

To: Mayor and Council

From: Sasha HelmKay, Deputy Clerk

Date: February 6, 2019

Subject: Multi-Year Accessibility Plan – 2018 Status Report

Report Highlights

- Council approved the 2016-2020 Multi-Year Accessibility Plan in 2016.
- As per the AODA, annual status reports need to be presented outlining updates and implementation of the Plan.
- In 2018 the Township had many achievements in relation to the Integrated Accessibility Standards including accessible document training, designing accessible outdoor spaces, and providing more options for the public to access our goods and services.

Background

As required under the *Accessibility for Ontarians with Disabilities Act (AODA)*, section 4(1) states that municipalities shall establish, implement, maintain and document a multi-year accessibility plan that outlines an organization's strategy to prevent and remove barriers and meet its requirements under the Act and regulations.

The Township of Springwater's 2016-2020 Multi-Year Accessibility Plan was approved by Council in 2016, and since that time Council has been provided with annual status reports on the implementation of the Plan as per legislation. The status report allows the Township to outline and communicate the past year's achievements in regards to accessibility. Springwater is committed to achieving a barrier free community and is proud of the goals it has achieved thus far.

Conclusion

The Township's Multi-Year Accessibility Plan primarily focussed on the five (5) Integrated Accessibility Standards that have phased in compliance deadlines. These standards were established to prevent and remove barriers for people with disabilities. The standards are:

- Information & Communication
- Employment
- Transportation

- Design of Public Spaces
- Customer Service

Below is a summary of the Township's achievements for 2018 in relation to the standards that were outlined in the Multi-Year Plan.

Customer Service Standard

The standard outlines requirements for removing barriers for people with disabilities so they can access goods, services, and/or facilities.

2018 Achievements

- Fire & Emergency Services made open air burn permits available online providing ease of access to all residents to obtain their permit
- Finance Department implemented "My Springwater" which allows residents to view and pay their property taxes and/or water and wastewater bills online
- Offered online and telephone voting in the 2018 Municipal Election providing an alternative voting method to accommodate all residents. All in-person voting centres were chosen and set-up based on accessibility standards
- All election workers took the Integrated Accessibility Standards Regulations training which included the Customer Service Standard

Information & Communications Standard

The standard outlines requirements for organizations to create, provide, and receive information and communications that are accessible for people with disabilities.

2018 Achievements

- Creation of new Township website to be launched in 2019. Staff worked with vendor eSolutions to develop a website conceptual plan that includes accessible features such as:
 - the ability to properly format headings, tables, alternate text and links
 - complying with requirements under AODA and Web Content Accessibility Guidelines (WCAG) 2.0 AA
 - ability for a user to resize text on each webpage
 - overall visual representation to ensure proper contrast
 - the ability to work with assistive technologies e.g. screen readers
- 12 staff members took the Accessible Word & PDF Documents training through Accessibility Ontario

Design of Public Spaces

The design of public spaces standard outlines the need for newly constructed or redeveloped public spaces to be accessible for people with disabilities.

2018 Achievements

- Tactile plates were installed at intersections on Yonge Street, St. Patrick's Drive, Shannon Street and Flos Road 4 West in the Stonemanor subdivision. Tactile walking surface indicators are intended to be detectable underfoot and are used to alert people with low or no vision or potential hazards, such as moving vehicular traffic.
- Construction of the Splash Pad included level grade to access and accessible picnic tables.
- The Elmvale Arena parking lot was repaved providing level access into the facility and ease in using the curb cut.
- Construction of the Doran Park Picnic Shelter included level grade, accessible picnic tables and an accessible concrete path to the playground.
- Creation of an accessible pathway (limestone screenings) to Vespra Downs and a concrete curb around the playground with wood fibre for fall protection.

Joint Accessibility Advisory Committee

The Township continued to participate in the Joint Accessibility Advisory Committee with the County of Simcoe. This joint committee has many benefits and provides for a broader perspective of accessibility needs and the opportunity to comment on County wide initiatives.

2018 Achievements

- The Townships of Tay, Adjala Tosorontio and Oro-Medonte joined the committee offering the perspective of our neighbouring municipalities.
- Committee conducted a facility review of the Springwater Room located at the Elmvale Arena, providing insight on areas for improvement to make the facility more inclusive.
- For the County of Simcoe Transit System, the Committee reviewed plans to provide accessible bus stops and shelters, and reviewed accessible features of transit vehicles, routes, services and policies.
- Committee reviewed and provided comments on the site plan for the County Paramedic & Adult Day Use Facility located at 191 Queen Street W, Elmvale.

Financial Implications

The costs incurred for the achievements outlined in this report were funded through the corresponding departmental budgets.

Pillars of Commitment

The above initiative supports the following Strategic Pillars of Commitment:

- Community Development

Approvals

Submitted by: Sasha HelmKay, B.A., Dipl.M.A., Deputy Clerk

Reviewed by: Renée Chaperon, Clerk

Financial Implications Reviewed by: Jeff Schmidt CPA, CGA, Deputy CAO/Director of Finance

Approved by: Robert Brindley, Chief Administrative Officer

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Applicable Municipal Policy or Legislation

Accessibility for Ontarians with Disabilities Act (AODA)

Attachments

Not Applicable

Background or Relevant Reports on Subject

[2016-2020 Multi-Year Accessibility Plan](#)