

Multi-Year Accessibility Plan

Equal Opportunity | Integration | Independence | Dignity



Newmarket

2019-2023

Message from Town of Newmarket Council

The Town of Newmarket is dedicated to continuous improvement regarding accessibility and meeting the needs of our community. The Town of Newmarket's 2019-2023 Multi-year Accessibility Plan continues efforts to improve our services, facilities and programs so they may be more accessible for everyone in Newmarket.

In 2013, we approved the Integrated Accessibility Standards Regulation (IASR) Policy, which supports the Town's commitment to meeting the requirements of accessibility standards developed under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This policy endorses the importance of ensuring equitable access to all Town goods, services and facilities.

We will continue to work with Newmarket's Accessibility Advisory Committee, staff, and other community partners to enhance and foster an inclusive community that meets the needs of people with disabilities in the Town of Newmarket and supports the vision of the Town of being a community 'Well Beyond the Ordinary'. This vision was re-established with the 2018-2022 Strategic Pillar "Extraordinary Places and Spaces" which seeks to create the environment for an engaged, accessible, inclusive community.

Council would like to extend thanks to the Accessibility Advisory Committee for their valuable input and assistance in the development of this Plan.



Council of the Town of Newmarket 2018-2022

Message from the Town of Newmarket Accessibility Advisory Committee

The Town of Newmarket's Accessibility Advisory Committee's goal is to encourage and facilitate accessibility for all persons with disabilities in the Town of Newmarket. The goal of providing a fully accessible community for all is an important undertaking.

We are pleased to be provided an opportunity to act on the community's behalf and have a role in advising Newmarket Council on various initiatives that support achieving an accessible community. A Multi-year Accessibility Plan is essentially a road map to how and when the municipality will meet Ontario's accessibility requirements, and our committee has worked with staff and Council to review and provide feedback on how this work will occur in the years ahead. Since the creation of the Town's first Multi-year Plan in 2013, much progress has been made in reaching the goals of the AODA. With the renewal of this Plan, the Committee will continue to work with Council and staff to ensure this progress continues well into the future.

The Newmarket Accessibility Advisory Committee is honoured to continue to support the Town of Newmarket in implementing and achieving the goals of this plan and the vision of a community that we all can be proud of, and that is 'Well Beyond the Ordinary.'

We invite your comments, participation and commitment to assist the Town of Newmarket in achieving a fully accessible community.

Statement of Commitment

The Town of Newmarket is committed to meeting the needs of persons with disabilities in a timely manner through the implementation of policies and to ensure that persons with disabilities shall have equitable access to all Town programs, goods, services and facilities allowing them to benefit from the same services, in the same place and in a similar way as other customers, respecting the four core principles of:

- Independence
- Dignity
- Integration
- Equal Opportunity

The Town of Newmarket's policies related to accessibility align with the Town's Strategic Plan vision of a community 'Well Beyond the Ordinary' and employee mission of "Making Newmarket Even Better" through:

- enriching lives
- increasing accessibility
- striving for service excellence
- improving inter-connectivity
- being well respected in achieving balanced living

Multi-year Accessibility Plan Overview

The Integrated Accessibility Standards Regulation (IASR) requires the Town prepare a Multi-year Accessibility Plan. An organizational strategy to prevent and remove barriers and enact the requirements in the standards must be included in the Multi-year Accessibility Plan. The IASR also requires that the accessibility plan be reviewed and updated at least every five years. This document is the Multi-year Accessibility Plan for the Town of Newmarket and is designed to meet the requirements the AODA.

The accessibility planning process is one that is ongoing. Discussions regarding accessibility planning take place between Council, Staff and the Accessibility Advisory Committee throughout the year. The Multi-year Accessibility Plan provides an opportunity to establish an implementation strategy, demonstrate current achievements and identify barriers and future priorities. Routine monitoring is required to ensure that applicable initiatives are incorporated in the Plan and that progress is identified. The first Town of Newmarket Multi-year Accessibility Plan focused on the implementation requirements of the IASR. With this 2019 review, most of the major milestones in the IASR implementation have passed. The current focus of the Multi-year Accessibility Plan is to continue the progress made by the Town, with the AODA's goal in mind of a fully accessible Ontario by 2025.

The implementation strategy outlined in this Plan identifies both short and long-term accessibility initiatives that are related to the five core standards of: customer service, information and communication, transportation, employment, and design of public spaces. The Plan outlines the objectives and strategy/action plan to achieve each objective and a timeframe to achieve compliance. The progress of the Plan will be reviewed and reported on annually, together with any additional initiatives that have been identified.

The Town of Newmarket has established a strong foundation for accessibility planning that ensures actions are responsive to community needs and ensures real and effective change for people with disabilities.

Guiding Legislation

Accessibility for Ontarians with Disabilities Act (AODA)

The Accessibility for Ontarians with Disabilities Act (AODA) sets out a process for developing and enforcing accessibility standards. The purpose of the AODA is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities by 2025.

Integrated Accessibility Standards Regulation

The Integrated Accessibility Standards Regulation (O. Reg. 191/11) has combined the standards created by several separate regulations into one regulation. The standards it contains relate to the removal of barriers in five areas.

Information and Communications Standard

The [Information and Communications Standard](#) outlines requirements for organizations to create, provide and receive information and communications in ways that are accessible for people with disabilities. This includes requirements for websites and web content, as well as the need to provide public information in accessible formats.

Employment Standard

The [Employment Standard](#) requires employers to provide for accessibility throughout the stages of employment, including recruitment, hiring and career advancement.

Transportation Standard

The requirements in the [Transportation Standard](#) are designed to ensure transportation providers make their services and vehicles accessible to people with disabilities. These standards are wide ranging and include requirements for public transit and accessible taxi cabs.

Design of Public Spaces Standard

The [Design of Public Spaces Standard](#) ensures that public spaces are designed to include specific features that make it easier for to use public spaces. This standard includes features related to sidewalks, pedestrian signals, ramps, parking spaces and service counters. It also applies to recreational public spaces, such as trails, outdoor eating areas and play spaces.

Customer Service Standard

The [Customer Service Standard](#) was the first standard under the AODA to become law. This regulation establishes accessibility standards for customer service and ensures people with disabilities receive goods and services in a manner that takes into account a person's disability.

Compliance Timelines

Since the introduction of the AODA in 2005 and subsequent regulations, timelines for compliance have been established. As of the 2019 update of this plan, one compliance deadline remains. As of January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA (excluding live captioning and audio description).

Appendix C of this document lists the requirements of the IASR, the associated timelines for the Town's compliance, and the strategies employed by the Town to meet these requirements.

Foundation and Principles

Increased accessibility for people with disabilities is part of the Town of Newmarket's community vision and corporate mission and is integrated into the Town's first Accessibility Plan developed in 2003. Since that time a strong foundation has been established through annual accessibility plans which will continue to strengthen with the Multi-year Accessibility Plan and the following principles:

Informed and Committed Leadership

- Town of Newmarket Council is committed to meeting the needs of persons with disabilities through the implementation of the Customer Service and IASR policies and Accessibility Plans, including the Multi-year Accessibility Plan.
- All Town of Newmarket departments have provided input to the Plan.
- Accountability is demonstrated by making all applicable Town of Newmarket documentation available to the public, and in alternate formats upon request.
- Mandatory accessibility training is provided to all employees including regular full-time, regular part-time, casual, sessional, seasonal and contract staff, sub-contractors, volunteers and all persons who participate in developing

Newmarket's policies. Training is also designed and adapted to apply to the type of work, location and staff involvement with the public.

- Staff are engaged and encouraged to incorporate accessibility practices into daily work across the organization by using an 'accessibility lens' when preparing procedural documents, procuring goods or services, or developing programs and services.
- To ensure all staff have access to accessibility related information and tools, an internal Accessibility Working Group has been established. The Working Group is led by Legislative Services and assists in delivering accessibility related communications throughout the departments across the corporation.
- By meeting or exceeding the timelines and legislation implementation, the Town led development of policy/procedures and training of the Customer Service Standard with its Northern Six (N6) partner municipalities of York Region and can be looked at as a leader in accessibility.
- The Town has an internal Diversity and Inclusion Working Group that consists of staff from across the organization, and work to implement various Diversity & Inclusivity activities that align with corporate objectives.

Alignment

For the Multi-year Accessibility Plan to be successful with its implementation strategy there is a need for the plan to be aligned with other Town of Newmarket guiding documents:

- Vision – 'Well Beyond the Ordinary' means encouraging a sense of community supported by our employee mission of "Making Newmarket Even Better" to include:
 - Serving all life-cycle stages and abilities
 - Supporting cultural harmony and ethnic diversity
 - Preserving arts, culture, entertainment and heritage
 - Providing accessible recreational, facilities, green and open spaces, parks, playgrounds and playing fields
 - Programming recreational services and events that shape identity and contribute to community spirit, particularly youth and seniors' facilities and programs
 - Ensuring accessibility for persons with disabilities
- Council's 2018-2022 Strategic Priorities including:
 - Extraordinary Places and Spaces: Creating an environment for an engaged, accessible and inclusive community
 - Safe Transportation (Streets): Incorporating technology and tactics into engineering "complete street" and trail designs that enhance street safety and respect all users (vehicles, pedestrians and other transportation modes)
 - Long-term Financial Sustainability: Proactively leveraging upper-tier grant funding and Asset Replacement Funds to upgrade existing facilities to be accessible to all users

- Newmarket Official Plan: Requiring that both the public and private sector commit to building structures and communities that are safe, accessible and reflect employee core values of Courage & Creativity, Accountability & Accessibility, Respect & Integrity and Excellence.
- Recreation Playbook: With the Vision for recreation in which everyone is engaged in meaningful, accessible recreation experiences, the Town of Newmarket is fostering individual and community wellbeing
- Accessibility Policies: Establishes the Town of Newmarket's Accessibility commitment
 - Accessible Customer Service Policy and Procedures
 - Integrated Accessibility Standards Regulation (IASR) Policy
- Statement of Commitment: Affirms the Town of Newmarket's commitment to accessibility
 - The Town of Newmarket's 'Statement of Commitment' to accessibility is included as part of the IASR Policy. The statement affirms the commitment to meet the needs of persons with disabilities in a timely manner through the implementation of policies that ensure that persons with disabilities shall have equitable access to all Town programs, goods, services and facilities allowing them to benefit from the same services, in the same place and in a similar way as other customers, respecting the four core principles of independence, dignity, integration and equal opportunity.

Coordination

The accountability for the various objectives within the Multi-year Accessibility Plan is a shared responsibility with the various departments and responsibilities related to employees, members of the Newmarket Accessibility Advisory Committee, Human Resources Department, Directors/Managers/Supervisors and the Chief Administrative Officer/Commissioners are clearly outlined in the Town of Newmarket IASR Policy.

In the past, the Newmarket Public Library has participated in the Town of Newmarket Accessibility Plans. The Newmarket Public Library will continue this practice and is included in this Multi-year Accessibility Plan.

Evaluation and Reporting

The Town of Newmarket will continue to review and consult with staff, the Newmarket Accessibility Advisory Committee, people with disabilities and any other individuals or groups who provide accessibility related feedback.

Additional evaluation and reporting include:

- Annual review of the Multi-year Accessibility Plan and preparation of a progress report. This progress report is prepared for Council to identify progress of the

Plan's implementation, accomplishments and achievements, and is posted online and available in alternative formats.

- Compliance reports submitted to the Accessibility Directorate of Ontario, who regulates compliance for all Ontario Organizations.
- A report on the accessibility of a Municipal Election and voting measures is completed as required by the Municipal Elections Act, as amended from time to time.

Town of Newmarket Accessibility Advisory Committee

The Town of Newmarket Accessibility Advisory Committee (NAAC) was established in 2003 and is responsible for encouraging and facilitating accessibility for all persons with disabilities in the Town of Newmarket by advising with the prevention, identification and removal of barriers that restrict people with disabilities from participating in Town programs or accessing services and facilities.

The Committee is made up of dedicated volunteers (who come from different backgrounds and/or types of disabilities), staff, and a Council representative who all are committed to working towards a barrier-free Newmarket. The Committee's term is the same as the term of Council and at a new term, a new Committee is formed from the community through an application process.

The Newmarket Accessibility Advisory Committee continues to provide valuable advice and feedback to Council and staff, in addition to participating in various accessibility-related activities. Since the creation of the Town's first Multi-year Accessibility Plan, the Accessibility Advisory Committee has formed an integral part of the Town's strategy towards its implementation. A summary of the numerous projects and initiatives which the Committee was involved in throughout the first phase of this Plan is provided in Appendix B of this Plan.

Accessibility Partnerships in the Region and Beyond

Accessibility planning involves many stakeholders, and the Town of Newmarket encourages involvement from a variety of people and groups. The development of this plan required input from many staff including the Accessibility Working Group from across the organization, the Newmarket Accessibility Advisory Committee and members of the public.

The Town of Newmarket also participates in accessibility planning with the Region of York. The Region of York coordinates an Annual Forum with the local AACs as part of National AccessAbility Week. Town Staff also participate in the York Region Municipal Diversity and Inclusion Group. This group is committed to welcoming and inclusive communities and includes members from a wide variety of community stakeholders including municipalities, police, school boards, health care providers, United Way of Toronto and York Region, Conservation Authorities, and the York Region Children's Aid Society.

Appendices

Appendix A

Appendix A to this plan provides a summary of barrier identification initiatives throughout the Town in 2019. It also provides a list of upcoming projects that will help to remove barriers.

Appendix B

Appendix B to this plan provides a summary of the numerous projects and initiatives which the Newmarket Accessibility Advisory Committee was involved in throughout the first phase of this Plan from 2013-2018.

Appendix C

Appendix C to this plan provides a selection of regulations from the IASR which apply to Newmarket. The appendix provides the Town's strategies for meeting these regulations and the appropriate compliance date. For dates which have already passed, this appendix is used to report on the Town's compliance.

Appendix A to Multi-Year Plan: 2019 Annual Status Update

Barrier Identification Update

Initiatives have taken place in the Town of Newmarket to identify, remove and prevent barriers to persons with disabilities. These actions are identified in past Accessibility Plans which are available on the Town of Newmarket website, newmarket.ca/accessibility

Actions completed in 2019:

Corporate Communications

- Accessible Documents and templates
 - Chartered an Accessible Word Template Committee, that is championed by senior leadership on a Town-wide strategy to ensure accessible documents are produced from the all content/report writers
 - All Town of Newmarket corporate word templates were refreshed and reproduced to ensure accessibility features were incorporated (i.e. alt text, alt tags, proper headings used, fonts, sizes etc.)
 - Town-wide training for all departments was undertaken by the Accessible Word Template Committee
 - Communications ensures that new accessible word templates are used by departments when approving content - continuous improvement to templates are made when required
 - Continued to provide training to all new and old content producers to ensure accessible standards are met
 - A corporate accessibility style-guide has been completed and given to staff members when they are being trained on accessible templates
 - The second phase of the Town-wide training to create accessible PDF's is currently being rolled out continuously when new website updaters are onboarded. IT has also been trained to train people on creating accessible pdfs.

- Website, video and print media
 - Communications ensures that an accessibility lens is used when approving graphically designs communication materials (posters, web graphics etc.)
 - Use of proper font and font size on communication materials (at least size 12 and a sans serif font)
 - Using colours that ensure a minimum 3:1 ratio of contrast on communication materials
 - Regularly auditing the website to ensure appropriate tags are applied to website content for accessibility purposes
 - Regularly auditing the website to ensure all PDF documents uploaded meet AODA requirements

- Provide training to staff on converting accessible word documents into accessible PDFs
- Communications, along with Information Technology and Legislative Services has begun to ensure that subtitles are added to all Town of Newmarket produced videos to ensure compliance with the AODA legislation

Engineering Services

- Tom Taylor Trail
 - New bridge Installation to separate vehicular traffic from non-vehicular traffic
 - Slopes, Rest areas as per AODA
- College Manor Trail, Concession Street Trail/Bridge
 - Slopes, Rest areas as per AODA, where topography allows
- Arkinstall Splash Pad
 - Wheelchair accessibility throughout and spray features designed for wheelchair use
 - Design elements incorporated for participants with hearing, visual and cognitive impairments
 - Design Consultant hired 'Design Able' as a consultant to help design from an accessibility perspective
 - Handicapped Parking spaces being constructed
 - Accessible pads for wheelchairs beside most benches
- Charles Street and Granby Place Road Reconstruction Project (2018 Design & 2019 Construction):
 - AAC has been consulted throughout the design process
 - Existing sidewalk on the east side are 1.2m or less. 1.5m AODA compliant sidewalks on both sides of the road have been incorporated into the design
 - Tactile Walking Surface Indicators will be installed at all intersections
- Millard Avenue Culvert Replacement at Haskett Park (2018 Design & 2019 Construction):
 - A Pedestrian Refuge Island (PRI) was incorporated into the design to improve pedestrian crossing
 - The PRI meets AODA requirements
- Wayne Drive and Waratah Avenue Drainage Improvement Co-Creation Project (2018 Design & 2020 Construction):
 - AODA standards for public spaces have been incorporated into the design. The attached matrix includes all of the AODA compliance standards for this project that have been incorporated into the design.
- Patterson St. Watermain Replacement (Construction 2019)
 - Sidewalks were 1.35 m wide, as part of the design they will be 1.5 m wide
 - TWSI placed at intersections.
- Niagara St. Road Reconstruction (Design Phase)
 - Sidewalks 1.2 – 1.35 m wide, sidewalks will be designed at 1.5 m wide.
 - TWSI will be placed at intersections.

- Longford Dr. Reconstruction (Design Phase, Construction 2020)
 - Sidewalks will be 1.5 m wide.
 - TWSI will be placed at intersections
- Tom Taylor Trail (Construction 2019)
 - Bridges will be widened to 3 m clear span.
 - Paving stones removed and asphalt placed on trail.
- Park Ave Reconstruction Project (2018/2019 Construction):
 - Existing sidewalks on the both sides were 1.0m+- now 1.5m AODA compliant sidewalks on both sides of the road have been incorporated into the design
 - Additional AODA compliant sidewalk installed on the north side to bypass existing stairs adjacent to the Holy Trinity church
 - Tactile Walking Surface Indicators will be installed at all intersections
- Timothy and Cedar intersection improvements Project (2019/2020 Construction):
 - Existing sidewalk around the intersection are 1.2m or less. 1.5m AODA compliant sidewalks on all corners of the intersection have been incorporated into the design
 - Tactile Walking Surface Indicators will be installed
- Strategies to further improve AODA compliance projects delivery and communications:
 - AODA Compliance during the design of Capital Projects:
 - Capital Department has ensured that the Town's consultants are made aware of AODA requirements during the design/review processes of the projects
 - A clause indicating that all the design submissions shall incorporate AODA standards has been added to our Consultants selection RFP documents
 - AODA compliant public notices, construction corners and public communications:
 - Capital Department has ensured that all the public notices, construction corners and public communications formats and contents are AODA compliant
 - AODA compliant projects' websites and web content:
 - Capital Department complies with AODA requirements (font size, contrast, image, etc.) when designing print and digital materials for the Town's website
 - AODA compliant Reports and Studies:
 - Capital Department has ensured that all the submitted reports to the Town that will be posted on the Town's website as public documents, are AODA compliant
 - A clause indicating that all the submitted reports to the Town shall follow AODA standards formatting has been added to consultants selection RFP
 - Accessibility Advisory Committee Consultation:

- Capital Department circulates and presents all the Capital projects to the Accessibility Advisory Committee to receive and incorporate their input into the design.
- Accessibility Advisory Committee has been added to the stakeholders list of Capital Projects on the Project Charter Template

Information Technology

- Implemented a corporate wide telephone voice recognition system whereby members of public can say the name of a staff member and be transferred directly to their extension.
- Worked with Corporate Communications to standardize all corporate templates regularly used by staff in an accessible manner. Provided training to content authors to support the consistent use of accessible documents and standardized tools for ensuring accessible content.
- Gradual replacements of desktop monitors to 24 inch monitors as part of the on-going, corporate hardware upgrade including public facing terminals; larger monitor size allows for more clear and larger display of information.
- Continue to ensure the compliance with AODA standards is captured as a compulsory requirement in all Request for Proposals.
- Continually implementing and scoping business solutions that have online and mobile capabilities for easy 24/7 access for customers and employees.

Innovation and Strategic Initiatives

- Performance Reporting
 - Investigating online digital dashboards to improve communications with all community members to enhance performance reporting. For example, current practices use both stop light colours (green, red and yellow) and symbols to indicate the status of priorities to ensure fairness of access to information to differently abled members of the community on the status of initiatives related to the execution of Council's 2018-2022 Strategic Priorities. Any new digital dashboards will be designed to accessibility standards for readability by all.
- Grants
 - Continued corporate support for grant funding applications which serve to improve accessibility of Town facilities and playgrounds through both the physical environment and program experiences of participants. The intent of the applications is to assist to accelerate planned capital projects that remove barriers to accessibility.
- Policy
 - Providing corporate support for new policy using the new document formats, applying a plain language approach for improved clarity, simplicity, transparency, and readability for all employees. Providing support to Human Resources to convert existing employment related policies to new policy and procedure document templates in compliance with AODA legislation requirements.

Legislative Services

- Meeting Management Solution
 - Continued implementation of a new meeting management solution which produces accessible HTML-based agendas and minutes.
 - Implemented paperless, electronic agenda solution with accessible features available through tablets or phones for Council and staff.
 - Live-streamed Council and Committee of the Whole meetings are closed captioned.
 - Archived videos are bookmarked to agenda items for increased ease of access to video recordings.
 - Continued review of report templates for increased accessibility.
- 2018 Newmarket Municipal Election
 - Newmarket was the first municipality in York Region to administer an online and telephone election. A [comprehensive report](#) on the accessibility of the election is available online.

Newmarket Public Library

- Installed a water fountain and bottle filling station that meets accessibility requirements.
- Installing AODA compliant emergency communication device in elevator. Device is hands free and enables communication between persons inside the elevator cab and a monitoring service.

Planning and Building Services

- Elements of the Town's Plan related to Planning and Building Services exist in several areas. These areas are laid out according to the sections of the Town's IASR policy areas below.
 - Training in accessibility as it relates to Planning and Building Services is undertaken by staff members as part of their professional certification. Building Services staff have undertaken training on barrier-free design requirements in December 2017.
 - Planning and Building Services ensures that documents are provided in an accessible format or are made available in an accessible format upon request.
 - Planning and Building Services areas of the website are developed with appropriate WCAG formats as per the Town's website architecture. Documents are provided in an accessible format or are made available in an accessible format upon request.
- Accessibility Site Plan Review Obligations: Planning staff have developed a process with the Accessibility Advisory Committee to allow them to exercise their ability to review such plans as they select that are submitted under Section 41 of the Planning Act. Staff have presented on the Town's development processes to the Committee and make available to the Committee such plans as they indicate that they wish to review.
- Design of Public Spaces Standard

- Despite the obligation for compliance with the IASR resting with the organization with the authority to construct or develop a site, Planning staff have endeavoured to ensure that sites comply with this Standard and municipal standards for accessibility through the Site Plan process.
- One member of Planning staff has completed an online course and an in-person workshop in the Accessibility Standard for the Design of Public Spaces.
- The Town's Zoning By-law (2010-40) has been amended to match the requirements for off-street parking facilities for persons with disabilities.
- In support of accessibility improvements among other objectives, Planning Services has accomplished several initiatives:
 - An update to the Site Plan Approval Process Manual, which now includes accessibility-related development standards drawn from the AODA. Planning Services has also collaborates with the Accessibility Advisory Committee (AAC) to enhance their role in the site plan review process by engaging them as a review partner in all plans they select to review and ensuring response to their concerns and comments are provided by applicants as set out in the Site Plan Approval Process Manual.
 - A review of the Town's Zoning By-laws to ensure that AODA standards are integrated and that less-accessible standards are replaced by those of the AODA.
 - Implementing the Urban Centres Secondary Plan Zoning By-law including updated accessibility standards therein.
 - Planning Services intends to engage additional training in the IASR Design of Public Spaces for Planning and Building staff.

Public Works Services: Facilities

- Ongoing program for upgrading park washrooms to current Ontario Building Code barrier-free requirements and AODA standards.
- Ongoing discussion and review of current accessibility features in buildings.
- Identifying, through conducting regular building walk-throughs of the various building in our portfolio, areas for improvement to increase accessibility such as providing barrier free paths of travel and accessibility in washrooms (fixtures, push buttons, accessories) where possible.
- Conducting monthly checks of working condition of automatic door operators and other motorized accessibility features.
- Presenting upcoming projects and getting feedback from the Accessibility Advisory Committee in the early stages of projects as an opportunity to improve accessibility and incorporate best practices. This includes receiving, evaluating and implementing where possible suggestions from the general public relative to accessibility in the buildings. Some examples of this consultation includes the following:
 - Ray Twinney Recreation Complex main lobby washroom renovation AODA standard was completed.
 - Paul Semple Park washroom renovation was completed.
 - Whipper Billy Watson Park washroom renovation was completed.

- College Manor Park washroom renovation is currently underway.

Recreation and Culture

- Family change room at Ray Twinney Recreation Complex was completed September 2018.
- Convex mirrors installed on track of Tim Hortons gymnasium for increased visibility on corners, from distances and from the gym floor below. Removes blind spots.
- Ensure all posted/website schedules meet AODA compliance.
- Sensory Room: designed and installed a portable sensory room at Magna Centre for the camp season to aid in learning/development, helping to relax an agitated participant or stimulate and raise alertness levels of someone who has sensory processing disorders.
- Programming
 - Continued increase of 1:1 or 1:2 support for participants with special needs to any and all of our summer camp programs.
 - Designated staff to facilitate program accommodation and support year round.
 - Continued increase in therapeutic/rehabilitative programs (i.e., new strong and stable program which is a functional based fitness movement class with focus on increasing strength and mobility, additional aquafit classes).
 - Continue to expand “learn to speak...” language programs – French, Spanish, etc.
 - Recreation staff facilitate within the schools experiential learning sessions and host sledge hockey, wheelchair sports and our new volt hockey program.

Plans for the Removal of Barriers from 2019 Onward

Information and Communication Standard

- Potential mobile phone upgrade that offers compatibility with digital hearing aids to support staff with hearing impairment.
- Inclusion of alternative text in new web map applications and storymaps.
- Land use and permit tracking solution to provide online 24/7 access for customers to submit various applications and see their statuses.
- Employee Self Service portal to allow staff access to their payroll information online.
- Recreation solutions replacement project that will provide both online and mobile access to families and individuals to book recreation programs.
- Digital display and signage replacement project providing better quality and clearer images on signage within Town facilities.

Design of Public Spaces Standard

- Ray Twinney Recreation Complex Lounges – New service/bar counters to incorporate AODA and barrier-free design (underway/completion 2020).
- Ray Twinney Recreation Complex pool change rooms renovation to incorporate AODA and barrier-free design (design underway/construction 2020-2021 pending budget approval).
- Ray Twinney Recreation Complex lobby and common areas renovation (pending budget approval).
- Ray Twinney Recreation Complex pool railing replacement – to meet current AODA and code requirements (pending budget approval – 2021).
- Magna Centre – Installation of automatic door operators at entrance to track and pool viewing gallery.
- Magna Centre washrooms – accessibility audit.
- Senior’s Meeting Place washrooms upgrades to incorporate AODA and barrier-free design (pending budget approval).
- Rene Bray Park washroom accessibility upgrade (pending budget approval).
- Gorman Pool change rooms renovation to incorporate AODA and barrier-free design (pending budget approval).
- Museum washroom accessibility improvements (2020).
- National Homes/Kingsmere Trail
 - Asphalt Paving of open space to allow access from Kingsmere sidewalk to new Park
- Breathing Space/Haskett Trail
 - Slopes, rest areas, widths as per AODA
 - Handrails and surfaces as per AODA
 - Wheelchair accessible Picnic tables and seating areas
- Lorne Ave Reconstruction Project (2020/2021 Construction):
 - Existing sidewalks on both sides are 1.2m or less. 1.5m and 1.8m at school will be AODA compliant sidewalks on both sides of the road have been incorporated into the design
 - Tactile Walking Surface Indicators will be installed at all intersections
- Millard, Church and Elm Road Reconstruction Project (2023 Construction):
 - Existing sidewalk on both sides are 1.2m or less. 1.5m AODA compliant sidewalks on both sides of the road have been incorporated into the design
 - Tactile Walking Surface Indicators will be installed at all intersections

Appendix B to Multi-Year Plan: Newmarket Accessibility Advisory Committee 2013-2018 Projects

Since the implementation of the Town of Newmarket's first Multi-Year Accessibility Plan in 2013, the Newmarket Accessibility Advisory Committee has been an integral part of the Town's strategy. The sections below provide an overview of the numerous projects on which the Committee has provided advice and assistance to Town Council and staff.

2014

- Performed Accessibility Audits of Town facilities
 - The Newmarket Accessibility Advisory Committee identified 11 facilities that require accessibility audits and/or reviews in early 2014. To date, three audits have been completed: Newmarket Community Centre and Lions Hall, Magna Centre and Ray Twinney Recreation Complex. These three facilities were given priority status due to their use as voting facilities in the 2014 municipal election.
- Organized National Access Awareness Week celebrations; the Committee hosted a successful National Access Awareness Week from June 2 – June 6, 2014. Activities held during the week-long celebration of accessibility and abilities included a community awareness evening with participation from organizations including the Canadian National Institute for the Blind, Canadian Hearing Society and Canadian Mental Health Association, MV-1 Accessible Vehicles, a Town of Newmarket versus Town of Aurora Staff Sledge Hockey Challenge, a Wheelchair Basketball Challenge between Sir William Mulock and Dr. Dennison High Schools and various interactive events and displays. National Access Awareness Week continues to grow each year, with plans underway for the 2015 events.
- Participated in a Joint York Region/Newmarket Accessibility Advisory Committee meeting to review plans for the Regional Annex building.
- Reviewed plans and provided recommendations for the initiatives and projects which include the following: accessible trail initiatives in York Region, Newmarket's Off-Leash Dog Park and the York Region Annex Building.
- Reviewed legislation to permit alternate forms of committee meeting attendance, specifically related to Accessibility Advisory Committees.
- Provided advice on the Town of Newmarket's Accessibility Plan update.
- Continued to work with staff on the development of the Town of Newmarket website.
- Participated in York Region's Emergency Preparedness Meetings in order to ensure that the most vulnerable are not overlooked in the event of an emergency.
- Attended and participated in the York Region Area Accessibility Advisory Meeting.
- Worked with the Legislative Services Department to develop the Accessible Election Plan.

- Provided ongoing public awareness of accessibility.

2015

- Organized National Access Awareness Week Celebrations
 - The Committee hosted a successful National Access Awareness Week event on June 1, 2015 outside the Recreation Pop-Up Shop at the Upper Canada Mall. The event, celebrating accessibility and abilities included an experiential maze and wheelchair dancing demonstration.
- Reviewed plans and provided recommendations for the initiatives and projects which include the following:
 - the location of an additional accessible parking space on Main Street in downtown Newmarket;
 - a proposed sidewalk installation on Millard Avenue;
 - a proposed sidewalk installation on Srigley Street.
- Inspected sidewalks to ensure that new and replacement sidewalk slabs are constructed in accordance with the Town's sidewalk standard (by removing troweling around expansion joints), which was implemented as a result of an Accessibility Advisory Committee recommendation.
- Reviewed Site Plan applications and provided recommendations on accessibility related conditions to staff.
- Provided advice on the Town of Newmarket's Accessibility Plan update.
- Provided ongoing public awareness of accessibility.

2016

- Organized National Access Awareness Week Celebrations
 - The Committee continues to host annual National Access Awareness Week events. The 2016 event celebrating accessibility and abilities was held on Saturday, June 4 at the Farmer's Market.
- Reviewed plans and provided recommendations for the initiatives and projects which include the following:
 - a proposed sidewalk installation on Millard Avenue;
 - proposed reconstruction of Park Avenue;
 - Main Street outdoor patio pilot project;
 - Recommended that the Town enter into an agreement with the City of Vaughan for the provision of accessible taxicabs in Newmarket.
- Inspected sidewalks to ensure that new and replacement sidewalk slabs are constructed in accordance with the Town's sidewalk standard (by removing troweling around expansion joints), which was implemented as a result of an Accessibility Advisory Committee recommendation.
- Reviewed Site Plan applications and provided recommendations on accessibility related conditions to staff.
- Provided advice on the Town of Newmarket's Accessibility Plan update.

- Provided ongoing public awareness of accessibility.

2017

- Consulted, reviewed plans and provided recommendations for the initiatives and projects which include the following:
 - Main Street Outdoor Patio Project.
 - Accessibility enhancement to the Magna Centre parking lot and entrance.
 - Proposed new play equipment and park improvements to the following public spaces:
 - Seneca Cook Parkette
 - Fairgrounds Park
 - Drew Doak Park
 - Sunnyhill Park
 - Jacarandah Park
 - Frank Stronach Splash Pad and Park updates
 - Accessible washroom renovation at Upper Canada Mall
 - New signage for Historic Downtown Main Street
 - York Region Diversity and Inclusivity Charter
 - New signage for College Manor Park
 - Meeting room audio/visual renovations and upgrades, including:
 - Three styles of assisted hearing devices in the Council Chambers
 - Closed Captioning on archived video streams
 - Online and Telephone Voting for the 2018 Municipal Election consultation
 - Conducted audits of Town facilities including:
 - The Newmarket Theatre
 - Old Town Hall
 - Reviewed Site Plan applications and provided recommendations on accessibility related conditions to staff.
 - Provided advice on the Town of Newmarket's Accessibility Plan update.
 - Provided ongoing public awareness of accessibility.
 - Making Downtown Newmarket more accessible
 - A staff working group has been established and will report back to the Committee in 2018.

2018

- Consulted, reviewed plans and provided recommendations for the initiatives and projects which include the following:
 - Frank Stronach Splash Pad and Park updates
 - Internet and Telephone Voting for the 2018 Municipal Election consultation
 - Accessible washroom renovation at Upper Canada Mall
 - Davis Drive Breathing Space
 - Arkinstall Splash Pad
 - Review of east entrance to Magna Centre

- Proposed new play equipment and park improvements to the following public spaces:
 - Beswick Park
 - Environmental Park
 - George Richardson Park
 - Whipper Watson Park
 - Fairgrounds Park Batting Cage
- Conducted audits of Town facilities including:
 - Old Town Hall
 - Ray Twinney Recreation Complex
 - Magna Centre
 - Newmarket Theatre
- Reviewed Site Plan applications and provided recommendations on accessibility related conditions to staff.
- Provide advice on the Town of Newmarket's Accessibility Plan update
- Provided ongoing public awareness of accessibility.

Appendix C to Multi-Year Plan: IASR Implementation Plan

The following outlines the Town of Newmarket Implementation Plan (2019-2023) under the Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standards, Ontario Regulation 191/11.

Part I – General

Establishment of Accessibility Policies (s.3)

IASR Requirement

- a) Shall develop, implement and maintain policies governing how the organization achieves accessibility through meeting the requirements of the IASR.
- b) Shall prepare one or more written documents describing policies; and make the documents publicly available, and provide in an accessible format upon request.
- c) Policies shall include a statement of organizational commitment.

Town of Newmarket Action Plan

- a) IASR Policy was established and approved by Council.
- b) [IASR Policy](#) is available on website (intranet and internet) or in accessible format upon request.
- c) Policy includes statement of organization commitment.

Status

Complete

Legislated Compliance Date

January 1, 2013

Accessibility Plans (s.4)

IASR Requirement

- a) Establish, implement, maintain and document multi-year accessibility plan.
- b) Post accessibility plan on website, if any, and provide the plan in an accessible format upon request.
- c) Establish, review and update plans in consultation with persons with disabilities and if have established an Accessibility Advisory Committee, must consult with the committee.

- d) Review and update the accessibility plan at least once every five years.

Town of Newmarket Action Plan

- a) A Multi-year Accessibility Plan was developed in 2013.
- b) Plan is posted on the [Town website](#) and is available in an alternate formats, upon request.
- c) Plan will be reviewed and updated yearly in preparation for the progress report. Annual progress report prepared for Council to identify progress of the Plan's implementation, accomplishments and achievements, to be posted online and available in alternative formats. Yearly review of Plan will be in consultation with Newmarket Accessibility Advisory Committee.
- d) Compliance reports will be submitted to the Accessibility Directorate of Ontario, as required.

Status

Complete

Legislated Compliance Date

January 1, 2013

Procuring or Acquiring Goods, Services or Facilities (s.5)

IASR Requirement

- a) Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable.

Town of Newmarket Action Plan

- a) A pre-bid form must be completed before any bid document is issued. The pre-bid form includes three questions about accessibility and the good/services that are being procured. If accessible criteria/features cannot be incorporated an explanation must be provided. Staff that regularly use the bid process all received training on how to use the new form and how to procure accessible goods/services.

Status

Complete

Legislated Compliance Date

January 1, 2013

Self-Service Kiosks (s.6)

IASR Requirement

- a) Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

Town of Newmarket Action Plan

- a) Incorporated as part of the procurement process.

Status

Complete

Legislated Compliance Date

January 1, 2013

Training (s.7)

IASR Requirement

- a) Provide training on the requirements of the IASR accessibility standards and on the Human Rights Code.
- b) Training provided to all employees, volunteers, all persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of the organization.

Town of Newmarket Action Plan

- a) The Town of Newmarket has developed an Accessibility Training Module which includes the IASR standards, Town of Newmarket IASR policy and the Human Rights Code. The training module is currently being reviewed to ensure compliance with all relevant regulations.

Status

Ongoing

Legislated Compliance Date

January 1, 2014

Part II – Information and Communications Standards

Feedback (s.11)

IASR Requirement

- a) Responsible for providing accessible formats and communication supports, upon request, to those with disabilities.
- b) Shall notify the public about the availability of accessible formats and communication support.

Town of Newmarket Action Plan

- a) Communications has been placing the statement: “If you require this document in an alternative format, please contact the Town of Newmarket at 905-895-5193” on major print publications such as our Community Reports since 2010.
- b) Communications ensures that our statement “If you require this document in an alternative format, please contact the Town of Newmarket at 905-895-5193” is included on all communications.

Status

Ongoing

Legislated Compliance Date

January 1, 2014

Accessible formats and communication supports (s.12)

IASR Requirement

- a) Upon request, provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner and at no extra cost compared to other persons
- b) Responsible for consulting the person making the request to determine the suitable accessible format or communication support

Town of Newmarket Action Plan

- a) Communications has been placing the statement: “If you require this document in an alternative format, please contact the Town of Newmarket at 905-895-5193” on major print publications such as our community reports since 2010.
- b) Communications will ensure that our statement “If you require this document in an alternative format, please contact the Town of Newmarket at 905-895-5193” is included on all communications moving forward to comply with the January 2015 timeline and consult with the person making the request to ensure needs are met.

Communications will continue to produce materials in a variety of formats (print, online, electronic, audio, video) to comply with regulations.

Communications will continue to provide all materials using accessible fonts, headings and graphics to comply with regulations.

Accessible templates and Accessible PDF training sessions were provided to all report writers and website content contributors. Training will be continuously provided as required.

Corporate Accessibility Standard Guides and Microsoft Word and Accessible PDF process training guides were created and available to all staff members.

All communication pieces that go through the communications approval process will also be vetted to ensure all corporate accessibility standards are met.

Status

Ongoing

Legislated Compliance Date

January 1, 2015

Accessible websites and web content (s.14)

IASR Requirement

All internet websites and web content must conform with WCAG 2.0 Level AA, other than, Captions (Live), and Audio Descriptions (Pre-recorded).

Town of Newmarket Action Plan

New Town of Newmarket website platform was launched in 2014 and adheres to WCAG 2.0 and AODA Level A and Level AA.

The Town continues to run accessibility checks to ensure Level A and AA standards are met and in compliance.

Guidelines for creating appropriate content for documents and websites meeting accessibility was developed.

All website content contributors were trained on accessibility standards and how to make document accessible.

Communications continuously works with the IT department to run accessibility and usability checks (site improve) on the corporate website.

Accessibility standards statement is included on all webpages of the website.

Status

Ongoing

Legislated Compliance Date

January 1, 2021

Public Libraries (s.19)

IASR Requirement

- a) Library board is responsible for providing access to or arrange for accessible materials where they exist.
- b) Library board is obligated to make information about available accessible materials public and responsible for providing accessible formatted information or communication, upon request.
- c) May provide accessible formats for archival materials, special collections, rarebooks and donation.

Town of Newmarket Action Plan

- a) Library currently provides large print material, commercial talking books, as well as adult literacy/ESL material that can be used for individuals with learning disabilities.
- b) Library has an arrangement with the Canadian National Institute for the Blind (CNIB) to provide Digital Accessible Information System (DAISY) format discs or downloads to qualified CNIB clients and has one DAISY reader available for use in the Library.
- c) The Library is a member of Centre for Equitable Library Access (CELA), which provides books, newspapers, and magazines for individuals with a visual impairment. Formats are available in DAISY audio, e-text and Braille.

The Library has an accessible public computer station. This computer workstation has several unique components:

- a height adjustable desk
- a large print keyboard
- a large trackball
- a flatbed scanner
- a screen magnifier (Windows Magnify)
- a screen reader (Windows Narrator)

Status

Complete

Legislated Compliance Date

January 1, 2013

Part III – Employment Standards

Recruitment, general (s.22)

IASR Requirement

- a) Every employer must notify all employees and the public about available accommodation for applicants with disabilities during recruitment processes.

Town of Newmarket Action Plan

- a) An accessibility tagline has been added to all job advertisements stating that: “The Town of Newmarket is committed to accommodate all applicants in accordance with the Ontario Human Rights Code for all employment activities including the recruitment process. If you need assistance please call Human Resources at extension 2050.”

Status

Complete

Legislated Compliance Date

January 1, 2014

Recruitment, assessment or selection process (s.23)

IASR Requirement

- a) Accommodations to be made available, upon request, during recruitment process.
- b) If applicant requests accommodation when invited to participate, suitable accommodation in an appropriate matter is required.

Town of Newmarket Action Plan

- a) Town of Newmarket recruitment policies and processes are compliant with all legislation. Applicants who are selected to proceed to the interview stage will be advised of the availability of accommodations during the recruitment process. Applicants must meet the occupational requirements of the position available to proceed to the interview stage.

Status

Complete

Legislated Compliance Date

January 1, 2014

Notice to successful applicants (s.24)

IASR Requirement

- a) Every employer shall, when making offers of employment, notify successful applicant of policies for accommodating those with disabilities.

Town of Newmarket Action Plan

- a) The standard offer letter templates include a statement to notify the successful applicant of Town of Newmarket policies for accommodating employees with disabilities .

Status

Complete

Legislated Compliance Date

January 1, 2014

Informing employees of supports (s.25)

IASR Requirement

- a) Employer shall inform employees of policies used to support those with disabilities, including but not limited to, policies on provision of job accommodations that take account of employee's accessibility needs due to disability.

Town of Newmarket Action Plan

- a) As part of employee onboarding, employees are provided with the IASR Policy which includes the provision of job accommodations and other relevant accessibility supports.

Status

Complete

Legislated Compliance Date

January 1, 2014

Accessible formats and communication supports for employees (s.26)

IASR Requirement

- a) Employer shall consult with employee to provide or arrange accessible formats and communication supports for: information to perform the employees job; and information generally available to employees in the workplace.
- b) Employer shall consult with employee making request to determine suitable accessible format or communication support.

Town of Newmarket Action Plan

- a) The IASR Policy includes accessible formats and communication supports for employees. Requests are reviewed with the employee so appropriate supports are provided.

Status

Complete

Legislated Compliance Date

January 1, 2014

Workplace emergency response information (s.27)

IASR Requirement

- a) Every employer shall provide individualized workplace emergency response information to employees that have a disability, if the employer is aware of the disability and the individualized information is necessary.
- b) The employer may provide a designated person with the appropriate workplace response information for accommodating another employees with a disability.
- c) The employer shall provide information required as soon as they become aware of the need for accommodation.
- d) The employer shall review individualized workplace emergency response information when the employee moves to a different location in the organization, overall accommodation of employee is reviewed, when employer reviews general emergency response policies.

Town of Newmarket Action Plan

The Town of Newmarket has an “individualized workplace emergency response plan” document which is completed when required. The form would be completed during orientation if the need was present at hire;

otherwise, if the need arises during employment, the form would be completed. All sections of this requirement are covered in the IASR policy under the “Workplace Emergency Response Information” section.

Status

Complete

Legislated Compliance Date

January 1, 2014 (items a-c)

January 1, 2012 (item d)

Documented individual accommodation plans (s.28)

IASR Requirement

- a) Employers shall develop and have written process for the development of documented individual accommodation plans for those employees with disabilities.
- b) The process for developing individual documented accommodation plans shall include seven features that help persons with a disability participate in the development of the plan in its entirety.

Town of Newmarket Action Plan

The Town of Newmarket uses an “Individual Accommodation Plan” (IAP) document which addresses the 8 features in the requirement

Status

Complete

Legislated Compliance Date

January 1, 2014

Return to work process (s.29)

IASR Requirement

- a) Return to work process shall be developed or in place for employees that have been absent due to disability and require disability-related accommodation in order to return to work.
- b) The return to work process should outline the steps an employer will take to facilitate the process and will incorporate the use of documented individual accommodation plans.

Town of Newmarket Action Plan

- a) The Return to Work Policy includes a section detailing the accommodation of employees who have been absent due to disability.

b) The Return to Work Policy outlines the steps to facilitate the process and incorporates the use of documented individual accommodation plans.

- [Return to Work Policy HR.8-03](#)
- Return to work program - Managers Guideline
- Return to work program – Employee Agreement

Status

Complete

Legislated Compliance Date

January 1, 2014

Performance Management (s.30)

IASR Requirement

a) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

Town of Newmarket Action Plan

a) The IASR Policy contains a requirement that the Town of Newmarket take into account the accessibility needs and individual accommodation plans of employees when using performance management processes.

Status

Complete

Legislated Compliance Date

January 1, 2014

Career development and advancement (s.31)

IASR Requirement

a) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

Town of Newmarket Action Plan

- a) The IASR Policy contains a requirement that the Town of Newmarket take into account the accessibility needs and individual accommodation plans of employees when providing career development and advancement information.

Status

Complete

Legislated Compliance Date

January 1, 2014

Redeployment (s.32)

IASR Requirement

- a) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

Town of Newmarket Action Plan

- a) The IASR Policy contains a requirement that the Town of Newmarket take into account the accessibility needs and individual accommodation plans of employees when using redeployment procedures.

Status

Complete

Legislated Compliance Date

January 1, 2014

Duties of municipalities, accessible taxicabs (s.79)

IASR Requirement

- a) Every municipality shall consult with their municipal accessibility advisory committee to determine the proportion of on-demand accessible taxicabs required in the community, and identify progress made meeting on-demand accessible taxicabs.

Town of Newmarket Action Plan

- a) A review of the Town of Newmarket's business licence by-law, which includes vehicles for hire and the taxi industry, is currently underway by Regulatory Services. Consultation with the Accessibility Advisory

Committee will take place as part of this review to determine the proportion of on-demand accessible taxicabs required in the community, and identify progress made meeting on-demand accessible taxicabs.

Status

Ongoing

Legislated Compliance Date

January 1, 2013

Part IV.1 – Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

Sections 80.1 to 80.38

IASR Requirement

- a) Sections 80.1 to 80.38 provide requirements for recreational trails, outdoor play spaces, exterior paths of travel, and accessible parking.

Town of Newmarket Action Plan

- a) The Town of Newmarket requires all Engineering Consultants to comply with these IASR regulations during the design phase of any Engineering projects.

Status

Ongoing

Legislated Compliance Date

January 1, 2016

On-street parking spaces (s.80.39)

IASR Requirement

- a) When constructing or redeveloping existing on-street parking spaces, designated public sector organizations shall consult on the need, location and design of accessible on-street parking spaces with the public and persons with disabilities and with the municipal accessibility advisory committee.

Town of Newmarket Action Plan

- a) The Town of Newmarket will consult with the public and persons with disabilities and with the Newmarket Accessibility Advisory Committee when constructing or redeveloping existing on-street parking spaces.

No on-street parking spaces have been created or redeveloped since this regulation came into effect.

Status

Ongoing

Legislated Compliance Date

January 1, 2016

Sections 80.40 to 80.43

IASR Requirement

- a) Sections 80.41 to 80.43 provide requirements for service counters, fixed queuing guides, and waiting areas.

Town of Newmarket Action Plan

- a) The Town of Newmarket requires compliance with these IASR regulations during the design phase of any Facilities projects.

Status

Ongoing

Legislated Compliance Date

January 1, 2016

Maintenance of accessible elements (s.80.44)

IASR Requirement

- a) In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:
 - a. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.
 - b. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.

Town of Newmarket Action Plan

- a) The Town of Newmarket provides preventative maintenance of accessible elements through routine maintenance and inspections. Inspections will focus on accessible elements covered by the Design of Public Spaces Standard and the Ontario Building Code.
- b) The Town of Newmarket notifies members of the public of any temporary disruptions to accessible elements through email, the Town

website, social media, and the Town Page in the local newspaper. Temporary accommodations are provided where possible in the event of a temporary disruption, whether emergency or preventative, until the disruption has ended. Accommodations during a disruption will vary depending on the nature of the disruption.

Standard Town practice requires all contractors that disrupt services during construction, such as sidewalks, must provide an approved Traffic Management Plan. The plan should include how the contractor proposes to maintain access at all times which includes pedestrian access.

Status

Ongoing

Legislated Compliance Date

January 1, 2016