



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

## 2016 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.

This document is available in an accessible alternate format by request

## 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). As we move toward the 2025 deadline for all municipalities and businesses to be in compliance with the *Accessibility for Ontarians with Disabilities Act* (AODA) 2005, our Committee still has a lot of work to do. Guided by a multi-year plan and supported by competent Township staff and dedicated and enthusiastic volunteers, we continue to make considerable progress with implementing community outreach programs. The development of the Accessibility Friendly Awareness Checklist is but one example of the progress being made by the committee.

1 in 7 people in Ontario suffer from some form of disability and with an aging population that number will only continue to increase in the future. This serves as a powerful reminder and motivator to the AAC to continue the important work we are doing and to step up our efforts to make our community safer and more accessible for everyone. Making a difference in the lives of those who face significant challenges is and will always be our first priority.

Sincerely,

Bernard Moyle  
Chair



# ACCESSIBILITY ADVISORY COMMITTEE MEMBERS

## 2014 – 2018

### MEMBERS

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

### STAFF

Kathryn Moyle, Director of Clerks/By-law Enforcement and Township Clerk  
Cara Tuch, Manager of Human Resources  
Diane Moratto, Admin. Clerk – Council/Committee  
Nairn Robertson, Public Educator/Fire Prevention Inspector  
Nancy Cronsberry – Deputy Clerk/By-law  
Shelley Langer, Public Educator/Fire Prevention Inspector  
Stephanie Lubke, Human Resources Assistant

**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 Accessibility Advisory Committee continues to provide valuable feedback and advice to Township Council and staff. Members often participate in additional accessibility-related activities as well. Since the last accessibility status report was approved in 2015, the AAC has:

- Reviewed and commented on accessibility issues related to Site Plan Applications received by the Township
- Refined the new Accessibility Friendly Awareness Program to promote accessible businesses in King
- Inspected the newly renovated Nobleton Lions Pool Building accessibility and awarded the Accessible Friendly Awareness Program decal to the Parks, Recreation and Culture (Facilities) Department
- Promoted the AODA Applicant checklist that is handed out to applicants along with building and planning permits, to assist them in considering accessible items/features they should implement during the design/construction process
- Participated in the 2016 Fire Prevention Week Open House in King City



for



- Reviewed and provided comments on the proposed new Township Municipal Office facility
- Reviewed and provided comments on the proposed Trails Maps and Guides for the pilot project in King City Trail
- Reviewed and provided feedback on the accessibility of the Township's website. A member of the AAC tested the site for accessibility for those persons with vision disabilities
- Reviewed and provided advice on the Township's 2016 Accessibility Status Report
- Provided ongoing public awareness of accessibility in King

## 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.

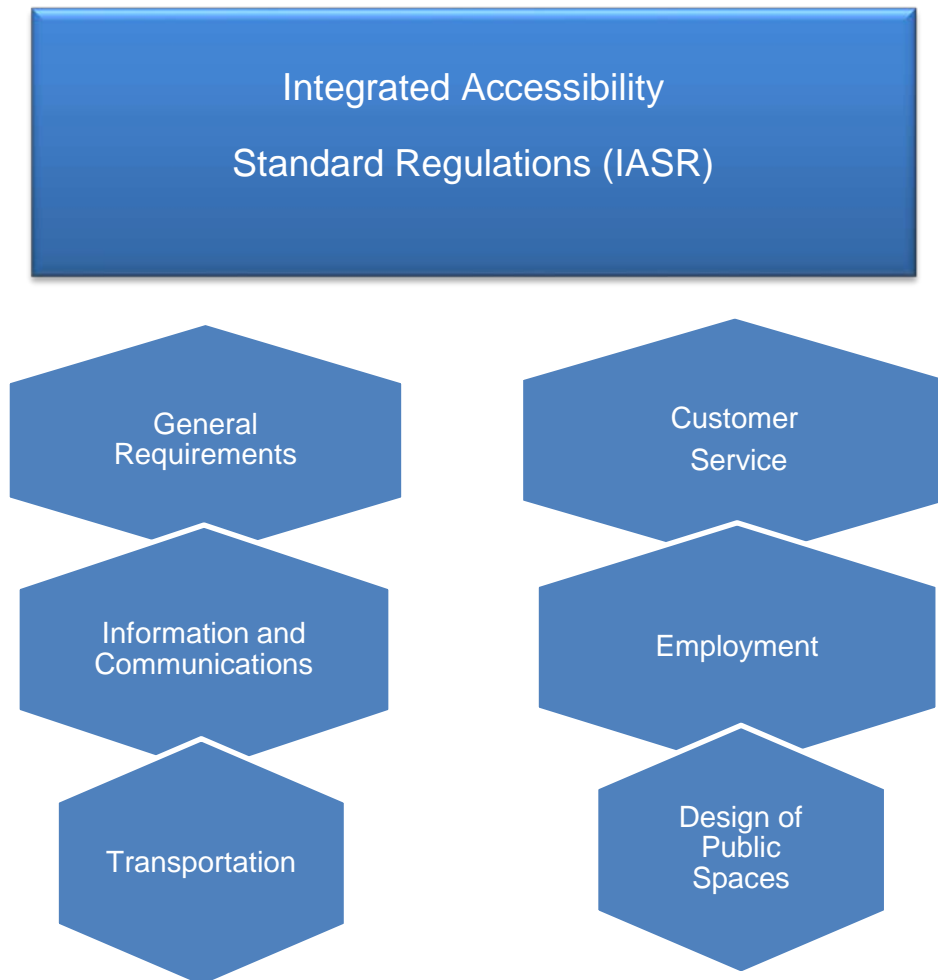
## About the AODA

The **Accessibility for Ontarians with Disabilities Act**, or **AODA**, aims to identify, remove, and prevent **barriers** for people with **disabilities**. The AODA became law on June 13, 2005 and applies to all levels of government, non-profits, and private sector businesses in Ontario that have one or more employees (full-time, part-time, seasonal, or contract).

The AODA includes requirements that all organizations must meet, with deadlines specific to an organization's type and size. The AODA is made up of five (5) parts, or **Standards**, and deadlines for compliance began as of January 1, 2010.

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

### AODA



## The Standards

The AODA is made up of five (5) standards, as well as some general requirements, and they include the:

1. Customer Service Standard
2. Information and Communication Standard
3. Employment Standard
4. Transportation Standard
5. Design of Public Spaces Standard

The AODA standards are part of the Integrated Accessibility Standards Regulation (IASR). The IASR includes, in addition to requirements specific to each standard, the following general requirements:

1. provide training to staff and volunteers
2. develop an accessibility policy
3. create a multi-year accessibility plan and update it every five (5) years
4. consider accessibility in procurement and when designing or purchasing self-service kiosks

## Stay up-to-date

In 2017, organizations with 20+ employees will need to file an online compliance report with the government confirming their continued compliance with the AODA.

## Why Does Ontario Need this Act?

When we think of disabilities, we tend to think of people in wheelchairs and physical disabilities – disabilities that are visible and apparent. But disabilities can also be non-visible. We can't always tell who has a disability. The broad range of disabilities also includes vision disabilities, deafness or being hard of hearing, intellectual or developmental, learning, and mental health disabilities.

## Accessibility is good for Business

Improving accessibility is the right thing to do. It's also the smart thing to do. According to the Royal Bank of Canada, people with disabilities have an estimated spending power of about \$25 billion annually across Canada. People with disabilities also represent a large pool of untapped employment potential. When we make Ontario accessible to people with disabilities, everyone benefits.

## 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

### 2014-2016 Requirements Completed

- √ Training
- √ Accessible Feedback Process
- √ Accessible Website and content
- √ Employment / Recruitment
- √ Transportation
- √ 2015 Compliance Reporting
- √ Design of Public Spaces Standards (new or redeveloped)

## Future Requirements

### 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. King's website is currently classified as WCAG Level AA.**

## 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.

## Did You Know?

Accessibility standards for the **Design of Public Spaces** became law **January 1, 2016** under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). 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 third 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 2016 COMPLIANCE ACTIONS COMPLETED

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

<b>Customer Service</b>	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. Policies and procedures are currently being reviewed on an on-going basis in order to ensure King's quality to customer service is to the highest standards.
<b>Training</b>	Training continues to be provided to all employees and volunteers on the requirements of the AODA and the <i>Ontario Human Rights Code</i> as it relates to persons with disabilities. King provides both an on-line training module as well as in-house training.
<b>Accessible Feedback</b>	A feedback policy/process was implemented with the Customer Services Standards for receiving and responding to feedback. This continues to be in place and is accessible to persons with all abilities. The Feedback Documents were reviewed and updated in 2016 and re-distributed across all facilities and posted to the website. Accessible formats and communication supports shall be provided, upon request, to those with disabilities.
<b>Accessible Purchases</b>	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.
<b>Accessible Website and Content</b>	In accordance with the legislation, the Township's website meets the World Wide Web Consortium Guidelines (WCAG) 2.0 Level AA. The Township continues 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.
<b>Design of Public Spaces and Built Environment</b>	King includes this Standard in all works taking place in the Township. Parks, recreational trails, public-use eating areas and outdoor play space projects scheduled for 2016 as well as the upgrading of the Nobleton Lions community pool building site in the village of Nobleton have been completed and works will continue to take place into 2017. A new municipal office site has been purchased and a new building/facility is currently in the design phase. The building and grounds will be fully inclusive for staff and the public. All Township property parking lots/spaces are continually being upgraded. All staff has been trained in the newly updated <i>Ontario Building Code</i> Regulations which reflects the current accessibility legislation.

## **Emergency Procedures, Plans or Public Safety**

King Fire and Emergency Services continue to produce their materials in accessible formats and are available in alternate formats upon request. King's Emergency Preparedness includes a personal emergency plan, home escape plan, children and emergencies, pets and emergencies, seniors and emergencies, smoke alarm programs, etc. all of which are available in accessible formats upon request. King Fire and Emergency Services is always available to go to a local business or home to assist and provide information or advice on how to create a safety plan to help you ensure where you live, work or play is accessible.



**King Fire and Emergency Services obtained a new safety trailer in 2016 which is accessible. The ramp into the trailer can accommodate approximately a 600lb (wheelchair) as well, the inside space is wide enough for someone with a walker or chair to turn around. Due to the interactive props inside, a staff member would accompany all members of the public inside the trailer.**

## **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 AODA.

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

The Township of King Public Library provides the following accessible features/services to its residents:

### **Physical Accessibility**

King Township Public Library provides the following to ensure our branches are accessible to all:

- Designated parking spots for individuals with Accessible Parking permits.
- Automatic doors are available at the King City and Schomberg Branches.
- Wheelchair accessible washrooms
- Wheelchair accessible elevator at our King City Branch
- Service animals are welcome at all branches

### **Adaptive Technology Services**

Adaptive technology is any piece of equipment that eliminates or diminishes barriers to information and maximizes independence and full citizenship

### **BrowseAloud**

Assistive technology that adds text-to-speech functionality to websites.

## **DragonSpeak - Schomberg Branch**

DragonSpeak - A speech recognition software allowing you to dictate, search the web, email & more on a library computer - just using your voice.

## **Kurzweil 3000 - King City Branch**

Kurzweil 3000 is a reading, writing, and learning software program used to assist any struggling reader. It allows users to scan in a document and have the computer read it back to them.

## **Zoomtext 10 - King City and Nobleton Branches**

Zoomtext enlarges everything on the computer screen up to 10 times its normal size. It can change the screen colour and pointer size for better visibility.

## **Homebound Program**

### **About the program.**

The library delivers books, large print books, audiobooks, DVDs and other materials free of charge to qualifying King Township residents.

### **How do I qualify?**

The Homebound Program is for library patrons who are temporarily or permanently confined to their homes and unable to come to the library on their own because of mobility problems, disability, or injury or illness lasting more than one month.

## **Centre for Equitable Library Access (CELA)**

**Centre** for Equitable Library Access (CELA) is a national non-profit organization established by Canadian public libraries to provide alternate format collections to library users with print disabilities. A print disability can be a learning disability, a physical disability or a visual disability.

If you self-identify as requiring this service, then you are eligible for CELA registration.

CELA offers a broad choice of formats. Users enjoy access to a growing collection of over 230,000 format items including books, magazines, newspapers and described videos that include fiction, non-fiction, poetry, children's young adult, business, and self-help and more.

CELA sends borrowed items directly to your home and you simply return them via a Canada Post mailbox free-of-charge.

Registrants require a King Township Public Library card, followed by CELA registration.

The Library has begun works with the Parks, Recreation and Culture Department on a new reconstructed King City Library Multi-Use Facility which will be fully accessible and include the re-location of the current King City Seniors Centre.

**Transportation** In the Township of King transportation is overseen by the Regional Municipality of York through York Region Transit (YRT/Viva), Mobility Plus and Metrolinx (GO Transit).

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)

Metrolinx offers GO Transit service in King Township. They are responsible to ensure that their services and operations are as accessible as possible to all their customers. For further information on Metrolinx's GO Transit System and the service they provide in King, visit their website at [www.gotransit.com](http://www.gotransit.com).

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

## FUTURE REQUIREMENTS - 2017

**By December 31, 2017, we need to:**

- [File an Accessibility Compliance Report](#)

**By December 31, 2018, we need to:**

- [Development and Approve a 2018 – 2022 Multi-Year Accessibility Plan](#)

**By December 31, 2019, we need to:**

- [File an Accessibility Compliance Report](#)

**By January 1, 2021, we need to:**

- [Make all websites and web content accessible](#)

The Township's website meets the World Wide Web Consortium Guidelines (WCAG) 2.0 Level AA and has implemented Level AA in advance of the 2021 AODA deadline.

**By December 31, 2021, we need to:**

- [File an Accessibility Compliance Report](#)

**By December 31, 2023, we need to:**

- [File an Accessibility Compliance Report](#)

**By December 31, 2025, we need to:**

- [File an Accessibility Compliance Report](#)

## 2016 TOWNSHIP ACCOMPLISHMENTS

The 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. The grant was to be used towards the Dr. William Laceby (Nobleton) Community Centre and Arena outdoor pool renovation project located at 15 Old King Road, in Nobleton to ensure that the new pool building is accessible to all residents and visitors.

- The Parks, Recreation and Culture Department is proud to report the reconstruction of the Nobleton Lions Pool Building has been completed. The building is completely accessible which means features such as: power door openers, non-slip flooring, lowered counters, accessible washrooms, accessible family washroom/change room/shower, barrier free drinking fountain, to name a few, have been incorporated in the floor plans. The exterior of the building including landscaping and the parking lot will be part of the next phase scheduled for early 2017.





- The Accessibility Advisory Committee inspected the Nobleton Lions Pool Building in November 2016 and is proud to report this facility has been awarded the Accessibility Friendly Awareness Program decal.
- King's first completely accessible play structure was 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 – 2015/2016**



***MANY THANKS TO COUNCIL AND STAFF OF THE PARKS, RECREATION AND CULTURE (and FACILITIES) DEPARTMENT ON THESE MAJOR ACCOMPLISHMENTS FOR KING!***

- The Planning Department, staff and interest groups, began the Zoning By-law Review process in 2014, with a focus first on the Township's urban areas of King City, Nobleton, and Schomberg. One of the policy directions in the preparation of the new Zoning By-law was to ensure consistency and compatibility with the King Township Integrated Community Sustainability Plan. One of the key elements is accessibility for all residents.
- Part of the Review process was an aim to create village core areas that enable residents to do many of their daily activities in their own community. To assist in this process the Township was encouraging a greater mix of uses and housing forms, bringing buildings closer to the road, and the establishment of standards that provide for multiple modes of transportation.
- A new Zoning By-law for Nobleton was completed in 2016. The review is now focusing on King City and Schomberg. During the review process, the Township made the zoning by-law review documents accessible to the public in various ways, with an emphasis on our website ([www.king.ca](http://www.king.ca)) where 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 were completely accessible. Staff continues to maintain a list of persons who want to be contacted of upcoming events/reports regarding this zoning by-law review.

The new Zoning By-law will help to provide for greater inclusivity for all who visit, work or play in the villages of King City, Nobleton, and Schomberg.



- *The Township of King was selected for an unscheduled accessibility compliance audit by the Standards, Policy and Compliance Branch of the Accessibility Directorate of Ontario in the spring of 2016 and after a review of King's documents/files concluded that at this time, "the Township of King is in compliance to the ODA and AODA legislation" and thanked the Township of King for helping to make Ontario accessible.*

## 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.

### Administration – 2017 / 2018 Initiatives:

- New build – new two (2) storey municipal multi-use building to be fully accessible
  - Re-locate old municipal offices to new site
  - To include public spaces indoors/outdoors for recreation uses
  - To include York Region Policing Station
  - To include accessible Council Chambers
- Customer Service Initiative – 2017 / 2018
  - To ensure customer service excellence for all persons with all abilities at all Township owned and operated facilities

### King Fire and Emergency Services (Fire & EMS) – 2017 Initiatives:

- The Fire Safety Trailer will be visiting seniors facilities, seniors apartments, seniors condos, etc., where Fire & EMS can bring training directly to the residents as opposed to residents having to come to Fire & EMS sites. (This will bring training right to their front door which means no driving in poor weather conditions, etc.)
- Safety initiative with community support that will help address the needs for seniors, the visually or hearing impaired, and persons with physical disabilities regarding accessing emergency services in a timely fashion.
  - Proposed purchase of a portable 9-1-1 simulator that Fire and Emergency Services can bring throughout the community that will help teach both the youth and elderly on how to make an initial 9-1-1 call in a safe, welcoming environment that will make people feel comfortable and less apprehensive in the event that they have to make such a call.

#### King City Library – 2017 Initiative:

- Work with the Parks, Recreation and Culture Department on a new reconstructed King City Library Multi-Use Facility which will be fully accessible and include the re-location of the current King City Seniors Centre.

#### Parks, Recreation and Culture Department – 2017 Initiatives:

- The next phase of the Nobleton Lions outdoor pool building consisting of landscaping and reconstruction of the parking lot is scheduled for early 2017.
- Staff has applied for an Enabling Accessibility Grant in order to assist with upgrading the public washrooms in the Dr. William Lacey (Nobleton) Community Centre and Arena in early 2017 to make them completely accessible.
- Renovations/transition of the Museum site to a multi-use, fully accessible Cultural Centre.
- Trails/outdoor spaces will continue to be upgraded on an on-going basis.
- Joint initiative with King City Library - re-location of current King City Seniors Centre to a new reconstructed fully accessible King City Library Multi-Use Facility.

**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's 2016 Status Report and accessibility matters in general in the Township.

Comments respecting this Status Report or accessibility related matters can be provided to:

The Township of King  
2075 King Road  
King City, ON L7B 1A1  
905-833-5321  
Fax (905)833-2300  
[customerservice@king.ca](mailto:customerservice@king.ca)

(This document is available in alternate formats upon request.  
Please contact the Township 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, 2015 and 2016 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  
WHEN WE WORK TOGETHER!**