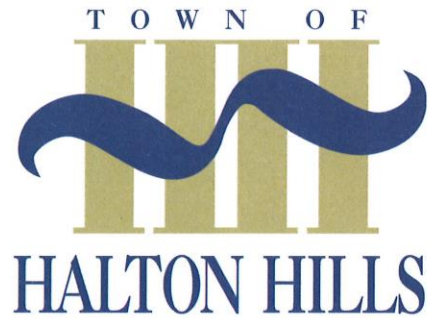


## APPENDIX A



### 2018-2022 MULTI-YEAR ACCESSIBILITY PLAN



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## **2018-2022 Multi-Year Accessibility Plan**

Ontario regulation 191/11 – Integrated Accessibility Standards (IASR) to the *Accessibility for Ontarians with Disabilities Act* (AODA) requires that municipalities with 50 or more employees create a written Multi-Year Accessibility Plan and update it at least once every five years. The purpose of the Multi-Year Plan is to outline the steps a municipality will take to prevent and remove barriers to accessibility. The Town of Halton Hills's Multi-Year Accessibility Plan for 2018-2022 will be implemented within the provisions of the AODA and the IASR.

The Multi-Year Accessibility Plan and Annual Status Reports on the progress of measures taken to implement the plan will be posted on the Town of Halton Hills website [www.haltonhills.ca/accessibility](http://www.haltonhills.ca/accessibility).

## **Legislation**

### **Ontarian with Disabilities Act**

*The Ontarian with Disabilities Act* (ODA) was established in 2001 to improve the opportunities for persons with disabilities. Effective December 1, 2015, twelve sections of the ODA were repealed as they were duplicated by the AODA or the IASR. This change has reduced the administrative burden on municipalities.

### **Accessibility for Ontarians with Disabilities Act**

In 2005, the Ontario Government passed the AODA to benefit all Ontarians by developing, implementing and enforcing accessibility standards. These standards work to achieve accessibility for persons with disabilities with respect to goods, service, facilities, accommodations, employment, buildings, structures and premises on or before January 1, 2025.

### **Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation**

The IASR was enacted in July 2011 and establishes accessibility standards for information and communications, employment, transportation, the design of public spaces and customer service. The requirements apply to the public, private and not for profit sectors and have compliance dates ranging from 2011 to 2021.

People with disabilities represent a significant and growing part of our population. According to Statistics Canada, 1.85 million people in Ontario have a disability which represents 15.5% of Ontario's population. Disability tends to increase with age. In two decades it is estimated that 20% of the population will have a disability. Enhancing the ability of people with disabilities to live independently and contribute to the community will have positive effects on the future prosperity in Ontario.

### **Legislative Review of the Accessibility Standards**

Each standard in the IASR is required to be reviewed five years after it becomes law to determine whether it works as intended or requires amendments. The Province is currently reviewing the transportation, information and communications and the employment standards. If there are changes made to these standards, Town staff will align policies, procedures, documents and training materials with the amended standards.

## **A Message from the Halton Hills Accessibility Advisory Committee....**

The Accessibility For Ontarians With Disabilities Act (AODA) was proclaimed by the Provincial Government on June 14th, 2005, requiring all Municipalities to meet the requirements of the Act through the preparation and implementation of a Multi-Year Accessibility Plan. The Halton Hills Accessibility Advisory Committee is a long-standing Committee of Council, which is tasked with establishing that Accessibility Plan with the focus on preventing or identifying and removing barriers to accessibility, and continually striving for a totally accessible community.

Our success to date can be attributed to our ongoing collaboration with Town staff, the unwavering support of Town Council, and the thoughtful and valuable advice, personal experiences and criticisms provided by our caring and knowledgeable volunteer committee members, many of whom provide a unique perspective related to their own personal disability.

Whenever a new project or renovation is being contemplated, staff from different Town departments are bringing presentations to the committee for discussion, input and advice. Examples include the recently renovated Town entrance where a centralized service counter is providing enhanced accessibility for customers and staff, and the recent Fairy Lake accessible dock construction project. Through the budget process, Council's provision of yearly accessibility funding has enabled the Committee to satisfy specific accessibility needs at Town facilities throughout the community, including automatic sliding doors, pool lifts, push button interior door openers, recreation special needs assistance, Council Chamber technology upgrades and interpreter services, just to name a few.

As the number of disabled persons within our community increases due to our ageing population, the 2018 - 2022 Multi-Year Accessibility Plan will guide us forward as we continue our efforts to make all Town of Halton Hills services, facilities and programs available to each and every member of our community.

Councillor Jon Hurst, Chair

On behalf of the Halton Hills Accessibility Advisory Committee





## **Town of Halton Hills Accessibility Advisory Committee....**

The AODA requires that municipalities with a population of over 10,000 people must establish an accessibility advisory committee to advise Town Council on the preparation of accessibility plans and the achievement of actions within the plan.

The Town of Halton Hills Accessibility Advisory Committee was established in 2002, it is a volunteer citizen advisory committee. HHAAC is composed of a maximum of twelve (12) member, with ten (10) citizen members and two (2) members of Town Council. Members are appointed by Council concurrent with the term of Council for their knowledge, experience and dedication to eliminating barriers and promoting universal accessibility.

The Town of Halton Hills Accessibility Advisory Committee (HHAAC) is a key resource and contributor to accessibility planning issues in all departments of the Town. The HHAAC is dedicated to promoting a barrier-free environment for all persons, regardless of needs, to participate as fully as possible in all aspects of community life. It is a legislated committee of active community volunteers who represent or provide a general knowledge of a wide range of disabilities including: physical, visual, hearing impairment, intellectual, mental health, seniors' issues, and communication.

The HHAAC has access to resources to consider all disabilities when making recommendations. A Town appointed staff person works with the HHAAC to help facilitate the process. The HHAAC also assists with the development of protocols related to AODA on various topics including site plan applications, construction of new Town facilities, renovations to Town owned facilities and all department purchases.

HHAAC is committed to working with staff and the community to develop standards that reflect the community's needs. Halton Hills Town Council seeks input of the Committee in establishing criteria for current and new policies and practices. Most importantly, the HHAAC generates ideas for the development and implementation of Municipal Accessibility Plans which benefit persons with disabilities throughout the Town of Halton Hills.

## **Accessibility Accomplishments....**

There have been many accomplishments, some very significant, that have been completed under the direction of the HHAAC. These are few of the highlights:

- Retro-fitting physical barriers, such as automatic sliding doors in many Town facilities;
- Push Buttons openers for public washrooms within Town Hall and entrance to Council Chambers and Esqueing Room;
- New Accessible signage for the Town of Halton Hills Town Hall;
- Complete enhanced technology upgrades within Council Chambers, infrared assistive listening devices' installation, and large screen presentations for better viewing of presentations at Committee and Council meetings
- As part of the Customer Service Strategy, provide a fully accessible customer service counter which provides a welcoming and accessible experience for customers at Town Hall
- Voiceprint – a service which allows for those with visual impairments to know what is happening in our community through audible readings of local newspaper articles broadcast through YourTV and has continued each year;
- Funding for a new Pool Lift for the Georgetown Indoor Pool;
- Review of twenty-eight (28) Site Plan Applications since 2013 for development throughout Halton Hills.

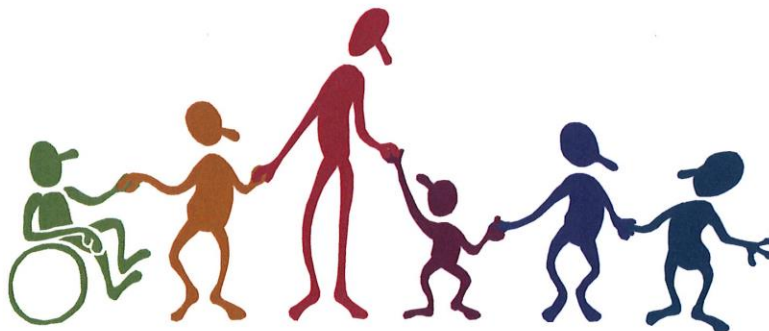
## **Objectives of the 2018 – 2022 Multi-Year Accessibility Plan...**

The Accessibility Plan describes the measures that the Town of Halton Hills will take in the next five years to identify, remove and prevent barriers to people with disabilities who utilize the facilities and services of the Town of Halton Hills. While the Integrated Accessibility Standard Regulation requires that a Multi-Year Plan be developed to outline how the Town will remove and prevent barriers within the areas of Employment, Information and Communication, and Transportation, the Town's 2018-2022 Multi-Year Plan goes farther in outlining action items to reduce and prevent barriers within all five standards.

Annually, a status report will be completed to outline the progress of measures taken to implement the Multi-Year Accessibility Plan. Additionally, an annual review of the plan will be conducted with the plan being updated as required to include any new identified priority action items and/or as new legislation is brought forward.


The Accessibility Plan is in keeping with the objective of incorporating sustainability into the Town's operation. Implementation of the actions outlined in the Multi-Year Plan provides for greater opportunity to sustain community livability for residents of all abilities.


We welcome customer feedback on the Town's Accessibility Plan. Together we can continue to make the Town of Halton Hills one of the leaders in accessibility.







## 2018 – 2022 Multi-Year Accessibility Plan


Key Area	Action Items	Completed  Additional Comments
<b>2018 Action Items</b>		
Policies	Develop, implement and maintain policies governing how the organization will achieve accessibility through meeting its requirements referred to in the Integrated Accessibility Standards Regulation, and include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner.	Started and ongoing
	Policy to be publicly available and be provided in alternate format upon request.	Started and ongoing
Accessibility Plan	Establish, implement, maintain and document a Multi-Year Accessibility Plan which outlines the town's strategy to prevent and remove barriers and meet its requirements under the IASR.	Completed
	Prepare an <u>Annual Status Report</u> on the progress of measures taken to implement the Multi-Year Accessibility Plan. Present the status report to Corporate and Community Affairs Committee.	December 2018
	Post the Annual Status Report on website, if any, and provide the plan in an accessible format upon request.	Upon Council approval post the final plan on the Town's website.
	Review and update the accessibility plan at least once every five years in consultation with the HHAAC	Completed. Ongoing as required.
Procuring or Acquiring Goods	Incorporate accessibility criteria and features when procuring or acquiring good, services or facilities, except where it is not practicable to do so.	Started and ongoing
	If the town determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, the town shall provide, upon request, an explanation.	Started and ongoing
Training	Train on the requirements of the accessibility standards referred to in the IASR (Information & Communication, Employment and Transportation) and on the Human Rights Code as it pertains to persons with disabilities.  Keep a record of the dates of training and the individuals who have received training.	Training materials will be reviewed, as required, to ensure on-going compliance with IASR

Key Area	Action Items	Completed  Additional Comments
Accessible Feedback Processes	Ensure that the Town's feedback processes are accessible to persons with disabilities by providing and arranging for the provision of accessible formatted and communication supports upon request.	Provide feedback forms on the Town's website with accessibility features (ie. large fonts)
Employment	Ensure the Town's recruitment process provides for accommodations for those with disabilities or whose disabilities increase over time.	As of January 1, 2014 . The policy will be review for on-going compliance with the IASR as required
	Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work.	The policy will be review for on-going compliance with the IASR as required
	Develop an Accommodation Policy which is to be provided to all employees.	The policy will be review for on-going compliance with the IASR as required
Public Library Materials	Libraries to provide and arrange access for accessible materials where available.  Libraries to provide accessible features on their public access computers.	Completed and ongoing
Facilities & Public Spaces	Provided funding for the Prospect Park dock project for the addition of a canoe/kayak launch which promotes a much easier accessible access to the water.	Spring 2018
	Provide Live Streaming and Web Streaming of Committee and Committee Meetings which include Closed Captioning.	Spring 2018
	Provide funding to the Georgetown Library for the installation of automatic door openers for the public washrooms.	Spring 2018
	Provide funding to accommodate language services to support youth services within the Recreation and Parks Department.  Provide funding for the accommodation of an Hearing Impaired Intrepretor at the Gellert Community Centre	Ongoing

Key Area	Action Items	Completed  Additional Comments
	Provide funding for the installation of accessible sliding door openers at the Norval Daycare (Georgetown Daycare).	Spring 2018
Municipal Election	<p>Ensure that the coordination of the 2018 municipal election includes accessibility considerations.</p> <ul style="list-style-type: none"> <li>- Review and update election manuals</li> <li>- Assistive voting technology opportunities to be made available</li> <li>- Ensure that all polling stations are accessible and have sufficient accessible parking spots</li> <li>- Develop a municipal election accessibility plan</li> <li>- Provide a post-election accessibility report to Council</li> </ul>	Commence mid- year 2018 preparation of the October 2018 Election.
Training	Ensure training on Accessibility Standards is offered to all new employees and third parties	Ongoing
<b>2019 Action Items</b>		
Accessibility Compliance Report	Submit compliance report to the Province which demonstrates compliance with components of the IASR.	December 2019
Accessibility Plan	Prepare an <u>Annual Status Report</u> on the progress of measures taken to implement the Multi-Year Accessibility Plan. Present the status report to Corporate and Community Affairs Committee.	Status Report to be completed December 2019.
	Post the Annual Status Report on website, if any, and provide the plan in an accessible format upon request.	Upon Council approval post the final plan on the Town's website.
	Review and update the accessibility plan at least once every five years in consultation with the HHAAC.	Completed and update as required.
Halton Hills Universal Design Standards	Complete the Halton Hills Universal Design Standards for all Town facilities. Once completed submit to Senior Management Team and staff for feedback. Present to Town Council for approval.	September 2019
Accessible Taxi-Cabs/ Specialized	Continue to consult with HHAAC, to identify the progress that has been made towards meeting the need for on-demand accessible taxicabs, including	Ongoing



Key Area	Action Items	Completed  Additional Comments
Transit	any steps that will be taken to meet the need, in its accessibility plan.	
Training	Provide accessible standard training to incoming Council members as part of Council Orientation.	November/December 2018
Facilities & Open Spaces	Conduct a signage review at Town facilities to ensure accessibility standards are met.	Ongoing
<b>2020 &amp; 2022 Action Items</b>		
Accessibility Plan	Prepare an <u>annual status report</u> on the progress of measures taken to implement the multi-year accessibility plan. Post the status report to the Town's website and make available in an accessible format upon request.	Status Report to be completed December 2020 and 2021.
	Review and update the accessibility plan as required.	Review December 2020 to 2022. Update with any identified priority action items.
Accessible Website	Ensure the Town's website(s) and web content conform to WCAG 2.0 Level AA This applies to websites, web content and web-based applications.	By January 1, 2021
Accessibility Compliance Report	Submit compliance report to the Province which demonstrates compliance with components of the IASR.	December 2021
Facilities and Open Spaces	Continue signage review at Town facilities to ensure accessibility standards are met.	Ongoing
	Design of Public Spaces -  The Compliance date for Recreational trails was January 1, 2016. The requirements were that the Halton Hills Accessibility Advisory Committee, public and persons with disabilities were consulted when new trails are constructed or major changes to existing trails are made.  The Compliance date for Outdoor Play Spaces was January 1, 2016. The requirements were that the Halton Hills Accessibility Advisory Committee, public	Reviewed with HHAAC on a ongoing basis          Reviewed with HHAAC on a ongoing basis

Key Area	Action Items	Completed  Additional Comments
	and persons with disabilities were consulted when new trails are constructed or major changes to existing trails are made.	
Future Plans	Develop a Multi-Year Plan for 2023-2027 taking into consideration all legislative requirements of the AODA. Provide public the opportunity to provide feedback on the draft plan.	Bring forward to Council for approval December 2026.

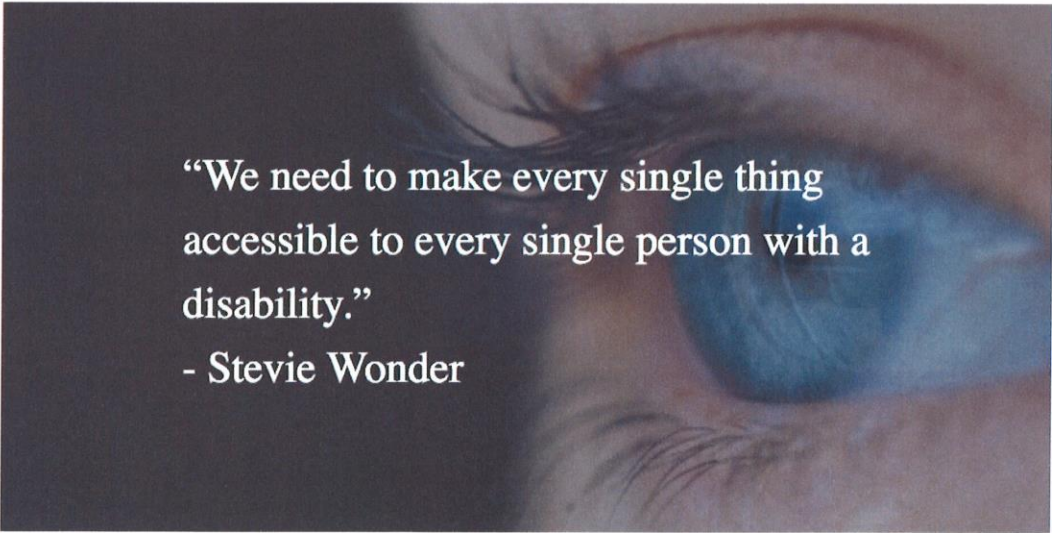
## Next Steps

Town staff will continue to meet the requirements of the IASR and undertake other activities aimed at eliminating barriers. This will include the following:  
Prepare an annual update on the Multi-Year Accessibility Plan, as required by the IASR. Compliance reports to be submitted to the Province for 2019, 2021 and 2023 demonstrating compliance with components of the IASR. Reviewing of all existing accessibility procedures and updating them as required along with continuing to provide training to new staff on the IASR and the Ontario Human Rights Code. Continue to consult and seek input from the Halton Hills Accessibility Advisory Committee on physical improvements and other Town initiatives.

## Conclusion

The Town of Halton Hills continues to work toward creating a universally accessible community through the removal of barriers to persons with disabilities. These do not only mean physical barriers – we must ensure that barriers related to architecture, information, technology and attitude are removed or prevented in order to make the Town of Halton Hills accessible for all.

Not only are we obligated to continue our pursuit in the prevention and removal of barriers for people with disabilities – it is simply **The Right Thing to Do!** The Town of Halton Hills has been proactive and, with the assistance and guidance of the HHAAC, we have accomplished much to ensure accessibility is integrated within our by-laws, facilities, policies, programs, services and our customer service practices. We strive to continue our mandate of treating people with disabilities with respect for their dignity and independence, and to make reasonable efforts to provide equal opportunities to our services for all.



“We need to make every single thing  
accessible to every single person with a  
disability.”  
- Stevie Wonder