



MULTI-YEAR ACCESSIBILITY PLAN 2018 - 2025



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MESSAGE FROM THE MAYOR AND TOWNSHIP COUNCIL

On behalf of Council, we are pleased to present the 2018-2025 Multi-Year Accessibility Plan.

Our goal for this Plan is simple – to ensure that every person has full and equal access to our programs, goods, services and facilities.

That's because King Township is dedicated to fostering an inclusive community by providing a great quality of life for all residents.

This Plan was developed by the Township's dedicated Accessibility Advisory Committee along with input from the community and elected officials. It demonstrates our commitment to removing barriers and making King an accessible, welcoming place for people to live, work and play.

We will continue to develop outreach programs designed to educate the public and businesses so residents can fully participate in our community without restriction and experience all that King has to offer.

A special 'Thank You' to the Accessibility Advisory Committee and everyone who contributed to this Plan. We look forward to working together to enhance accessibility and inclusion in our community.

Sincerely,

Mayor Steve Pellegrini



Mayor Steve Pellegrini



**Ward 1
Councillor
Jordan Cescolini**



**Ward 2
Councillor
David Boyd**



**Ward 3
Councillor
Jakob Schneider**



**Ward 4
Councillor
Bill Cober**



**Ward 5
Councillor
Debbie Schaefer**



**Ward 6
Councillor
Avia Eek**

MESSAGE FROM THE ACCESSIBILITY ADVISORY COMMITTEE (AAC)

In the early 2000's, the Provincial Government mandated that all municipalities in Ontario be mindful of, and responsible for, the legislation built into two (2) Acts: the *Ontarians with Disabilities Act, 2001*, and the *Accessibility for Ontarians with Disabilities Act, 2005*. In compliance with these Acts, King Township gathered knowledgeable volunteers and established a working Accessibility Advisory Committee (AAC).

The sitting AAC is proud to share the current 2018-2025 Multi-Year Accessibility Plan ("the Plan"). This Plan has been crafted with input from a variety of resources within the community, York Region, and other jurisdictions. Agencies representing persons with disabilities, outreach groups and civic organizations, all provided information, and the irreplaceable King staff provided the expertise necessary to put forward the Plan to Council for endorsement.

The Plan is designed to reflect not only the needs of persons with disabilities, but also to enhance the lives of everyone in our Township. With time and care the recommendations within this Plan will benefit retail establishments, work places, parks, and sport areas...all the pieces that make a community complete. A place to live, grow, and enjoy.

King Township has already proven its commitment towards ensuring an inclusive, diverse, welcoming environment through the endorsement of the King Township Inclusion Charter.

The AAC is grateful knowing that King Township is truly aware that accessibility is for everyone.

(It is important to note that this Plan replaces the prior 2013-2017 Multi-Year Accessibility Plan and fulfills the requirements as mandated in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA))



Did You Know?

Accessibility is a general term used to describe; the extent to which a consumer or user can obtain a good or service at the time it is needed; ease with which a facility or location can be reached; ease of contact with a person or organization; authorization, opportunity, or right to access records or retrieve information.

THE ACCESSIBILITY ADVISORY COMMITTEE (AAC) 2018-2022

Citizen Members:

Beverly Barra-Berger

James Binsfeld

Bernard Moyle

Linda Pabst

Anna Roberts

Council Member(s):

Councillor Jakob Schneider

Staff:

Kathryn Moyle – Director of Clerks/By-law Enforcement, Township Clerk

Stephanie Lubke – Human Resources Coordinator

Diane Moratto – Administrative Clerk – Council/Committee

Nairn Robertson – Public Educator/Fire Prevention Inspector, King Fire & Emergency Services

Term of Office

The AAC term of office runs concurrent with the term of the Municipal Council making the appointment.



Did you know?

The Integrated Accessibility Standards Regulations (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law in 2011 with staggered compliance dates to 2025. Its purpose is to make the customer service, employment, information and communications, design of public spaces, and transportation operations of organizations more accessible for people with disabilities.

ROLE OF THE ACCESSIBILITY ADVISORY COMMITTEE

Qualifications:

Each voting member of the Committee is an independent representative to the Committee and does not represent the concerns of only one disability or group. The members of this Committee shall work together for the purpose of developing a common approach which is reasonable and practical.

Members shall be chosen for their special expertise, experience, dedication and commitment to the mandate of the Committee in promoting and facilitating a barrier-free and inclusive King to persons of all abilities. Non-voting representatives from local resource groups shall be members or employees of the organization they represent. The majority of Committee members must be persons with disabilities.

Responsibilities:

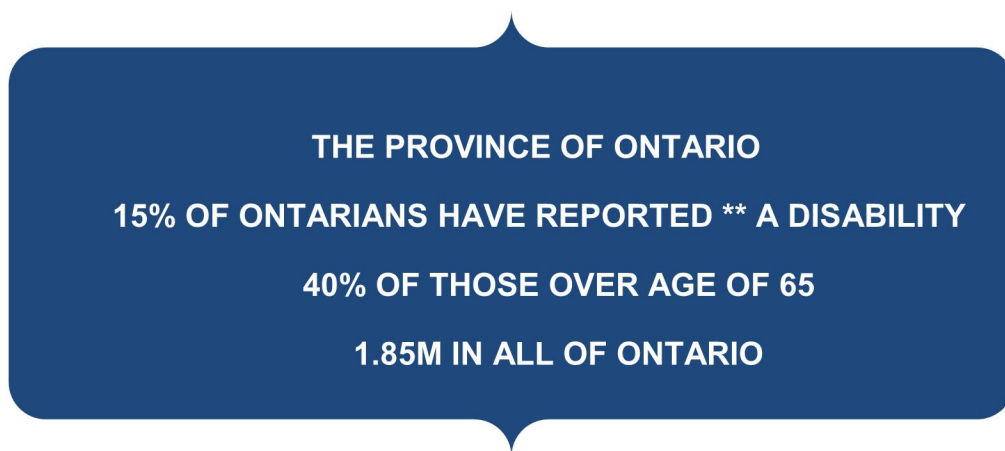
The Accessibility Advisory Committee (AAC) reports to Council through the Clerks Department to Committee of the Whole. The Accessibility Advisory Committee meets, along with support staff members, on a monthly basis, with the exception of January, July and August. As a Committee, they provide input to Council on implementation of the *Ontarians with Disabilities Act* (ODA) and the *Accessibility for Ontarians with Disabilities Act* (AODA) legislation and other related accessibility matters. All meetings are open to the public.

The Accessibility Plan(s) represents the formal way in which the AAC reviews and advises Council on accessibility matters pertaining to the Township. The following represents other ways in which the Committee provides advice and guidance to King Township:

- (a) Provide comments and recommendations to the Clerks Department and Council on the accessibility of buildings, structures or premises (or parts thereof) that the Township purchases, constructs, significantly renovates, leases and/or uses as a municipal facility.
- (b) Receive presentations from staff regarding plans and drawings for development under Section 41 of the *Planning Act* with respect to accessibility issues, and provide comments and recommendations in a timely manner.
- (c) Provide comments about and makes recommendations on how the needs of persons with disabilities can be better served through the Township's purchasing of goods and/or services.
- (d) Perform other functions that are specified in the Regulations to these Acts when they are developed.
- (e) The Committee will participate in the annual development and/or refinement of the Township's Multi-Year Accessibility Plan(s) and Annual Plan Updates, as required by the *Act*.
- (f) Liaise with the Region of York and its constituent municipalities in policy development and with the planning and implementation of projects to enhance accessibility throughout York Region.

- (g) Confer with organizations of and for persons with disabilities to facilitate shared goals and objectives.
- (h) Participate in the coordination, implementation and/or delivery of public information forums.
- (i) Establish sub-committees or working groups as directed by the Committee or Council to address specific issues.
- (j) Coordinate the immediate and ongoing dissemination of information in various formats to the public regarding issues faced by persons with all types of disabilities and regarding the work undertaken by the AAC.

According to Statistics Canada, Canadian society has continued to progress towards increased social acceptance of reporting disabilities. Due to this, and in conjunction with Canada's changing age demographics, it is expected that the number of people with disabilities will continue to rise. **King's population, according to the most recent Census of Population (2016), is approximately 24,000. If one factors in the provincial average of 15 percent (%) of the population living with a disability, King has an estimated 3,600 residents who currently live with a disability.** As King continues to grow in size, this number will also continue to grow. An expected increase in the number of residents with disabilities will continue to highlight the importance of the activities outlined in King's 2018 – 2025 Multi-Year Accessibility Plan.



**** IT'S IMPORTANT TO NOTE THAT THESE STATISTICS ARE BASED ON CITIZENS IN THE PROVINCE WHO HAVE BEEN WILLING TO REPORT THEY HAVE A DISABILITY. THE NUMBERS ARE ACTUALLY GREATER THAN THEY APPEAR****

ACCESSIBILITY ADVISORY COMMITTEE – 2013 - 2017

ACCOMPLISHMENTS

- Reviewed all site plan applications submitted to the Township AAC
- Received and provided input into the King Road and Keele Street Streetscaping Project
- Received and provided input into the reconstruction of the Nobleton Lions Pool Renovation Design
- Received and reviewed the new AODA training package for Customer Service and the Integrated Accessibility Regulation Standards (IARS) with the Human Resources Department in 2014
- Received and provided input into the new AODA training module presented by the Human Resources Department in 2015
- Received a deputation and provided comments to the Concerned Citizens for Accessibility and Mobility and the Community Legal Clinic of York Region on the 'Proposed Changes to the Mobility Plus Appeal Panel'
- Received a deputation and provided comments to King Fire and Emergency Services regarding 'Policies/Procedures in Place for Persons with Disabilities'
- Continually reviewed the Township's website for accessible features
- Redesigned the AAC logo
- Created the Accessibility Friendly Awareness Program decal
- Reviewed and updated the Committee's public information pamphlets
- Reviewed and updated the Accessibility Friendly Awareness Checklists
- Met with the Chair of the King Chamber of Commerce and the King Economic Development Officer for discussions on 'Helping to make King Accessible through Partnerships' and 'spreading the word' on accessibility in the community
- Reviewed and provided input on the 'Trail Maps and Guides Overview' presented by the Parks Department
- Toured the Nobleton Lions Pool Building and provided an Accessibility Friendly Inspection of the newly reconstructed site and presented the Township with the Accessibility Friendly Awareness Decal
- Participated in the 2013, 2014, 2015, 2016 and 2017 'National Access Awareness Week' hosted by the Regional Municipality of York
- Participated in the Annual Fire Prevention Open Houses from 2013 – 2017
- Continued to promote the Committee's 'Accessibility Friendly Awareness' Program to the business community
- Conducted an Accessibility Audit of Township owned buildings/facilities in 2013
- Received and provided input into the proposed accessible renovations to the washrooms and lobby at the Dr. William Laceby Community Centre & Arena in Nobleton
- Received and provided input to the Parks, Recreation and Culture Department on the proposed future multi-use Recreation Centre on lands at the Seneca College Campus grounds
- Conducted an Accessibility Friendly Awareness Evaluation of Township owned buildings/facilities in 2017
- Reviewed and provided input into the Annual Plan Updates from 2014 – 2017

THE KING STAFF WORKING GROUP

The Staff Working Group ('the Group') is comprised of staff from all King Township departments. All members are active contributors and participants in developing and implementing accessibility initiatives across the Township.

The Group continues to implement the requirements of the AODA and provides its expertise and time to ensure that the Township continues to move towards becoming a community that encourages the principles of dignity, independence, integration, equality and inclusion. The Group provides input into the development of the Multi-Year Plan(s) and Annual Updates and carries out the actions within their own departments.

Informed and Committed Leadership

- All Township Departments provide input to the Plan
- Council endorses the Plan
- The Plan and related accessibility documentation are publicly available, posted on the Township's website, and in alternate formats upon request
- AODA training is provided for all Township staff by Human Resources
- Staff have access to accessibility related resources and information
- The Township continues to meet legislated timelines for implementation

Evaluation

Listening to feedback is an integral part of the evaluation process. Township staff will continue to review and expand consultation strategies to engage key groups in providing accessibility related feedback, including persons with disabilities.

Additional evaluation and reporting efforts include:

- Annual review of the Multi-Year Plan(s)
- Completion of Compliance Reports to the Accessibility Directorate of Ontario
- Prepare Municipal Election Plans as required by the *Election Act, 1990*

KING TOWNSHIP - INTRODUCTION

King Township is a unique and special place. We are proud of our extensive natural and scenic beauty, rich culture and heritage, and the welcoming, small town feel that defines our Township. Located in York Region on the northern edge of the Greater Toronto Area (GTA), our community is about halfway between Toronto and Barrie and covers an area of 333 km². The Township is predominantly rural, with the majority of our residents concentrated in the three villages of King City, Nobleton and Schomberg. Several hamlets and smaller communities are essential to our rural character: Ansnorveldt, Kettleby, Laskay, Lloydtown, Pottageville, Snowball and Glenville.¹

King Township is often referred to as a 'community of communities'. Each of our villages and hamlets has its own distinctive character including notable cultural and natural landscapes, historical features, and heritage properties. All of this is juxtaposed with a strong overall sense of community.²

[Integrated Community Sustainability Plan \(ICSP\) Linkage](#)

King Township's Integrated Sustainability Plan was formally adopted by Council on April 2nd, 2012. The Plan is an overarching guiding document that is based upon common values, priorities and community aspirations with the following vision:

"King Township is an idyllic countryside community of communities, proud of its rural, cultural and agricultural heritage. We are respected for treasuring nature, encouraging a responsible local economy and celebrating our vibrant quality of life."

The ICSP provides a framework for all other Township plans. It is the starting point of the business planning and budget cycle, and identifies priorities to meet community needs. The developments and initiatives outlined in this 2018 – 2025 Multi-Year Accessibility Plan demonstrate the importance of a barrier free community. It is also important to recognize that our work on accessibility matters is strengthened by the alignment of the Multi-Year Accessibility Plan and the ICSP.

[King Township's 2018- 2025 Multi-Year Accessibility Plan reflects the Township's ongoing commitment to meet Ontario's ODA and AODA Legislation](#)

As a requirement of the *Ontarians with Disabilities Act, 2001 (ODA)*, all municipalities are to establish an Accessibility Advisory Committee (AAC) and also prepare an annual Accessibility Plan.

Under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, a Multi-Year Plan continues to oversee accessibility and inclusion for persons with disabilities through the identification, removal and prevention of barriers within Township facilities and in the Township's provision of goods and services. This Plan is in effect for the period of January 1, 2018 to December 31, 2025 and will have yearly updates.

1 King Township's Integrated Community Sustainability Plan
2 King Township's Integrated Community Sustainability Plan



Ontario

[The Ontario Human Rights Code:](#)

The *Ontario Human Rights Code* protects people from discrimination and harassment. It clearly sets out rights and responsibilities for everyone in Ontario.

[The Ontarians with Disabilities Act, 2001 \(ODA\):](#)

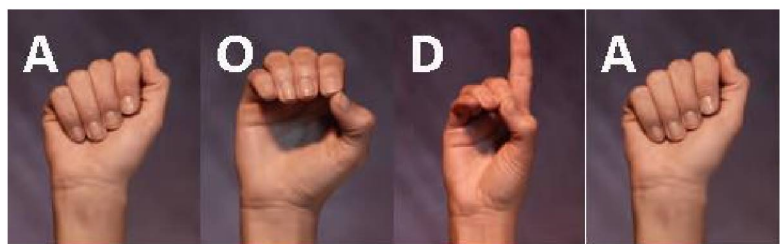
The ODA will assist the government in improving opportunities for people with disabilities and will ensure the Province of Ontario is accessible and inclusive by 2025. Under the ODA, all municipalities must:

- Prepare an accessibility plan each year and make it available to the public
- Include people with disabilities in their planning processes, such as the members of the Accessibility Advisory Committee (AAC)
- Remove barriers over time

The ODA received Royal Assent in December 2001. The primary focus of this legislation was to identify, remove and prevent barriers that may limit opportunities for people with disabilities to fully participate in society. Since 2004, all municipalities in the province have had a legal obligation under the ODA to prepare annual Accessibility Plans in order to ensure that policies, by-laws, facilities, programs and services be reviewed to remove barriers and prevent new barriers from being created. Furthermore, the ODA mandates that municipalities with a population over 10,000 must implement Accessibility Advisory Committees with more than half of the committee appointments composed of members who have a disability.

The ODA legislation has been helpful with the identification and removal of barriers; however, the Province of Ontario recognized that Ontario was still not fully accessible for people with disabilities. As a result, the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* was implemented to help expedite the process with a phased in approach.

[The Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#)

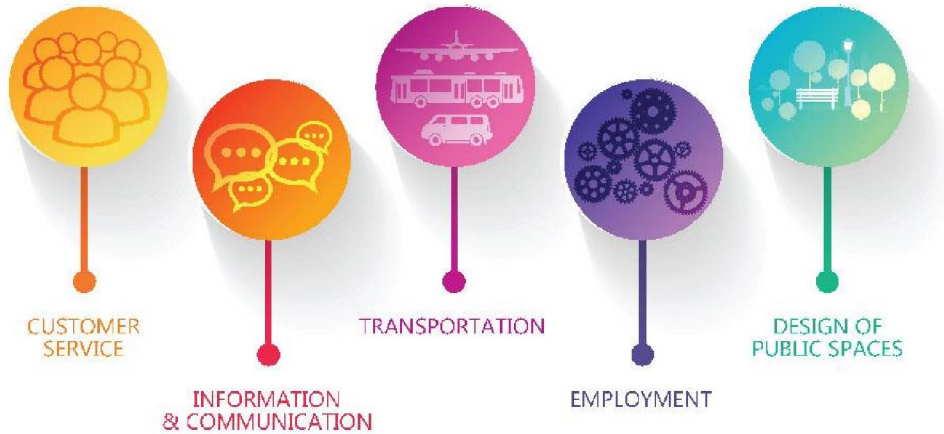


The AODA allows Ontario to develop, implement and enforce accessibility standards with rules that help ensure people with disabilities can benefit from goods and services and be included in all aspects of life.

Under this landmark legislation, the Government of Ontario has developed mandatory accessibility standards that will set out requirements that an organization must meet in the areas of customer service, information and communications, transportation, employment and the design of public spaces. The AODA legislation will eventually replace the existing ODA legislation; however, the

planning requirements of the ODA are still in effect until it is officially repealed. The AODA standards apply to private and public sector organizations across Ontario.

Under the AODA, accessibility planning requirements shifted from the annual ODA reporting to multi-year plans which must outline a municipality's strategy to prevent and remove barriers and meet the requirements under the Integrated Accessibility Standards Regulation (IASR). King Township's first Multi-Year Plan 2013-2017 ('the Plan') was in place by January 1, 2013 and included King Township's strategy to prevent and remove barriers and meet the requirements in the standards. Each year since, the Township has reported annually on the progress in implementing the Plan. This is King Township's second Multi-Year Plan, 2018-2025, which will take King to the scheduled provincial deadline of 2025 ensuring King is completely accessible and inclusive. Going forward, King Township will report annually to the Province on its accomplishments in meeting this deadline.



The Blind Persons' Rights Act:

The *Blind Persons' Rights Act* provides someone who is blind the legal right to: be accompanied by a specially trained guide dog in all facilities open to the public, not be charged extra because of the dog's presence; equal housing opportunities, and no special conditions or terms can be imposed because of the dog's presence.

Accessibility Law Updates:

The Third Review of the *Accessibility for Ontarians with Disabilities Act, 2005* is now available. The *Accessibility for Ontarians with Disabilities Act, 2005* must be reviewed regularly. The Honourable David C. Onley, Ontario's 28th Lieutenant Governor, was appointed to review the Act and conducted public consultations in 2018.

The Ontario Government has asked the Health Care, and K-12 Education and Post-Secondary Education Standards Development Committees to resume their work. Health Care and Education Standards are the two (2) new accessibility standards that are being developed in Ontario by the Standards Development Committees.

On January 12, 2018, the Transportation Standards Development Committee finalized and submitted its 'Final Recommendations Report' on the proposed Transportation Standard for consideration, to the Minister Responsible for Accessibility. The Committee's recommendations are still under review and are not expected to be passed by the Province until 2019.



NEW ➔ [The Accessible Canada Act:](#)

The Federal Government, House of Commons, introduced Bill C-81, the *Accessible Canada Act*, in June 2018. On May 29, 2019, the House of Commons passed all of the proposed amendments to Bill C-81 that the Senate earlier made to the bill. This will be Canada's first step towards ensuring all of Canada is accessible and inclusive to all of its citizens and visitors. The purpose of this Bill is to make Canada barrier-free in areas under federal jurisdiction, including in:

- Built environments (building and public spaces)
- Employment (job opportunities and employment policies and practices)
- Information and communication technologies (digital content and technologies used to access it)
- Procurement of goods and services
- Delivering programs and services
- Transportation (by air as well as by rail, ferry and bus barriers that operate across a provincial or international border)
- And other priorities in the future

The Act will apply broadly to organizations under federal responsibility ("regulated entities"):

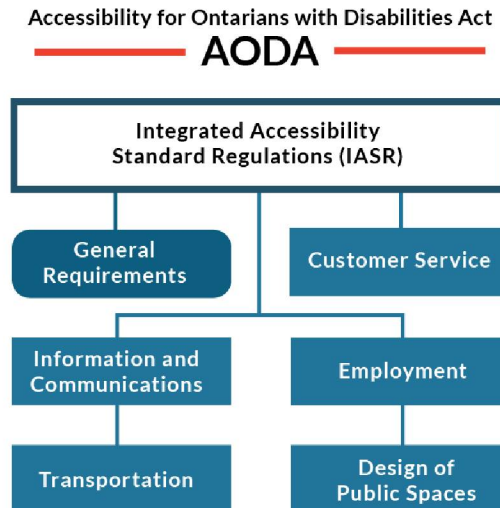
- Parliament, including the Senate, the House of Commons, the Library of Parliament and the Parliamentary Protective Service (with some tailoring of compliance and enforcement provisions to respect parliamentary privilege);
- The Government of Canada, including government departments, Crown Corporations and agencies;
- The federally regulated private sector, including organizations in the transportation sectors, broadcasting and telecommunications services, and the banking and financial sectors; and
- The Canadian Forces and the Royal Canadian Mounted Police (RCMP), while allowing for considerations related to bona fide occupational requirements, such as certain physical requirements necessary in order to carry out certain jobs.

The *Accessible Canada Act* was given Royal Assent by Senate and the House of Commons on June 21, 2019. Now that it has passed through Parliament, some other Acts which deal with matters under federal authority will need to be revised: including the *Canadian Human Rights Act*, the *Canada Transportation Act*, the *Telecommunications Act* and the *Broadcasting Act*.

THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)

Under the AODA, the IASR regulation is a 'Phased in Compliance'. It includes five (5) standards in the areas of: customer service, information and communications, employment, transportation and design of public spaces (see chart below).

The requirements will be phased in over time between 2011 and 2025. This will give organizations the time they need to build accessibility into their regular business processes.



Part of the AODA allows for penalties for non-compliance. The AODA gives the Province the authority to set monetary penalties to enforce compliance with accessibility standards. The maximum penalties under the AODA include:

- A Corporation/Organization that is guilty can be fined up to \$100,000 per day
- Directors and Officers of a Corporation/Organization that is found guilty can be fined up to \$50,000 per day

In 2017, a Corporation/Organization with 20+ employees must file an on-line compliance report with the Province confirming their continued compliance with the AODA. King has been compliant in meeting schedule deadlines. The next compliance dates are as follows:

- By December 31, 2019 – file an Accessibility Compliance Report
- By January 1, 2021 – make all websites and web content accessible
- By December 31, 2021 – file an Accessibility Compliance Report
- By December 31, 2023 – file an Accessibility Compliance Report
- By December 31, 2025 – file an Accessibility Compliance Report

CAME INTO EFFECT ON JANUARY 1, 2011



The Accessibility Standard: Customer Service – this standard outlines requirements for removing barriers for persons with disabilities so they can access goods, services, and/or facilities.

The Standard will:

- permit a person who requires the use of a service animal to enter the premises and be allowed to keep the service animal with them, unless excluded by law.

The first Standard under the AODA to become law was the Accessibility Standards for Customer Service (Ontario Regulation 429/07). This Regulation came into force on January 1, 2008. It established accessibility standards for customer service and governs how all public sector organizations and every other person or organization shall provide their goods or services to persons with disabilities. If you are a provider of goods or services and have one or more employees in Ontario, you are required to comply with the Regulation. If you are a public sector organization designated in the Standard, you must have complied by January 1, 2010. If you are a private business, non-profit organization or any other service provider with at least one employee in Ontario, you must have complied by January 1, 2012.

CAME INTO EFFECT ON JANUARY 1, 2008 - Compliant 2008



The Accessibility Standard: Information and Communications – this standard outlines requirements for organizations to create, provide, and receive information and communications that are accessible to people with disabilities.

The Standard will:

- help people with vision loss access more websites using their screen readers
- expand large print and digital collections in public libraries
- provide students with course information and learning materials in accessible formats
- ensure all people have access to emergency and public safety information
- ensure all new internet websites and web content on those sites conform with WCAG 2.0 level A s.14
- ensure information and communications are available to persons with disabilities in alternate formats upon request

(Some parts of the standard will apply only to educational or training institutions)

CAME INTO EFFECT ON JANUARY 1, 2012 - Compliant 2012





The Accessibility Standard: Employment – this standard requires that employers must make their workplace and employment practices accessible to potential or current employees with disabilities. It will help organizations support and retain skilled workers. It will make accessibility a normal part of recruiting, hiring and communicating with employees who have disabilities. It will remove barriers for those wishing to join the workforce and promotes inclusive workplaces that accommodate disabilities.

As of January 1, 2012, organizations needed to provide their employees with disabilities with emergency response information that is tailored to the employee’s needs, if the disability requires it.

CAME INTO EFFECT ON JANUARY 1, 2012 - Compliant 2012



The Accessibility Standard: Transportation – this standard sets out the requirements for transportation service providers. Particularly, features and equipment on vehicles, routes, and services offered must be accessible to people with disabilities. It supports barrier-free travel for work and leisure.

Transportation providers include: the Ontario government, municipalities, and Transportation Commissions or Authorities.

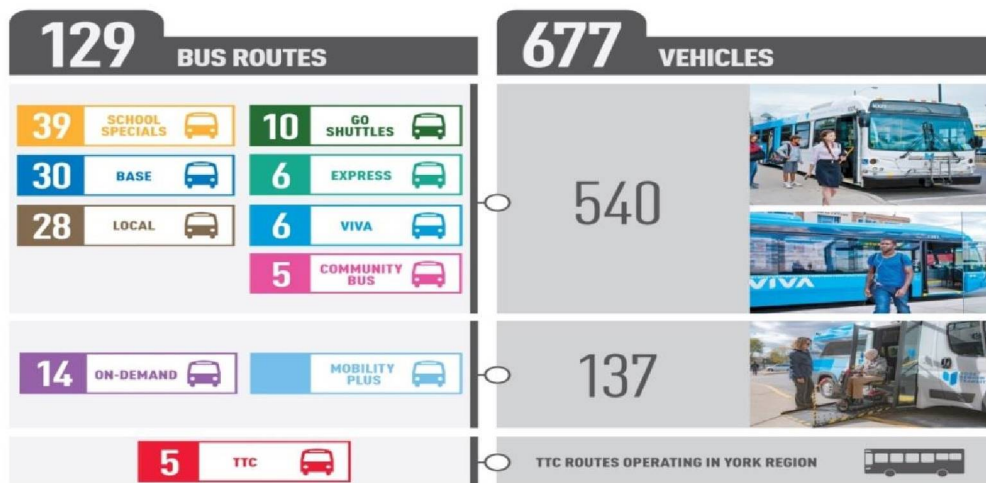
It also applies to some other organizations that provide transportation services such as hospitals, taxis, public school boards, colleges and universities. The Accessibility Standard for Transportation will make public transportation services more accessible.

** Currently, all Transportation is handled by the Regional Municipality of York for King Township** www.york.ca or www.transportation@york.ca King Township does not license taxi services. **

CAME INTO EFFECT AS OF JANUARY 1, 2017 - Compliant 2017



As reported to King Township by the Regional Municipality of York on May 27, 2019”





Accessibility Standard: Design of Public Spaces – this standard applies to public spaces that are newly constructed or redeveloped on and after the compliance date to be accessible for persons with disabilities.

The Standard covers:

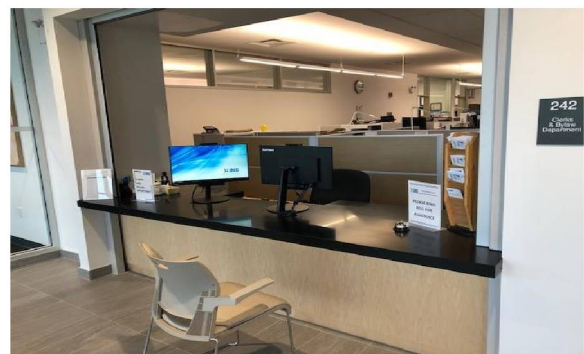
- Recreational trails and beach access routes
- Outdoor public use eating areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities



- Exterior paths of travel (sidewalks or walkways), and their associated elements, such as ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible parking



- Maintenance and restoration of accessible elements in public spaces
- Obtaining services - service counters, fixed queuing guides and waiting areas



The majority of requirements in this standard affect elements found in outdoor public spaces. Some requirements in this standard apply to elements found indoors that are not covered by Ontario's Building Code (service counters, fixed queuing guides and waiting areas) as well as outdoors.

Exceptions:

- wilderness trails, backcountry trails and portage routes
- trails only meant for cross-country skiing, mountain biking or the use of motorized recreational vehicles, such as snowmobiles and all-terrain vehicles
- areas of trails where modifications for accessibility would negatively impact the ecology or heritage
- cases where making the trail or beach access route accessible would be impossible or inappropriate – for example, where rocks bordering the route make it impossible to meet minimum width requirements
- cases where making the trail or beach access route accessible would have a negative effect on properties protected under:
 - the Ontario Heritage Act
 - Canada National Parks Act
 - the Historic Sites and Monuments Act (Canada)
 - the United Nations Educational, Scientific and Cultural Organization's (UNESCO's) World Heritage List
- cases where making the trail or beach access route accessible would have a negative effect on water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values

CAME INTO EFFECT ON JANUARY 1, 2016 - Compliant 2016



POLICIES, PROCEDURES AND TRAINING

The development of policies, procedures and training relating to the Customer Service Standards for King Township to meet the deadline of full compliance by January, 2010 was completed as follows:

The Human Resources Department established policies, practices and procedures governing the provision of its goods and services to persons with disabilities and had them adopted by Council;

- All staff, volunteers, committee members, and election staff dealing with the public received Customer Service Standards training relating to the provision of the Township's goods and services to persons with disabilities
- A process for receiving and responding to feedback about the manner in which the Township provides goods and services to persons with disabilities was established.
- After 2010, all new staff, volunteers, and committee members will receive Customer Service Standards training when hired or as the legislation changes, through the Human Resources Department as per the Township's Business Plan mandate

The above goals on the Customer Services Standards were met, and the Township filed the required Customer Service Standard Compliance Report to the Province prior to the deadline.

Development of policies, procedures and training relating to the Integrated Accessibility Standards Regulations (IASR) for the Township to meet the deadline of full compliance are to be completed as follows:

- The Human Resources Department shall continue to establish policies, practices and procedures governing the IASR.
- All staff, volunteers, committee members, and election staff dealing with the public are to receive IASR training by the Human Resources Department upon hire or on an ongoing basis when the legislation changes as per the Township's Business Plan.

ONTARIO HUMAN RIGHTS CODE:

Under the *Ontario Human Rights Code*, King Township has a legal obligation to accommodate any person with a disability, regardless of whether they are an employee, volunteer or resident. It is important to provide accessible formats, communication supports or workplace accommodations in a timely and efficient manner upon request.

KING TOWNSHIP ACCOMPLISHMENTS – 2013 - 2017

In accordance with the legislation, the Township has ensured compliance in its day-to-day operations. Below is a list of some of the accomplishments that have taken place during 2013-2017:

Customer Service:

- Policies, procedures and practices on; providing goods and services, assistive devices, service animals, and support persons were put in place and are continually monitored for updates
- Continue to promote customer feedback regarding the provision of customer service to all persons
- Notice of service disruptions when facilities or services that people with disabilities rely on are temporarily disrupted are posted when and where applicable
- Parks, Recreation and Culture – King is committed to making our recreation programs accessible and supportive to individuals of all abilities. The Township is pleased to offer a number of inclusive services to better support the community's needs. One-to-one staff can be provided for those that are eligible. We also encourage the involvement of support workers provided by families or other agencies for those with additional needs.
- Parks, Recreation and Culture in partnership with All Sports All People, offer new inclusion programs for children and youth. All Sports All People is a non-profit organization. Their mission is to ensure NO ONE is ever turned away from being able to participate in a sport they want to pursue/love. Programs included but not limited to; Active Start, Adapted Zumba, All Abilities Soccer, Fundamentals, Sledge Hockey, Wheelchair Basketball. (For further information on All Sports All People, visit www.allsportsallpeople.com)

Information and Communications:

- Communications standards have been put in place to assist persons with a disability in a manner that takes into account their disability
- King's website was tested and modifications were made to ensure it is accessible to those persons who are visually impaired
- Creation of Trail Maps and new Signage was implemented for King parks/trails with accessible features

Transportation:

- King partnered with the Regional Municipality of York on road works, curb cuts, intersection audible signals

Employment:

- On-going training for existing and newly hired staff takes place continually
- AODA Compliance Reports were filed with the Province as scheduled in 2015 and 2017
- King passed an AODA Directorate Audit by the province in 2016
- The King Township Public Library will continue to train new staff and volunteers on AODA Standards using the latest online training modules.

Design of Public Spaces:

- Design of the new Municipal Office Centre was completed - to include accessible features
- Continue to include accessibility as part of the Official Plan wherever possible and address/include in new developments
- Construction of the 'Look Out' at the Trisan Centre to view waterfowl and shore birds in the wetlands was designed with accessible features
- Design/construction of Hickstead Memorial Park, Davis Park and Trail Head Park took place and were made accessibility friendly



- Renovation/construction took place for the Nobleton Lions Pool Pavilion and Pool with accessible features including the pool house and pool



- From 2015-2017, King's Economic Development Division has dispersed \$6,390.00 through the King Township Community Improvement Plan (CIP) Grant Program to assist businesses who have begun retrofitting their establishments to make them more accessible to all persons
- King partnered with the Regional Municipality of York on the implementation of streetscaping design features which included ensuring accessibility compliance in the core village areas of Nobleton and King City
- The King Township Public Library has installed an accessible, environmentally friendly water fountain and bottle refill station in the Schomberg Library.



INITIATIVES AND FUTURE GOALS – 2018 - 2025

Staff will continue to meet the requirements of the IASR and undertake other activities aimed at eliminating barriers.

General:

The Township will continue to review existing and develop new corporate policies, practices and procedures in relation to AODA requirements. Staff will provide input yearly into the Annual Plan updates. The Township will continue to submit compliance reports to the Province in 2019, 2021 and 2023, demonstrating compliance with the Standards in the IASR.

Customer Service:

Implementing accessible customer service is ongoing and will require continued training by the Human Resources Department for new staff, volunteers, Council, etc. Customer feedback will continue to be promoted in order to improve and progress accessibility across the Township.

Inclusive and adaptive programming will continue to be offered by the Township's Parks, Recreation and Culture Department and will be reviewed annually based on increase in demand. As new parks, outdoor play spaces and trails are created, staff will ensure they are created in compliance with the AODA.

Accessible Programs:

Cold Creek

King provides and will continue to provide, inclusive programming for all participants, and are able to adapt programming. King has a Hippocampe All-terrain Wheelchair which is available for participants who require a mobility aid. The device allows participants to explore the trails of Cold Creek that would otherwise be deemed inaccessible. (For more information on the hippocampe please contact cold creek staff at 905-833-5321 ext. 5233).



Recreation Programs:

King will continue to Partner with All Sports All People. King Township is excited to offer new inclusion programs for children and youth! All Sports All People is a non-profit organization where their mission is to make sure that NO ONE is ever turned away from being able to participate in a sport that they want to pursue/love. For more information on All Sports All People please visit www.allsportsallpeople.com

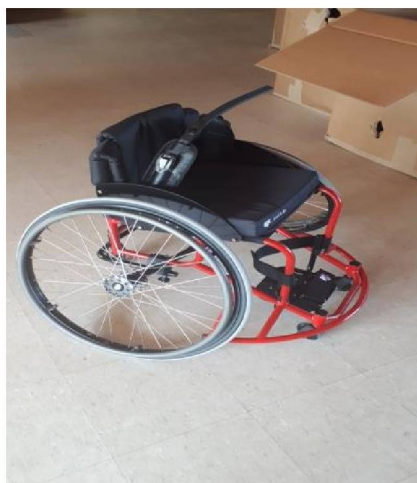
Sledge Hockey

Sledge Hockey provides people of all ages and abilities to participate in an exciting adapted sport. Experience the sport of Sledge Hockey. Learn the basics, including skill development. Each week will finish with a friendly scrimmage. Sledges and sledge hockey sticks provided. Bring your own CSA hockey helmet with a visor/cage and hockey gloves.



Wheelchair Basketball

Wheelchair basketball is one of the largest para-sports you can play. It's fast pace, teamwork oriented system makes for a great sport for anyone to play. Come out on the court and learn the basics. No experience playing wheelchair basketball is necessary. Basketball wheelchairs are provided if needed. (For registration information please contact inclusion@king.ca)



On-going Department Programs:

The Clerks/By-law Enforcement Department will continue to review, conduct audits and plan for fully accessible municipal elections and ensure accessible parking spaces are being monitored and enforced.

The Clerks Department is currently working with York Region on creating an Inclusion Charter for King Township and will be seeking Council adoption of the Inclusion Charter in 2018.

- The Inclusion Charter will embrace all dimensions of diversity. It is grounded in the belief that our greatest strength is the ability to bring people together to build a welcoming community that celebrates and values the differences and contributions of everyone. Moreover, it will acknowledge that diversity is about knowing, understanding, accepting and valuing the unique dimensions, qualities and characteristics we all possess. Inclusion is about creating an environment where everyone can develop to their full potential, participate freely and live with respect, dignity and freedom from discrimination.

The Accessibility Advisory Committee, along with the assistance of the Clerks Department, will continue to advertise and promote their 'Accessibility Friendly Awareness Program'.



This program aims to provide information and resources to businesses about their role in relation to accessibility. The AAC is working to ensure that businesses in King understand their responsibilities in removing barriers to allow access to their goods and services in order to meet the 2025 deadline, as outlined in the AODA, as well as assisting in advertising/promoting their business to be accessible.

Service King will monitor their front line services and make amendments as needed and will provide the public with the excellent customer service they currently provide.

The King Township Public Library will be adding digital magnifying devices at each branch to assist people with vision challenges and will continue to evolve formats that support people with disabilities.

Information and Communications:

Departmental Services:

King Fire and Emergency Services will continue to ensure that emergency procedures and public safety information created by the Township will be provided to the public in accessible formats wherever possible upon request. All other documents produced by or on behalf of the Township will be produced in alternate formats upon request.

The Township's IT Department will ensure the website continues to meet the WCAG standards under the AODA.

All Departments will ensure through ongoing training of staff that documents are accessible and relevant policies and procedures pertaining to the provision of accessible formats and communication supports for persons with disabilities are maintained.

The Accessibility Advisory Committee will continue to monitor King's website and other media to ensure King continues to be compliant.

Staff will continue to advise the public of any planned or emergency service disruptions and post signage where applicable on all buildings/facilities and in media outlets.

Finance Department staff will continue to review and amend the Procurement By-law as required, to ensure all contracts/agreements meet the IASR Standards and ensure that all contractors/agents are compliant.

King Library Services:

The King Township Public Library are committed to ensuring compliance in all areas going forward and has identified that implementation of all previous initiatives are still ongoing. These initiatives include the following:

2018

- Collection – the iPod Music Collection which consists of pre-loaded iPods with 100 genre specific songs will be introduced. There are a wide range of themes such as jazz, folk, country, classical, decades (50s, 60s etc.) etc. The collection is designed to support people with cognitive/memory issues (Alzheimer's, dementia) but could be used to support people with a variety of disabilities.

- Marketing and Communication – a new brochure and more detailed booklet is being created outlining the Library's Accessibility Services including formats, hardware, technology, facilities and services. One of the goals of creating these documents is to ensure consistency between printed information and the accessibility information reflected on KTPL's website.

ADAPTIVE TECHNOLOGY

BROWSEALLOUD

Assistive technology that adds text-to-speech functionality to websites. Available on the library's website.

DRAGONSPEAK

A speech recognition software, allowing the user to dictate, search the web, email & more on a library computer - by simply using their voice. Only available at the Schomberg branch.

KURZWEIL 3000

Reading, writing and learning software program used to assist any struggling reader. It allows users to scan a document and have the computer read it back to them. Available at all four branches.

ZOOMTEXT 10

Enlarges everything on the computer screen up to 10 times its normal size. It can change the screen colour and pointer size for better visibility. Available at all four branches.

CONTACT US:

King City Branch

905.833.5101

Nobleton Branch

905.859.4188

Schomberg Branch

905.939.2102

Ansorveldt Branch

905.775.8717



Revised March 2018

KING TOWNSHIP PUBLIC LIBRARY



Accessibility at the Library



kinglibrary.ca



ACCESSIBLE CUSTOMER SERVICE POLICY

The King Township Public Library recognizes the importance of the AODA legislation and continues to provide support to persons with disabilities in accessing any materials, services or collections that are maintained by the library.

Library staff will work to provide information in an accessible format upon request or in a manner agreeable to a person with a disability.



ACCESSIBLE FORMATS, SERVICES & HARDWARE

Formats

- Large Print Books
- Audiobooks
- Braille Books for Children
- eBooks, eAudiobooks, eMusic, eVideos, eMagazines
- DVDs

Services

- Homebound Program
- Centre for Equitable Library Access (CELA)

Hardware

- Large Touch Screen Monitors
- Large Print Keyboard
- Trackball Mouse
- Height Adjustable Desk



FOUR COMMUNITY LIBRARIES TO SERVE YOU

King City Branch (Main)

- Accessible entry door
- Accessible washroom
- Accessible program room
- Accessible parking
- Elevator
- Ramp

Nobleton Branch

- Accessible washrooms
- Accessible program room
- Accessible parking

Schomberg Branch

- Accessible entry door
- Accessible washrooms
- Accessible program room
- Accessible parking

Ansnorveldt Branch

- First floor accessible
- No accessible washroom
- Accessible parking

SERVICE ANIMALS ARE WELCOME AT ALL BRANCHES.

The King Township Public Library website – staff will continually audit the website to ensure WCAG Standards are being met. Minor changes to the website to achieve and maintain the Standards will ensure that alternate text for images and colour schemes are accessible.

In 2019 new external signage at the Ansnorveldt and Schomberg Libraries that are easier to see, will be installed.

Employment:

The Township will ensure that all employees who identify themselves as having a disability will have emergency plans created for them in the case of an emergency and/or evacuation and will be made aware of the response/procedure during new hire orientation or staff training on the AODA.

The Township will continue to advertise the availability of accommodations during the recruitment, screening, selection and hiring process. Accommodations will be made for current employees as needed in conjunction with returning to work safely following any kind of medical leave.

Transportation:

Transportation for the immediate future will continue to be overseen by the Regional Municipality of York (“York Region”). The Township will be provided with annual updates from the Region of York Transportation Services Division on route or service changes and will continue to work with York Region on road work infrastructure projects. The Township does not issue licenses for such service providers as taxis, Uber cabs, etc.

Design of Public Spaces:

King Township will continue to incorporate the Design of Public Spaces Standards into future capital projects and ensure that all Township owned buildings/facilities, parks, trails, and outdoor spaces will be improved and maintained in accordance with the AODA and staff will continue to seek federal and/or provincial funding to assist with accessible improvements.

The following are excerpts from the Parks, Recreation & Culture Master Plan 2018-2019 – Parks & Forestry Services:

Equality & Access in Recreation - Other major influences on services in King over the next five years will be diversified needs and participation of currently under represented and serviced populations. These considerations may include, but are not limited to:

- *Accessibility will continue to be a major consideration in the design and construction of new and renovation of existing facilities as the deadline for conversion of facilities draws closer in 2025. Accessibility must also transfer into parks and programming and although progress has been made – King installed its first accessible playground in 2016 and recently received a grant for accessible programming for over \$100,000 – continued efforts will be required. Persons with disabilities must be able to participate in the same services as everyone else, should they chose to do so.*

Design Criteria - All parks should feature adequate street frontage for visibility and safety and be linked to the overall parks/green space system. They should include best management practices for environmental sustainability; accessibility standards; and CPTED (Crime Prevention Through Environmental Design) principles. These parks may abut or provide linkages to trails and to other municipal assets such as stormwater management facilities to form contiguous green space parcels and provide opportunities for pedestrian activity.

Looking ahead - Over the next 10 years the Township will be faced with the challenge of continuing to supply adequate amounts and types of parkland for new and existing residents along with maintaining existing parks at standards residents have come to expect. Factors requiring consideration include but are not limited to:

- *Funding for maintenance and renovating existing parks*
- *Funding for constructing new parks in new subdivisions*
- *Renovations to existing parks due to intensification*
- *Provincial requirements*
 - *Accessibility for Ontarians with Disabilities Act (AODA)*
 - *Place to Grow Act*
- *Plateaued/Declining Usage*
- *Increasing Operating Costs*
 - *Utilities*
 - *Staffing, combined with impacts of Bill 148, Fair Workplaces, Better Jobs Act*
- *Changing municipal demographics*
- *Changes/additions to current service levels*

All reconstruction or new builds will continue to be reviewed by the Accessibility Advisory Committee.

Facilities/Streetscaping:

As Township buildings are relocated or reconstructed, they will be done so to meet the accessible requirements in the current *Ontario Building Code* such as lowered service counters, defined customer seating areas, door widths, etc.

As streetscaping projects develop, staff/agencies will ensure that all aspects of the designs will be done with accessibility in mind, such as, intersection crossings markings, audible signals, sidewalks, parking spaces, etc.

The Township will continue to seek feedback from the public as an important part of any project process and engage persons with disabilities to participate.

One of the most prominent examples of King's commitment to accessibility comes in the form of the new Municipal Office Centre at 2585 King Road. It will have many accessibility features, including automatic doors, accessible washrooms and change rooms, and an elevator. The team behind the Centre will ensure the site is fully accessible and inclusive to all during the design and build stages.

The new King City Library will be fully accessible. In addition to all the accessible features offered at the old King City building, the new library will incorporate an adult change table in a public washroom as well as a brand new elevator lift. Plans also include the inclusion of an accessible, environmentally friendly water fountain and bottle refill station. The fountain and bottle refill station will also be installed in the Nobleton Library.

Assisting Local Business:

The Economic Development Department will continue to work with the King Chamber of Commerce and local businesses to promote accessible and inclusive business designs and provide advice/references on guidelines that should be considered to ensure they are compliant with the current legislation and reap the benefits of being able to provide goods and services to all persons with all abilities.

The Economic Development Department will continue to promote their Community Improvement Plan (CIP) program for the Communities of King City, Nobleton and Schomberg which was approved by Council on September 22, 2014. To-date there are approximately 180 properties in King's village cores that could potentially be eligible for the financial incentives program of which the primary purpose of the plan is to enable financial incentives to assist in the revitalization of private property and encourage improvements in accordance with the design guidelines of the plan. Making building retrofits to businesses for accessibility is one of the key aspects of the CIP.

- The CIP takes a long-term approach to revitalization. This change will take time, and is best accomplished through incremental, small improvements that will add up to substantial changes overtime. Through the 2019 Work Plan and Budget process, Economic Development Staff will be recommending a modest increase in the annual dollars allocated to the CIP Grant program in order to allow for the continued growth and success of the program.

(For further information on this program, please contact the Township's Economic Development Office at ecdev@king.ca – a portion of the CIP reference guide is below)

KING TOWNSHIP COMMUNITY IMPROVEMENT PLAN

King City, Schomberg and Nobleton

FINANCIAL INCENTIVE GRANT PROGRAM

WHAT DOES THIS PLAN DO?

The Community Improvement Plan for King City, Schomberg and Nobleton is an exciting initiative to promote beautification, property improvements and economic development in the three communities. The Plan was approved by Township Council on September 22, 2014.



King City streetscape rendering



Nobleton streetscape rendering



Schomberg streetscape rendering

CIP COMMUNITY
IMPROVEMENT
PLAN

For the Communities of
King City, Nobleton and Schomberg



- ✔ The Plan outlines financial incentives for property owners and tenants to invest in their property; and
- ✔ Outlines other actions, projects and strategies that the Township will undertake to implement the Plan.

KING

WHAT FINANCIAL INCENTIVE PROGRAMS ARE AVAILABLE ?



Façade and Signage Improvement Grant(s)

- Eligible projects: Replacement or rehabilitation of signs; painting, restoration of original building materials; replacement/repair of architectural elements; treatment of materials for cleaning or durability
- Signage: Grant up to 50% of the project's cost or \$2,500, whichever is less
- Façade: Grant up to 50% of the project's cost or \$10,000, whichever is less (grant can be increased to \$15,000 for corner lots)



Landscaping Grant

- Eligible projects: Professional landscaping, permanent planters, tree planting, decorative fences, walkway improvements and public furniture
- Grant up to 50% of the project's cost or \$5,000, whichever is less



Building Accessibility Grant

- Eligible projects: Automatic door installation, accessibility ramps or improvements to make a property barrier-free
- Grant up to 50% of the project's cost or \$3,000, whichever is less



Motor Vehicle and Bicycle Parking Grant

- Eligible projects: installation or improvement of bicycle parking racks; various improvements to parking areas
- Grant up to 50% of the project's cost or \$5,000, whichever is less



Property Conversion, Reuse and Repurposing Grant

- Eligible projects: Conversion of ground floor residential or vacant space to commercial space; conversion of upper storey space to residential units; conversion of a building into a hotel/inn/B&B; and conversion of ground floor space to suit a new use
- Grant up to 50% of the project's cost or \$10,000, whichever is less



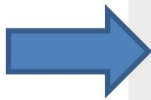
Planning and Building Permit Fee Rebate

- Eligible projects: Projects that require planning applications or building permits to be permitted
- Rebate of 100% of planning and building permit fees, up to \$5,000



Tax Increment Equivalent Grant

- Eligible projects: Development, redevelopment, major additions and infrastructure improvements which result in a significant property tax increase
 - Rebate of up to 100% of the amount of a property tax increase as a result of an eligible improvement project
- Paid annually in decreasing amounts for up to 10 years until the property owner is responsible for their new tax assessment



FREQUENTLY ASKED QUESTIONS

WHEN CAN I APPLY ?

You can apply anytime throughout the year. If funding is exhausted, you will be invited to apply the following year when funding becomes available.

CAN I APPLY FOR MORE THAN ONE ? TYPE OF GRANT

Yes! The incentive programs can be combined. The only exception is the tax increment equivalent grant, which cannot be combined with any other program.

HOW CAN I REVIEW THE COMMUNITY IMPROVEMENT PLAN ?

Applicants are encouraged to read the Community Improvement Plan to understand eligibility requirements. Visit the CIP Financial Incentives section of the Township's website and download the Community Improvement Plan. <http://www.king.ca/business>

HOW MUCH DOES THE TOWNSHIP ALLOCATE TO THE PROGRAM EACH YEAR ?

Council makes the decision to allocate funding to the incentive programs as part of its annual budgeting process. This means that funding availability could vary from year to year. Additionally, Council has discretion to allocate funding only to certain programs.

Contact the Township to determine if funding is still available for the current year.

WHO CAN I CONTACT FOR MORE INFORMATION OR TO START MY APPLICATION ?

To discuss your potential application with the Township or receive additional assistance and information, please contact:

Economic Development Office
King Township
Phone (Direct): 905-833-4016
Fax: 905-833-2300
Email: ecdev@king.ca



STATEMENT OF COMMITMENT

King Township is committed to meeting the accessibility needs of persons with disabilities in a timely and proactive manner and will use every reasonable effort to provide equitable access to Township programs, goods, services and facilities in a way that respects a person's dignity and independence.

Developing this Plan involved staff from across the Township who provided their time and expertise, including the Accessibility Advisory Committee (AAC) and Members of King Council.

Special thanks to the Regional Municipality of York for their support and assistance and for hosting and including King in their annual 'National Access Awareness Week' celebrations.

GLOSSARY OF TERMS

Barrier:

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, procedure or a practice ("obstacle").

Disability:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a service animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the Insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Types of disabilities and functional limitations:

A person's disability may make it physically or cognitively difficult to perform everyday tasks such as operating a keyboard, reading a sign, differentiating colours, distinguishing sounds, climbing stairs, grasping small items, remembering words, or doing arithmetic. Consider the functional limitations associated with twelve (12) different kinds of disabilities and the effects of these limitations have on an individual's ability to perform everyday tasks.

1. Physical

Physical disabilities include minor difficulties moving or coordinating a part of the body, muscle weakness, tremors, and in extreme cases, paralysis in one or more parts of the body. Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendonitis. Physical disabilities affect an individual's ability to perform manual tasks, such as hold a pen, grip and turn a key, type on a keyboard, click a mouse button, and twist a doorknob; control the speed on one's movements; coordinate one's movements; move rapidly; experience balance and orientation; move one's arms or legs fully (e.g. climb stairs); move around independently; walk any distance; easily get into or out of a car; stand for an extended period; reach; pull, push or manipulate objects' have strength or endurance.

- Ontario March of Dimes – York Region Chapter www.york.ca/nr/yorklink

2. Hearing

Hearing loss includes problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness.

- Canadian Hearing Society www.chs.ca

3. Speech

Speech disability is a partial or total loss of the ability to speak. Typical voice disorders include problems with pronunciation; pitch and loudness; hoarseness or breathiness; stuttering or slurring.

4. Vision

Vision disabilities range from slightly reduced visual acuity to total blindness.

A person with reduced visual acuity may have trouble reading street signs, recognizing faces, or judging distances. He/she might find it difficult to maneuver, especially in an unfamiliar place. He/she may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night, or require bright lights to read. Most people who are legally blind have some vision.

- Canadian National Institute for the Blind (CNIB) www.cnib.ca

5. Deaf-blind

Deaf-blindness is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living.

Deaf-blind disabilities interfere with communication, learning, orientation and mobility. Individuals who are deaf-blind communicate using various sign language systems, Braille, standard PCs equipped with Braille displays, telephone devices for the deaf-blind and communication boards. They navigate with the aid of white canes, service animals, and electronic navigation devices.

People who are deaf-blind may rely on the services of an intervener. Interveners relay and facilitate auditory and visual information and act as sighted guides. Interveners are skilled in the communication systems used by people who are deaf-blind, including sign language and Braille.

- Canadian National Institute for the Blind (CNIB) www.cnib.ca

6. Smell

Smell disability is the inability to sense or a hypersensitivity to, odours and smells.

A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

7. Taste

Taste disability limits the ability to experience the five (5) primary taste sensations; sweetness, bitterness, saltiness, sourness and umami (used to describe mouth feel or texture).

A person with a taste disability may be unable to identify ingredients in food, spoiled food, or noxious substances.

8. Touch

Touch disability alters the ability to sense surfaces and their texture or quality, including temperature, vibration and pressure. Touching sensations may be heightened, limited, absent (numbness), or may cause pain or burning. A person with a touch disability may be unable to detect (or be insensitive to) heat, cold or changing temperatures. Alternatively, a person with a touch disability may be hypersensitive to sound, physical vibrations, or heated surfaces or air.

- Arthritis Society www.arthritis.ca

9. Intellectual

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (e.g. Downs Syndrome), exposure to environmental toxins (as in Fetal Alcohol Syndrome), brain trauma and/or psychiatric conditions.

A person with an intellectual disability may have difficulty with:

- Language: understanding and using spoken or written information
- Concepts: understanding cause and effect
- Perception: taking in and responding to sensory information
- Memory: retrieving and recognizing information from short or long term memory
- Recognizing problems: problem solving and reasoning
- Brain Injury Association of Canada www.biac-aclc.ca

10. Mental Health

There are three (3) main kinds of mental health disabilities:

- Anxiety: a state of heightened nervousness or fear related to stress
- Mood: sadness or depression
- Behavioral: being disorganized; making false statements of inappropriate comments; telling distorted or exaggerated stories.

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behavior; be perceived as being pushy or abrupt; start laughing or get angry for no apparent reason.

- Canadian Mental Health Association York Region Branch www.cmha-yr.on.ca

- Canadian Metal Health Association www.cmha.ca

11. Learning

Learning disabilities are disorders that affect verbal and non-verbal information acquisition, retention, understanding, processing, organization and use.

People with learning disabilities have average or above-average intelligence, but take in information, retain it, and express knowledge in different ways. Learning disabilities affect reading comprehension and speed; spelling; the mechanics of writing, manual dexterity; math computation; problem solving; processing speed; the ability to organize space and manage time; and orientation and way finding.

- Learning Disabilities Association of Canada www.ldac-acta.ca

12. Other

Disabilities result from other conditions, accidents, illnesses, and diseases, including ALS (Lou Gehrig disease), asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke, and joint replacement.

- Aphasia Institute www.aphasia.ca
- Arthritis www.arthritis.ca
- Asthma www.allergyasthma.on.ca
- Cancer www.cancersupportcommunity.org
- Cerebral Palsy www.ofcp.ca (Ontario Federation of Cerebral Palsy)
- Diabetes www.diabetes.org
- Environmental Sensitivities www.mcsamerica.org
- Heart Disease www.heartandstroke.ca
- Hearing www.chs.ca (Canadian Hearing Society)
- HIV/Aids www.sexualhealthontario.ca
- Lungs www.lung.ca (Canadian Lung Association)
- Mental Health www.cmha.ca (Canadian Mental Health Association)
- Multiple Sclerosis Society www.mssociety.ca
- Vision www.cnib.ca (Canadian National Institute for the Blind)

Did You Know?

In King Township there is an agency called, 'Neighbourhood Network' which has been in operation since 2008. They are a department funded by Magna International Inc. and support the neighbourhoods of Aurora, East Gwillimbury, Georgina, King Township, and Newmarket by promoting volunteerism and linking community resources to their partnered charities and agencies. Their **Vision** is building better communities together. They are a free resource and have been partnering with King Township since 2015. For help trying to find resources relating to accessibility or a disability, they will be glad to assist.

To contact Neighbourhood Network you can visit the Township's website www.king.ca and go to "Volunteer in King" or go to their website at www.neighbourhoodnetwork.org

FOR FURTHER INFORMATION ON THE ODA OR AODA

Mail

Ministry of Economic Development, Trade and Employment
Attn: Communications and Public Affairs Branch
8th Floor, Hearst Block, 900 Bay Street
Toronto ON M7A 2E1
Canada

Website www.mcass.gov.on.ca

E-mail info@edt.gov.on.ca

Phone General Inquiry: 416-325-6666

1-866-668-4249 (toll free)

TTY (for the hearing impaired) 416-325-4402

1-877-408-3414 (toll free)

Fax 416-325-6688

For Free Accessibility Training Resources Visit www.AccessForward.ca

ACCESSIBILITY IS GOOD FOR BUSINESS

Improving accessibility is the right thing to do. It's also the smart thing to do. According to the Royal Bank of Canada, people with disabilities have an estimated spending power of about \$25 billion annually across Canada. People with disabilities also represent a large pool of untapped employment potential. When we make Ontario accessible to people with disabilities, everyone benefits.

(Note: This document was approved and adopted by the King Township Accessibility Advisory Committee on September 10, 2019. The document was received and adopted by King Council at the Committee of the Whole Meeting of October 7, 2019)

