

Memorandum

Date: May 26, 2020

To: Members of Council

From: Chad Curtis, Specialist, Legislative Services, Corporate Services

Subject: Annual Accessibility Report 2019

In 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act (AODA)* with the objective of improving accessibility for Ontarians by identifying, removing and preventing barriers faced by persons with disabilities by 2025.

A requirement under the *Integrated Accessibility Standards Regulations (IASR)* is the annual reporting of the measures taken by the Town to remove barriers and improve accessibility for persons with disabilities, as required under the AODA.

The Accessibility Advisory Committee advises Town Council on what can be done to make it easier for people with disabilities to use the Town's many programs and services. Members come from different backgrounds and abilities. Meetings are open to the public and are held at Caledon Town Hall.

The Town's 2018-2022 Multi-Year Accessibility Plan was approved in accordance with the requirements of the AODA and the IASR. The Plan goes beyond legislated requirement and aligns with the 2018-2022 Council Work Plan.

Accessibility Status Update for 2019

This annual update describes the progress and measures taken by the Town to improve accessibility and implement the requirements set out in the AODA.

Universal Design Options

In 2009, the Town added a policy to its Official Plan that makes universal design principles a mandatory part of any new housing development applications. The intent of the Universal Design Policy is to ensure that local developers offer accessible living options. The Town is the only municipality in Canada that requires Universal Design Options to be incorporated in new housing developments.

To celebrate National AccessAbility Week, the Town created a promotional video to highlight Universal Design Options, which included Mayor Allan Thompson. Mayor Thompson and Town Staff visited a unit

in an apartment building which incorporated universal design. The video was shared on the Town's social media channels and other communication mediums.

Outdoor Play Spaces

The Town requires that all outdoor play spaces are designed to provide opportunities and experiences for all children and caregivers. When constructing new or redeveloping existing outdoor play spaces on municipal property, the Town consults with the Legislative Specialist to ensure that accessibility provisions on site are maintained.

Accessible Website and Web Content

The Town's website is in the process of being redesigned. Staff are making best efforts to comply with the WCAG 2.0 Level AA guidelines within the IASR. This guideline exceeds the requirements of the AODA website compliance standard. Training will be provided to Town staff regarding developing accessible web content.

Accessible Customer Service

The Accessible Customer Service procedure is designed to address the accessible customer service standards outlined under the IASR of the AODA. New staff receive training on the service standards during the Town's onboarding process.

National AccessAbility Week

National AccessAbility Week took place from May 26 to June 1, 2019. This is a time for Canadians to promote inclusion and accessibility in our communities and workplaces and celebrate the contributions of Canadians with disabilities. The Town celebrated the week by holding accessibility events at the Alton Public Library and the Albion & Bolton Community Centre. The Town produced and promoted a video which highlighted Universal Design Options during National AccessAbility Week.

International Day of Persons with Disabilities and Ontario Network of Accessibility Professionals Conferences

In 2019, representatives of the Town attended both the International Day of Persons with Disabilities and Ontario Network of Accessibility Professionals conferences. At both events, Town staff connected with accessibility experts who are actively removing barriers and ensuring persons with disabilities have an equal chance to participate in all aspects of society.

Accessible Road Signs

The Town instituted an Accessible Road Signs Policy in 2019. The road signs are intended to warn drivers they are approaching a private residence in Caledon where a person(s) with a disability resides. Caledon is one of the few municipalities in Canada that has such a policy and is another example of how the Town exceeds requirements to promote accessibility.

Accessibility Award for Business

The Town, in partnership with the Accessibility Advisory Committee, presents an annual Accessibility Award for Business to recognize a local business that has made a significant contribution to reduce barriers and increase accessibility for all members of the community.

The 2019 recipient of the Accessibility Award for Business was TD Bank (Branch# 2113, 12684 Hwy 50 Bolton) as the Branch goes above and beyond the legislative requirements to accommodate customers with disabilities as well as the aging community. The Branch made the following accessibility improvements for customers with disabilities:

- installed an elevator to provide all users with access to the second floor;
- added an accessible customer service counter, and
- placed intuitive wayfinding signage throughout the branch to make it easy on customer to navigate the services.

Representatives from TD Bank were presented their award prior to the January 28, 2020 Town Council meeting.

CONCLUSION

As required under the AODA, the Town's Annual Status Update outlines the actions taken to comply with the requirements from January 1, 2019 to December 31, 2019. The update reinforces the Town's commitment to accessibility and creating a community that is accessible and inclusive for persons of all abilities.

As required by the ISAR the annual report will be posted publicly on the Town's Accessibility webpage.