



The Corporation of the Township of King Report to Council

From: Corporate Services Department – Clerks Division
Report Number: COR-CLK-2024-010
Date: Monday, December 9, 2024
Title: **2023 Accessibility Status Report**

Recommendation

1. That Report Number COR-CLK-2024-010 be received; and
2. That Council approve the annual 2023 Accessibility Status Report for King's 2018-2025 Multi-Year Accessibility Plan, attached as Attachment 1; and
3. That the 2023 Accessibility Status Report be posted on the Township's website in accordance with the Integrated Accessibility Standards Regulation.

1. Report Highlights

- The Township completed a variety of accessibility initiatives in 2023 and continues to meet or exceed its requirements under the Integrated Accessibility Standards Regulation (I.A.S.R.).
- The 2023 Accessibility Status Report (Attachment 1) provides an in-depth review of King's accessibility accomplishments for the past year.
- The report is provided in accordance with the legislated requirements under the I.A.S.R.

2. Purpose

The purpose of this report is to provide an update on actions taken by King in accordance with the 2018-2025 Multi-Year Accessibility Plan (the "Plan") to prevent/remove barriers and ensure inclusion for persons with all abilities. The report fulfills the Township's statutory responsibilities under the *Accessibility for Ontarians with Disabilities Act, 2005* (A.O.D.A.) and I.A.S.R.

3. Background

In 2013, as part of the phased compliance timelines under the A.O.D.A. and I.A.S.R., King was required to modify how it prepared and developed its Accessibility Plan for the Township. Specifically, the I.A.S.R. requires the Township to establish, implement, maintain and document a multi-year accessibility plan, which outlines the Township's strategy to prevent and remove barriers, meeting its requirements under the regulation. It

also mandates that the Plan be reviewed and updated every five (5) years and be made available to the public.

In accordance with the I.A.S.R., staff worked with the Accessibility Advisory Committee (AAC) to develop the 2018 – 2025 Multi-Year Accessibility Plan ('the Plan'). This new Plan was received and approved by [Council on October 7, 2019](#).

The I.A.S.R. further requires the Township to prepare an annual status report on the progress of measures taken to implement the Plan. The Plan and status reports from previous years are available on the Township's website at <https://king.ca/accessibility> and hard copies are available upon request.

The 2023 Accessibility Status Report was prepared in cooperation with several divisions across the Corporation to provide an accurate and fulsome summary of King's accessibility accomplishments. The draft report was provided to the AAC to receive the Committee's input prior to bringing the final report to Council for consideration.

4. Analysis

Building communities where everyone can participate fully is important for people, businesses, tourism and community life. The 2023 Accessibility Status Report ('the Status Report'), attached as Attachment 1 to this report, is the annual update on the measures King has taken to improve accessibility in the community and to ensure the province's target to have an accessible Ontario by 2025 is achieved.

The pandemic in 2021/2022 shifted priorities for all and impacted implementation/timelines of certain accessibility enhancement projects. Notwithstanding, King continued to reinforce its commitment to its Vision, Mission and Values by ensuring significant compliance actions were still accomplished in 2023.

A summary of some key highlights is listed below:

- ServiceKing –continued to offer exceptional services to the community in-person and on-line.
- Training continued to be provided to all employees and volunteers on the requirements of the A.O.D.A., I.A.S.R. and the Ontario Human Rights Code as it relates to persons with disabilities through an on-line training module maintained and monitored by King's Human Resources Division, King Fire & Emergency Services, and the King Township Public Library.
- Policies and procedures were reviewed on an on-going basis by all departments/divisions to ensure King's quality of customer service and programs were to the highest standards.
- Access to goods and services continued to be a top priority by all staff.

- A feedback policy/process continued to be in place and is accessible to persons with all abilities. Responses were provided in a timely manner that considered each person's needs and King's ability to meet those needs and requests.
- All purchases and contracts met provisions within King's Procurement Policy and associated A.O.D.A. and I.A.S.R. Legislation.
- King's website continued to be reviewed to ensure it remains compliant with Web Content Accessibility Guidelines (WCAG) Level AA.
- Design of Public Spaces and Built Environment – King ensured this Standard was in place in all works implemented in the Township (parks, recreational trails, public-use eating areas, outdoor play space projects, facility upgrades, and the new Zancor Centre (formerly known as the Township-Wide Recreational Complex)).
- The Township Public Library continued to implement initiatives to ensure accessible features/services were available to all persons such as offering adaptive technology services, offering a homebound program, increasing the number of large print materials, and including physical enhancements to some of the libraries.
- The Planning Division continued to promote the policies outlined in the Township's new 'Our King' Official Plan and the ThinKING Green Development Standards. This included universal accessible metric targets designed to evaluate the sustainable performance of new development in the Township.
- The Accessibility Advisory Committee reviewed twenty-two (22) planning applications in 2023 in relation to accessibility and carried out accessibility audits of two (2) Township facilities (Pottageville Pavilion and Schomberg Community Hall).
- The Township opened its facilities to inclusive/adaptive programming such as wheelchair basketball, sledge hockey, and outdoor programming at the Cold Creek Conservation Area.
- Curb side service continued to be provided to King's citizens who could not access the Municipal Office for services such as commissioning of documents.
- Assistive Listening Devices (ALDS) were made available to persons attending Council/Committee meetings at the Municipal Office to amplify the sound system to help persons to hear the meetings better.

5. Financial Considerations

There are no financial implications resulting from the recommendations contained within this report. Any future costs associated with accessibility works/projects will be included in future capital budget requests for Council approval.

6. Alignment to Strategic Plan

The 2023-2026 Corporate Strategic Plan (CSP) was adopted by Council on June 12, 2023. The CSP reflects the priorities of upmost importance to the community and defines the obligations and commitments of the Township of King to its citizens and to the public. The CSP is aligned with the Townships long-term vision defined in the “Our King” Official Plan. The CSP also aims to ensure that staff initiatives focus on and work towards supporting King’s Vision, Mission and Values.

This report is in alignment with the CSP’s Priority Area(s), and/or associated Objective(s) and/or Key Results(s):

Priority Area: Complete Communities

Objective: Enrich community well-being and make King the ideal place to live, work and play.

Key Result: Become an “Age-Friendly Community” by 2026.

The Plan and the subsequent accessibility accomplishments by the Township form a direct contribution towards enriching community well-being in King. The Plan and the actions taken foster a welcoming and inclusive community where diversity is celebrated and where everyone can develop to their full potential, participate freely in society and live with respect, dignity and freedom from discrimination. Creating and maintaining accessible communities improves services and experiences for everyone and therefore additionally contributes to King becoming an age-friendly community by 2026.

7. Conclusion

The 2018 – 2025 Multi-Year Accessibility Plan and accompanying 2023 Accessibility Status Report (Attachment 1), affirms King’s commitment to meeting the accessibility needs of persons with disabilities, ensuring all persons have equitable access to programs, services, goods and facilities in ways that respect their dignity and independence. With the ongoing implementation of the A.O.D.A. and I.A.S.R., King continues to integrate accessibility planning into business practices, policies, processes, and programming across all departments/divisions.

This 2023 Accessibility Status Report has been developed in consultation with King's Accessibility Advisory Committee (AAC) and Township staff and has been designed and developed to be an accessible document for persons with all abilities.

King would like to thank the 2023 – 2026 Accessibility Advisory Committee Members and staff for advising on these and other compliance activities and for continuing to build on this strong foundation going forward.

8. Attachments

Attachment 1 – 2023 Accessibility Status Report

Prepared by:

Diane M. Moratto

Administrative Clerk – Council/Committee

Prepared by:

Adam Foran

Deputy Clerk

Prepared by:

Denny Timm

Township Clerk

Recommended by:

Jennifer Caietta

Director of Corporate Services

Approved for submission by:

Daniel Kostopoulos

Chief Administrative Officer