper, including Fidget Kits to assist in high stress situations, transition times, etc. Some examples of resources in the Fidget Kits are: slinky toy, bubbles, puzzles, texture toys, balls (various sizes), etc. Inclusion Facilitators attend a number of different training sessions in order to be fully trained in working with a number of different exceptionalities.
	Camps	Inclusion Sports and More Camp has grown each summer. Participants take part in activities such as: <ul style="list-style-type: none"> • Sledge Hockey • Wheelchair Basketball • Sensory Activities such as music and drumming. Inclusion Sports and More swims are held at a quieter time in order to provide a less stressful environment for campers.
	Facility Related Initiatives	All camps currently take place in accessible areas. Ramps have been provided for camps that take place on Ice Pads to ensure that campers with mobility devices can access the area.

Town Departments and Programming

Department	Item	Notes
Recreation and Culture	General	<p>Additional staff has been allocated to provide dedicated programs for those with special needs.</p> <p>An evaluation survey has been prepared to solicit feedback from caregivers, family and persons with accessibility needs. The results of this survey will contribute to the Recreation Master Plan that will be presented with recommendations in 2015.</p> <p>Larger font has been used on all Recreation schedules.</p> <p>Promotion of artists with disabilities, including art displays at the Municipal Offices in order to raise awareness of the abilities of those with disabilities.</p>
	Preschool	<p>Staff work to support any children with special needs in their programs. If required, arrangements for an Inclusion Facilitator to attend the program can be made. A variety of program equipment is used in Preschool programs to ensure that all sensory needs are met, including gross and fine motor skills.</p>
	Programs	<p>Examples of new programs include: full day programs for adults that encompass life skills, social, and health and wellness promotion activities with accommodation of multi- choice scheduling. Extended day times offered to assist caregivers. Development of a One to One fitness program for accommodation of individual needs</p>

Other Ways Newmarket Continues to Remove Barriers and Improve Access

In addition to working through the requirements of Ontario's accessibility legislation, we are committed to improving our programs and services through other means.

The Town continues to ensure compliance in the following areas:

- Policies and procedures on providing goods or services to persons with disabilities
- Communication with persons with disabilities in a manner that takes into consideration their disability
- Policies related to persons with disabilities using assistive devices, service animals and support persons to access services
- Training for all staff and each person that interacts with members of the public or other third parties on behalf of the Town
- Customer feedback regarding the provision of customer service to persons with disabilities
- Notice of service disruptions when facilities or services that are accessed by the public are temporarily disrupted
- Town documents are available in an alternate format upon request

As outlined in this Status Report, many initiatives are underway with more anticipated to be completed in 2015. 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'.

The Town of Newmarket is committed to meeting the needs of persons with disabilities in a timely manner through the implementation of policies and to ensure that persons with disabilities shall have equitable access to all Town programs, goods, services and facilities allowing them to benefit from the same services, in the same place and in a similar way as other customers, respecting the four core principles of:

- Independence
- Dignity
- Integration
- Equal Opportunity

The Town of Newmarket's policies related to Accessibility align with the Town's Strategic Plan directions through:

- the enrichment of lives
- increased accessibility
- service excellence
- improved inter-connectivity
- being well respected in achieving balanced living

The Town of Newmarket welcomes your comments regarding this report.

Feedback on this report and accessibility related matters can be provided to:
info@newmarket.ca
www.newmarket.ca



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