

## **CITY OF VAUGHAN**

### **EXTRACT FROM COUNCIL MEETING MINUTES OF DECEMBER 15, 2015**

Item 4, Report No. 44, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on December 15, 2015.

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#### **ACCESSIBILITY PLAN 2013-2018**

The Committee of the Whole recommends approval of the recommendation contained in the following report of the Chief Human Resources Officer, dated December 1, 2015:

##### **Recommendation**

The Chief Human Resources Officer recommends:

1. That Council approve the City of Vaughan Accessibility Plan 2013-2018.

##### **Contribution to Sustainability**

This report is consistent with the priorities previously set by Council in the Green Directions, Vaughan, Community Sustainability Environmental Master Plan, Goal 4, and Objective 4.1:

- To foster a City with strong social cohesion, an engaging arts scene, and a clear sense of its culture and heritage.

##### **Economic Impact**

There is an economic impact in regard to implementing the City's Accessibility Plan. The annual budget process includes capital projects submitted by departments which incorporate funding for initiatives to meet accessibility requirements. For day-to-day operations, departments seek to meet accessibility requirements within their operating budgets. As the Accessibility Plan continues to be implemented, future operating or capital funding requests will be assessed and brought forward if needed.

##### **Communications Plan**

In consultation with the Office of Corporate Communications, the Accessibility Plan 2013-2018 will be communicated through the City's external website, and the City's e-Newsletter, City Update.

##### **Purpose**

The purpose of this report is to seek Council approval of the Accessibility Plan 2013-2018.

##### **Background - Analysis and Options**

Accessibility is a priority in the City's strategic plan "Vaughan Vision 2020." The City of Vaughan is dedicated to being an accessible and inclusive City not because it is the law, but more importantly it is the right thing to do and is good for business. Accessibility benefits all Vaughan residents and visitors.

The City of Vaughan provides a number of programs and services for people with disabilities and regularly identifies and creates new opportunities to reflect the diverse and growing program needs of the community. Opportunities for persons with disabilities are vast and include the creative arts, health and wellness, life and social skills, performing arts, sports and leadership programs.

## CITY OF VAUGHAN

### **EXTRACT FROM COUNCIL MEETING MINUTES OF DECEMBER 15, 2015**

#### Item 4, CW Report No. 44 – Page 2

The City's Accessibility Plan 2013-2018 outlines corporate and departmental objectives and achievements related to addressing accessibility issues and services at a corporate level.

Highlights of the Accessibility Plan 2013-2018 include the following:

- The City of Vaughan hired a full time Accessibility and Diversity Coordinator responsible for leading the advancement of accessibility and workplace diversity in the City of Vaughan.
- The City of Vaughan is compliant with all of the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) employment standard.
- Staff has facilitated the establishment of on demand accessible taxis at the meter rate.
- The City of Vaughan is launching Essential Accessibility. Essential Accessibility is software that will enhance the accessibility of the internal and external City websites. Features of the software include on-screen keyboard, audio playback and radar mouse, etc. Other accessibility features being added to the City's websites include color contrast and large text options.
- Vaughan Public Libraries are providing books and other materials in accessible formats.
- The Facilities Maintenance Services Department will be conducting an accessibility audit of frequently used City facilities.
- The Economic Development and Culture Services Department installed the Innovative Path System (IPS). The IPS is a way-finding technology that informs people with visual challenges where they are in a building through Bluetooth device and electronic cane. The IPS is installed at Vaughan City Hall.
- The Parks Development Department Installed accessible swings and wood carpet surfacing at Maple Community Centre and improvements to accessibility were completed at Mario Plastina Park.
- The Office of Corporate Communications is designing a plain-language style guide with input from department representatives and the Internal Communications Committee.
- The Public Works Portfolio is incorporating directional lines in sidewalks at intersections for people with visual challenges.
- The Recreation Services Department is developing two pilot multi-sensory outdoor educational programs for children and youth with disabilities.

The barriers persons with disabilities face are more prevalent as a result of the environment in which they live in, rather than their impairment. Obstacles to participation stem more from the environment in which people live than from within the individual's perception of their abilities. These barriers can be prevented, reduced or eliminated.

The inclusivity of citizens with disabilities is a corporate-wide vision shared by Vaughan Council and staff as identified in Vaughan's corporate strategic plan. The City plays an important role in ensuring access for residents with disabilities and through the Vaughan Accessibility Advisory Committee (VAAC). The role of the VAAC is to advise Council to support the City's work in identifying and removing barriers to lay the foundation for a barrier-free, inclusive community.

## **CITY OF VAUGHAN**

### **EXTRACT FROM COUNCIL MEETING MINUTES OF DECEMBER 15, 2015**

#### **Item 4, CW Report No. 44 – Page 3**

The VAAC approved the Accessibility Plan 2013-2018 at its meeting on September 29, 2015.

Some of the highlights of the initiatives supported by the VAAC are the following:

- Contributed to the content of the multi-year accessibility plan and endorsed its approval;
- Assisted with the City's compliance of the AODA Integrated Accessibility Standards Regulation;
- Assisted in the planning of events for National Access Awareness Week;
- Provided valuable input that reflects the diverse needs of our citizens;

#### **Relationship to Term of Council Strategy Map (2014-2018)**

This report supports the Vaughan Vision 2020 initiatives of Service Excellence, specifically to support and promote arts, culture, heritage and sports in the community and continue to ensure the safety and well-being of citizens.

#### **Regional Implications**

There are no regional implications.

#### **Conclusion**

The City of Vaughan is dedicated to being an accessible and inclusive City not because it is the law, but more importantly it is the right thing to do and is good for business. Accessibility benefits all Vaughan residents and visitors. The City of Vaughan takes great pride in being a community where people of all ages, backgrounds and abilities can thrive. The City's Accessibility Plan 2013-2018 is a reflection of that commitment and outlines the various activities and initiatives in support of accessibility.

#### **Attachment**

1. Accessibility Plan 2013-2018.

#### **Report prepared by:**

Warren Rupnarain, Accessibility and Diversity Coordinator, ext. 8641

(A copy of the attachments referred to in the foregoing have been forwarded to each Member of Council and a copy thereof is also on file in the office of the City Clerk.)

**ACCESSIBILITY PLAN 2013-2018**

**Recommendation**

The Chief Human Resources Officer recommends:

1. That Council approve the City of Vaughan Accessibility Plan 2013-2018.

**Contribution to Sustainability**

This report is consistent with the priorities previously set by Council in the Green Directions, Vaughan, Community Sustainability Environmental Master Plan, Goal 4, and Objective 4.1:

- To foster a City with strong social cohesion, an engaging arts scene, and a clear sense of its culture and heritage.

**Economic Impact**

There is an economic impact in regard to implementing the City's Accessibility Plan. The annual budget process includes capital projects submitted by departments which incorporate funding for initiatives to meet accessibility requirements. For day-to-day operations, departments seek to meet accessibility requirements within their operating budgets. As the Accessibility Plan continues to be implemented, future operating or capital funding requests will be assessed and brought forward if needed.

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**Background - Analysis and Options**

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The City of Vaughan provides a number of programs and services for people with disabilities and regularly identifies and creates new opportunities to reflect the diverse and growing program needs of the community. Opportunities for persons with disabilities are vast and include the creative arts, health and wellness, life and social skills, performing arts, sports and leadership programs.

The City's Accessibility Plan 2013-2018 outlines corporate and departmental objectives and achievements related to addressing accessibility issues and services at a corporate level.

Highlights of the Accessibility Plan 2013-2018 include the following:

- The City of Vaughan hired a full time Accessibility and Diversity Coordinator responsible for leading the advancement of accessibility and workplace diversity in the City of Vaughan.

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The VAAC approved the Accessibility Plan 2013-2018 at its meeting on September 29, 2015.

Some of the highlights of the initiatives supported by the VAAC are the following:

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- Assisted with the City's compliance of the AODA Integrated Accessibility Standards Regulation;
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#### **Regional Implications**

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#### **Conclusion**

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#### **Attachment**

1. Accessibility Plan 2013-2018.

#### **Report prepared by:**

Warren Rupnarain, Accessibility and Diversity Coordinator, ext. 8641

Respectfully submitted,

Demetre Rigakos, Chief Human Resources Officer



# ACCESSIBILITY PLAN

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2013 - 2018

**Ontarians with Disabilities Act, 2001 (ODA)**

**Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

*This publication is available in alternative formats upon request*

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## **Message from the Mayor**



**HON. MAURIZIO BEVILACQUA**

**Mayor**

At the City of Vaughan it is our goal to foster a community that is inclusive and respectful. We take pride in the excellent quality of life our residents enjoy, as well as the many opportunities that are available for them to participate in our vibrant community. We truly believe that an enlightened city is an inclusive city, where everyone is equally valued and appreciated.

This multi-year Accessibility Plan demonstrates our commitment to providing the very best in program and service delivery. We understand that regardless of ability levels, everyone has the right to access the many municipal resources that are available. We will continue to offer accessible programs and services, and set the highest standards to support a vibrant and healthy community.

Accessibility planning is an essential part of Vaughan's future and we remain committed to working with our valued partners to identify and remove barriers, and build upon our foundation for a barrier-free community. City-building is a team effort, and by working together, we have an incredible opportunity to shape and define our future to truly make ours a diverse, inclusive and progressive City.

Together, we will move our City forward without leaving anyone behind!



**Michael Di Biase**  
DEPUTY MAYOR &  
REGIONAL COUNCILLOR



**Mario Ferri**  
REGIONAL COUNCILLOR



**Gino Rosati**  
REGIONAL COUNCILLOR



**Marilyn Iafrate**  
COUNCILLOR  
WARD 1



**Tony Carella**  
COUNCILLOR  
WARD 2



**Rosanna  
DeFrancesca**  
COUNCILLOR  
WARD 3



**Sandra Racco**  
COUNCILLOR  
WARD 4



**Alan Shefman**  
COUNCILLOR  
WARD 5

## Message from the City Manager



**Steve Kanellakos**  
City Manager

The City of Vaughan places great emphasis on improving the quality of life for our residents. Delivering high-quality services that foster a vibrant community life that is both inclusive and accessible to everyone is an important priority. We are dedicated to meeting the needs of people with disabilities and to creating a welcoming environment so that all people may have equal access to City programs, goods, services and facilities.

The Accessibility Plan is the City's commitment to meeting the needs of those with disabilities and removing barriers to accessibility. A review of the plan has brought about significant improvements, including the introduction of a multi-year strategy that ensures our corporate policies, standards and procedures continue to meet the requirements of the *Accessibility for Ontarians with Disabilities Act*. The improved plan will keep us on track to enhance opportunities for people with disabilities in Vaughan. The City also now has an Accessibility and Diversity Co-ordinator who is working on new inclusive strategies for the community.

I want to thank City staff, the Technical Advisory Committee and the Vaughan Accessibility Advisory Committee for working diligently to prepare a plan that reflects our commitment to inclusion, integration and service excellence. I encourage anyone who is interested to get involved and attend a committee meeting to learn more about the important work being done.

Together, we will build on this solid foundation and strengthen our commitment to improving accessibility for all.

## **Message from the Vaughan Accessibility Advisory Committee**



**Meenu Sikand**  
**Chair, Vaughan Accessibility Advisory Committee**

On behalf of the Vaughan Accessibility Advisory Committee (VAAC), I would like to say thanks to the City of Vaughan for finally creating the full time position of Accessibility and Diversity Coordinator, to provide much needed staff resources to the VAAC, Council and staff for continued accessibility improvements.

I would like to extend a special thanks to the VAAC, for once again electing me Chair of the committee. It is an honour to chair an extremely passionate volunteer group and I remain extremely committed to fulfill my responsibilities as the Chair of the VAAC.

As a committee, we are working collaboratively and closely with various staff and members of Council to ensure that accessibility issues impacting Vaughan's residents with disabilities and their families remain a Council priority.

One of our key objectives is to ensure that the City of Vaughan becomes a leader in providing inclusive services to its residents and visitors. There is a strong need to develop a comprehensive city wide accessibility strategy using an inclusive lens. This lens will allow us to be proactive in removing and preventing accessibility barriers for all persons with disabilities trying to access our services, facilities or information.

This multi-year accessibility plan outlines the accessibility progress to-date and lists various projects that will lead to creating a barrier-free, inclusive community for all Vaughan residents including those with a disability.

VAAC members were appointed by Council in 2014 for a four year term and have been actively guiding and supporting the City's accessibility efforts by participating

in committee meetings, hosting events such as National Access Awareness Week and disseminating information to the community members. Vaughan City Hall is piloting the Innovative Path System (IPS). The IPS is a way-finding technology that informs people with visual challenges where they are in the building through a Bluetooth device and electronic cane. This initiative has received significant media attention. Congratulations to the Mayor and Council and the City of Vaughan for their leadership and support of bringing this new innovative technology to Vaughan.

The accessibility accomplishments achieved to date are very impressive. It is crucial that accessibility planning remains an essential part of the City's planning for the future. I strongly believe that we can achieve even stronger results by making sure that we include the needs of all disabilities in identifying inclusive solutions to improve city wide accessibility.

We look forward to continuing to work with the City and the Vaughan community in the future to make our City fully inclusive and accessible!

## INTRODUCTION

### BACKGROUND

#### About the Ontarians with Disabilities Act, 2001 (ODA)

In 2001, the Ontario government put into action the ***Ontarians with Disabilities Act, 2001*** (ODA)

The purpose of the **ODA** is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.

The **ODA** requires all Ontario municipalities to:

- *prepare annual accessibility plans in consultation with people with disabilities;*
- *make these plans available to the public.*

Plans identify, remove and prevent barriers to accessibility by reviewing and changing:

- by-laws
- policies
- programs
- practices
- services

#### About the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

In 2005, the Government of Ontario passed the ***Accessibility for Ontarians with Disabilities Act, 2005*** (AODA), applying to both private and public sectors. Its goal is to make Ontario accessible by 2025.

Accessibility standards are being created as part of the AODA. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life.

The standards that need to be developed/ or are in place include:

- customer service
- employment
- information and communications
- transportation
- design of public spaces (buildings and other structures)

The Accessibility Standards for Customer Service was the first standard to become law as a regulation. (Regulation - 429/07)

Vaughan currently has a policy incorporating its accessible customer service standards, developed and approved in 2009.

The next three standards – information and communications, employment, and transportation – have been combined under one regulation, the Integrated Accessibility Standards Regulation – (IASR) #191/11. This is now law and the requirements are being phased in between 2011 and 2025.

An accessibility standard for the built environment (buildings and outdoor spaces) is in draft format, has undergone public consultation and will be included in the IASR once it is approved in final format.

### **Ontario's Integrated Accessibility Standards Regulation - IASR**

The Integrated Accessibility Standards Regulation 191/11 - (IASR) builds on the first standard for accessible customer service and moves us closer to the goal of making the province accessible for everyone by 2025.

The standards contained in the IASR – information and communications, employment and transportation (built environment as well once it is finalized) – should make it easier for more people with disabilities to go about their daily lives.

The IASR also includes a section of general requirements that applies to all four standards.

For more information regarding the *Ontarians with Disabilities Act*, (ODA) and the *Accessibility for Ontarians with Disabilities Act* (AODA), contact:

Accessibility Directorate of Ontario  
Ministry of Community and Social Services  
Suite 601a, 777 Bay Street  
Toronto, ON  
M7A 2J4

Telephone: 1-866-515-2025  
TTY: 416-325-3408  
TTY Toll Free: 1-800-268-7095  
Fax: 416-325-3407

Accessibility Ontario: [www.AccessON.ca](http://www.AccessON.ca)

## **The 2013-2018 Accessibility Plan**

The City's accessibility planning process has been set out in the Vaughan Vision 2020. Accessibility is one of Vaughan's key initiatives, which means it has a high priority in all planning. The City has developed accessibility plans since 2003.

The Vaughan Accessibility Plan was prepared using information submitted by City of Vaughan departments. Information and statistics have also been gathered from the Region of York, Vaughan Accessibility Advisory Committee members, the Accessibility Directorate of Ontario and from organizations who serve people with disabilities (e.g. the Canadian Hearing Society).

The Vaughan Accessibility Plan 2013-2018 highlights the following:

- *corporate achievements in the area of accessibility*
- *strategies, phased in over the next few years, which City of Vaughan departments will undertake to ensure that inclusion for all residents and staff can be realized*
- *an implementation plan update for the Integrated Accessibility Standards Regulation (IASR)*

The City's mission is *Citizens First Through Service Excellence* – for all residents, regardless of ability or disability. Good access to services is integral to realizing the City's mission. For that reason – and because it is the right thing to do – the City continues to work to identify and remove barriers and lay the foundation for a barrier-free, inclusive community.

A copy of Vaughan's Accessibility Plan can be found on the City of Vaughan's website at [www.vaughan.ca](http://www.vaughan.ca). It is available in alternate formats upon request.

## **City of Vaughan –Strategic Plan (Vaughan Vision 2020)**

**Vision:** A City of choice that promotes diversity, innovation and opportunity for all citizens, fostering a vibrant community life that is inclusive, progressive, environmentally responsible and sustainable

**Mission:** Citizens First through Service Excellence

**Values** – Respect, Accountability, Dedication



## DESCRIPTION OF VAUGHAN

Vaughan is now Canada's second fastest growing municipality amongst those with populations greater than 100,000. It has grown from 65,000 people in 1986 to the current population estimate of 320,779 (*Source: York Region, June 30, 2015*)

Vaughan is a multicultural city with the growing communities of Concord, Kleinburg, Maple, Thornhill and Woodbridge. More than 99 languages are spoken within its borders. As it grows, the City knows it needs to understand and meet the needs of persons with disabilities. Estimates indicate that about one in seven persons in Canada will experience a disability during their lives, a number that will increase to one in five by 2035. That represents a significant number in Vaughan (approximately 43,294 currently). It is also a concern in light of an expected population of about 416,600 by 2031.

- Vaughan encompasses the communities of Concord, Woodbridge, Kleinburg, Maple and Thornhill
- 78% of the population is under the age of 55 and median age is 37.9 years, compared to the provincial average of 40.4 years.
- Median household income according to the 2011 Census was \$93,816 compared to the Ontario median household income of \$66,358.

### **A Good Place to do Business and Work**

Like its people, the economy of Vaughan is diverse, providing stability through all economic cycles. Vaughan is also an entrepreneurial community. Small businesses of twenty or less employees account for the majority of all business activity in Vaughan.

Over 10,000 businesses are located in Vaughan, employing over 190,000 people. Manufacturing, construction and wholesale are the largest economic sectors. The most recent York Region Employment Survey figures show the City gained 35,000 jobs between 2009 and 2014 – an average annual employment growth of 4.1%.

It remains critical not to lose sight of the need for accessibility in employment for persons with disabilities.

## A City that Plans: For its entire People



Smart cities plan well ahead. The City of Vaughan is doing just that. Vaughan Tomorrow is a four-year process to create a blue-print for the city's growth. It involves Vaughan Vision 2020, an environmental master plan, a new Official Plan review and functional master plans for transportation, water and waste water, financial planning, employment, parks and recreation and a master fire plan.

In addition, on September 30, 2015 City Council approved new Term of Council Priorities including:

### TERM OF COUNCIL PRIORITIES

- ☐ Improve municipal road network
- ☐ Continue to develop transit, cycling and pedestrian options to get around the City
- ☐ Facilitate the development of the VMC
- ☐ Support the development of the hospital
- ☐ Re-establish the urban tree canopy
- ☐ Invest, renew and manage infrastructure and assets
- ☐ Continue to ensure the safety and well-being of citizens
- ☐ Meet Council tax rate targets (no greater than 3%)
- ☐ Update the Official Plan and supporting studies
- ☐ Attract investment and create jobs
- ☐ Create and manage affordable housing options (secondary suites)
- ☐ Continue to cultivate an environmentally sustainable city
- ☐ Support and promote arts, culture, heritage and sports in the community
- ☐ Continue to advance a culture of excellence in governance
- ☐ Establish a lobbyist registry
- ☐ Enhance civic pride through a consistent city-wide approach to citizen engagement

Accessibility planning is no exception. In addition to its multi-year accessibility plan, Vaughan launched its Accessible Standards for Customer Service Standard policy in 2009. The policy gives substance to the City's commitment to operate with excellence in accessible customer service for all citizens. Accessibility planning is an essential part of Vaughan's future. By planning for a better quality of life for those persons with disabilities, Vaughan is doing the right thing — for all its citizens.

## VAUGHAN ACCESSIBILITY WORKING GROUPS

### VAUGHAN ACCESSIBILITY ADVISORY COMMITTEE (VAAC)

The Vaughan Accessibility Advisory Committee is comprised of both community members and members of Council who work collectively as a team to advocate for persons with disabilities. The Accessibility Advisory Committee assists in the preparation and implementation of an Accessibility Plan, provides guidance and addresses and identifies the needs of the community by the removal and prevention of barriers in the City of Vaughan's by-laws, policies, programs, practices and services.

<b>Vaughan Accessibility Advisory Committee Members</b>
Meenu Sikand, Chair
Bob Santos, Vice-Chair
Sonda Gregor
Albina Zavaglia
Nancy Camilli
Inna Panteleev
Peter Pallotta
Angelo Tocco
Reg McClellan
<b>Members of Council</b> Mayor Maurizio Bevilacqua (ex-officio) Councillor Rosanna DeFrancesca
<b>Staff</b> Kathy Kestides, Manager of Learning and Organizational Development Warren Rupnarain, Accessibility and Diversity Coordinator John Britto, Assistant City Clerk

## THE TECHNICAL ADVISORY COMMITTEE (TAC)

The Technical Advisory Committee (TAC) develops the Accessibility Plan for Council approval. Its members obtain staff input into the development of the plan. It also communicates internally and externally on matters related to accessibility.

Technical Advisory Committee	Department
Mihaela Neagoe	Recreation Services, Community Services
Stephanie Brienza	Access Vaughan, Community Services
Dave Merriman	Facility Maintenance Services, Community Services
Sharon Walker	Fire & Rescue Services
Jack Graziosi	Infrastructure Delivery, Public Works
Zoran Postic	Transportation Services, Parks & Forestry Operations, Public Works
Mark Ranstoller	Parks Operations, Public Works
Melanie Morris Martin Tavares	Parks Development, Planning & Growth Management
Otello Santini	Development Engineering & Infrastructure Planning, Planning & Growth Management
Mark Antoine	Development Planning, Planning & Growth Management
Jennifer Ormston	Office of Corporate Communications
Asad Chughtai	Purchasing Services, Office of the CFO & City Treasurer
Todd Coles	Office of The City Clerk
Kathy Kestides Warren Rupnarain	Office of The Chief Human Resources Officer
Rose Tucci Frank Fazzari	Office of The Chief Information Officer
Sandy Vanderwerff	Vaughan Public Libraries

## Corporate Management Team (CMT)

The role of Corporate Management Team (CMT) is to provide direction to the TAC and along with City of Vaughan Council, establish priorities and determine resource allocation for the development and implementation of the Accessibility Plan initiatives.

The CMT members are as follows:

Corporate Management Team Members	
Steve Kanellakos	City Manager
Mary Reali	Acting Deputy City Manager, Community Services
John MacKenzie	Deputy City Manager, Planning and Growth Management
Paul Jankowski	Deputy City Manager, Public Works
Leah Zilnik	Director, Transformation and Strategy
Gary Williams	Director, Corporate Communications
Tim Simmonds	Chief Corporate Initiatives & Intergovernmental Relations
Laura Mirabella-Siddall	CFO & City Treasurer
Heather Wilson	City Solicitor
Jeffrey Abrams	City Clerk
Demetre Rigakos	Chief Human Resources Officer
Frank DiPalma	Chief Information Officer

## ACCESSIBILITY PLANNING PROCESS

Estimates suggest that about one in seven people in Vaughan have some form of disability. That translates to about 43,294 people in a population of 303,058. To address the particular needs of such a large group of citizens requires Vaughan's accessibility planning to be inclusive, well-structured, professional and transparent.

There is urgency to this planning. It directly affects the quality of life of families, neighbours and fellow citizens. When good planning is well-executed, the result is good for the entire community.

The City's leadership role in achieving full accessibility is critical. A long-range commitment and effective planning send a clear signal to other sectors (e.g. the private and not-for-profit) that accessibility matters. Feedback proves reputation. Vaughan is considered a municipal leader in accessibility. It has worked closely with the Province and has launched dozens of initiatives since accessibility planning began in 2003. The tempo of that planning has increased with the need to develop standards to meet the AODA.

### **A Model of Collaboration**

The planning process takes advantage of a clear structure that engages senior, middle and front-line managers with staff.

A draft plan is developed for review by the Vaughan Accessibility Advisory Committee and final approval by Council. The goal remains the same as it was in 2003: the best accessibility plan for the people of Vaughan. Plans must offer solutions that reflect priority needs, are user-friendly, and help achieve service excellence for all citizens.

### **The Background**

*Ontarians with Disabilities Act, 2001*, Section 11 – Municipal Accessibility Plans states:

## Municipal accessibility plans

11. (1) each year, the council of every municipality shall,
- (a) prepare an accessibility plan; and
  - (b) either,
    - (i) seek advice from the accessibility advisory committee that it establishes or continues under subsection 12 (1), or
    - (ii) consult with persons with disabilities and others, if the council has not established or continued an accessibility advisory committee under subsection 12 (1). 2001, c. 32, s. 11 (1).

## Contents

(2) The accessibility plan shall address the identification, removal and prevention of barriers to persons with disabilities in the municipality's by-laws and in its policies, programs, practices and services. 2001, c. 32, s. 11 (2).

## Same

- (3) The accessibility plan shall include,
- (a) a report on the measures the municipality has taken to identify, remove and prevent barriers to persons with disabilities;
  - (b) the measures in place to ensure that the municipality assesses its proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities;
  - (c) a list of the by-laws, policies, programs, practices and services that the municipality will review in the coming year in order to identify barriers to persons with disabilities;
  - (d) the measures that the municipality intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities; and
  - (e) all other information that the regulations prescribe for the purpose of the plan. 2001, c. 32, s. 11 (3).

## Commitment to Accessibility Planning

The City of Vaughan is committed to:

- *the provision of quality programs and services to all of its citizens;*
- *the identification and removal of physical barriers to existing and new facilities;*
- *the participation of people with disabilities in the development and review of its accessibility plans and initiatives;*
- *supporting the ongoing efforts of the Vaughan Accessibility Advisory Committee; and*

- *implementation of initiatives that continue to make the City of Vaughan an inclusive and accessible municipality where people of all abilities have the chance to fully achieve their potential.*

## **Mandate**

It is the goal of the City of Vaughan to create an accessible community by 2025. The Multi-Year Accessibility Plan and the Accessibility Standards are tools to help the City achieve that goal. The Plan and Standards identify how the City will create a barrier-free community with universal access to its programs, services and facilities.

Every person with a disability should have:

- *access to City services, programs and facilities available to the general public*
- *the rights to dignity, inclusion, privacy and confidentiality*
- *the opportunities to develop life skills through programs and services to meet individual needs and goals; and/or*
- *a forum where they voice concerns or issues as they relate to accessibility*

The collaborative efforts of residents and the City of Vaughan will ensure that full accessibility is achieved and a barrier-free community is developed.

## **Objectives**

The objectives of the Vaughan Accessibility Plan are to:

- respond to the priority needs of persons with disabilities
- outline corporate accomplishments in creating an accessible, barrier-free environment
- outline the City of Vaughan's commitment to accessibility through the development of the Vaughan Accessibility Plan that:
  - *identifies the barriers to accessibility and inclusion as they pertain to various municipal services*
  - *describes suggested improvements each department can make to improve accessibility and inclusion in the services they provide*
  - *identifies the strategies each department will undertake to achieve their goals as outlined for the period covered*
- outline the City of Vaughan's implementation plan for the Integrated Accessibility Standards Regulation (IASR)



- communicate the objectives and accomplishments of the Vaughan Accessibility Advisory Committee
- identify corporate accessible customer service goals and objectives in order to remove barriers to customer service in areas, such as:
  - Operational practices
  - Policies and procedures
  - Communications
  - Training

The Corporate Accessibility Policy has been drafted which outlines how the City achieves or will achieve its accessibility objectives through meeting the requirements referred to in the IASR.

## BARRIER DEFINITIONS

Barrier Type	Barrier Definition	Examples of where to look for barriers for people with disabilities
<b>Architectural Barriers</b>	Building design, areas adjacent to the building, shape of rooms, size of doorways, etc.	Exterior to a building, Cubicles, Interior of a building, Washrooms, Parking areas, Cafeterias, Drop-off zones, Elevators, Hallways, Escalators, Floors, Stairs, Carpets, Stairwells, Lobbies, Closets & Reception areas, Storage areas offices, Lighting, Sidewalks and Traffic Signals
<b>Physical Barriers</b>	Objects, added to the environment: doors, windows, elevators, furniture, workstations, recreational facilities, playgrounds, bathroom hardware, planters, etc.	Buildings: Furniture, Windows, Workstations, Planters, Chairs, Bathroom hardware, Doors, Locks, Doorknobs, Security systems, curbs Recreational facilities: Playgrounds, Picnic areas, Gymnasiums, Tracks (indoors and outdoors), Swimming Pools, Playing fields, Change Rooms, Climbing bars, Theatres, Gymnasium equipment, Auditoria – audience, Toys, Auditoria – stage Transportation: Buses, Water craft (e.g. ferries), Trains, Cars, Aircraft and Van

Barrier Type	Barrier Definition	Examples of where to look for barriers for people with disabilities
<b>Communication Barriers</b>	Difficulties receiving information in person or by telephone; difficulties interacting with receptionists, security staff or other staff, difficulties receiving training	Training, Public announcements, Hand tools manual, Machinery, Hand tools, electric, Carts and dollies
<b>Information Barriers</b>	Inadequate or incomprehensible signage; difficulties reading brochures, forms, manuals, web sites, fax transmissions, equipment labels, computer screens, etc.	Books, Forms, Printed information, Manuals, Web-based resources, Fax transmissions, Signage, Equipment labels, Bulletin boards, Computer screens and Brochures Service Delivery: In person, By e-mail, By telephone, Via the web, By mail
<b>Policy Barriers</b>	Rules, regulations and protocols that prevent you from doing your job as well as possible or from serving the public; or that restrict public; or that restrict public participation	Procurement and purchasing, Promotion, Job postings, By-laws, Hiring, Regulations, Interviewing, Protocols, Testing, Safety and Evacuation and Meetings

Barrier Type	Barrier Definition	Examples of where to look for barriers for people with disabilities
<b>Technological Barriers</b>	Computers, photocopiers, fax machines, telephone, and switches; inadequate or inappropriate assistive technologies; technologies that degrade rather than enhance access for people with disabilities	Computers, Fax machines, Operation Systems, Telephones, Standard software, TTYs, Proprietary software, Photocopiers, Web sites, Appliances, Keyboards, Control panels, Mice, Switches and Printers
<b>Attitudinal Barriers</b>	Discriminatory behaviours	Staff who do not know how to communicate with people with disabilities; staff who are reluctant to provide service

## ACHIEVEMENTS

The following is an outline of the City of Vaughan's achievements in Accessibility to-date:

### **VAUGHAN ACCESSIBILITY ADVISORY COMMITTEE**

- Raised accessibility awareness through community outreach events, participated in the planning and promotion of events during National Access Awareness Week and the International Day of People with Disabilities
- Assisted in the preparation and implementation of the City's multi-year Accessibility Plan
- Provided guidance that identifies and addresses the needs of the community by the removal and prevention of barriers in the City of Vaughan's by-laws, facilities, policies, programs, practices, initiatives and services

### **COMMUNITY SERVICES PORTFOLIO**

#### Access Vaughan

- TextNet installed on all Citizen Service Representative's computers. All staff trained on use of TextNet.
- Ubi-Duo purchased for Access Vaughan Information Desk to allow for communication between deaf or hard of hearing patrons in a face to face environment.
- Electronic, height-adjustable work stations are being rolled in each year to allow for increased mobility for staff.

#### Facilities Maintenance Services

- Addressed architectural barriers by Incorporating Accessibility Standards well beyond those that are in the current building code through consultation with the City of London, which at the time was one of the leaders in Municipal Accessibility, as well as researching other international accessibility standards for the construction of the new Civic Centre.
- Addressed architectural barriers by installing an additional hand railing

beside the sloped ramp at Garnet A. Williams Community Centre lobby to pool/fitness/meeting rooms level.

- Addressed physical barriers by installing open button doors or sliding doors, ramps for wheelchair access and handrails installed to entrances in major community centres, pools, public washrooms and libraries.
- Addressed architectural barriers by installing a new larger dependable lift at Al Palladini Community Centre.
- Addressed architectural and physical barriers at Kleinburg Library by redesigning and implementing the installation of a new entrance, installing a lift and installing accessible washrooms.
- Addressed architectural barriers by removing the rough flagstone flooring at Garnet A. Williams Community Centre and replacing it with smoother ceramic tile. Removed large planters and bench combinations for straighter pathways.
- Audited fire alarm systems at community centres to determine system capabilities.
- Accessibility awareness training completed by all Facilities and Maintenance Services staff.
- Counter improvements completed at GAWCC, Maple CC, and Al Palladini CC to allow for accessibility for public service at the front counters.
- A major project was completed at Al Palladini to assist the deaf, deafened and hard of hearing in 2012 to improve public safety for the deaf, deafened and hard of hearing.
- Removed cupboards in the arena dressing rooms to allow the sinks to be wheelchair accessible at Al Palladini C.C.
- Funds allocated in the capital budget to help remove the exterior physical barriers such as uneven concrete on walkways, curbs, ramps and driveways.
- New City Hall was built with accessibility standards in mind. For example washrooms with power operated doors, automatic flush toilets and sensor taps, sensor hand dryers. Entrances are wheelchair accessible at both ends.
- Preliminary audits have been completed in past years to identify opportunities to eliminate barriers in the facilities. Working in partnership with the Accessibility & Diversity Coordinator, Facilities Maintenance Services will have an extensive audit of buildings completed in 2015. This audit will identify current conditions, make recommendations for improving standards and provide direction moving forward.

- Automatic door openers are installed on many of the doors in the facilities. These control mechanisms allow relatively easy access to areas in the buildings. The existing inventory is serviced regularly to ensure consistent operation and other doors not yet equipped have been identified and will have installations completed in 2015.
- Touch free fixtures specifically in washrooms have been increased. Recent renovations are nearing completion at Father Ermanno Bulfon Community Centre have improved accessibility with extensive use of automatic flush toilets, touch free faucets in the new change rooms and washroom areas.
- Where an opportunity exists through new builds, expansion or renovations the Department ensures the design improves accessibility. The expansion at FEBCC presented an opportunity and a new, large accessible washroom was incorporated into the new expansion. This washroom greatly reduces the physical barriers and is located in the new seniors area.
- Facilities Maintenance Services will continue to evaluate alarms systems in the inventory and explore opportunities to make improvements through use of visual type alarms as well as audio. Many of the buildings currently have this duo type system.
- The service counters specifically in the community centres are usually the hubs of the facilities. These counters are where patrons go for assistance. Counters at Al Palladini CC were recently renovated and lowered in size to improve accessibility. Other counters are being assessed to determine opportunities to make similar improvements.
- The use of tactile strips or materials is increasing in buildings. This material is commonly used at areas where surface levels transition or change. Facilities Maintenance Services teamed with the Economic Development and Culture Services Department and the Accessibility & Diversity Coordinator to pilot a unique program in May 2015. The Innovative Path System (IPS) is a collaborative effort with the Italian Union for Blind and Visually Impaired People and will have a special pathway installed at Vaughan City Hall which uses a specially designed cane to guide individuals.
- Signage has been and will continue to be evaluated and improved. Areas that the Department have identified for improvement include the upgrading of existing signage with larger, colour contrasting signs specifically designed to visually improve the sign and also increase the durability.
- Accessible parking is being assessed to ensure appropriate spaces are allocated and that where possible the existing spots are improved.

## Fire and Rescue Services

- The VFRS continues to participate in many City of Vaughan functions, delivering fire safety messages to the community.
- Hand out of age appropriate items that have safety messaging on them such as senior's safety cards and senior's safety calendar through B.A.S.S.I.C.
- Conducted A Seniors Safety Symposium .
- Alarm for Life campaign. VFRS crews visit neighbourhoods to ensure working smoke alarms and Carbon monoxide detectors are present and in operating condition in every home.
- Remembering When program for seniors on cooking safety, medication and falls prevention.
- Delivered Fire Safety Messaging for Libraries.
- After the Heat Program.
- Fire Safety education for High School students.
- Fire Safety education for adults and students with disabilities and special needs.
- Vulnerable occupancy inspections and drills to meet evacuation standards.
- Worked with Canadian Hearing Society to assist and educate clients on the location and type of smoke alarms that should be installed in homes.
- Produced public safety videos in closed captioned format

## Emergency Planning Program

- In partnership with the Region, emergency preparedness for people with disabilities and special needs information has been incorporated into the new Region wide-emergency preparedness guide book.
- An electronic version of the above guide is posted on the City's website and Vaughan on Line. All public awareness documents posted on the VOL website are in PDF accessible format.
- The City uses the following media sources to issue information in an



emergency: Radio, Television, door to door notification, and loud speaker, messages on auto attendant, website, twitter, face book, newspapers and mobile signs.

- Emergency shelter plans are completed for all Community Centres that identify space for people with disabilities and special needs, shelter signage in written and pictograms.
- The program coordinates with York Region Community and Health Services and Community Care Access Centre to identify and render assistance to vulnerable residents during and emergency.
- Program has a generic email address for citizens to make inquiries at [PrepE@vaughan.ca](mailto:PrepE@vaughan.ca)
- PrepE Facebook page developed that includes information on emergency preparedness for people with disabilities and special needs.
- PrepE Twitter account established.

### Recreation Services

- Addressed *information and communication* barriers by redesigning and rebranding all departmental brochures produced have a consistent look, increased font size, improved colour contrast and language translation (where needed).
- Addressed *information and communication* barriers through the development of new supplementary special needs program brochures (bi-annual) that feature programming, inclusion support, special events and resources for person with disabilities
- Addressed *information and communication* barriers by incorporating and implementing standards for departmental printed materials and other communication vehicles including the website:
  - The implementation of simple symbols/icons to represent programming areas (i.e. Swimming, skating)
  - Larger font size for older adult and special needs sections of the recreation guide
  - Improved search functionality within the digital online version of the recreation guide (eguide)
  - Feature the free language line translations service in the

recreation guide (online)

- PDF formats of all publications online; departmental forms are in PDF format with typewriter-enabled functionality
  - Incorporate more images that reflect inclusion into publications, displays and online
  - Post all major service disruptions on site as well as online
- 
- Addressed *physical barriers* by partnering with shoppers home health care and supplied all the community centres with wheelchairs
  - Addressed *access barriers* by establishing accessibility guidelines for departmental public events such as:
    - Accessible event checklist
    - Accessible event definitions
    - Sample template of accessible event notice.
  - Addressed *physical barriers* by creating a toolkit for support workers to enable persons with disabilities to access active opportunities in the community
  - Addressed *informational/communication barriers* by developing a resource manual for staff on how to create accessible documents
  - Addressed *access/attitudinal barrier* by hosting annual public events with focus groups in order to better address the community needs for persons with disabilities

## **PLANNING & GROWTH MANAGEMENT PORTFOLIO**

### Building Standards

- Addressed physical barriers by reviewing the construction plans to the new Civic Centre in order to meet accessibility standards.
- Addressed architectural, physical barriers to the actual Civic Centre by finding interim solutions.
- Staff are members of the “Accessible Built Environment Standards” committee.
- Staff undertook Accessibility for Customer Service Training (2009).
- Addressed front counter issues by adding barrier-free seating and removing obstructions from lower-section of counter space.
- Streetscape master plans need to be designed in a manner which is accessible and safe and conform to the Accessibility Ontarians with Disability Act (AODA). The Concord West Streetscape Plan (in progress) and the Centre Street Plan (in progress) both include Unilock CNIB- approved tactile grooved concrete pavers at intersection ramps along Regional Road 7, matching the proposed VivaNext standard. Sidewalks in both streetscape plans are minimum 2.0m wide.

### Development Planning

- Accessibility is being included in the judging criteria for the 2012 Urban Design Awards as follows: “Accessibility: The degree of integration for barrier-free accessibility which demonstrates a regard for the Accessibility Ontarians with Disability Act (AODA).”
- Universal accessibility and inclusivity for residents, workers and visitors to Vaughan is a key policy to addressing land use planning challenges and managing future growth in the Vaughan Official Plan, 2010.
- Addressed accessibility matters related to the Site Plan Review process through the creation and implementation of the Site Plan Accessibility Impacts Checklist. The Site Plan Accessibility Impacts Checklist will be updated regularly in light of any changes to the AODA (2005), Ontario Building Code (Section 3.8), and/or City Official Plan and Zoning By-law provisions.

## Parks Development

- Delivered six new neighbourhood parks in 2014 including, Pioneer, Heritage, Millrace, Spring Blossom, Forestview and Village Green Park. These parks are innovative, high quality neighbourhood parks that provide significant opportunities for inclusiveness through numerous accessible park amenities and park features including use of barrier free Universal Accessible Design Principals. These include numerous seating opportunities at all sites, games tables with only 3 fixed seats, accessible swings, depressed concrete curbs or ramps, and playground ramps and/or transfer stations. Several other new neighbourhood parks and park improvement projects are planned for 2015.
- Early in 2014 Parks development Staff assisted with ice storm clean up to restore safe and accessible use of walkways and streets in Vaughan
- Continued implementation of the new standard for accessible playground safety surfacing (wood carpet engineered mulch) in all new and significant retrofits of playground precincts within the City of Vaughan.
- In 2013 successfully converted 4 playgrounds to accommodate accessible swings including concrete ramps and wood carpet surfaces.
- Installed accessible swings and wood carpet surfacing at Maple Community Centre Fall of 2014, and improvements to accessibility were completed at Mario Plastina Park.
- Currently in the tender stage for 5 parks receiving new and improved playgrounds including accessible features, concrete ramps and wood carpet surfaces. Construction to be completed in 2015. In planning stage for an additional large scale playground update at York Hill District Park.
- Concord Thornhill Regional Park Artificial Turf Soccer field was converted from turf to artificial in 2013, making it an accessible.
- All department staff have received Accessibility training.
- Continue to design parks using barrier free Universal Accessibility Design Principals to allow for access and movement in park sites including consideration to slopes and path widths.
- Continue to strive for accessible trail design and trail layout options that allow access by all users wherever possible.
- Working towards 2015 installation of trail signage on the Bartley Smith Greenway Trail system and coordinating with Parks Operations on a signage component to address occasional flood conditions within open space areas.

- Comment on development applications to ensure the provision of safe and accessible parks, trails and opens space throughout the City.
- Notices for public open houses are well advertised through mail out, mobile signs, Parks Development website, City page and often through the local Councillor's office. PDF's on City website are in accessible format.
- Facility and trail closures are advertised on City Page and City website, and signed on site to help educate about barriers and disruptions of normal use.
- Upcoming design of District and Regional Parks will be undertaken with accessibility as a forefront requirement and will be applied in areas including playgrounds, active facilities, path of travel, washrooms, and parking, etc.
- Implemented a procedure to notify senior management, Members of Council, Access Vaughan and Departmental Clerical staff of snow blockage disruptions.
- Partnered with Community Services Directors to Implement a Departmental Inclement Weather Procedure for closure of Community Centers.
- Provided handicap portable washrooms service for special events.
- Provide an extensive sidewalk inspection program to address damaged sidewalks in Parks.
- Communicate Flooding issues in Parks by installing Flood warning signs.

## **PUBLIC WORKS PORTFOLIO**

- The City's Transportation Master Plan (TMP) contains new principle to provide accessible transportation for everyone; approved October 2011.
- The City is incorporating more sidewalks to improve accessibility, connectivity and support transit use.
- Updated Design Criteria and Standard Drawings (Design Standards) to be completed in 2013. The TMP Study involved a review of the Design Standards for roadways to provide more opportunities for all road users and make Vaughan neighbourhoods pedestrian and bicycle friendly.
- Customer Service Management System (CSMS) implementation. Ongoing monitoring of customer inquiries to enhance continuous improvement.
- Identification of barrier free access to some buildings; on-going site plan

review.

- Confirmation of a suitable gutter height at curb depressions that will allow easy access from street to sidewalks without causing a barrier for motorized scooters and without causing early deterioration of the concrete.
- Street lighting improvements and installation via a 5-year program to upgrade the street lighting in the old sections of the City.
- Public Works staff received Awareness Training Fall of 2009. Refresher training and training for new staff is ongoing.
- Mobility/physical barriers have been addressed. Maintenance of the program continues as follows:
  - Repairing/replacing sidewalks (5,263 linear metres of sidewalk replaced and 5,338 joint deflections were cut.)
  - Continuing to provide a residential driveway windrow clearing program
  - Repairing potholes in accordance with Ministry regulations
- Respiratory barriers have been addressed and continue to be addressed by:
  - Providing regular street sweeping and flushing programs
  - Purchasing and using regenerative air type street sweepers (dustless streetsweepers) which facilitate in the lowering/elimination of particulate matter in the environment
  - Applying dust suppressants to rural gravel roads, as required, to help people with allergies.
- Communicate severe flooding issues by placing information on our website
- Implemented phase one of a GPS tracking program designed to allow instant communication of the status of snow clearing operations

## **OFFICE OF CORPORATE COMMUNICATIONS**

- “Accessibility” is a key message used in speeches and briefing notes.
- A dedicated website section on accessibility has been created.
- The use of HTML coding (readable) on all new City web pages and the use of readable PDF files formats allows information to be read by online audio programs.
- Expanded use of video clips on the corporate website as an alternative communications vehicle to the printed word.

## **OFFICE OF THE CFO & CITY TREASURER**

- Customer service standards training completed by all staff members and contractors accessibility training is incorporated in standard bid templates starting January 1, 2010.
- Bid results can be viewed online or by a voice message through the purchasing telephone message centre.
- As per new clause in our bids, “Contractors and their staff who interact with the public on behalf of the Corporation of the City of Vaughan shall be required to be appropriately trained on “Accessibility Standards for Customer Service”.
- When procuring goods, services and construction, the city of Vaughan will incorporate accessibility criteria and features. Where applicable, procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria.

## **OFFICE OF THE CITY CLERK**

- Addressed hearing barriers by providing assistive listening devices and sign language services upon request for the Vaughan Accessibility Advisory Committee/Council meetings, in office meetings and public events civil marriage ceremonies, and in the Council Chambers and Committee Room
- Addressed barriers by providing accessible voting equipment for the advance voting; provided magnification sheets at all voting locations and pads of paper for communications

- Addressed barriers by ensuring that all voting locations are accessible
- Council, Committee, Committee of Adjustment, Election and City Archives documents are posted on the Internet in an accessible electronic format.
- Dual height accessible podium in the Council Chambers
- Taxi cab drivers' training includes sensitivity and AODA training

## **OFFICE OF THE CHIEF HUMAN RESOURCES OFFICER**

- Hired a full time Accessibility and Diversity Coordinator responsible for leading the advancement of accessibility and workplace diversity in the City of Vaughan
- Reviewed new standards and determined gaps with existing HR related programs/procedures and revised all programs and procedures accordingly.
- Reviewed new employment standards and presented information on standard and existing City programs and procedures to Accessibility Advisory Committee.
- Worked with Accessibility Advisory Committee to gather input as to how best to meet the new standards and how to improve existing programs/procedures.
- Provided accommodation to a significant number of staff and candidates who required accommodation for recruitment and employment purposes.
- Documented individualized accommodation plans; written processes in place for the development of individualized accommodation plans.
- Addressed Emergency Notification requirement by developing form to gather required information and work with employee, supervisor and fire warden to ensure appropriate emergency plans are implemented.
- Revised the terms of reference for the Vaughan Accessibility Advisory Committee and coordinated meetings to enhance the role the committee plays



in improving accessibility for Vaughan residents.

## **OFFICE OF THE CHIEF INFORMATION OFFICER**

- Added enhanced accessibility features to the internal intranet (3 A's for font size, colour contrast controls ) – August, 2015.
- Acquired “eSSENTIAL Accessibility” assistive technology software and added it to the internal intranet – August, 2015.
- Acquired “SiteImprove” web governance services which includes an accessibility audit module to review compliance to the W3C guidelines WCAG 2.0 level AA – June, 2015.
- Completed a 3<sup>rd</sup> party accessibility audit by “Accessibil – It” on the public website to review compliance to the W3C guidelines WCAG 2.0 level AA – April, 2013.
- Implemented PDF accessible files on the Corporate internet – Q4, 2012.
- Implemented PDF accessible files for intranet – 2010.
- Training of Information and Technology Management staff on Vaughan’s Customer Service Standard for Accessibility.
- Participation in the development of the Customer Service Standard for Accessibility (e.g. alternate formats, feedback mechanisms).
- Supported the Finance department by installing touch screen technology so that people with physical difficulties can access property assessment information.
- Addressed technological barriers by retrofitting computer screens, computer mice for City employees.

## **VAUGHAN PUBLIC LIBRARIES**

- Completed renovations to the Dufferin Clark and Ansley Grove libraries that included the provision for an AODA compliant service desk.
- Initiated renovation of Woodbridge library that included the provision for an AODA compliant service desk.
- Built and opened new Pleasant Ridge library that incorporates current AODA standards.
- Initiated renovation of Kleinburg library that includes new door and exterior pathway that will improve access to lower level of library for those with mobility issues.
- Provides each library with magnified bookmarks that assist visually impaired persons to be able to more easily read regular text materials.
- Improved access to information – collection development: talking books, descriptive videos, closed captioned videos, high interest books, and low vocabulary books; account information available in person, over the telephone and online; notification about hold pick up, overdues and renewals via telephone or email notification.
- Homebound services available for customers who cannot visit library and service animals and support persons welcome at all locations.
- Completed renovation of two small, original washrooms into one large handicap accessible washroom with parent and child needs for the Woodbridge Library.
- Completed purchase, implementation and training of staff for assistive technologies, including adaptive hardware and software such as text enlarging workstations, voice activated information retrieval, synthetic speech access, and telecommunication devices for persons with visual, hearing and/or learning impairments.
- Initiated renovation of Dufferin Clark library that includes the provision for an AODA compliant service desk.
- Initiated renovation of Woodbridge library that includes the provision for an AODA compliant service desk.
- Provided each library with magnified bookmarks that assist visually impaired persons to be able to more easily read regular text materials.

- Improved access to information – collection development: talking books, descriptive videos, closed captioned videos, high interest books, and low vocabulary books; account information available in person, over the telephone and online; notification about hold pick up, overdues and renewals via telephone or email notification.
- Homebound services available for customers who cannot visit library and service animals and support persons welcome at all locations

## ACCESSIBILITY PLANS

### COMMUNITY SERVICES PORTFOLIO

The Community Services Portfolio consists of Access Vaughan, By-Law and Compliance, Licensing and Permit Services, Facility Maintenance Services, Fire and Rescue Services and Recreation Services.

#### Access Vaughan

Access Vaughan is a front-line contact centre offering Vaughan citizens access to information and referral through telephone and an information desk.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
No priority ranking for customers who call back if they are disconnected or if they hang up after they have been placed on hold for too long by another department	Technological	Install priority ranking program or determine an appropriate time for the correct person to contact the customer	Improve the ability of customers with disabilities to have inquiries and problems successfully dealt with Improved customer service and satisfaction	Develop procedures for staff awareness training. Staff may record information and time that appropriate staff person can return the customer's call. TextNet contact has been set as a priority. Investigate opportunity with IT to implement top of the queue function	Completed - all staff trained on disability awareness

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
No TTY or TextNet for customers who are deaf or hard of hearing	Technological	Install TextNet for real-time texting communication	Fast and effective communication with customers who are deaf or hard of hearing and who have access to electronic texting devices such as TTY and internet	Consider installing TextNet or another real-time electronic communication system that is accessible to staff, and the public	Complete All staff in Access Vaughan have been trained.
Residents who do not speak fluent English.	Communication	Provide a service that allows the resident to interact in their language.	Proper/correct information exchange between the resident and the CSR using Language Line interpreting services	Access Vaughan staff can contact Language Line services during operating hours in order to access over 150 different languages to better serve callers and/or patrons at the Information Desk.	All staff in Access Vaughan have been trained.
Fax machine and boxes are in the path of travel making it difficult for a person with a walker, wheelchair or poor vision to maneuver	Physical	Ensure a continuous, obstacle free path of travel at least 3'-6" (1067mm) wide*	Improve maneuverability for persons with mobility or visual disabilities or assistive devices	Address issue if needed. Move items if needed	As required
Copier does not have adjacent shelf or table space to place items for copying	Physical	Relocate copier or other furniture to create space for a small shelf / table to be placed adjacent to copier	Staff can more quickly and independently organize materials and use equipment	Relocate copier if required	As required
Photo copier/ printer is too high	Physical Technological	Review accessibility	Improve the ability of staff with	Develop procedures for staff awareness	As required

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
to access the paper feed and to see the controls for persons in wheelchairs		features of manufactured products prior to purchasing  Controls and paper feed should not exceed 34" (863mm) high*	physical disabilities to use equipment independently	training of when and how to offer assistance. Replace copier if needed  When replacing the existing copier, consider accessibility features	
Handle on staff locker is awkward to operate	Physical	Install locker with easy to open doors with lever or d shaped handles	Easy and independent access for persons with various physical disabilities	Develop procedures for staff awareness training	Individual lockers in city hall are part of the new desk set-up but do not have any levers or handles. Adjust as required.
Top shelf in locker is too high for persons in wheelchairs or person of short stature to reach	Physical	Install locker with storage units below	Increase reachable and useable storage space	Develop procedures for staff awareness training	Each station has an individual locker area with a shelf. Adjust as required.
Desktops are not height adjustable	Physical	Replace with height adjustable desks	Increase the ability of staff to work comfortably for longer periods of time	Replace with adjustable desktops if required by staff. Capital budget submitted for year 2013 to install electronic height adjustable work stations.	Desktop height is not adjustable with new stations and appropriate keyboard trays for stand/sit have not yet been installed. 2013 capital budget

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Narrow pathways and shortage of storage space create areas where some filing cabinets cannot be reached by persons in wheelchairs or other assistive devices	Physical	Provide storage elsewhere, remove excess items	Improve the ability to reach required materials and supplies and improve maneuverability space and safety	Develop procedures for staff awareness training	Complete
Office telephones have small key pads with poor colour contrast leaving numbers difficult to distinguish	Technological	Replace with telephones with larger key pads in contrasting colours	Improve speed and accuracy using telephones for staff with low vision	Replace if required by staff	As required
Telephones are not equipped with auditory caller id for persons with low vision	Technological	Include telephones with this feature as staff requires them	Staff with visual limitations will be able to operate telephones more effectively	Replace if required by staff	As required
Office computers lack accessibility features	Technological	Reasonable accommodation will be made for staff if required	Staff will be able to deal with assigned duties	Replace if required by staff	As required
Fire extinguisher is beyond reach of persons of low stature and persons in wheelchairs	Physical	Lower fire extinguishers so that persons in wheelchairs can safely reach them approx. 3'10" (1168mm)* from floor	Improved ability of staff to reach and operate emergency devices	Lower fire extinguisher	No fire extinguisher in Access Vaughan department.

## **FIRE AND RESCUE SERVICES**

The Vaughan Fire and Rescue Service (VFRS) are committed to enhancing the quality of life of the citizens of Vaughan. The “protection of lives and property” is a generalized statement that encompasses several specialized services provided by the Vaughan Fire and Rescue Service. A goal of the VFRS – to stop fires before they start – is a commitment to our community. Businesses in Vaughan can rely on the Fire Prevention Division to seek their compliance and help them develop a comprehensive fire safety program and to assist in all matters pertaining to the Fire Code.

Fire Safety Education Programs include lectures, practical demonstrations and special projects. The educational programs not only address the business community, they reach out into schools and community organizations.

The 320 men and women of the VFRS work in unison from nine fire stations to ensure our citizens receive emergency services quickly and efficiently. The VFRS prides itself on serving our community in a professional and courteous manner. The Operations Division (formerly Fire Suppression) is prepared to meet the ever changing needs of our community. In addition to fire suppression services, we provide such specialized services as technical rescue, medical assistance including defibrillation, auto extrication and response to hazardous materials emergencies.

The VFRS is committed to each and every citizen so the quality of their lives, through service, is enriched.

<b>Accessibility Barrier</b>	<b>Barrier Type</b>	<b>Suggested Improvements</b>	<b>Expected Benefits / Success Indicators</b>	<b>Strategy for Completion</b>	<b>Completion Date</b>
Information/ Communication to public	Informational	Public/ Education Meetings		Reference in public notices, to special assistance available for members of the public including a TTY reference number  Use of accessible locations that address items of great public interest late in the day or in the evening, to	Ongoing



Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
				accommodate work or travel schedules	
Practice/policy	Attitudinal	Increase Communication Information	Increased awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training	<p>Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities</p> <p>Fire recruits will receive training on human rights and workplace harassment policies</p> <p>New employees/management staff receives orientation to corporate human rights policies and disability awareness sensitivity training</p>	Ongoing
Customer feedback	Policy/practice	Informational, Physical, Technological, Communicational	<p>Increased awareness of fire safety for persons with disabilities</p> <p>Continuous incorporation of practices in development of all new products</p>	<p>Increased use of e-mail notice lists where possible, using a communication tool that is immediate and enables the division to reach more people at low cost</p> <p>This is also a more accessible form of communication for some people with disabilities</p>	Ongoing
Communication Technology	Technological,	Accessible information on the	Increased awareness of fire	Implementation of a web site providing an e-	Ongoing

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
	Communicational	website	safety for persons with disabilities	mail address for the public to submit complaints or questions  Creation of an information pamphlet that is handed out	
Update the Fire Safety Plan	Practice	Review of Fire Safety plan city wide	Assurance of implementation of evacuation procedures	Development of standard procedure to evacuation of endangered citizens. Co-operative initiative by the Facility and Maintenance and Health and Safety Departments	Ongoing

## **FIRE AND RESCUE SERVICES – EMERGENCY PLANNING**

The Emergency Planning Program is responsible for developing, implementing, maintaining, and evaluating plans, procedures, programs and strategies to prevent, mitigate, prepare for, respond to and recover from natural, technological and human-caused emergencies that can affect the municipality.

The program is responsible for maintaining the mandatory elements of an emergency management program in accordance with the Emergency Management and Civil Protection Act. These elements include public education and awareness, emergency plans and procedures, staff training, exercises, emergency information, community risk analysis and identification of critical infrastructure. The program is also responsible for coordinating with all business units to develop, implement, maintain and evaluate Business Continuity Plans.

<b>Accessibility Barrier</b>	<b>Barrier Type</b>	<b>Suggested Improvements</b>	<b>Expected Benefits / Success Indicators</b>	<b>Strategy for Completion</b>	<b>Completion Date</b>
Information/ communication To public non-emergency	Informational	Public education and print materials	Persons with disabilities make preparations and plans to manage during an emergency situation	<p>Distribution of provincial emergency preparedness guide for people with disabilities and special needs at community events and city buildings</p> <p>Development of a public education presentation on emergency preparedness for people with disabilities and special needs.</p> <p>Review in house developed literature on emergency preparedness and revise to meet accessibility standards.</p>	<p>Ongoing</p> <p>Completed</p> <p>Ongoing</p>

<b>Accessibility Barrier</b>	<b>Barrier Type</b>	<b>Suggested Improvements</b>	<b>Expected Benefits / Success Indicators</b>	<b>Strategy for Completion</b>	<b>Completion Date</b>
Information/ communication To public during an emergency	Informational, technology	Accessible information on website through media outlets, telecommunications and print	Situational awareness of the emergency and actions to take for persons with disabilities to ensure their safety	Utilize multiple communications sources to convey emergency messages. (component of crisis communications plan)	Ongoing
Plans/practices at emergency shelters	Physical	Develop emergency shelter plans that include provisions for persons with disabilities and special needs	Persons with disabilities are accommodated in emergency shelters	Develop emergency shelter plans and procedures, including designated space for persons with disabilities and special needs for each community centre identified as an emergency shelter	Completed
Communication technology	Technological, communication- al	Accessible information on the website	Increased awareness of emergency preparedness for persons with disabilities	Implementation of a web site providing an e-mail address for the public to submit questions	Ongoing

## Recreation Services

The Recreation Services Department offers recreational programs to the residents of Vaughan through a team of staff, volunteers, and community partners as outlined in the seasonal Community Services guide to Recreation and Parks.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Awareness of accessibility issues.	Attitudinal/ Informational	Host and promote events that raise awareness in the community for persons with disabilities	Increase community and staff awareness and knowledge	Continue to promote and celebrate national access awareness week and international day of persons with disabilities and other events in Vaughan.	Continuous annual audit.
Equipment and instruction in programs for people with disabilities.	Physical/ Access/ Attitudinal	Audit equipment and programs.	Better inclusion in programs for individuals with disabilities.	Continue to purchase adaptive equipment as required for program delivery.  Continue to provide current standards' training to staff.	Continuous annual audit.
Access to specialized programs for persons with disabilities.	Access	Develop and implement new specialized programs	People with disabilities have the option to choose programs according to their needs	Increase partnership with community organizations and offer programs for all ages or disability types in: camps general programs, aquatics etc.	Continuous annual audit.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Employment and volunteer opportunities for people with disabilities.	Employment	Increase opportunities for people with disabilities to obtain employment and volunteer experiences.	Improve the quality of life and opportunities for people with disabilities	<p>Increase opportunities for seasonal part-time jobs for persons with disabilities through the purchase of assistive technology. (i.e. Williams FM multi-sound system and Ubi-Duo).</p> <p>Increase training opportunities for people with disabilities through leadership programs and duty modifications for volunteers (i.e. Leaders by example and teach program)</p>	Continuous annual audit.
Awareness of benefits of active and healthy lifestyle choices for persons with disabilities.	Informational	Communicate healthy and active lifestyles benefits and opportunities to improve quality of life for people with disabilities.	Improve the quality of life for persons with disabilities	Develop and communicate I and awareness programs to key groups through partnerships with community service organization.	Continuous annual audit.
New! 2013 Support opportunities for the inclusive participation in recreational programs of persons with disabilities	Organizational	Develop partnerships as it relates to behaviour management training for staff.	Increased access opportunities to services for persons with disabilities.	Partner with community service organization to provide specialized training to seasonal staff, volunteers and leisure buddies. Provide "behaviour	Continuous annual audit.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
				management” certification program for staff	
New! 2013 Awareness and access to recreational services for persons with disabilities.	Information/ communication	Develop seasonal special needs program brochure.	Easier access to information on services for persons with disabilities	Include the special needs brochure information in all newsletters of community service organizations, link to websites of CSO's and school boards as well as city's website.	Continuous annual audit.
New 2013 Access to art programs for youth with disabilities in transition	Access	Develop and implement an art program	Persons with disabilities will gain specific skills and will gain self confidence	Partner with McMichael's art gallery to develop and implement a program that will address physical, psychological, behavioral, sensory and/or social functioning and facilitate the development of specific skills	Completed
New 2013 Inclusion of accessibility planning and awareness in the development of recreational services	Organizational	Ensure that departmental program planning initiatives are reviewed with an accessibility lens	Greater access to inclusive programs and services	Review departmental processes to ensure that the AODA requirements are met	Continuous annual audit.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Awareness of accessibility issues.	Attitudinal/ Informational	Host and promote events that raise awareness in the community for persons with disabilities	Increase community and staff awareness and knowledge	Continue to promote and celebrate national access awareness week and international day of persons with disabilities and other events in Vaughan.	Ongoing
Equipment and instruction in programs for people with disabilities.	Physical/ Access/ Attitudinal	Audit equipment and programs.	Better inclusion in programs for individuals with disabilities.	Continue to purchase adaptive equipment as required for program delivery.  Continue to provide current standards' training to staff.	Ongoing
Access to specialized programs for persons with disabilities.	Access	Develop and implement new specialized programs	People with disabilities have the option to choose programs according to their needs	Increase partnership with community organizations and offer programs for all ages or disability types in: camps general programs, aquatics etc.	Ongoing
Employment and volunteer opportunities for people with disabilities.	Employment	Increase opportunities for people with disabilities to obtain employment and volunteer	Improve the quality of life and opportunities for people with disabilities	Increase opportunities for seasonal part-time jobs for persons with disabilities through the purchase of assistive	Ongoing



Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
		experiences.		technology. (i.e. Williams FM multi-sound system and Ubi-Duo).  Increase training opportunities for people with disabilities through leadership programs and duty modifications for volunteers (i.e. Leaders by example and teach program)	
Awareness of benefits of active and healthy lifestyle choices for persons with disabilities.	Informational	Communicate healthy and active lifestyles benefits and opportunities to improve quality of life for people with disabilities.	Improve the quality of life for persons with disabilities	Develop and communicate awareness programs to key groups through partnerships with community service organization.	Ongoing
Support opportunities for the inclusive participation in recreational programs of persons with disabilities	Organizational	Develop partnerships as it relates to behaviour management training for staff.	Increased access opportunities to services for persons with disabilities.	Partner with community service organization to provide specialized training to seasonal staff, volunteers and leisure buddies.  Provide "behaviour	Ongoing

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
				management” certification program for staff	
Awareness and access to recreational services for persons with disabilities.	Information/ communication	Develop seasonal special needs program brochure.	Easier access to information on services for persons with disabilities	Include the special needs brochure information in all newsletters of community service organizations, link to websites of CSO's and school boards as well as city's website.	Ongoing
Inclusion of accessibility planning and awareness in the development of recreational services	Organizational	Ensure that departmental program planning initiatives are reviewed with an accessibility lens	Greater access to inclusive programs and services	Review departmental processes to ensure that the AODA requirements are met	Ongoing
NEW 2015  Align with corporate initiative/roll out to have all Recreation and Culture communication material including - website in an accessible format	Information and Communication	Audit current communications material for compliance once corporate solution is identified and rolled out	All public Recreation and Culture information will be converted to accessible formats (Web Content Accessibility Guide Level A)	Create new protocols around communication material and train appropriate staff in accessible communications as rolled out by corporate initiative	2015
NEW 2015-2017	Access	Partner with schools and	Persons with disabilities will	Develop and implement two pilot multi-sensory	2015-17

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Multi-Sensory indoor and outdoor programs		community groups and seek funding	have access to a healthier active life	outdoor educational programs for children and youth with disabilities	

## **Planning and Growth Management Portfolio**

The Planning and Growth Management Portfolio consists of Development Planning, Policy Planning, Economic Development and Culture Services, Development Engineering and Infrastructure Planning, Building Standards and Parks Development.

**Development Planning** Department staff is responsible for the implementation of planning policies and general design of the City through the planning process. This is accomplished keeping in mind important social issues and environmental and economic considerations, which provide for healthy communities. Through this process, interests and objectives of individual property owners are balanced with the greater interests and objectives of the City.

The Development Planning Department provides professional planning advice and information with respect to current land use and urban design issues and undertakes the review and processing of a variety of development applications, including Official Plan, Zoning, Subdivision, Condominium, Part Lot Control and Site Plans submitted to the municipality and the preparation of supplementary documents (e.g. zoning by-laws). Development Planning staff are available to provide consultative assistance to the public and the development industry on planning-related issues, processing of development applications and the planning legislative process. The Development Planning Staff also attend Ontario Municipal Board Hearings as directed by Council.

The Development Planning Department actively pursues citizen input. Public comment is solicited on all development applications as well as policy changes to the Official Plan. Citizen input to such change is encouraged and welcomed as a vital part of the planning process in Vaughan and is essential to good planning.

## **Urban Design**

Working together in consultation with the Development and Policy Planners, the Urban Design Section of the Development Planning Department is responsible for initiating, developing and implementing urban design and streetscape plans, policies and guidelines.

The Urban Designers also provide professional advice on site development applications with respect to site design, built form and landscape and streetscape components within the context of established planning policy, urban design guidelines and standards, and planning studies in progress.

They also participate in the review and formulation of Block Plans, to ensure conformity with approved urban design, streetscape and architectural control objectives of the municipality.

The Urban Designers, together with the Environmental Planning Section of the Policy Planning Department, also review environmental enhancement aspects of development applications to ensure appropriate landscape protection, enhancement of environmental features and sustainable development in the municipality, including liaising with environmental and conservation authorities with respect to conservation land management and protection.

### **Committee of Adjustment**

Development Planning Staff provides comments to the Committee of Adjustment on Minor Variance and Consent applications circulated from the Clerk's Department. This involves analysis and evaluation of the applications leading to the preparation of reports to the Committee of Adjustment, which includes recommendations for consideration and action by the Committee. Development Planning Staff attends all Committee of Adjustment meetings to respond to questions from the Committee members regarding Minor Variance and Consent applications, and attends Ontario Municipal Board Hearings on such matters as directed by Council.

### **GIS Mapping**

The GIS Mapping Section of the Development Planning Department is responsible for coordinating, administering and overseeing the development, implementation, maintenance and operation of the Department's Geographic Information System (GIS), Development Tracking Application (DTA) and Computer Aided Drafting (CAD) including the distribution of spatial databases such as official plan, zoning and parcel fabric; municipal addressing; and document management.

### **Building Standards**

The municipal building permit process is a public service to ensure that construction and use of buildings and land meet

the standards established by both municipal and provincial levels of government, primarily to ensure public safety and well-being. The building permit process is administered by the Building Standards Department and permits are issued where submissions conform to code, bylaws and agreements regulating construction and land use.

The City of Vaughan has made a strong commitment to promoting a well planned development. In this context, the Building Standards Department is committed to ensuring reasonable compliance with minimum standards of the Ontario Building Code and other applicable law, providing the ultimate level of client service achievable in a timely, cost-effective and consistent manner, and in an environment which is accessible, progressive and fair.

Services:

- Plans Examination/Permits
  1. Zoning
  2. Architectural/Structural
  3. Plumbing/heating
- Inspections
- Provision of Information/Reports/Statistics/Comments
- Committee of Adjustment Comments and Attendance
- Responses to Lawyers Inquiries/Letters

### **Policy Planning & Environmental Sustainability**

*Policy Planning Department* undertakes both the long range planning for the City as well as any specific projects assigned, from time to time, by Council. Special projects can be on any current planning issue affecting the city.

In collaboration with the parks, development planning, engineering, building standards, cultural services and economic development and culture disciplines, the department identifies and assesses a wide range of land use, urban design, heritage and environmental requirements. Staff employs a comprehensive package of planning policies to address such matters as: community plans and area studies that incorporate built form and public realm considerations such as land use, open space, streets, blocks, massing, pedestrian and bicycle networks, and built and natural heritage. The Policy Planning Department takes into consideration the environment, transportation planning, population and demographics, while focusing on transit oriented development, complete pedestrian-friendly communities and city building.

The Department fosters a culture of active participation with its citizens, stakeholders, developers and consultants to produce a high quality land use and urban design policy framework as it relates to all scales of development from specific sites through to neighbourhoods and city centres. Public comment is solicited on policy changes as a vital part of the planning process in Vaughan and is essential to good policy planning.

The City of Vaughan is dedicated to the protection of the natural environment, as identified in Vaughan Vision 2020, which recognizes the importance of "Service Excellence" to "Promote Community Safety, Health & Wellness".

To this end, the *Environmental Planning Section* of the Policy Planning Department is responsible for overseeing the implementation of the environmental policies of the City's Official Plan through development applications, block plans, and developing new environmental policies for future implementation. The Department implements environmental legislation and policy from the Province of Ontario and works closely with other levels of government and agencies on the development of environmental policy.

The planning policy documents prepared through this process are implemented by the City's Development Planning Department.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Public meetings / presentations accessible to all (via sign language interpreter and translator / TTY / assistive listening devices)	Physical	In advertisements and notices state that services requiring special assistance can be provided upon request.	Increased / easier community participation.	Develop language to be inserted in all department communications / notices.  Insert telephone number or contact information in all notices to give customers opportunity to request additional	Ongoing efforts to meet City-wide protocol to address 'Special Assistance' (completed in Sept 2009), along with mandatory staff training (ongoing)

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
				<p>services for accessibility.</p> <p>Make public meetings accessible to the public <i>after</i> non-statutory and statutory public meetings by recording audio and/or video and posting pod casts, videos, etc. in a convenient location.</p>	
Public documents, e.g., pamphlets, guidelines and studies.	Physical	Change of fonts. Explore duplicate publication in large print formats and alternative mediums such as on audio tapes, CD's, etc	Greater accessibility of information / better informed public.	Work with Corporate Communications and the City Manager's Office.	Ongoing efforts to meet City-wide protocol to address 'Special Assistance' completed in Sept 2009, along with mandatory staff training. (ongoing)
Usability of workstations	Physical	Assisting with individual's mobility/alleviate physical and emotional stress of staff; improved ability to	Ergonomic keyboards, mouse, chairs, desks, telephone, storage and files.	Has been addressed in New City Hall. Building and work stations designed to Universal Accessibility	Ongoing – in consultation with Joint Health and Safety Committee



Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
		work.		Standards.	
Walkway Obstructions	Physical	Clear travel path throughout the office area/ ease of mobility	Removing physical barriers (e.g., storage, photocopiers, printers, recycling bins, etc.); maintaining minimum aisle widths.	Has been addressed in New City Hall. Building and work stations designed to Universal Accessibility Standards.	Ongoing – in consultation with Joint Health and Safety Committee
Walkway Obstructions in Planning Boardroom	Physical	Clear travel path throughout boardroom area/ease of mobility	Maintaining clear path of travel around Boardroom table and at egress points (i.e., chairs, screens, portable presentation equipment).	Has been addressed in New City Hall. Building and work stations designed to Universal Accessibility Standards.	Ongoing With Joint Health and Safety Committee
Readability & clarity of signs, directional signs	Information	Improved access/less directional inquiries	Increase visual communication	New City Hall has partially addressed this with displays and department signage at counters. Better signage in corridors to increase visual communication to be determined by Corporate Communications.	Ongoing – in consultation with Joint Health and Safety Committee
Skilled personnel/sensitivity training in dealing	Communication	Sensitivity Training	Staff will be better equipped to deal with persons with disabilities	Training Program for all staff within	Completed for existing Staff / Ongoing for

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
with persons with disabilities for new staff				commission hired after September 2009.  (Mandatory training was completed by all staff as of September 2009)	new Staff
Designated seating areas for customers waiting to be served	Physical/ Architectural	Architectural modifications	Reduce Stress level of customers/customer satisfaction.	Barrier-free seating to be added by counter area. Timing, safety/architectural details will need to be determined with other departments.	Completed
Lack of assistive hearing devices	Technological	Investment in assistive hearing devices.	Easier to communicate with customer and address their needs.	Interim solutions are on-going. This will need to be addressed within IT.	Ongoing
Publication – Small Print	Information	Provide alternative formats (Braille, large print) for all public documentation (OPAs, By- laws, etc.).	Easier to read / Greater number of visually impaired will be able to access documentation.	Corporate Communications to determine font and size. Some information provincially regulated and cannot change (i.e., permit application form).	Ongoing efforts to meet Corporate protocol for “Alternate Formats of Communications Standards”. (ongoing)

<b>Accessibility Barrier</b>	<b>Barrier Type</b>	<b>Suggested Improvements</b>	<b>Expected Benefits / Success Indicators</b>	<b>Strategy for Completion</b>	<b>Completion Date</b>
Lighting at public counter	Physical	Provide additional or brighter lighting at front counter	Increase visibility for those who are visually impaired.	Has been addressed in New City Hall. Building and work stations designed to Universal Accessibility Standards.	Completed
Zoning By-laws for Parking	Information / Human	Review existing provisions.	Address accessible parking needs.	City-wide Parking Study currently underway. Provincial Committees are also addressing this issue as part of the Accessibility for Ontarians with Disabilities Act (AODA) and any new standards will be incorporated in the updated Zoning By-law.	Completed on Jan 1, 2015 through Ontario Regulation 413/12  City –Wide Parking Standards to be included in new Zoning By-law (2017). City –Wide Parking Standards to be included in new Zoning By-law (2017)
Awareness of accessibility issues and technologies that should be incorporated into Site	Policy/Practice	Review existing processes and design projects and provide directions to	Incorporate Accessibility planning in future plan reviews. Ensure proper measures are taken to	Site Plan Accessibility Impacts Checklist implemented to ensure awareness	Completed

<b>Accessibility Barrier</b>	<b>Barrier Type</b>	<b>Suggested Improvements</b>	<b>Expected Benefits / Success Indicators</b>	<b>Strategy for Completion</b>	<b>Completion Date</b>
Plan Review process (coordination with other departments.		architects and engineers to focus on barrier free. Plan review & site inspections for proposed construction. Department reviews for code compliance and zoning compliance design.	proactively plan for future development.  Future changes to the Building Code anticipated to enhance accountability requirements.	of accessibility matters related to the external building and overall site. The Site Plan Accessibility checklist is required to be completed for all Site Plan Applications. Vaughan Council approved the Site Plan Accessibility Impacts Checklist on April 8, 2014.	
Departmental Entrance/Exit Doors	Physical	Install automatic door openers.	Ease of movement when entering or exiting department (and building).	Have been installed where necessary in new City Hall.	Q1/2011
Ensure proactive provisions address Accessibility Planning at the Official Plan Level	Policy/Practice	Incorporate a review for Accessibility Planning as part of the Official Plan Review process.	Ensure that Vaughan's new Official Plan incorporates aspects of Accessible Planning.	The new Official Plan addresses accessibility throughout its entirety. Accessibility is integrated into several policies in Chapter 9: Building a Great City, including Section	Chapter 9 in the Official Plan is in full force and effect as of Q3/2014

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
				<p>9.1.1.11, as follows:</p> <p><i>To design for universal physical access throughout the public realm through the creation of an integrated network of public spaces that are universally accessible, including sidewalks and walkways with unobstructed pathways, curb cuts at corners of all public streets, and infrastructure that supports people with visual and hearing impairments, such as textured paving and audible crosswalks.</i></p>	
Lower portion of front counter is obstructed with various materials, thereby eliminating usefulness as an accessibility amenity.	Physical	Ensure staff are aware of the purpose for lower counter height and that area is kept free of obstructions.	Keeping the counter clear will ensure the Planning Department is maintaining barrier-free customer service.	Accessibility training for new staff and front counter staff; corporate reminders; departmental input for front counter staff.	<p>Completed</p> <p>Ongoing for new staff</p>

## Development Engineering & Infrastructure Planning

The Development Engineering and Infrastructure Planning Department is responsible for the expeditious review, approval and processing of land development applications, the long term planning of municipal infrastructure as well as undertaking transportation engineering studies, and impact assessments.

The Development Engineering and Infrastructure Planning Services has three subsections, Development Services, Engineering Planning & Studies and Transportation Engineering with the following responsibilities:

- Review and comment on draft plan of subdivision development and site plan/ development applications including the Official Plan and Zoning By-law Amendment Applications (municipal servicing and transportation);
- Prepare and administer subdivision and development agreements;
- Review and approve construction drawings;
- Class Environmental Assessments;
- Master Environmental & Servicing Plans including Block Plans;
- Long term infrastructure and transportation planning;
- Water and sanitary sewer modeling and demand forecasting; and
- Sustainable transportation and Transportation Demand Management (TDM) programs.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Communication materials (procedures, design criteria, and standards) to the public at the front desk	Information	Review and provide updated communication materials and various mediums (i.e. modern technology) to provide more access to communication material	More effective communication with the public	Notices to be large print, and may include various font sizes, contrast colours, and Braille upon	Semi-completed, Subject to ongoing review and revisions/updates as required.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
				request from the public; Touchscreen computers accessible at the front service counter of the department, various audio/visual options for further accessibility	
Limited communication tools for deaf and hard of hearing at public meetings	Communication	Communication enhancements for deaf and hard of hearing at public meetings	More effective communication for deaf and hard of hearing persons attending meetings	Provision of sign- language interpreters and assistive listening devices upon request	Completed
Limited accessibility to facilities for public meetings	Physical – mobility	Ensure that facilities selected for public meetings are accessible to people with disabilities	Safer pedestrian and wheelchair movement	Select meeting facilities that are wheelchair friendly	Completed
Accessibility for residents to homes in areas under construction	Physical – mobility	Ensure that contractors/develop ers will clear and maintain access for homeowners at all times and during construction; establish a monitoring program through site inspection	Safer vehicle, pedestrian and wheelchair movement along sidewalks	Inclusion of accessibility requirements in subdivision agreements and site plans to maintain sidewalk access all the time	Completed Administrated through subdivision agreements
Sidewalks at intersections are not marked	Physical	Incorporation of directional lines in sidewalk ramps at	Enhanced safety for visually impaired pedestrians	Updating of engineering standards and	Completed Concrete sidewalk with directional

<b>Accessibility Barrier</b>	<b>Barrier Type</b>	<b>Suggested Improvements</b>	<b>Expected Benefits / Success Indicators</b>	<b>Strategy for Completion</b>	<b>Completion Date</b>
properly for people with a visual disability		intersections		design criteria to include directional lines at new commercial driveways	lines OPSD 310.030; New design standards t completed in 2013
Signs are not designed for people with a visual disability (font size, colours, etc.)	Communication	Develop new signage at trails, walkways, entrances and storm water management ponds warning signs	Enhanced safety for visually impaired pedestrians Warning signs to be more visible for persons with low vision	Updating of engineering standards and design criteria to include larger fonts to be easy to read by persons with low vision	Ongoing New design standards completed in 2013; Draft of updated Design Standards has been established, awaiting final approval before moving forward for Council Approval
Awareness training for all Development/Transportation Engineering staff	Communication/attitudinal	The Office of the Chief Human Resources Officer offers training courses to comply with requirements	Improve communication skills for employees to deal with persons with disabilities	Pursue in house training through Human Resources department	Completed Periodic training by HR department for updates with the latest AODA regulations
Existing and future sidewalk construction standards to consider proper edge protection	Physical	Update design standards for edge protection on sidewalks and footpaths at intersection pedestrian crossings, and curb ramps in new subdivisions	Enhanced safety for persons with visual disabilities	Include walkways to parks, trails and sidewalk that lead to storm water management pond	Ongoing



## Economic Development & Culture Services

Economic Development is dedicated to promoting economic growth and cultural services in our community. On-going initiatives aimed at assisting the existing business community and attracting new business and entrepreneurs to Vaughan will help to ensure that Vaughan remains a vibrant growth community. We are also focused on the future and ensuring that Vaughan has the infrastructure, development policies, qualified labor force to meet the needs of the future.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Lack of awareness about the important role businesses play in accessibility.	Informational	Communication directed at the Vaughan business community.	More businesses implementing projects that go beyond base accessibility standards.	The Economic Development and Culture Services Department will sponsor a business accessibility awards at the Vaughan Chamber of Commerce Business Achievement Awards.	Ongoing
Lack of local leadership in accessibility projects.	Informational	City of Vaughan increases leadership role in the community.	Increased accessibility at City Hall for people with vision and hearing impairments.	Installation of "Innovative Path System" pilot project at Vaughan City Hall; a way-finding technology to assist those with vision and hearing impairments.	Q3 2015

## Parks Development

The Parks Development Department is responsible for designing and constructing high quality, safe and functional parks, open spaces/trails, play areas and sports facilities for the City of Vaughan.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Inaccessible Playgrounds (Play Equipment and Safety Surface)	Physical	All <b>new</b> playgrounds are designed with accessible features. Through the playground replacement program, continue to retrofit for compliance with accessibility guidelines and ensure accessible safety surfacing is implemented.	Increase Accessibility and Integration	Continue to ensure all new playground equipment have accessible components integrated into the design. Continue to ensure all new safety surfacing is comprised of material that facilitates accessibility. Undertake a City wide audit of play precincts and structures and develop a replacement program specific to accessibility.	Continuous annual audit
Trails which have slopes and/or material rendering them inaccessible	Physical	Enhance trail accessibility through the use of appropriate surfacing materials. Design trails with	Increase Accessibility to more sections of trails	Continue to construct accessible trails where topography permits.  Undertake a City	Continuous annual Audit  Continuous for the future as funding permits

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
		<p>appropriate slopes that facilitate accessibility (where topography permits).</p> <p>Communication with the public about trail.</p>		<p>wide audit of trails and develop mapping of areas that are not currently accessible in order to facilitate a retrofit program.</p> <p>On off road routes provide signage and/or other strategies indicating the surfacing, length, exit points and information about slope etc.</p>	
Parks and other public spaces installed prior to the new accessibility guidelines may have restrictive areas	Physical	Review spaces being updated and maximize accessibility as budget and site conditions allow.	Increase accessibility and integration within older parks and other public open spaces	When updating parks and other public open spaces make decisions that will increase accessibility through slope, path width, materials, seating and other opportunities.	Continuous ongoing

## PUBLIC WORKS PORTFOLIO

The Public Works Portfolio consists of Infrastructure Delivery, Transportation Services, Parks and Forestry Operations, Fleet Management, Environmental Services and Capital Asset Management

### Infrastructure Delivery

The Infrastructure Delivery Department is responsible for the planning, design, , construction and records management of Municipal Infrastructure including roads, sidewalks, guiderails, culverts, bridges, street lighting, water mains, sanitary and storm sewers.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Communication materials to the public for public information centres and other public meetings	Information	Review communication materials	More effective communication with the public	Notices to be large print, and may include Braille upon request from the public	Completed, and to be implemented as required.
When releasing information to the public, continue to use multiple methods such as print media (local papers), mailed and/or hand delivered notices	Communication	Review communication materials and adjust to suit target audience	More effective communication with the public	Notices to be large print, and may include Braille upon request from the public	Completed and to be implemented as required.
Communication enhancements for the deaf and hard of hearing at public	Communication	Use public address systems and/or sign language interpreter as required	More effective communication with the public	Provision of sign-language interpreters and assistive listening devices upon	Completed and to be implemented as required.

<b>Accessibility Barrier</b>	<b>Barrier Type</b>	<b>Suggested Improvements</b>	<b>Expected Benefits / Success Indicators</b>	<b>Strategy for Completion</b>	<b>Completion Date</b>
information centres and other public meetings				request	
Ensure that facilities selected for public information centres and other public meetings are accessible to people with disabilities	Physical	Ensure that the facilities and restrooms are wheelchair friendly	Safer pedestrian and wheelchair movement	Select meeting facilities that are wheelchair friendly.	Completed and being considered for public meetings.
Accessibility by residents to homes in areas under rehabilitation and/or construction	Physical	Provide notice of disruption and duration  Provide alternate means of access	Safer vehicle, pedestrian and wheelchair movement	Inclusion of accessibility requirements in tender documents for construction projects	Completed and currently implemented as required.
Incorporation of directional lines in sidewalks at intersections for the visually impaired	Architectural	Incorporated in the city design standards	Enhanced safety for visually impaired pedestrians	Updating of engineering standards to include sidewalk detectable warning system at pedestrian ramps. As a result of Ontario Regulation 191/11 Integrated Accessibility Standards – Accessibility for Ontarians with Disabilities Act (2005), all new signalized intersection construction must	Retrofits to be completed over the next several years in conjunction with capital road projects.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
				include these features by January 2016	
Incorporation of missing sidewalk links and/or pedestrian ramps at controlled intersections.	Architectural	Review any missing sidewalk links and/or pedestrian ramps at controlled intersections in conjunction with the approved pavement management program.	Enhanced safety for persons with disabilities and the elderly.	Include all improvements related to the incorporation of missing sidewalk links and/or pedestrian ramps at controlled intersections within scope of work of all road rehabilitation projects. This work will be completed as part of the approved pavement management program.	Retrofits to be completed over the next several years in conjunction with capital road projects.
Replacement of existing street name blades with oversize street name blades at signalized intersections	Architectural	Review street signage at signalized intersections and replace the existing street names blades	Enhanced safety for visually impaired pedestrians and enhanced ability to identify streets for motorists and emergency services	Updating of engineering standards to include oversize street name blades and include in new construction/retrofit in older areas	Completed
No accessible traffic signals at intersections	Architectural	Retrofit of traffic signals at intersections with pedestrian countdown and "chirping" features	Enhanced safety for persons with disabilities and the elderly	Include pedestrian countdown and "chirping" features in new traffic signals and retrofit in older areas	In progress. Implementation of pedestrian countdown feature at all city traffic signals has been completed.  Implementation of audible

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
					pedestrian features to be completed over the next several years in conjunction with capital road projects.
Awareness training for all Capital Delivery and Asset Management staff	Communication	Implement training	Improve communication skills with people with disabilities	Pursue in house training through the Office of the Chief Human Resources Officer	Completed.

## Transportation Services, Parks and Forestry Operations

The Transportation Services, Parks and Forestry Operations Department is responsible for the operation and maintenance of city-owned roads, bridges, sidewalks, water mains, sanitary sewers, storm sewers and watercourses and the collection of residential waste. The Department maintains the City's infrastructure and provides related services to ensure public health and safety. Seasonal services include street sweeping, application of dust suppressants, snow removal and leaf / yard waste collection. Other services provided by the Department include:

- Road Maintenance Services: Winter road plowing & salting operations; street sweeping; application of dust suppressants on rural roads; streetlight maintenance; general road repairs; roadside ditch maintenance; culvert installations; and curb & sidewalk repairs.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Communication materials (pamphlets, brochures & solid waste calendars to the public at the front desk)	Information	Review and provide updated communication materials	More effective communication with the public	Notices to be large print, and may include various font sizes, contrast colours	Completed, subject to ongoing review and revised as required
Replacement of existing street name blades with oversize street name blades at signalized intersections	Architectural	Review street signage at signalized intersections and replace the existing street names blades	Enhanced safety for visually impaired pedestrians and enhanced ability to identify streets for motorists and emergency services	Updating of engineering standards to include oversize street name blades and include in new construction/retrofit in older areas	In progress. Implementation completed
No accessible traffic signals at intersections	Architectural	Retrofit of traffic signals at intersections with pedestrian countdown and "chirping" features	Enhanced safety for persons with disabilities and the elderly	Include pedestrian countdown, audible pedestrian features and zebra pedestrian pavement markings in new traffic signals and retrofit in older areas	In progress. Implementation of pedestrian countdown feature at all city traffic signals has been completed.
Broken, cracked or	Physical	Repairs of uneven	Increased mobility for	Continue to inspect all	Continuous annual



<b>Accessibility Barrier</b>	<b>Barrier Type</b>	<b>Suggested Improvements</b>	<b>Expected Benefits / Success Indicators</b>	<b>Strategy for Completion</b>	<b>Completion Date</b>
missing sidewalks in parks causing disruption in continuous accessibility		surfaces, cracks or install missing bays	people for with physical disabilities.	park sidewalks utilizing inspection sheets and schedule repairs under annual contract.	audit.
Flooding in Parks causing disruption in continuous accessibility	Physical	Enhance information /communication signage and implement communication procedure.	People with physical disabilities will know in advance of a service disruption.	<p>Signs will be enhanced to provide more detail to Park Users including contact information. Access Vaughan and Parks and Forestry clerical staff are being notified of service disruption so they can address inquiries. Also, website updates will be provided.</p> <p>Next step: develop a communication plan with Accessibility Committee to communicate disruption.</p>	<p>Guidelines have been completed to reflect internal procedures for Parks Operations, which notifies Access Vaughan and Parks and Forestry clerical staff of service disruption so they can address inquiries. This is communicated via email and verbal confirmation for flooding (or snow pile) blockages.</p> <p>For periods of flooding that are extreme, the PFO website is updated. Existing signage continues to be utilized in the event of flooding.</p>
Snow storms preventing access to sidewalks and COV parking lots causing disruption in continuous accessibility	Physical	Better communication to advice of service disruption.	People with physical disabilities will be provided an opportunity to find an alternate route.	Implement GPS system on all sidewalk units and plow trucks to provide immediate information of the status snow clearing operations by location. Pending 2011 budget	Implementation of GPS system on all sidewalk units and plow trucks continues to be put forward for budget approval - submitted in

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
				<p>approvals</p> <p>Continue to work with Community Services to initiate the CS Inclement Weather procedure.</p>	<p>2012 budget. Presently there are 14 of the 44 sidewalk units equipped with GPS. Guidelines have been completed to reflect internal procedures for Parks Operations, which notifies Access Vaughan and Parks and Forestry clerical staff of service disruption so they can address inquiries. This is communicated via email and verbal confirmation for flooding (or snow pile) blockages. Notification of snow operations are placed on the City of Vaughan website which is used by Access Vaughan and PFO staff so they can address inquiries.</p>
Broken and uneven sidewalks	Architectural		Safer pedestrian and wheelchair movement	Repair/replace sidewalk	Ongoing – every year
Windrows across end of driveways	Architectural		Safer pedestrian and wheelchair movement	Continue to provide a residential driveway windrow clearing program	Ongoing (winter)
Debris on roadway	Architectural and respiratory	Regenerative air sweepers (dustless street sweepers) which	Safer pedestrian and wheelchair movement, as well as reduced	Continue with street sweeping and flushing program on a regular	Ongoing

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
		facilitate in the lowering/elimination of particulate matter in the environment.	respiratory problems from the dust	basis. Purchase new street sweepers that meet stringent pm standards for dust control	Two units owned. 1 purchased in 2009 & 1 in 2010
Holes in road	Architectural		Safer pedestrian and wheelchair travel	Repair potholes in accordance with ministry of transportation's regulations	Ongoing
Excessive dust on unpaved roads	Architectural and respiratory		Reduced complaints from residents with allergy/respiratory problems.	Continue to apply dust suppressants seasonally, as required	Ongoing
Communication materials (pamphlets, brochures & solid waste calendars to the public at the front desk	Information	Review and provide updated communication materials	More effective communication with the public	Notices to be large print, and may include various font sizes, contrast colours	Completed, subject to ongoing review and revised as required
Replacement of existing street name blades with oversize street name blades at signalized intersections	Architectural	Review street signage at signalized intersections and replace the existing street names blades	Enhanced safety for visually impaired pedestrians and enhanced ability to identify streets for motorists and emergency services	Updating of engineering standards to include oversize street name blades and include in new construction/retrofit in older areas	In progress. Implementation completed
No accessible traffic signals at intersections	Architectural	Retrofit of traffic signals at intersections with pedestrian countdown and "chirping" features	Enhanced safety for persons with disabilities and the elderly	Include pedestrian countdown, audible pedestrian features and zebra pedestrian pavement markings in new traffic signals and retrofit in older areas	In progress. Implementation of pedestrian countdown feature at all city traffic signals has been completed.

## OFFICE OF CORPORATE COMMUNICATIONS

Corporate Communications provides professional, fully-integrated communications support and services that inform and engage the community and promote a positive image of the City. The department supports Council and the Corporation by providing strategic communications products, services and advice; managing corporate protocols; and facilitating internal communications to increase employee engagement.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Explore opportunities to improve capability of website home page	Informational	Enhance accessibility options for website home page	Improved accessibility to information located on the website home page and enhanced navigation to other sections of the website	Working with ITM and Accessibility and Diversity Coordinator to develop a strategy for adding additional accessibility features and improving website home page design	2015
Ensuring residents have access to public information in alternative formats	Informational	Continue to ensure residents have access to public information in alternative formats	Greater accessibility of information and a better informed public	Continue to look at opportunities to provide a variety of information options to meet the needs of the public	Ongoing
Lack of communication standard	Informational	Develop a plain-language style guide that includes standards on accessible communications	Ensures information and messages are understood clearly and empower the target audience	Draft, design and distribute a plain-language style guide with input from department representatives and the Internal Communications Committee	2015-2016

## OFFICE OF THE CFO & CITY TREASURER – PURCHASING SERVICES

The Purchasing Services Department is responsible for the acquisition of goods, services, capital construction projects and equipment for the City of Vaughan and Vaughan Public Libraries. Purchasing policies and procedures are determined by Purchasing Services, approved by Council and Library Board and are mandatory for all City and Library departments.

Purchasing Services procures goods, services and construction for the City and Library departments through a centralized procurement function.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Access to accessible goods and services		When procuring goods, services and construction, the City of Vaughan will incorporate accessibility criteria and features.		Where applicable, procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria.	Completed
Access to counter services		The purchasing services front counter at New City Hall is appropriately designed to accommodate Wheel chair customers			Prior barrier has now been removed

## OFFICE OF THE CHIEF HUMAN RESOURCES OFFICER

The Office of the Chief Human Resources Officer assists the organization and its employees to realize corporate goals and objectives and, at the same time, provide an employment environment that is both positive and rewarding. The services that are currently provided include a number of areas of specialty such as Recruitment & Retention Programs, Health & Wellness Programs, Accessibility and Diversity, Employee Relationships, Learning and Development, and Records Management. The services that the department provides encompass multiple areas and foster a positive working relationship for all employees of the City of Vaughan.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Dedicated Accessibility and internal diversity Staff Resource	Resources	Hire a full time staff member responsible for leading the advancement of accessibility and workplace diversity in Vaughan	An internal champion to spearhead and champion the advancement of accessibility and workplace diversity in Vaughan.	Hire a full time staff member	Completed July 2014
New staff requires accessibility training on the customer service regulation and existing staff will require refresher training	Attitudinal	Training opportunities	Ongoing compliance with the regulation and improved ability to communicate with and deliver services to persons with disabilities	Included as part of the orientation/on-boarding program. Semi-annual training opportunities for all staff. Ensure training opportunities are available and communicated to department heads so that new staff members and staff that require refresher training can attend	Ongoing
Review recruiting policy and	Attitudinal	Policy / Procedures	Compliance with new employment regulation	Review new standards as it relates to employment and	Ongoing

<b>Accessibility Barrier</b>	<b>Barrier Type</b>	<b>Suggested Improvements</b>	<b>Expected Benefits / Success Indicators</b>	<b>Strategy for Completion</b>	<b>Completion Date</b>
interviewing process noting anticipated new employment regulation				develop action plan to ensure Human Resources and the Corporation complies with the new standard	
Review new provincial standards	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced accessibility	Review existing programs and processes to determine gaps with new standards	Complete
Compare standards with existing programs/ procedures	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced accessibility	Develop suggestions and recommendations throughout consultation with stakeholder groups	Ongoing
Availability of knowledge related to barriers	Attitudinal	Programs / Procedures	Compliance and enhanced accessibility	Present opportunities to Accessibility Advisory Committee and seek input	Ongoing
Emergency Notification	Awareness of barriers	Seek input from individuals who require direct support in case of emergency	Ensure the safety of all employees during an emergency	Develop form to gather required information and work with employee, supervisor and fire warden to ensure appropriate emergency plans are implemented	Complete
Training with regard to the accessibility standards required under the Regulation and the Human Rights Code.	Attitudinal	Training opportunities	Ongoing compliance with the regulation and improved ability to communicate with and deliver services to persons with disabilities.	Gather information in 2013 and prepare an action plan to comply with this requirement for January 2014	Ongoing
Recruitment; provision of info regarding	Legislative/ Compliance	Policy/ Procedures	Compliance and enhanced accessibility	Gather information in 2013 and prepare an action plan to comply with this	Complete

<b>Accessibility Barrier</b>	<b>Barrier Type</b>	<b>Suggested Improvements</b>	<b>Expected Benefits / Success Indicators</b>	<b>Strategy for Completion</b>	<b>Completion Date</b>
availability of accommodation in recruitment.				requirement for January 2014. Review existing program and process to determine any gaps with the upcoming standards.	
Employee support; provision of information to employees regarding accommodation and accessibility in employment	Attitudinal	Training opportunities	Ongoing compliance with the regulation and improved ability to communicate with and deliver services to persons with disabilities	Gather information in 2013 and prepare an action plan to comply with this requirement for January 2014.	Complete
Document Individualized accommodation plans; written processes must be in place for the development of individualized accommodation plans.	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced accessibility	Individual accommodation plans are currently in place. This process is achieved through the early and safety return to work program. Regulatory completion date of Jan 2014	Complete
Return to Work process; shall be developed.	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced accessibility	The Early and Safe Return to Work process addresses the return to work process. Regulatory completion date of Jan 2014	Complete
Performance management processes; must account for accessibility needs	Attitudinal	Program/ Procedures	Ensure performance management	Gather information in 2013 and prepare an action plan to comply with this requirement for January 2014	Complete



<b>Accessibility Barrier</b>	<b>Barrier Type</b>	<b>Suggested Improvements</b>	<b>Expected Benefits / Success Indicators</b>	<b>Strategy for Completion</b>	<b>Completion Date</b>
Career development and enhancement processes; must account for accessibility needs	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced accessibility	Research legislative requirement and investigate the creation of career development process that incorporates accessibility needs. This particular regulatory requirement comes in effect in January 2014	Completed
Redeployment processes; must account for accessibility needs	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced accessibility	There is no written process currently in place for a redeployment process. Information must be gathered to investigate the creation of redeployment process and incorporate accessibility needs. This particular regulatory requirement comes in effect in January 2014	Completed

## OFFICE OF THE CHIEF INFORMATION OFFICER

The Office of the Chief Information Officer is mandated to play a leadership role in enabling the effective use of information and technology in all departments of the City, so that the established department business objectives and corporate strategic objectives are realized. A key success factor in helping the department with its mandate is building collaborative partnerships with the City departments.

The Office of the Chief Information Officer is organized into three (3) business units, each with a particular focus and specific responsibilities:

**Information Systems:** focus on identifying opportunities for delivery and deployment of new information systems for all City departments.

**IT Operations:** focus on maintaining a reliable, secure, scalable and cost-effective corporate computing and telecommunications infrastructure.

**Client Support Services:** focus on providing support and assistance to clients in the use of corporate computer and telephone facilities.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
City of Vaughan Website and intranet does not currently meet W3C guidelines.	Technological	The integrated accessibility standard – regulation 191/11 (AODA) will form law for website accessibility for the province of Ontario and must be adhered to.	Adhering to W3C guidelines and the information and communication standards will improve the ability of persons with various disabilities who have computers along with internet connections to access city information and services. When made accessible, the City's website will provide a service	Implemented PDF accessible files for intranet 2010 - COMPLETED Implement net new PDF accessible files for city website by Q4/2012. Moving forward all PDFs will be in an accessible format; will be the new standard Comply with W3C guidelines according to the AODA mandate. All internet websites/content WCAG 2.0 level AA by 2021  Completed a 3 <sup>rd</sup> party	April, 2010  December, 2012 ) All internet websites/content WCAG 2.0 level AA by 2021  April 2013

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
			channel that may be accessible to persons with disabilities. An accessible database which allows for online subscription could be used in notifying subscribers of news pertinent to them	<p>accessibility audit by "Accessibil - It" on the public website to review compliance to the W3C guidelines WCAG 2.0 level AA</p> <p>Note: All City departments will be responsible for utilizing the tools provided by ITM to ensure their content meets the WCAG guidelines</p> <p>Acquired "SiteImprove" web governance services which includes an accessibility audit module to review compliance to the W3C guidelines WCAG 2.0 level AA</p> <p>Added enhanced accessibility features to the public website and the internal intranet (3 A's for font size, colour contrast controls )</p> <p>Acquired "eSSENTIAL Accessibility" assistive technology software and added it to the public website and the internal intranet</p>	<p>June 2015</p> <p>(Intranet completed August, 2015)</p> <p>(Intranet completed August, 2015)</p>

## VAUGHAN PUBLIC LIBRARIES

Vaughan Public Libraries (VPL) offers welcoming destinations that educate, excite and empower our community.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Access to information	Information	People with low vision will have access to books in alternate formats	Improved access to information/usage	Collection development: talking books, and large print materials and descriptive videos, AODA: text enlarging workstations, voice activated information retrieval; magnified bookmarks	Ongoing
Access to materials	Communication	Review materials	Improved access/usage	Option to check materials independently at express checkouts. Incorporated for new library construction. Voice activated information retrieval and synthetic speech access	Q4/2014  Q4/2014
Computer workstation screen	Technological	Purchase 17 inch monitor, ergonomic mouse	Improved usage/ productivity/reduce d eye strain	17 inch monitors standard – to be replaced as per current replacement schedules	Q4/2014
Facility access	Communication  Physical	Provide new signage Provide ingress route to library	Improved access/usage	Braille included on directional signage and elevator buttons  Develop accessible pathways to new lower level exterior access door at Kleinburg library	Q4/2015

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Interior reconfiguration	Physical	New carpets; improved wheel-chair accessibility to stacks, displays, furniture for computer use	Improved access/usage	Review of Bathurst Clark resource library; make recommendation to the board and submit for funding in the capital budget process. Addition of AODA workstation	Q4/2015
Wheelchair accessibility	Physical	Check-out desks lowered	Improved access/usage	Renovation plans for circulation desks to include lowered top configuration. Incorporated for new library construction.	Completed at 3 locations; Dufferin/Woodbridge slated for 2012; Ansley – 2013; Maple - 2014 Completed at two locations; additional two libraries slated – 2015 and 2016
Entry to library	Physical	Replace pull/push doors with sliding doors	Improved access/usage	Identify libraries currently not able to provide barrier free access to library; seek funding approval for renovation. New libraries to incorporate as standard	Completed at six locations; review feasibility for remaining two locations

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Access to information	Information	People with low vision will have access to books in alternate formats	Improved access to information/usage	Collection development: talking books, and large print materials and descriptive videos AODA: text enlarging workstations, voice activated information retrieval; magnified bookmarks	Ongoing

## INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) IMPLEMENTATION PLAN

IASR Section	Initiative/Project Title	Description	Time Frame	Lead Department
<b>GENERAL STANDARDS</b>				
3	Accessibility Policies	City of Vaughan will develop, implement and maintain policies governing how the City achieves or will achieve accessibility through meeting its requirements referred to in the IASR	Complete	Human Resources
4	Accessibility Plans	The City shall establish, implement, maintain and document a multi-year accessibility plan, which outline's the City's strategy to prevent and remove barriers and meet its requirements under the IASR	Complete	All City Departments
5	Procurement	The City of Vaughan shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.	Complete	Purchasing
6	Kiosks	The City of Vaughan shall incorporate accessibility features when designing, procuring or acquiring self- service kiosks.	Complete	Purchasing

<b>IASR Section</b>	<b>Initiative/Project Title</b>	<b>Description</b>	<b>Time Frame</b>	<b>Lead Department</b>
7	Training	The City of Vaughan will provide training on the requirements of the standards referred to in the IASR and on the Human Rights Code as it pertains to persons with disabilities to all employees, volunteers and 3 <sup>rd</sup> parties	Ongoing	Human Resources
<b>CUSTOMER SERVICE STANDARDS</b>				
	Accessible Customer Service Regulation	Monitor the sustainment plan for Accessible Customer Service training for staff, volunteers and 3 <sup>rd</sup> party agencies in order to continue to comply with the Accessible Customer Service Regulation	Ongoing	Human Resources
<b>INFORMATION AND COMMUNICATION STANDARDS</b>				
13	Emergency & Public Safety Information	The City of Vaughan shall provide any public emergency safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request	Complete /Ongoing	Fire
19	Public Libraries – Accessible materials	Vaughan Public Libraries shall provide access to or arrange for the provision of access to accessible materials where they exist	Complete/Ongoing	Vaughan Public Libraries



IASR Section	Initiative/Project Title	Description	Time Frame	Lead Department
11	Accessible Feedback	The City of Vaughan shall ensure that the processes are accessible for persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	Complete/Ongoing	All Departments
12	Accessible Formats and communication supports	The City of Vaughan shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons. The public will be notified about such availability	Complete	All Departments
14	Accessible Websites and web content	The City of Vaughan shall make its internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA	January 1, 2021	Information & Technology Management

IASR Section	Initiative/Project Title	Description	Time Frame	Lead Department
<b>EMPLOYMENT STANDARDS</b>				
27	Workplace Emergency Information	The City of Vaughan shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability	Complete/Ongoing	Human Resources

IASR Section	Initiative/Project Title	Description	Time Frame	Lead Department
22-26, 28-32	Employee Accommodations: Recruitment, assessment, accommodation, returning to work, performance mgt. development	The City of Vaughan will ensure that its policies and work processes incorporate mandated accessibility features and requirements	Complete	Human Resources
<b>TRANSPORTATION STANDARDS</b>				

IASR Section	Initiative/Project Title	Description	Time Frame	Lead Department
78, 79, 80	Accessible Taxicabs/ Licenses	<p>The City will consult with the VAAC, public and/or persons with disabilities to determine proportion of on-demand accessible taxicabs required in community.</p> <p>The City of Vaughan will ensure that owners and operators of taxicabs are prohibited from Charging higher fares for persons with disabilities or for charging storage fees for mobility devices and for making available the vehicle registration and identification information in an accessible format to persons with disabilities</p> <p>The City of Vaughan launched an on demand accessible taxi service at the meter rate, in partnership with Astro Taxi in August 2015.</p>	Complete	<p>Clerk's/Licensing</p> <p>Clerk's/Licensing</p>

IASR Section	Initiative/Project Title	Description	Time Frame	Lead Department
<b>DESIGN OF PUBLIC SPACES STANDARDS</b>				
		The City of Vaughan will ensure that the requirements as outlined in the Design of Public Spaces Standard are implemented.	January 1, 2016/Ongoing	<p>All Departments</p> <p>The standards deal with recreational trails, outdoor play areas, accessible parking at sites, sidewalk widths and pedestrian signals and service counters at public service areas.</p>

## CONCLUSION

While numerous achievements are documented in this report, the City is aware that not all barriers have been identified or removed. Efforts will continue so that participation in the community of residents with disabilities will not be limited due to disability related barriers.

The City of Vaughan is committed to ensuring all aspects of City services are fully accessible through the continued identification, removal and prevention of barriers to accessibility. The City's achievements and challenges in this regard are laid out in the City of Vaughan's Accessibility Plan.

The City remains committed to the ODA and AODA accessibility goals and will continue to work with the provincial government on the development and implementation of the Accessibility Standards under the AODA.



**Mayor Maurizio Bevilacqua visits with the Alternatives Group**

For more information about this Accessibility Plan or accessibility in Vaughan, please contact:

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City of Vaughan