

Appendix A to Memo No. ADMIN-2024-001

2023 Annual Accessibility Status Update

2023 Accomplishments

Ongoing Initiatives

Communications

- Continue to engage with stakeholders including employees, residents and visitors with disabilities and the Town of Halton Hills Accessibility Advisory Committee when designing and implementing Town of Halton Hills goods, services, and facilities.
- Consult with the Town of Halton Hills Accessibility Advisory Committee on decisions related to accessibility planning, as outlined in the AODA.
- Ensure that employee and public engagement activities are accessible.
- Ensure that Town departments work together to advance accessibility priorities.
- Provide accessible formats and communication support as best as possible.

Customer Service

- Provide services in a caring, compassionate, non-judgmental manner, free from discrimination and harassment.
- Respect the independence of employees, residents, and visitors with disabilities by enabling their access to Town goods, services, and facilities.
- Ensure that people with disabilities can access and benefit from the same goods, services, and facilities in an equitable way.
- Pursue permanent accessibility solutions for employees, residents, and visitors with disabilities to access and benefit from Town goods, services, and facilities.
- Consider individual needs and proactively provide accessible formats, communication support or other accommodations to ensure equitable outcomes.
- Take a holistic approach that recognizes that accessibility solutions may need to address multiple barriers and that a single solution might not meet the accessibility needs of everyone.
- Continue to increase on-line services for better accessibility.

Employment

- Continue to review all recruitment processes to remove unintended accessibility barriers.
- Review policies and procedures to identify, prevent and remove barriers to employment and development opportunities. This review will also serve to ensure ongoing compliance with relevant legislation.
- Provide individualized accommodation and emergency plans for Town employees who have disclosed a disability (upon request).
- Provide equitable, clear, and consistent employment and accommodation policies and procedures that seek to remove systemic barriers and ensure people with disabilities can participate fully as job applicants and employees of the Town.
- Continuing with hybrid work arrangements

Transportation

- Ensure purchases of public transit vehicles meets or exceeds all provincial and federal legislated requirements for accessibility.
- Consult with the Accessibility Advisory Committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs and monitor the demand of specialized transit services required in Halton Hills
- Ensure barrier-free pedestrian connections and bus stops, ensuring all conventional bus stops and specialized transit cross-boundary connection locations are fully accessible.
- Continue to implement recommendations made within the Towns 2019-2031 Transit Service Strategy, toward a fully accessible conventional transit service.
- Continue to implement recommendations made in the Town's 2021-2031 Specialized Transit Plan.
- Review snow clearing policies, practices and procedures using accessibility and equity analysis and develop a strategy to reduce barriers that significantly limit the mobility of people with disabilities.
- Continue to research and incorporate methods to improve accessibility on Town's streets and sidewalks.
- Continue to install accessible pedestrian signals when replacing existing traffic crossing signals and for all new traffic signal installations.
- Install tactile walking surface indicators when undertaking road rehabilitation projects.

Built Environment and Design of Public Spaces

- Continue to prioritize and retrofit existing built environment barriers at facilities under its management.
- Continue to implement accessibility improvements.
- Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventive maintenance of accessible elements.
- Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation.

2023 Implemented Projects/Initiatives

- **Customer Service** - Halton Hills Public Library has been working in 2023 with the Alzheimer's Association of Brant, Haldimand, Norfolk, Hamilton, and Halton to offer programming for people with dementia and their caregivers including a Dementia Friendly Collection and Alzheimer's Society Social Café.
- **Transit** - Expanded specialized transit service for cross-boundary travel to Oakville Trafalgar Memorial Hospital from the current arrival/departure times of Monday-Friday 8:30 a.m., 11:00 a.m. and 3:00 p.m. to the newly adjusted/expanded times Monday to Friday 8:30 a.m., 12:00 p.m., 3:00 p.m. and 4:30 p.m. (implemented Q2 2023)
- **Transit** – 2023 commenced expansion of fleet to meet service demands for specialized transit from current fleet of 9 vehicles to 13 vehicles by 2031.
- **Transit** - 2023 traffic signals upgraded: Mountainview Road and Delrex Boulevard & Mountainview Road and Armstrong Avenue
- **Built Environment** – Change table installed at Hillview Active Living Centre – Georgetown funded from the Municipal Accessibility Plan Project.
- **Built Environment** – Funding acquired for an accessible pool staircase in the Acton indoor pool from the Municipal Accessibility Plan Project. (Stairs have been ordered delivery is expected January 2024)
- **Built Environment** - Funding acquired for the Acton Arena and Community Centre interior accessible push button doors to Hillview Active Living Centre and washroom area from the Municipal Accessibility Plan Project. (Installation expected to be completed end of December 2023)
- **Built Environment** - Funding acquired for Hillview Active living Centre - Georgetown - Welcome Desk renovation from the Municipal Accessibility Plan Project. (Renovation to be completed in early 2024)