



# TOWNSHIP OF KING 2013 – 2017 MULTI-YEAR ACCESSIBILITY PLAN

## 2015 ACCESSIBILITY STATUS REPORT



Our Commitment to a Community Where Everyone Can  
**Live, Work and Play**



An update on the actions by the Township of King to prevent and remove barriers for persons with disabilities and implement the Township's 2013 – 2017 Multi-Year Accessibility Plan.

## TOWNSHIP OF KING ACCESSIBILITY STATUS REPORT

Creating communities where every person can participate fully is important for people, businesses and community life. This Accessibility Status Report is the annual update that the Township of King provides on the measures taken to improve accessibility and implementation of the Province's accessibility requirements.

The Status Report also includes updates on actions to implement the Township's 2013 – 2017 Multi-Year Accessibility Plan. The plan outlines strategies and actions to identify, prevent and remove barriers for people with disabilities in our programs, services and facilities. It also includes the Township's strategy for meeting the requirements of Ontario's *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

### A MESSAGE FROM THE CHAIR OF THE ACCESSIBILITY ADVISORY COMMITTEE

It is an honour and privilege to Chair the Accessibility Advisory Committee (AAC). Working with an enthusiastic team of citizen volunteers, who are capably supported by dedicated and professional town staff, our collective goal is not only to keep abreast with the ongoing requirements of provincial legislation but also to make a difference in the lives of those people who face significant challenges in their lives. People helping people to attain a better quality of life for them and their families is, and will always be, our priority.

Over the next year, we are committed to raising the awareness and benefits to local businesses of making their facilities accessible friendly through a vigorous outreach and recognition program.

Sincerely,

Bernard Moyle  
Chair



# ACCESSIBILITY ADVISORY COMMITTEE MEMBERS

## 2014 – 2018

### MEMBERS

Anna Roberts  
Bernard Moyle (Chair)  
Beverley Barra-Berger  
James Binsfeld  
Merilena Carinci  
Jakob Schneider  
Councillor Linda Pabst

### STAFF

Kathryn Smyth, Director of Clerks & By-law  
Enforcement/Township Clerk  
Diane Moratto, Admin. Clerk–Council/Committee  
Alexander Harras, Deputy Clerk/Strategic Initiatives  
Cara Tuch, Manager of Human Resources  
Stephanie Lubke, Human Resources Assistant  
Shelley Langer, Public Educator/Fire Prevention Inspector  
Nairn Robertson, Public Educator/Fire Prevention Inspector

**Many thanks to the 2014 – 2018 Township of King Accessibility Advisory Committee (AAC) for advising on these and other compliance activities. The AAC is committed to continuing to build on this strong foundation going forward.**



**The AAC provides Township Council and Staff with suggestions/ideas on ways to make it easier for persons with disabilities who reside or visit the Township to take advantage of the many programs and services King offers. Members come from different backgrounds and the majority of members must be persons with a disability. Meetings are always open to the public and are held at the Township Municipal Offices.**

The King AAC provides valuable feedback and advice to Township Council and employees. Members often participate in additional accessibility-related activities as well. Since the last accessibility status report was approved in 2014, the AAC has:

- Provided input on York Region Public Transit accessibility issues
- Reviewed and commented on accessibility issues related to Site Plan Applications received by the Township
- Created a new Accessibility Friendly Awareness Program to promote accessible businesses in King, including design and creation of a new window decal for eligible businesses
- Designed a new AAC logo
- Developed an AODA Checklist to hand out to applicants for building and planning permits, to assist them in considering accessible



- items/features they should implement during the design/construction process
- Partnered with the King Chamber of Commerce, King Fire & EMS and the Economic Development Division
  - Participated in the 2015 Fire Prevention Week Open House in Nobleton
  - Reviewed and helped prepare the 2015 Accessibility Status Report

## Update on the Province of Ontario's Accessibility Laws

Ontario currently has two (2) accessibility laws in place – the ***Ontarians with Disabilities Act, 2001*** (ODA) and the ***Accessibility for Ontarians with Disabilities Act, 2005*** (AODA).

Under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* the Province of Ontario enacted regulations to implement the Accessibility Standards that were to be enacted; the Accessibility Standards for Customer Service (O.Reg. 429/07) and the Integrated Accessibility Standards Regulation (O. Reg. 191/11) (IASR). Recent amendments to the *Ontario Building Code* have incorporated the final Standards that were to be enacted under the AODA and were effective on January 1, 2015. All of the AODA Standards are now law and the requirements continue to be phased in between now and the year 2025.

## CREATING AN ACCESSIBLE MUNICIPALITY

Creating communities where every person can participate fully is important for people, businesses and community life. Accessibility not only helps people with disabilities, it benefits everyone. Creating communities where every person who lives or visits can participate fully makes good sense for all of us.



## AODA Compliance Timeline

### 2010 – 2013 Requirements Completed

- √ Accessible Customer Service
- √ Accessible Policies
- √ Accessible Information
- √ Emergency Response Plans for Employees
- √ Multi-Year Accessibility Plan
- √ Accessible Purchasing/Contracts
- √ 2010 Compliance Reporting
- √ 2013 Compliance Reporting

### 2014-2015 Requirements Completed

- √ Training
- √ Accessible Feedback Process
- √ Accessible Website and content
- √ Employment / Recruitment
- √ Transportation
- √ 2015 Compliance Reporting

## Future Requirements

### 2016

- Design of Public Space Standards (new or redeveloped)

### 2017

- Accessible Transportation Requirements
- Compliance Reporting

### 2019

- Compliance Reporting

### 2021

- Accessible Website Standards WCAG Level AA\*\*\*
- Compliance Reporting

### 2023

- Compliance Reporting

### 2025

- Compliance Reporting

**\*\*\* Note: The World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) are International Standards for making websites and web content accessible to a broader range of users with disabilities. Level AA builds on the requirements of Level A which had a compliance date of 2014.**

### Ontario Laws Require Accessibility Plans

Accessibility planning began under the *Ontarians with Disabilities Act, 2001* (ODA). As required by the ODA, each municipality must have an annual accessibility plan to identify, remove and prevent barriers in its programs, services and facilities. The actions listed in this plan are combined to form an annual accessibility plan. Since accessibility planning began in 2003, King

has addressed many accessibility actions to make our programs, services and facilities more accessible.

The *Accessibility for Ontarians with Disabilities Act*, (AODA) became law in 2005. It sets out accessibility requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the design of public spaces. These are called 'Standards'. The Information and Communications, Employment, Transportation and the Design of Public Spaces Standards were all combined under the Integrated Accessibility Standards Regulation (IASR).

## Did You Know?

Accessibility standards for the **Design of Public Spaces** are the most recent standards under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) to become law. The standards include accessibility requirements for:

- Recreational trails and beach access routes
- Outdoor, public-use eating areas like rest stops or picnic grounds
- Outdoor play spaces such as playgrounds in parks and communities
- Traffic paths including sidewalks and pedestrian signals
- Accessible parking

The standards apply to public spaces that are new or redeveloped as of January 1, 2016.

One of the IASR requirements is to prepare a multi-year accessibility plan. This is a shift from annual accessibility planning under the ODA. The multi-year plan must include an organization's strategy to prevent and remove barriers and meet the requirements in the standards. Each year the organization must report on the progress in implementing the plan.

This document is King Township's second review and update of its 2013 – 2017 Multi-Year Accessibility Plan. It is designed to include the requirements of both accessibility laws (ODA and AODA) and meet the requirement to review and update the multi-year accessibility plan at least once every five (5) years.

### ***Did you know?***

*York Regional Police **Text-with-911** service allows registered participants to communicate directly with a 911 call taker using text messaging. This service enhances access to emergency services for people who are deaf, deafened, hard of hearing or experience communication disabilities.*

## REVIEW OF 2015 COMPLIANCE ACTIONS COMPLETED

The following list highlights actions taken by the Township of King to comply with the individual standards within the regulation.

- Customer Service**            The Township of King is committed to offering excellent accessible customer service. Ongoing compliance with the Customer Service Standard includes the training of new employees, volunteers and individuals who serve the public on behalf of the Township.
  
- Training**                    A training package was created and training was and will continue to be provided to all employees and volunteers on the requirements of the AODA's Customer Service Standards Regulation, Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as it relates to persons with disabilities.
  
- Accessible Feedback**        A feedback policy/process was implemented with the Accessible Customer Services Standards for receiving and responding to feedback. This continues to be in place and is accessible to persons with disabilities. Documents shall be provided in accessible formats upon request.
  
- Accessible Purchases**        Procurement procedures are tools that help Township staff incorporate accessibility features in purchases across the corporation and at all cost levels, if applicable. A policy has been established and is included in all contracts/agreements.
  
- Accessible Website and Content**    In accordance with the legislation, the Township's website meets the World Wide Web Consortium Guidelines (WCAG) 2.0 Level AA. The Township will continue to include further enhancements and improvements as outlined in the Integrated Accessibility Standards (IASR). The Township has implemented Level AA in advance of the 2021 AODA deadline.
  
- Design of Public Spaces and Built Environment**            The Township has already begun to include this Standard in all works taking place in the Township. There are parks and trails projects scheduled for 2016 as well as the upgrading of the pool site at the Dr. William Lacey Memorial Community Centre and Arena in the village of Nobleton. The Nobleton Cemetery is scheduled in 2016 to undergoing changes to the grounds, layout and road design. A new municipal office location has been purchased and is in the design process. The building and grounds will be fully inclusive for staff and the public.

**Emergency Procedures, Plans or Public Safety**

King Fire and Emergency Services has produced their materials in accessible formats and are available in alternate formats upon request.

**Employment Recruitment**

Employees and the public are notified that accommodations for applicants with disabilities are available upon request during the recruitment and interview process. Human Resources have a policy in place that addresses all aspects of the employment related accommodation requirements under the IASR.

Employees are informed of the accommodation supports that are available to those with disabilities throughout the employment cycle. Accessible formats or communication supports are provided upon request to employees, with job-related requests included in an employee's individual accommodation plan.

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

An employee with a disability who may need help in an emergency can request an individualized emergency response plan, unique to their needs and work environment.

**Public Library**

Township of King Public Library staff are aware of the accessibility legislation and provide support to persons with disabilities in accessing any materials, services or collections that are maintained by the library. As well, information will be provided in an accessible format upon request or in a manner agreeable to the person with the disability.

**Transportation**

In the Township of King, transportation is overseen by the Regional Municipality of York through York Region Transit (YRT)/Viva and Mobility Plus. YRT/Viva offer conventional public transportation services and Mobility Plus offers specialized transit for persons with disabilities. For further information on transit and mobility needs, contact York Region or visit their website at [www.york.ca](http://www.york.ca)

The Township of King does not currently licence taxicabs and therefore, does not enforce accessibility requirements for private taxi operators.



## FUTURE REQUIREMENTS - 2016

In December 2012, the IASR was amended to include accessibility standards for the built environment in relation to the Design of Public Spaces. This Standard applies to new construction and major changes to existing open space features. The Township has already begun to include this Standard in all works taking place in the Township and in the Procurement Policy. Work is being done now in order to ensure that parks, play spaces and public areas are made accessible for residents and visitors in advance of the 2016 deadline.

On January 1, 2015, the Ontario Building Code was amended to include the Accessible Built Environment Standards to enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated.

The amendments to the Ontario Building Code work together with the Design of Public Spaces Standards to finalize the accessibility standards for the Built Environment. Township employees working in the affected departments have been made aware of the new legislation and have begun implementing them. The Engineering, Public Works and Building Department and Planning staff are ensuring when permits are issued that newly constructed or extensively renovated buildings meet the requirements of the newly amended Ontario Building Code as of January 1, 2015.

The Township of King Parks, Recreation and Culture Department began working on a plan in 2014 to renovate the only existing pool and pool grounds in King. The Township was successful in receiving an Enabling Accessibility Fund Grant and received \$50,000 in 2015. This grant will be used towards the Dr. William Laceby (Nobleton) Community Centre and Arena outdoor pool renovation project located at 15 Old King Road, Nobleton. The grant will ensure that the new pool building is accessible to all residents and visitors.

## IMPROVING ACCESSIBILITY IN KING IN 2016 AND BEYOND

As outlined in this Status Report, many initiatives are underway and more are coming as we continue to identify and remove barriers in order to create accessible spaces and services that everyone can use. In the interests of our community, we will continue to move forward on this pathway to accessibility in order to make King the place where people come together to build our community.



### 2015 Township Accomplishments

- The reconstruction of the Dr. William Laceby Community Centre (Nobleton) Pool Building has begun and will be completed in early 2016. The building will be completely accessible which means features such as: power door openers on all doors, non-slip flooring, lowered counters, accessible washrooms, accessible family washroom/change room/shower, barrier free drinking fountain, to name a few, will be incorporated in the floor plans. The exterior of the building including landscaping and the parking lot will be part of Phase 2 scheduled for early 2016.

***MANY THANKS TO COUNCIL AND STAFF OF THE PARKS, RECREATION AND CULTURE DEPARTMENT ON THIS MAJOR ACCOMPLISHMENT FOR KING!***

- King's first completely accessible play structure has completed construction and will be unveiled at a ribbon cutting ceremony in early 2016. The play structure is located in Tasca Park in the Park Heights Trail area of the Village of Nobleton.

## **Tasca Park - Nobleton Accessible Playground Construction - 2015**



- The Nobleton Zoning By-law Review process began in 2014. One of the main policy directions in the preparation of the Nobleton Zoning By-law review is to ensure consistency and compatibility with the King Township Integrated Community Sustainability Plan. One of the key elements is accessibility for all residents.

In the 'new' zoning by-law review process thus far, King is striving to create a commercial centre/core for the village of Nobleton, to enable residents to do many of their daily business activities in their own community. To assist in this process the Township is encouraging wider sidewalks, bringing businesses closer to the road, and providing a general parking area in the core area.

The Township has also made the zoning by-law review process accessible to the public in various ways, with an emphasis on our website ([www.king.ca](http://www.king.ca)) on which all of our reports and draft zoning by-laws have been posted. Comments to staff regarding the by-law review are encouraged either by phone, mail or email. Public open houses have been advertised by various means and the locations chosen for the public sessions have been completely accessible. Staff also maintains a list of persons who want to be contacted of upcoming events/reports regarding this zoning bylaw review.

The final outcome of the review process will ensure complete inclusivity for all who visit, work or play in the village of Nobleton.

**YOUR FEEDBACK IS IMPORTANT TO US!  
LET US KNOW WHAT YOU THINK**

We welcome your feedback. Please let us know what you think about the Township of King Status Report and accessibility matters in general.

**Comments respecting this Plan or accessibility related matters can be provided to:**

The Township of King  
2075 King Road  
King City, ON L7B 1A1  
905-833-5321  
[aac@king.ca](mailto:aac@king.ca)  
[ksmyth@king.ca](mailto:ksmyth@king.ca)

**This document is available in alternate formats upon request.  
Please contact us as noted above for more information.**

To view a copy of the Township of King 2013 – 2017 Multi-Year Accessibility Plan and the 2010, 2013 and 2015 Status Reports, please visit the Township website at [www.king.ca](http://www.king.ca)

***The Township of King is committed to providing equal treatment to people with disabilities with respect to the use and benefit of services, programs, goods and facilities in a manner that respects their dignity and independence. This commitment extends to residents, visitors and employees with visible or non-visible disabilities.***



**OUR COMMUNITY IS BETTER  
TOGETHER!**