



Town of Richmond Hill

Accessibility Plan

January 2009 – December 2009



Town of Richmond Hill Accessibility Plan 2009

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Municipality

Town of Richmond Hill

Address

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Richmond Hill, Ontario

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Website

www.richmondhill.ca

Key Contacts

William Newton, Chair, Accessibility Advisory Committee

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SECTION 1.

EXECUTIVE SUMMARY

The Town of Richmond Hill is committed to improving opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers that may otherwise preclude them to participating in community events within Richmond Hill.

The *Ontarians with Disability Act, 2001* requires municipalities to take specific actions, including:

- Council of every municipality having a population of not less than 10,000 shall establish or continue an accessibility advisory committee.
- Prepare an accessibility plan.
- Seek advice from the accessibility advisory committee that it establishes or continues.

In 1995, the Town established an Advisory Committee on Accessibility primarily to consult with and advise the Town on matters relating to transit accessibility for persons with disabilities. The committee was restructured in 2001 and renamed the Accessibility Advisory Committee.

In 1997 the Towns of Markham, Richmond Hill and the City of Vaughan engaged the services of Associated Planning Consultants Inc. to prepare a set of comprehensive accessibility guidelines for the three communities to meet or exceed accessibility requirements identified in the Ontario Building Code. The resulting Joint Municipal Guidelines for Accessibility Guidelines are applied to new Town facilities and retrofits as well as subdivisions and site plans.

In 1998, the Town's Accessibility Advisory Committee conducted an accessibility audit at the Town Hall and the majority of items were addressed at the time with the exception of accessible counters within the various Departments. This issue was addressed during building renovations completed in 2003.

As approved by Council at their meeting of October 3, 2006, all subsequent Accessibility Plans following the 2006-2007 plan will now reflect the Municipality's January to December fiscal year. As such, this accessibility plan describes the measures that the Town of Richmond Hill has taken in the past, and the measures that the Town will take during the 2009 fiscal year, to identify, remove and prevent barriers to persons with disabilities who use the facilities and services of the Town including staff and residents. Included is a list of the facilities, policies,

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programs, practices, and services that the Town will review in the coming year to identify barriers to persons with disabilities.

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SECTION 2.

MUNICIPAL HIGHLIGHTS

The Town of Richmond Hill has existed as an incorporated community since 1872. It started off as a small rural service center outside of Toronto, and remained thus until the 1970's. At that time, and as Toronto grew, Richmond Hill became a significant place of residence in Toronto's commuter-shed. With the extensive urbanization of the Toronto area, Richmond Hill has benefited from being located strategically in York Region, at the heart of the Greater Toronto Area. In 1994, Richmond Hill had over 87,000 residents. Since then, the Town has grown very rapidly in population and in cultural diversity. In 2008, Richmond Hill is home to over 183,000 residents.

The Town is governed by a Council of 9 individuals. The Council consists of a Mayor (elected by all eligible voters in Richmond Hill), 2 regional and local councillors (also elected by all eligible voters in Richmond Hill). These two councillors, along with the Mayor, sit on both the Richmond Hill Council and the York Region Council. Six local councillors are elected locally from the 6 different wards in the Town. A broad range of committees and boards provide direction and support for the various activities and services in Richmond Hill. Town Services are delivered by 6 departments comprised of the Chief Administrative Officer's Department, Planning and Development Department, Engineering and Public Works Department, Parks Recreation and Culture Department, Fire Department, and Corporate and Financial Services Department. An organizational review of the Finance Department, Corporate Services and the CAO's office was conducted and implemented in May 2008, which combined the two departments (Finance Department and Corporate Services) and will be reflected in the Accessibility Plan.

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SECTION 3.

MUNICIPAL OBLIGATIONS UNDER THE ONTARIAN'S WITH DISABILITY ACT 2001

The purpose of *Ontarians with Disability Act, 2001* “is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province”.

The Act defines “barrier” as meaning 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, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

The Act defines “disability” as:

- 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, include diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other 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; (handicap”)

What are the requirements for municipalities under the Act?

- Municipalities of 10,000 or more residents are required to establish Accessibility Advisory Committees, and a majority of their members must be persons with disabilities.
- All municipalities will be required to prepare accessibility plans in consultation with an Accessibility Advisory Committee and make them available publicly.

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- Joint accessibility committees and plans are permitted, for example, where an upper and lower tier municipality (such as the Region and the Town) work together on accessibility initiatives. Joint plans may also be undertaken by municipalities with their school boards, hospitals and community colleges where appropriate.

Other obligations:

- Municipalities are able to stipulate accessibility requirements when granting business licenses if they wish.

Municipalities are also required:

- to make accessibility a consideration when purchasing goods and services, in planning and in subdivision approval
- develop accessibility plans for municipally-administered, sub-contracted or licensed transit providers in consultation with persons with disabilities
- improve access to municipal elections by giving greater consideration to accessible voting locations
- seek to include a % of modified units for persons in disabilities in any new social housing additional units or replacement units.
- enforce new penalties for counterfeiting and misuse of Disabled Person Parking Permits
- increase the minimal penalty for misuse of designated parking under municipal by-laws to \$300.00

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SECTION 4.

CONSULTATIVE WORKING GROUP AND ACTIVITIES

When preparing a municipal accessibility plan the Town is required to consult its Accessibility Advisory Committee established in accordance with the Act. In 2004 the current Council of the Town of Richmond Hill established an **Accessibility Advisory Committee** which has the following mandate, **“To review accessibility issues affecting residents of the Town of Richmond Hill”**.

Members of the Town of Richmond Hill **Accessibility Advisory Committee** are as follows:

William Newton	Resident - Chair
Pat McMullon	Resident – Vice Chair
Marlane Lepine	Resident
Lorraine Smith	Resident
Kathryn Knowlton	Resident
Lisa V. Demacio	Resident
Nick Papa	Councillor Ward 5

Staff

Italo Brutto	Commissioner of Engineering & Public Works
Marcel Lanteigne	Engineering & Public Works
Joanne Leung	Planning and Development
General telephone number:	Engineering & Public Works 905-771-2456 Town Clerk 905-771-2529

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SECTION 5.

RICHMOND HILL ACCESSIBILITY ACHIEVEMENTS HIGHLIGHTS

In addition to maintaining an Accessibility Advisory Committee since 1995, the Town has implemented a number of policy initiatives that provide a perspective on the Town's commitment and achievements to making the Town infrastructure, facilities and services increasingly more accessible.

In 1997, the Towns of Richmond Hill, Markham and the City of Vaughan engaged the services of Associated Planning Consultants Inc. to prepare a set of comprehensive Accessibility Guidelines for the three communities to meet or exceed current accessibility requirements identified in the Ontario Building Code. The **Joint Municipal Guidelines for Accessibility** were to be applied to the new Town facilities and in retrofitting of buildings. The guidelines are posted on the Town's web site at www.richmondhill.ca.

In 1998, the Town's Accessibility Advisory Committee conducted an accessibility audit at the Town Hall and the majority of items were addressed in the following year with the exception of accessible counters within the various Departments. This issue was addressed during the building renovations which were completed in 2003. In 2000, Accessibility Guideline Workshops were held for all employees associated with development applications, and a policy to include the guidelines where possible through the site plan approval process was implemented.

For the past two municipal elections, Council approved the implementation of electronic voting equipment to address the needs of electors with disabilities, particularly those with visual impairments. The Town introduced touch screen voting in 2003 and an audio ballot system in 2006, using the most current technology available on the market. It addressed the needs of visually impaired electors by providing them with the ability to vote without assistance at the polls. As well, all voting locations are wheelchair accessible.

In January of 2004, Council approved a by-law to increase the number of Disabled Parking Spaces for new developments. In addition, in 2003, the fine for misuse of a disabled parking space within the Town was increased from \$100.00 to \$300.00. Further, the Town continues to ensure that all retrofit and new facilities are fully accessible. Sites completed in 2004 include, the Richmond Green Library, Tom Graham Arena Twinning and the Central Library children's area expansion.

Old parks are redeveloped on a continual basis to the current accessibility standards. In June 2005, Council approved the creation of the Town's first fully accessible park playground and waterplay facility at Crosby Park.

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In July 2008, Council received a presentation regarding the Crosby Accessible Park features and fundraising initiatives from Crosby Accessible Park Project Steering Committee Chair, Councillor Arnie Warner. Also present was Barry Munro, representing the Richmond Hill Mobility Foundation, who thanked Council and staff for listening to the community in reconstructing the park into a place accessible to everyone. The presentation showed photos of the recently opened park, highlighting accessible features like one of the largest playground structures in Ontario that can be accessed in its entirety without steps, a fully accessible waterplay area, and gently sloping ramps to navigate all about. Crosby Park, situated amongst a woodland area with mature canopy trees, also has a rubberized play surface that resembles a forest floor, an elevated sandbox for those who are wheelchair bound, drum tables, a redesigned parking lot to allow more room for drop-off and accessibility, along with signage, seating and artwork throughout.

In September 2005 Council approved the Richmond Hill Accessibility Plan. That plan included a recommendation for an accessibility audit to be undertaken of the Town's facilities. In early 2008 an RFP (Request for Proposal) for this audit was issued for this proposal that includes parks and trails in addition to town facilities. The audit is proposed to be undertaken in the fall of 2008 with the recommendation to be reviewed with the Accessibility Advisory Committee.

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SECTION 6.

OPERATIONAL REVIEW AND DEPARTMENTAL ACCESSIBILITY PLANS

An operational review was undertaken by a cross-section of staff from the various departments within the Town, formed to co-ordinate the development of the Accessibility Plan.

The members of the review team were as follows:

Group Member	Department/Title	Contact Information Phone # & e-mail
George Flint	Engineering & Public Works/Acting Project Manager	905-771-2455 gflint@richmondhill.ca
Marcel Lanteigne	Engineering & Public Works/Manager, Transportation, Traffic & Site Plans	905-771-2456 mlanteigne@richmondhill.ca
Pat Caron	Engineering & Public Works/Director of Asset Management	905-771-2403 pcaron@richmondhill.ca
Joanne Leung	Planning & Development/Manager of Planning Urban Design	905-771-5498 jleung@richmondhill.ca
John Devries	Planning & Development/Director, Building Services/Chief Building Official	905-771-2548 jdevries@richmondhill.ca
Mark Elsenaar Geoff Hunt	Parks, Recreation & Culture/Manager of Facility Operations Manager of Parks Design & Construction	905-737-1818 Ext 6003 melsenaar@richmondhill.ca 905-771-5479 ghunt@richmondhill.ca
Mandy St. Germaine	Office of the CAO/Human Resources Advisor, Learning and Employee Development	905-747-6414 mstgermaine@richmondhill.ca
Ian Sharp	Fire Department	905-883-5450 isharpe@richmondhill.ca
Lisa Chen	Corporate and Financial Services Department/Manager of Financial Planning & Budget	905-747-6407 lchen@richmondhill.ca
Carol Moore	Office of the CAO/Manager of Communication Services	905-771-2418 cmoore@richmondhill.ca
Tricia Myatt	Office of the CAO/Manager of Policy and Intergovernmental Affairs	905-771-5463 tmyatt@richmondhill.ca
Donna McLarty	Corporate and Financial Services Department/Town Clerk	905-771-2529 dmclarty@richmondhill.ca

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The following section provides a brief overview of each Department's function and outlines their Accessibility Plan which identifies:

1. The barriers addressed in the last year and
2. Identifies targets for the coming years.

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Chief Administrative Officer's Department

The department oversees the Town's administration, makes recommendations to Council on administrative policies and procedures, manages corporate strategic planning and is responsible for economic development. The department includes the Office of Strategic Initiatives, Policy & Inter-Governmental Affairs, Legal Services, Human Resources and Communications Services.

What Barriers have been eliminated in 2008:

<u>Barrier Identified</u>¹	<u>Barrier Type</u>²	<u>Disability Type</u>³	<u>How Barrier was addressed</u>⁴
Development of one-window Contact Centre	Architectural	Physical	The design was reviewed by the Accessibility Advisory Committee on September 26, 2007 and accessibility issues were addressed including proper counter heights. Construction was completed April 25, 2008 and the Centre became operational on May 27, 2008.
Public counters in the area not accessible for wheelchair customers	Physical/ architectural	Physical	Issue was addressed through the move from the ground floor to the second floor as part of the set up of Access Richmond Hill. The construction of this area, with counters at the proper height was completed in February 2008.
Employee awareness and sensitivity to persons with disabilities.	Attitudinal	All	Delivery of sensitivity training to front line staff members – <u>Serving a World of Customers</u> . Carry over to 2009.
Changes to W3C Guidelines	Information/ Communication	Physical, Sensory	Training has been completed for IT and communication Services with regard to accessibility and the Website

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			and an internal team has been created to address Website related accessibility issues.
Public counters in the area not accessible for wheelchair customers.	Physical, architectural	Physical	Human Resources relocated to second floor and counters are now accessible for customers in wheelchairs. (Coordinated action with Engineering & Public Works – Facilities section).

Identification and details of current Barriers to be addressed in 2009:

<u>Barrier Identified</u> ¹	<u>Barrier Type</u> ²	<u>Disability Type</u> ³	<u>Timing to address barrier</u> ⁴
Accessibility Standard for Customer Service (O. Reg. 429/07)	Policy/practice	Policy/practice	Town to review and develop policies, practices and procedures to address the requirements of O. Reg 429/07 in order to meet the January 1, 2010 effective date.
Employee awareness and sensitivity to persons with disabilities.	Attitudinal	All	Delivery of sensitivity training to front line staff members – <u>Serving a World of Customers</u>
World Wide Consortium (WC3)	Information/Communication	Physical, Sensory	Priority 1 level that needs to be addressed including contrast to links, the ability to skip the search and tagging images. We are committed to ensuring where possible that all future content postings comply with Priority 1 accessibility standards.
World Wide Consortium (WC3)	Information/Communication	Physical, Sensory	Priority 2 levels standards as possible and continue to factor all W3C recommendations

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			when considering the redesign of the Town's Website.
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1. Give description of barrier.
2. Indicate type of barrier (physical, architectural, information, communication, attitudinal, technological, policy/practice)
3. Indicate type of disability affected by barrier (physical, sensory, cognitive or other)
4. Describe the action taken or timing to remove barrier

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Corporate and Financial Services

The department manages the finances of the Town and provides strategic and operational advice to Council. The department includes Information Technology, Finance Services, Revenue Services, Office of the Clerk and Purchasing.

What Barriers have been eliminated in 2008:

<u>Barrier Identified</u> ¹	<u>Barrier Type</u> ²	<u>Disability Type</u> ³	<u>How Barrier was addressed</u> ⁴
No barriers eliminated in 2008.			

Identification and details of current Barriers to be addressed in 2009:

<u>Barrier Identified</u> ¹	<u>Barrier Type</u> ²	<u>Disability Type</u> ³	<u>Timing to address barrier</u> ⁴
Counter in the Finance Services Department is not useable for a client in a wheelchair.	Physical, architectural	Physical	No immediate plan to make a change to the design as our volume of human traffic has declined with the opening of ARH. If we do encounter such a situation we take the client into our client room or a workstation.

1. Give description of barrier.
2. Indicate type of barrier (physical, architectural, information, communication, attitudinal, technological, policy/practice)
3. Indicate type of disability affected by barrier (physical, sensory, cognitive or other)
4. Describe the action taken or timing to remove barrier

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Parks Recreation and Culture Department

This department develops and provides parks, recreation, and leisure time facilities, programs, and services. These include environmental services as well as building, maintaining and operating parks, community centres, pools, and other recreational facilities, and developing and promoting recreational programs and street tree planting and pruning.

What Barriers have been eliminated in 2008:

<u>Barrier Identified</u>¹	<u>Barrier Type</u>²	<u>Disability Type</u>³	<u>Timing to address barrier</u>⁴
5 new parks and 400 meters of new trails were developed.	May include all listed in note 2	May include all listed in note 3	Continue to review all ongoing accessibility factors and implement necessary provisions in standard specifications for new Parks design.
Identify barriers/develop plans to make sport, recreation and leisure programs more accessible.	May include all listed in note 2	May include all listed in note 3	Continue to ensure that all individuals with disabilities can be integrated into our recreation programs. We have an integration supervisor who looks after this by ensuring support is provided to the participant.
Existing Crosby Park was developed as totally accessible /disabled project.	May include all listed in note 2	May include all listed in note 3	Completed
6 existing parks were redeveloped or were the sites of repair and replacement projects.	May include all listed in note 2	May include all listed in note 3	Existing parks continue to be redeveloped to current standards.
Strategy to bring existing parks to current standards	May include all listed in note 2	May include all listed in note 3	Parks has a 10 year priority study which is updated yearly to identify park development and redevelopment strategies. Complete 2017.

Identification and details of current Barriers to be addressed in 2009:

<u>Barrier Identified</u>¹	<u>Barrier Type</u>²	<u>Disability Type</u>³	<u>Timing to address barrier</u>⁴
Identify	May	May	Continue to ensure that all individuals

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barriers/develop plans to make sport, recreation and leisure programs more accessible.	include all listed in note 2.	include all listed in note 3.	with disabilities can be integrated into our recreation programs. We have an integration supervisor who looks after this by ensuring support is provided to the participant.
Worked closely with York South Association of Community Living and individuals with severe special needs and are usually brought into our facilities with their attendants.	May include all listed in note 2.	May include all listed in note 3.	Continue to ensure that all of our pools have ramps or commode chairs/lifts for individuals requiring assistance entering the water.
All of our public swim times are fully accessible and all of our lifeguards have their National Lifeguard Service Award.	May include all listed in note 2.	May include all listed in note 3.	Will continue to offer a variety of swim times that are less busy and that is when these individuals often choose to use our facilities.
Integration Supervisor			Still is in existence to deal with clients that are in need of special assistance in our programs.
Town needs a strategy to determine the frequency/level of accessible play structure			To be determined by 2008 the location of totally accessible play facilities as per PRC Strategic Plan.
3 new parks and 4000 meters of new trail to be developed.			New parks and trails continue to be developed to current standards.
26 existing parks to be redeveloped or are the sites of repair and replacement projects.			Existing parks continue to be redeveloped to current standards.

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1. *Give description of barrier.*
2. *Indicate type of barrier (physical, architectural, information, communication, attitudinal, technological, policy/practice)*
3. *Indicate type of disability affected by barrier (physical, sensory, cognitive or other)*
4. *Describe the action taken or timing to remove barrier*

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Engineering and Public Works Department

This department handles municipal infrastructure projects, construction in new subdivisions, road and sidewalk maintenance, operation of the municipal water and sewer system, traffic sign installation and street light maintenance, refuse collection and recycling programs. This department is also responsible for all asset management activities which include the construction and maintenance of Town owned buildings (Community Centres, Firehalls, Libraries, Town Hall, etc) and the Town fleet.

What Barriers have been eliminated in 2008:

<u>Barrier Identified</u> ¹	<u>Barrier Type</u> ²	<u>Disability Type</u> ³	<u>How Barrier was addressed</u> ⁴
<u>Parking Lot Reconstruction</u> Ed Sackfield Arena Parking Lot	Physical	Physical	Currently under construction. New Parking Lot lighting and new paved surface.
Richmond Hill Theatre	Architectural	Physical	Construction commenced in October 2007. Scheduled completion date is October 2008. All accessibility issues being addressed as part of the design process. (Reviewed by ACC).
Operations Centre Expansion Project	Architectural	Physical	Construction commenced in July 2007. Phase I completed date is May 2008. Construction of ramps and new elevators have made the facility accessible.
Municipal Office Contact Centre	Architectural	Physical	Project completed May 2008.
<u>Roadwork</u> 1. Sandbanks Drive Ext., to Old Bay view s/o Sunset Beach & Old Bayview s/o	Physical	Physical /Sensory	Road reconstruction projects included new sidewalk installation and will be completed in 2008 construction season.

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Sandbanks 2. Toscani Road			
<u>Sidewalk</u> 1. Major Mackenzie Drive East – South side Leslie to 250 m west. 2. Leslie Street – West side Major Mackenzie to 215 m south 3. Yonge Street: West side 45m n/o Gamble to 265m s/o Tower Hill. 4. Bayview Avenue: East side Major Mackenzie to Cassata.	Physical	Physical /Sensory	New sidewalk installations will be completed during 2008 construction season.
<u>Parking Lot</u> Ed Sackfield Arena	Architectural	Physical	Construction will be completed in 2008. Accessibility issues were addressed as a component of the design.

Identification and details of current Barriers to be addressed in 2009:

<u>Barrier Identified</u> ¹	<u>Barrier Type</u> ²	<u>Disability Type</u> ³	<u>Timing to address barrier</u> ⁴
Eye Homestead Heritage Building Renovation	Architectural	Physical	Project deferred by Council. Accessibility issues to be addressed as part of the design.

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Oak Ridges Community Centre	Architectural	Physical	Design September 2008 – June 2009. Tender July 2009 – August 2009. Construction September 2009 to February 2011. Accessibility issues to be addressed as part of the design.
Facility Accessibility Audit	Architectural	Physical	Identify barriers for all Town facility. <ul style="list-style-type: none"> - Prioritize - Prepare strategy for rectifying
<u>Roadwork Design</u> <ol style="list-style-type: none"> 1. Benfer Road 2. Bent Crescent 3. Maralim Road 4. Maramak Road 5. Fesserton Road 6. Fernleigh Circle North and South 7. Trayborne Drive Yonge to St. Mary Immaculate School 8. Laverock Avenue Lucas to Trayborne 9. Lucas Street Laverock to Trayborne 10. Schomberg Road King Road to Maple Grove 11. George Street Parker to Schomberg 12. Knollside Drive 	Physical	Physical /Sensory	Road projects include new sidewalk and are being addressed through the 2008/09 design process for construction in 2009 and/or 2010 subject to annual budget approval.

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<u>Sidewalk Design</u>			
<ol style="list-style-type: none"> 1. Garden Avenue: North side Cambridge to Pearson 2. Leslie Street: East side Staples to Major Mackenzie Dr. 3. 19th Avenue: South side to Bayview. (In conjunction with York Region capital project). 4. Bayview Avenue: West side Hwy 7 to 235m north. (In conjunction with York Region project). 	Physical	Physical /Sensory	Sidewalk construction will be completed during 2009 and/or 2010 subject to annual budget approval.

1. *Give description of barrier.*
2. *Indicate type of barrier (physical, architectural, information, communication, attitudinal, technological, policy/practice)*
3. *Indicate type of disability affected by barrier (physical, sensory, cognitive or other)*
4. *Describe the action taken or timing to remove barrier*

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Fire Department

This department delivers fire prevention and suppression services to the residents of the Town.

What Barriers have been eliminated in 2008:

<u>Barrier Identified</u> ¹	<u>Barrier Type</u> ²	<u>Disability Type</u> ³	<u>How Barrier was addressed</u> ⁴
No barriers eliminated in 2008.			

Identification and details of current Barriers to be addressed in 2009:

<u>Barrier Identified</u> ¹	<u>Barrier Type</u> ²	<u>Disability Type</u> ³	<u>Timing to address barrier</u> ⁴
No new barriers identified.	Policy/ practice	Physical	Continue to have in-service crews go door to door providing education on Fire Safety.
No access to Fire Departments Main bulletin board, emergency telco equipment room, and back-up emergency operations centre. <ul style="list-style-type: none"> - During winter, access to a indoor parking space - Install power assisted door control to alarm room - Purchase and design ergonomic workstation in alarm room - Emergency lighting in washroom 	Stairs	Physical	To retrofit the current fire station at 191 Major Mackenzie Drive West to remove the barrier of not having access to the basement level.

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1. *Give description of barrier.*
2. *Indicate type of barrier (physical, architectural, information, communication, attitudinal, technological, policy/practice)*
3. *Indicate type of disability affected by barrier (physical, sensory, cognitive or other)*
4. *Describe the action taken or timing to remove barrier*

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Planning and Development Department

This department provides land use planning services (long range policy planning, development control services, etc.) and supports the work of the Committee of Adjustment as well as all building code matters. It also oversees By-law Enforcement including Parking Control & Licensing.

What Barriers have been eliminated in 2008:

<u>Barrier Identified</u> ¹	<u>Barrier Type</u> ²	<u>Disability Type</u> ³	<u>How Barrier was addressed</u> ⁴
Council has approved a review of the Official Plan and it is intended that the Official Plan contains new sections to make barrier-free development a goal of the Town's Official Plan.			Carried over to 2009
In 2007-2008, the Planning and Development Department will be asking the Committee to assist in: Establishing a policy framework that promotes access through universal design from the beginning of the development process.	Policy/Practice	Policy/Practice	Carried over to 2009
In 2007-2008, the Planning and	Policy/Practice	Policy/Practice	Carried over to 2009

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<p>Development Department will be asking the Committee to: Review policies and procedures from other municipalities both pre-ODA and post ODA for consideration for implementation through the planning and development process.</p>			
<p>In 2007-2008, the Planning and Development Department will be asking the Committee to: Consider ongoing collaboration between staff, accessibility advisory committee and community groups to ensure community members have an opportunity to provide their input or ideas during each stage of the planning process.</p>	Policy/Practice	Policy/Practice	Carried over to 2009
<p>In 2007-2008, the Planning and Development Department will be</p>	Policy/Practice	Policy/Practice	Carried over to 2009

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<p>asking the Committee to: Consider ways in which barrier-free features can be included in the design and planning stage of new construction and redevelopment projects.</p>			
<p>In 2007-2008, the Planning and Development Department will be asking the Committee to: Consider appropriate ways in which Town departments should work with the proponents throughout the approvals process to ensure universal design is incorporated in public spaces, transportation facilities and services, as well as public and private infrastructure.</p>	<p>Policy/Practice</p>	<p>Policy/Practice</p>	<p>Carried over to 2009</p>
<p>George Forster Heritage Building Renovation (Rawlinson Park).</p>	<p>Architectural</p>	<p>Physical</p>	<p>Project deferred by Council. Carried over to 2009</p>

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Identification and details of current Barriers to be addressed in 2009:

<u>Barrier Identified</u> ¹	<u>Barrier Type</u> ²	<u>Disability Type</u> ³	<u>Timing to address barrier</u> ⁴
Council has approved a review of the Official Plan and it is intended that the Official Plan contains new sections to make barrier-free development a goal of the Town's Official Plan.			Ongoing
In 2007-2008, the Planning and Development Department will be asking the Committee to assist in: Establishing a policy framework that promotes access through universal design from the beginning of the development process.	Policy/Practice	Policy/Practice	Ongoing
In 2007-2008, the Planning and Development Department will be asking the Committee to: Review policies and procedures from other municipalities both pre-ODA and post ODA for consideration for implementation through the planning and development process.	Policy/Practice	Policy/Practice	Ongoing
In 2007-2008, the Planning and Development Department will be asking the Committee to: Consider ongoing collaboration between	Policy/Practice	Policy/Practice	Ongoing

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staff, accessibility advisory committee and community groups to ensure community members have an opportunity to provide their input or ideas during each stage of the planning process.			
In 2007-2008, the Planning and Development Department will be asking the Committee to: Consider ways in which barrier-free features can be included in the design and planning stage of new construction and redevelopment projects.	Policy/Practice	Policy/Practice	Ongoing
In 2007-2008, the Planning and Development Department will be asking the Committee to: Consider appropriate ways in which Town departments should work with the proponents throughout the approvals process to ensure universal design is incorporated in public spaces, transportation facilities and services, as well as public and private infrastructure.	Policy/Practice	Policy/Practice	Ongoing
George Forster Heritage Building Renovation (Rawlinson Park).	Architectural	Physical	Project deferred by Council

1. Give description of barrier.
2. Indicate type of barrier (physical, architectural, information, communication, attitudinal, technological, policy/practice)

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3. *Indicate type of disability affected by barrier (physical, sensory, cognitive or other)*
4. *Describe the action taken or timing to remove barrier*

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APPENDIX A

TYPES OF DISABILITIES AND FUNCTIONAL LIMITATIONS

A person's disability may make it physically or cognitively hard to perform everyday tasks. Listed below are 'different kinds of disabilities and the effects of these limitations 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 of 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, e.g., 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

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2. Sensory

Hearing

Hearing loss includes problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness. A person who is deaf, deafened or hard-of-hearing may be unable to use a public telephone, understand speech in noisy environments, or pronounce words clearly enough to be understood by strangers.

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

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. They might find it difficult to maneuver, especially in an unfamiliar place. He or 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 persons who are legally blind have some vision.

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.

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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.

Taste

Taste disability limits the ability to experience the four primary taste sensations: sweetness, bitterness, saltiness and sourness. A person with a taste disability may be unable to identify ingredients in food, spoiled food, or noxious substances.

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.

3. Cognitive

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 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

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- Recognizing problems, problem solving and reasoning

Mental Health

There are three 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 or inappropriate comments; telling distorted or exaggerated stories

Persons 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.

Learning

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

4. 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.

Taken from: A Guide to Annual Accessibility Planning

Examples of Barriers

The following is an example of the types of barriers that can exist in an organization that the Plan will assist in addressing and overcoming.

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Disability Barriers

A “barrier” means 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 informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

APPENDIX B

WHERE TO LOOK FOR BARRIERS

Where to look for barriers to persons with disabilities:

The built environment

- Exterior to a building
- Interior of a building
- Parking areas
- Drop-off zones
- Hallways
- Floors
- Carpets
- Lobbies
- Reception areas
- Offices
- Cubicles
- Washrooms
- Cafeterias
- Elevators
- Escalators
- Stairs
- Stairwells
- Closets
- Storage areas
- Lighting

Physical

- Furniture
- Work stations
- Chairs
- Doors
- Door knobs
- Windows
- Planters
- Bathroom hardware
- Locks
- Security systems

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Information

- Books
- Printed information
- Web-based resources
- Signage
- Bulletin boards
- Brochures
- Forms
- Manuals
- Fax transmissions
- Equipment labels
- Computer screens

Policies and practices

- Procurement and purchasing
- Job postings
- Hiring
- Interviewing
- Testing
- Meetings
- Promotion
- By-laws
- Regulations
- Rules
- Protocols
- Safety and evacuation

Technological

- Computers
- Operating systems
- Standard software
- Proprietary software
- Web sites
- Keyboards
- Mice
- Fax machines
- Telephones
- TTYs
- Photocopiers
- Appliances
- Control panels
- Switches

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- Printers

Recreational facilities

- Playgrounds
- Picnic areas
- Gymnasiums
- Tracks (indoors and outdoors)
- Swimming pools
- Playing fields
- Change rooms
- Climbing bars
- Theatres
- Gymnasium equipment
- Auditoria — audience
- Toys
- Auditoria — stage

Communication

- Training
- Public announcements
- Receptionists
- Security staff

Tools

- Hand tools, manual
- Machinery
- Hand tools, electrical
- Carts and dollies

Service delivery

- In person
- By e-mail
- By telephone
- Via the Web
- By mail

Transportation

- Buses
- Water craft (e.g., ferries)
- Trains
- Cars

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- Aircraft
- Van

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