

2023 Accessibility Status Report

- Dignity
- Equal Opportunity
- Independence
- Integration

Township of King



Multi-Year Accessibility Plan

This document is available in an accessible alternate format on request.



Accessibility Status Report Overview

King is pleased to present its 2023 Accessibility Status Report, the fifth review and status update to the 2018-2025 Multi-Year Accessibility Plan. It is designed to include the requirements of the Ontarians with Disabilities Act, 2001 (O.D.A.), the Accessibility for Ontarians with Disabilities Act, 2005 (A.O.D.A.), and the Integrated Accessibility Standards Regulations (I.A.S.R.), as well as to meet the requirement to review and report on achievements to the Multi-Year Accessibility Plan annually.

King's 2018-2025 Multi-Year Accessibility Plan ("the Plan")

This Plan was prepared in consultation with the Accessibility Advisory Committee (AAC) and Township staff and was approved by King Council on October 7, 2019. It outlines King's strategy to identify, remove and prevent barriers faced by persons with disabilities, ensure equal opportunity for employment, and participation in community events for everyone in every service or program King has to offer.

The 2023 Accessibility Status Report

King is committed to ensure it is a welcoming and inclusive community where diversity is celebrated, and citizens can participate freely in society and live with respect, dignity and freedom from discrimination.

This report highlights some of King's actions over the past year to identify and strengthen accessibility of its services, programs and facilities.

Accessibility Advisory Committee (AAC) 2022-2026

King's AAC provides advice to King Council on accessibility matters pertaining to the identification and elimination of barriers for its citizens with disabilities.

The majority of AAC Members are mostly citizens with disabilities who can provide a lens of 'lived experience' to the committee and are appointed by Council at the beginning of each Term of Council.

The three (3) main activities of an Accessibility Advisory Committee are to:

1. Provide advice to Municipal Council on:
 - the requirements and implementation of accessibility legislation
 - the preparation of accessibility plans and reports
 - other matters for which the Council may seek its advice
2. Review site plans and drawings to provide comment to the Planning Division
3. Perform all other functions that are outlined in the O.D.A., A.O.D.A. and I.A.S.R. Regulations



Accessibility Planning

The Committee's 2023 Accomplishments

The King AAC continues to provide valuable feedback and advice to Council and staff, in addition to participating in various accessibility related activities. In 2023, the AAC:

- Promoted the A.O.D.A. Applicant checklist that is handed out to applicants along with building and planning permits, to assist them in considering accessible items/features during the design/construction process
- Reviewed plans and provided recommendations to staff on twenty-two (22) planning applications
- Participated in the 2023 York Region Accessibility Advisory Committee Professional Development Forum
- Audited two (2) of the Township's Facilities, those being, the Pottageville Pavilion and Schomberg Community Hall.



Debbie Schaefer (Councillor), Nairn Robertson (Public Educator/Fire Prevention Inspector), Beverly Barra-Berger (Member), Anna Roberts (Member), Linda Pabst (Member), Jakob Schneider (AAC Chair), absent Bernie Moyle (Member)

The Township of King would like to thank the 2022 – 2026 King Accessibility Advisory Committee (AAC) and the Corporate Team. Their enthusiasm, energy and love of volunteering has gone a long way in ensuring King is an open, welcoming, and inclusive community.

Accessibility Planning

The Accessibility for Ontarians with Disabilities Act, 2005 (A.O.D.A.) and Integrated Accessibility Standards Regulations (I.A.S.R.) requires organizations to meet standards of accessibility in the areas of customer service, information and communication, employment, design of public spaces, and transportation. This legislation is on-going.

King in 2023 continued to ensure legislative compliance under the A.O.D.A. and I.A.S.R. by providing accessibility through:

Customer Service

Policies and Procedures

Purchases

Emergency Response Plans for staff

Training

Transportation (currently handled by York Region)

Feedback

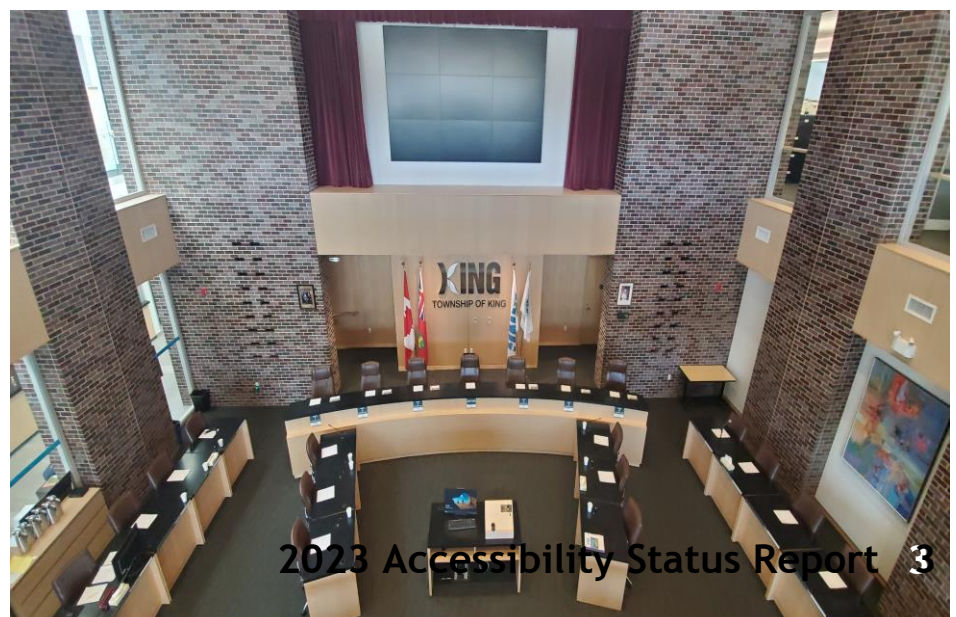
Website Conformity to Web Content Accessibility Guidelines (WGAG 2.0) Level A

Employment Standards

Accessible Formats and Communication Support

Design of Public Spaces (parks, trails, etc.)

Compliance Reporting



Compliance Timelines

Under the A.O.D.A., the Integrated Accessibility Standards Regulations, Ontario Regulation 191/11 (I.A.S.R.) defined timelines organizations must meet to be compliant under the Act. This is an at-a-glance summary that depicts the A.O.D.A. requirements that are part of King’s routine business operations:

2010 - 2023 Requirements Completed

✓	Accessible Customer Service
✓	Accessible Policies
✓	Accessible Information
✓	Emergency Response Plans for Employees
✓	2010 Compliance Reporting
✓	2013-2017 Multi-Year Accessibility Plan
✓	Accessible Purchasing/Contracts
✓	2014 Status Update
✓	Training
✓	Accessible Feedback Process
✓	Accessible Website and Content
✓	Employment/Recruitment
✓	Transportation
✓	2015 Compliance Reporting and Status Update


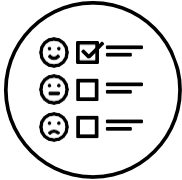


✓	2016 Status Update
✓	Design of Public Spaces Standards (new or redeveloped)
✓	2017 Compliance Reporting, Status Update
✓	Service Animals Review
✓	Feedback Review
✓	Support Persons Review
✓	2018-2025 Multi-Year Accessibility Plan
✓	2019 Compliance Reporting and Status Update
✓	2020 Status Update
✓	2021 Compliance Reporting, Status Update, & WCAG Compliant
✓	2022 Status Update
✓	2023 Compliance Reporting



Future Requirements to Meet 2025 Deadline

2024	2023 Status Update
2025	2024 Status Update and Final Compliance Reporting


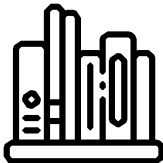

A.O.D.A. and I.A.S.R.

The following highlights a summary of actions taken by King to comply with the individual Standards within the *Integrated Accessibility Standards Regulation* (I.A.S.R.) O.Reg 191/11:

<p style="text-align: center;">Customer Service</p> 	<p>King continues to offer excellent accessible customer service and ongoing compliance with the Customer Service Standard which includes training of new employees, volunteers and individuals who serve the public on behalf of the Township. Policies and procedures are reviewed on an on-going basis to ensure King's quality to customer service is to the highest standards.</p> <p>ServiceKing continues to set high standards, provide friendly accessible service, and is an invaluable asset to King and the residents they serve.</p>
<p style="text-align: center;">Customer Feedback</p> 	<p>A feedback policy/process was implemented with the Customer Service Standards for receiving and responding to feedback and continues to be in place. The Clerks Division and ServiceKing continue to track and respond to all feedback, concerns, and requests from the public. Accessible formats and communication supports shall be provided, upon request, to those with disabilities.</p>
<p style="text-align: center;">Accessible Procurement (purchases)</p> 	<p>Procurement procedure tools help Township staff incorporate accessible features in purchases across the corporation and at all cost levels, if applicable. King's Finance Department ensures policies/procedures are reviewed/revise as necessary and are included in all contracts/agreements.</p>
<p style="text-align: center;">Information and Technology</p> 	<p>The Township continued to incorporate accessibility features into documents created by its many departments/divisions, including internal and external documents.</p> <p>King's Information and Technology Division continue to ensure King's website meets the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and monitor/make any necessary enhancements or improvements as outlined in the Integrated Accessibility Standards (I.A.S.R.) to its public website.</p> <p><i>The Township implemented Level AA in advance of the 2021 A.O.D.A. deadline.</i></p> <p>King's Information and Technology (IT) Division maintain a secure VPN technology to allow remote staff better access and a more accessible working environment, and ensured all Council and Committee meetings were made available remotely (virtually) for public access.</p>

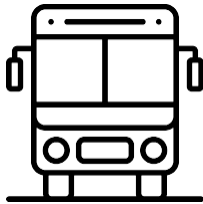
<p style="text-align: center;">Communications</p> 	<p>The Communications Division now offers centralized communications and marketing services to all departments, including graphic design. Township literature produced for multi-platforms (print, web, social media, email) now aligns to RGD accessible design standards relating to typography, colour usage, imagery and readability. While the website remains decentralized, Communications is stressing A.O.D.A. standards, including web copy rather than PDF attachments, alt text on images, no wording on images/web banners, and using the accessibility checker tool embedded in the website before publishing pages – and continues to educate staff on such. All communications drive traffic to online services.</p> <p>Communications also continues to meet with the ACC to receive feedback on how to continuously improve website accessibility and ensure webpages are as user-friendly as possible for persons with disabilities. Based on feedback, in 2024 the accessibility webpage layout will be adjusted to ensure that all web copy (including that in accordions/drop-downs) is readable by individuals with a visual impairment who are using a screen reader, and that direct links to inclusion programming are added to this page.</p> <p>The AAC tested the website to ensure documents can be accessed by persons with visual disabilities.</p>
<p style="text-align: center;">Design of Public Spaces/ Built Environment</p> 	<p>King’s Building Division and Community Services Departments continue to incorporate accessible features in renovations/upgrades to Township owned properties/lands including works taking place in parks, trails, public use eating areas and outdoor play spaces. Accessibility requirements under the Ontario Building Code (OBC) are followed and features that improve accessibility are implemented where applicable. All Township property parking lots/spaces are continually being upgraded.</p>

A.O.D.A. and I.A.S.R.

<p>Employment/Recruitment</p> 	<p>King’s Human Resources Division maintains compliance with accessible employment standards by monitoring and documenting employment practices and procedures where required to provide accommodation in all stages of employment. Employees and the public are notified that accommodation for applicants with disabilities are available upon request during the recruitment and interview process. A policy is in place that addresses all aspects of the employment-related accommodation requirements under the A.O.D.A.. Employees are informed of accommodation supports that are available to those with disabilities throughout the employment cycle. Accessible formats or communication supports are provided upon request to employees, with job-related requests included in an employee’s individual accommodation plan.</p> <p>A return-to-work process is in place for employees who have been absent from work due to a disability and require disability-related accommodation.</p> <p>An employee with a disability who may need help in an emergency can request an individualized emergency response plan, unique to their needs and work environment. Any King staff who are able to do so were set up at home with any equipment, etc. they required.</p>
<p>Township Public Library</p> 	<p>The King Township Public Library (‘the Library’) provides information, literacy and STEAM based services at the King City Branch, Nobleton Branch, Schomberg Branch as well as access to the collection via the Ansnorveldt self-service pickup site and the new Trisan self-service kiosk. Staff are aware of the A.O.D.A. legislation and are trained to provide support to persons with disabilities in accessing any materials, services or collections that are maintained by the Library. The Library also offers equipment and software that enable multiple abilities to fully utilize available services. Library staff are trained to provide information in an accessible format upon request or in a manner agreeable to the person with the disability. (Visit www.king.ca and click on Library or go to www.KingLibrary.ca for further information).</p>
<p>Training</p> 	<p>King’s Human Resources Division along with King Fire and Emergency Services, continue to provide training to all employees and volunteers on the requirements of the A.O.D.A. and the Ontario Human Rights Code as it relates to persons with disabilities. King provides both an on-line training module as well as in-house training and ensures all contractors/service providers show proof of training to the Township. Records are kept on the completion of the training as per the legislation’s requirements.</p>

A.O.D.A. and I.A.S.R. HIGHLIGHTS

Transportation



The Transportation Standard of the I.A.S.R. sets out the requirements to prevent and remove barriers to make public transportation and related services more accessible. In King, transportation is overseen by the Regional Municipality of York via York Region Transit (Y.R.T./Viva, Mobility Plus Service and Metrolinx (GO Transit).

YRT/Viva offer conventional public transportation services and Mobility Plus offers specialized transit for persons with disabilities.

For further information on transit and mobility needs, contact York Region or visit their website at www.york.ca or www.yrt.ca

Metrolinx offers GO Transit service in King and are responsible for ensuring their services and operations are as accessible as possible to all their customers. For further information on Metrolinx's GO Transit/Regional Public Transit Service for the GTHA, visit their website at www.gotransit.com

King does not currently licence taxicabs and therefore, does not enforce accessibility requirements for private taxi operators.

Photo Courtesy of York Region Transit



Doing More to Create an Accessible, Inclusive Community

King Fire and Emergency Services



King's Fire and Emergency Services Division train new recruits and existing members on an on-going basis to ensure citizen and visitor safety which includes taking into consideration, accessibility requirements of people they may encounter at any call they attend.

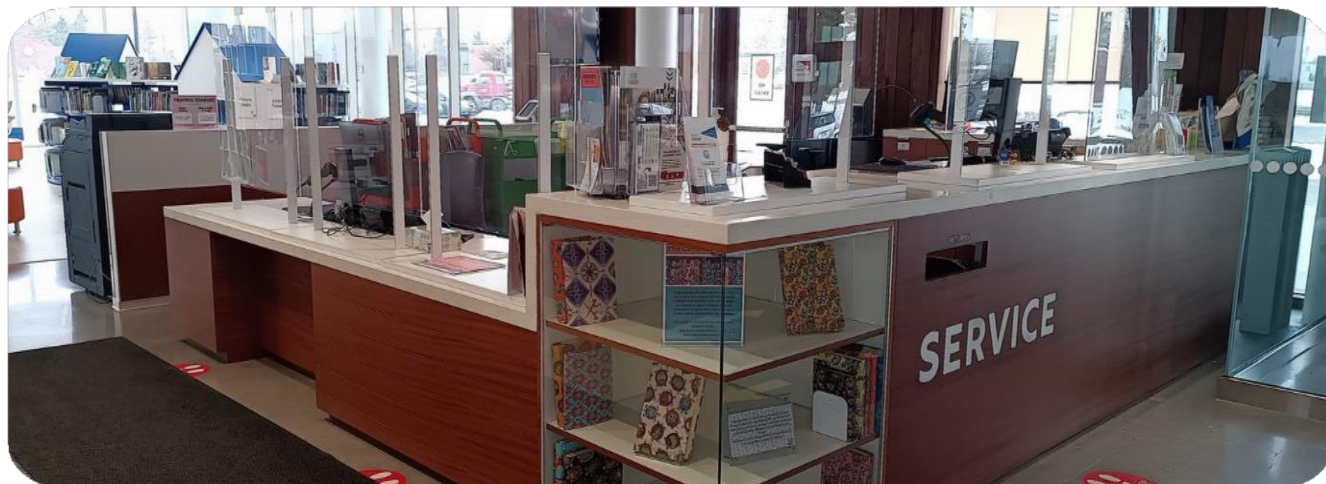
King Township Public Library (KTPL)

Multi-use Facility - King City Public Library and King City Seniors Centre



Doing More to Create an Accessible, Inclusive Community

King Township Public Library (Cont'd)



In early 2023, the King Township Public Library (KTPL) underwent an A.O.D.A. audit by the Ministry for Seniors and Accessibility Compliance Assurance Branch on its A.O.D.A. documentation, guide animal policies, and website presence and was found to be compliant.

KTPL took the opportunity during a website update in 2023 to increase the number of references to accessible services on a variety of web pages to ensure success for those seeking to connect with Library and its services and alternative means of communicating with staff.

The Library is continuing to add to its accessible material, with continued growth in the popular Large Print collection of books. The Library has also continued to incorporate American Sign Language (A.S.L.) into literacy programs.

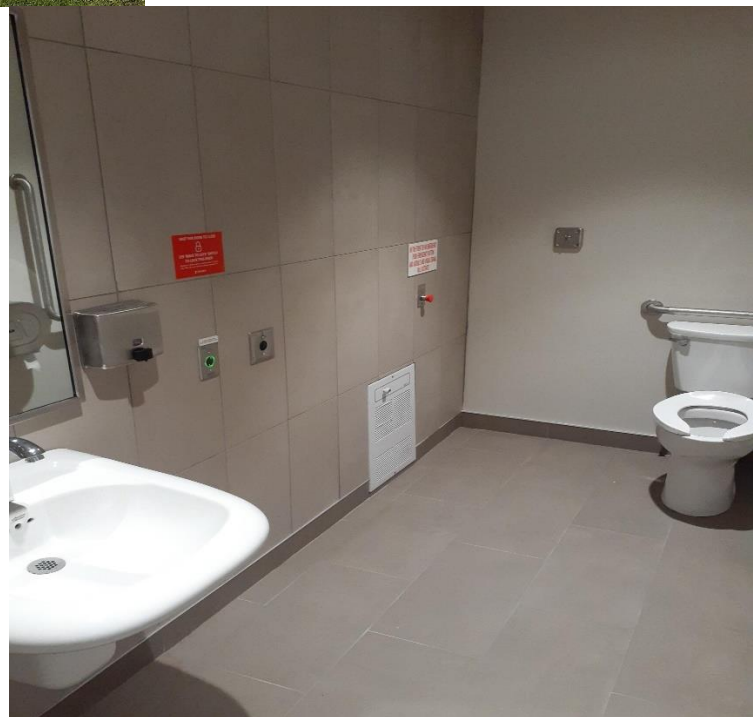
All Library staff, both new and existing, completed the Township's Accessible service on-line LMS training as a refresher. All new staff continue to receive training on accessible customer service, using the province's [accessforward.ca](https://www.accessforward.ca) platform.

The Library updated its orientation procedures for new staff. New tutorials and exercises have new on-boarding staff not only read the Library's Accessibility Policy but also explore the accessibility pages and options on the Library's website and become familiar with services offered that support multiple abilities.

Doing More to Create an Accessible, Inclusive Community

King Heritage and Cultural Centre (Museum)

The King Heritage and Cultural Centre located at 2920 King Road in King City, had renovations take place in 2023 to ensure it continue to be barrier free, provides inclusive opportunities for its citizens, and enhances a historic space within the King community. The renovations that took place included: auto door operators that function with wave to open sensors, one (1) new fully barrier-free gender- neutral washroom, and a new customer service counter with staggered heights for any height restrictions which may be encountered.



Doing More to Create an Accessible, Inclusive Community

Community Services Department - Facilities Division (cont'd)

The Zancor Centre (formerly referred to as The Township Wide Recreational Complex (T.W.R.C.))

The Zancor Centre design was started in 2021 and will be constructed barrier-free and will be a fully accessible/inclusive space. Construction of this state-of-the-art complex began in 2022. Follow updates at www.king.ca/majorprojects.



Doing More to Create an Accessible, Inclusive Community

Community Services Department - Parks and Forestry Division

Township playgrounds are designed to create a meaningful inclusive play experience for all children. All King Township wide playgrounds meet the Canadian Playground Safety Institute Standard for accessibility (not specifically defined as wheelchair accessible) while Tasca Park, and Osin Lions park are wheelchair accessible most playground in the Township use accessible surfacing and ground elements to ensure inclusive use for as many users as possible. The Township also looks to include amenities in our playgrounds such as the “quiet corner” to allow children with audible disabilities to still be engaged in play.

Where possible the Township converted gravel pathways to asphalt to improve user experience and opened the trail network to more potential users. In the past such upgrades include Tasca Park and the Kettle Lake Park trail system (which was also lit to improve and expand usage).

Winter maintenance of trails was taken into consideration such as plowing, sanding/salting where needed to allow public access to the trails during the winter.

All Township property parking lots/spaces are continually being upgraded.



Forest in Nobleton

Accessible Trail in York Regional

The York Regional forest is open to the public 365-days a year with no cost to enter. The Forest is over 2,500 hectares and is made up of twenty-four (24) Forest Tracts located in different parts of the Region. More than 150 kilometers of trails, including three (3) that are accessible are available.

The Nobleton Tract accessible trail is located at 5345 15th Sideroad. The accessible trails are wider, clear of large obstructions and graded to ensure ease-of-movement for all visitors. Accessible parking is available.

For more information, visit [York.ca/environment/forests/York-regional-forest](https://www.york.ca/environment/forests/York-regional-forest)

Doing More to Create an Accessible, Inclusive Community

Community Services Department - Recreation and Community Division

To ensure equal access to active living opportunities in the community, King committed to offering adaptive programs and events to support parents/guardians who have family members living with a disability. King's inclusion services team lined up a variety of activities suitable for all abilities to make sure no one was left out during March Break and beyond. Programming offered included: adapted gymnastics, para ice hockey or adaptive skate, one-on-one summer camp support, and included information on support services and subsidies.

In 2023, there were seventy-three (73) programs offered which included sixty-one (61) spots in the summer camp programs and 2 6-week Dance Program which seen at total of twenty (20) participants in the inclusion programming.

Adapted Skate

This program is designed for children, youth, and teens with a broad spectrum of disabilities and severities. This skate is open to all participants however, all skaters require 1:1 support on the ice and must wear helmets.



Wheelchair Basketball

Wheelchair basketball is one of the largest para-sports you can play. Its fast pace, teamwork-oriented system makes for a great sport for anyone to join.

Come out on the court and learn the basics. No experience playing wheelchair basketball is necessary. Basketball wheelchairs are provided upon request.

Para Ice Hockey

Para Ice Hockey provides persons of all ages and abilities to participate in an exciting, adapted sport. Experience the sport of Para Ice Hockey by learning the basics, including skill development and trying out the game with a scrimmage. Sledges and sledge hockey sticks are provided. Bring your own CSA hockey helmet with a visor/cage and hockey gloves.



Doing More to Create an Accessible, Inclusive Community

Exceptionalities Activity Program (EAP)

An inclusion program designed for children, youth, and teens who have a broad spectrum of disabilities and severities. Volunteers work 1:1 with children and youth who require additional support. They engage with the participants in interactive activities including organized arts and crafts, singing, sports activities, and games, while maintaining a safe environment.

During the summer, King offers inclusion camp programs where inclusion camp Counsellors work 1:1 or 2:1 with children in a summer camp setting to provide additional support so they can enjoy interactive activities like arts and crafts, singing, sports, games, and field trips.

Corporate Services Department - Clerks Division

Continued implementation of a meeting management solution which produces accessible agendas, minutes, and by-laws.

Continued to provide and improve hybrid in-person and remote (virtual) Council and Committee meetings with use of policies and procedural modifications to allow for remote participation and public attendance.

Corporate Services Department - Communications Division

Using newly created on-line services, ensured documents were easily available to all citizens.

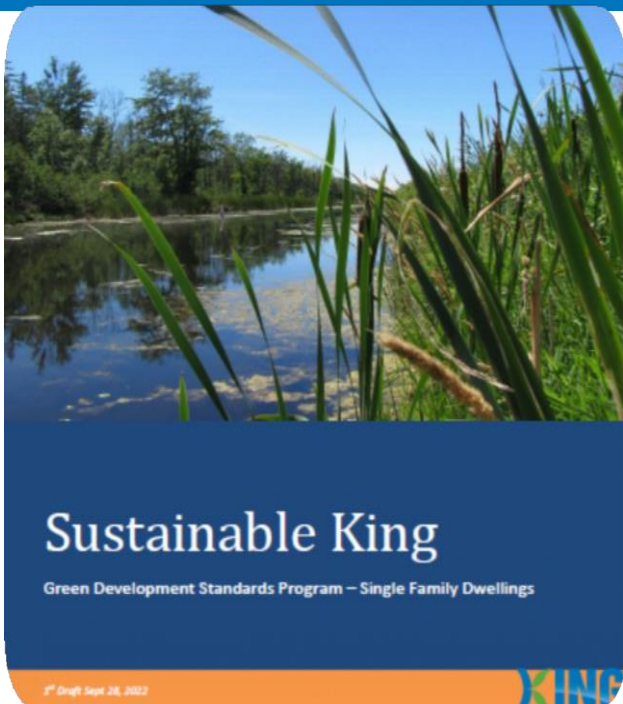
Continued to ensure all social media and communications to the public were provided in an accessible manner.

Corporate Services Department - Human Resources Division

Continued to ensure accessible employment practices and policies were in place and that any accommodations needed were met.

Growth Management Services Department - Planning Division

Doing More to Create an Accessible, Inclusive Community



Township's Sustainable Green Development Standards Program

The Planning Division continues to utilize the 'Sustainable Green Development Standards Program' which expands the sustainability policies outlined in the Township's 'Our King' Official Plan which includes universal accessible metric targets designed to evaluate the sustainable performance of new development in King.

Planning and Development Applications

Continued to ensure all building/planning is done with accessibility in mind and in compliance with current legislation, enforced where applicable, and any/all Plans will be reviewed with accessibility at the forefront.

Doing More to Create an Accessible, Inclusive Community

Public Works Department - Capital and Development Divisions

Continued to ensure all works contracted were done with accessibility in mind, both for the public and those working on projects, and that all contracts were A.O.D.A. compliant.

Continued to provide high quality service to ensure all Township infrastructure was accessible and safe for all King's citizens and visitors no matter the conditions.

For further information on any capital and development works, visit King's website at www.king.ca.



Your Feedback is Important to Us!

Many initiatives are underway, and more are coming as King continues to forge ahead to identify and remove barriers by creating accessible spaces, offering programs, and services that all can access regardless of their abilities where feasible. In the interests of the community, King will continue on this pathway to ensure it is a renowned community for diversity and inclusivity where anyone would be proud to visit or call home.

In 2024, Communications is working with the website developer to create a stale website content report to ensure that outdated content (including broken weblinks) is pulled offline.

King welcomes all questions and comments on the 2023 Accessibility Status Report and accessibility matters in the Township of King in general. Comments respecting this Status Report or any accessibility related matters pertaining to the operations of facilities, programs, accessible formats, or communication supports at King, can be provided to:

The Corporation of the Township of King
Corporate Services Department - Clerks Division
2585 King Road, King City, ON L7B 1A1

Or

905-833-5321
Fax (905) 833-2300
E-mail: serviceking@king.ca
clerks@king.ca
inclusion@king.ca
Website: www.king.ca

To view a copy of King's 2018 – 2025 Multi-Year Accessibility Plan and previous Status Reports, please visit the Township website at www.king.ca/accessibility



Special thanks to all Township of King Departments for input into the 2023 Accessibility Status Report.