

# TOWN OF RICHMOND HILL



## 2010 ANNUAL ACCESSIBILITY PLAN

## MESSAGE FROM THE MAYOR

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The Town of Richmond Hill is pleased to present the Town's 2010 Annual Accessibility Plan.

Approximately 15.5 per cent of Ontarians currently live with a disability, and this number will continue to grow as the population ages. The Town of Richmond Hill's Council and staff are committed to fostering an inclusive community by identifying and removing barriers faced by persons with disabilities.

Typically, most people think of physical disabilities when they consider barriers to accessibility, however accessible service delivery goes far beyond just addressing the barriers faced by persons with physical disabilities. It is important to recognize that disabilities may not always be visible and that they can come in many different forms such as sensory limitations like hearing loss, speech disabilities, and vision loss; cognitive limitations like mental health and learning disabilities; and other types of disabilities including those that result from accidents, illnesses or disease. At the Town of Richmond Hill, we consider the removal of all barriers to be of importance.

I would like to take this time to personally thank the Accessibility Advisory Committee and Town staff for their dedication in support of enhancing the accessibility of the Town's programs, services and facilities.

Thanks to their hard work, Richmond Hill has benefited from more accessible facility entrances, accessible fitness equipment, accessible voting practices and equipment, increased fines for the misuse of disabled parking spaces and, of course, the creation of the Town's first fully accessible park playground and waterplay facility at Crosby Park. These are just a few of the many achievements the Town has made with respect to improving accessibility.

For 2010, the Town will continue to make improvements in our services and programs by identifying and removing barriers so that all Richmond Hill residents can fully participate in their community without restriction and experience all that our Town has to offer.

As people with disabilities continue to represent a significant and growing portion of the population, the Town of Richmond Hill looks forward to building and fostering a more inclusive community for all that access our goods and services.

Yours sincerely,



Mayor Dave Barrow  
Town of Richmond Hill

## MESSAGE FROM THE CHAIR, ACCESSIBILITY ADVISORY COMMITTEE

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The Town of Richmond Hill's 2010 Annual Accessibility Plan provides direction and guidance on accessibility matters for Council, staff, and residents. The Annual Accessibility Plan assists in the identification, elimination and prevention of barriers to access, information and opportunities for persons with disabilities

The Town's Annual Accessibility Plan is developed in partnership with senior Town staff, the Accessibility Advisory Committee (AAC) and the public at large. The Plan has grown over the years and now includes an outline of the various standards of the *Accessibility for Ontarians with Disabilities Act* (AODA) and how these standards will impact various aspects of the Town of Richmond Hill.


The purpose of the AODA is to develop, implement and enforce standards for accessibility as it relates to goods, services, facilities, employment, accommodation and buildings. Each standard provides sector specific guidelines aimed at making Ontario more accessible. These standards will include a timeline for compliance and various reporting requirements.

The Ontario Government is in the process of developing new accessibility standards in the areas of customer service, transportation, information and communications, employment and the built environment. The Accessibility Standards for Customer Service, or Customer Service Standard, is now law for all public and private sector organizations. The remaining four standards are currently in various stages of development.

A key aspect of improving accessibility is the training and education required to assist in the delivery of accessible goods and services. In compliance with the Customer Service Standard, the Town has recently conducted training for staff on providing accessible customer service. This training is also required for the businesses and individuals that the Town of Richmond Hill has contracted to provide goods or services to the Town's residents and customers.

The Town's Accessibility Advisory Committee looks forward to achieving the goals set out in the 2010 Annual Accessibility Plan. I encourage you to review the Plan and learn more about the Town's accessibility initiatives by visiting our Website at [www.richmondhill.ca/accessibility](http://www.richmondhill.ca/accessibility).

Yours sincerely,



William (Bud) Newton  
Accessibility Advisory Committee Chair  
Town of Richmond Hill

## THE ACCESSIBILITY ADVISORY COMMITTEE

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### **Committee Members**

William (Bud) Newton - *CHAIR*

Pat McMullon - *VICE CHAIR*

Nick Papa - Ward 5 Councillor

Lisa Demacio

Kathryn Knowlton

Marlane Lepine

Marisol Pestana

Lorraine Smith

### **Staff**

Donna McLarty  
*Town Clerk*

Stephen O'Brien  
*Manager of Projects and Support Services*

Tina Arbuckle  
*Council/Committee Clerk*

## ACKNOWLEDGEMENTS

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The Town of Richmond Hill has had considerable success with its 2009 Accessibility Plan. The development of the Annual Accessibility Plan has involved time, support, knowledge and skills of a variety of key partners.

The Accessibility Staff Working Committee, which has members from all departments, has been instrumental in developing the Plan. The Accessibility Staff Working Committee played an important role with various AODA compliance activities including reviewing the Town's Accessible Customer Service Policy and Procedures and providing comment on the draft standards of the AODA. They are also responsible for sharing information in their departments, and assisting managers to prioritize barrier elimination and prevention.

The members of the Accessibility Staff Working Committee include:

Joe Arruda, *Richmond Hill Arena Association*

Mary Jane Celsie, *Director of Public Service (Library)*

David Dexter, *Director of Financial Services/Treasurer*

Dalya Dumrath, *HR Advisor*

Sharon Johnson, *Manager of Administrative and Technical Services*

Darlene Joslin, *Director of Recreation and Culture*

Marcel Lanteigne, *Manager of Transportation Traffic and Site Plans*

Donna McLarty, *Town Clerk*

Anita Mehta, *HR Advisor*

Dean Miller, *Commissioner of Corporate and Financial Services*

Carol Moore, *Manager of Communication Services*

Tricia Myatt, *Manager of Policy and Intergovernmental Affairs*

Stephen O'Brien, *Manager of Projects and Support Services*

Ian Sharpe, *Alarm Room Supervisor*

Debra Wight, *Manager of Employee Health, Safety and Benefits*

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## BACKGROUND

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The Town of Richmond Hill has existed as an incorporated community since 1872. The Town began as a small rural service center outside of Toronto, and remained this way until the 1970's. At that time, and as Toronto grew, Richmond Hill became a significant place of residence in the Greater Toronto Area. 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 2010, Richmond Hill is home to an estimated 180,000 + residents.

The Town is governed by a Council of nine individuals. The Council consists of a Mayor (elected by all eligible voters in Richmond Hill) and two 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 six 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 six departments that report through to the Chief Administrative Officer (CAO). The CAO is the most senior staff person at the Town of Richmond Hill and reports directly to Town Council. The six Town departments are the Office of the Chief Administrative Officer, the Corporate and Financial Services Department, the Engineering and Public Works Department, the Fire Department, the Parks, Recreation and Culture Department, and the Planning and Development Department.

## EMERGING TRENDS

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According to Statistics Canada, approximately 4.4 million Canadians have a disability. This represents 14.3 per cent of Canadians. Of this, there are approximately 1.85 million Ontarians with disabilities, which represents approximately 15.5 per cent of Ontario's population. By 2025, it is expected that this number will increase to three million people, or 20 per cent of Ontario's population.

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.

The Town of Richmond Hill's population, according to the most recent Census of Population (2006), is just over 160,000. 2010 estimations however, put the Town of Richmond Hill's population at over 180,000. If one factors in the provincial average of 15.5 percent of the population living with a disability, the Town of Richmond Hill has an estimated 28,000 residents who currently live with a disability. As Richmond Hill continues to grow in size, and when factoring in Canada's changing demographics, this number will continue to grow. The Town of Richmond Hill continues to be mindful of these important and emerging trends.

## ACCESSIBILITY PLANNING - LEGISLATION

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The Government of Ontario introduced the *Ontarians with Disabilities Act, 2001* (ODA) with the purpose of improving access and opportunities for people with disabilities. The primary focus of this legislation was to identify, remove and prevent barriers so that people with disabilities can engage in full participation. Annual accessibility plans became a requirement under this legislation in order to ensure that policies, programs and services be reviewed to remove barriers and prevent new barriers from being created. Furthermore, the ODA mandated that municipalities with a population over 10,000 must implement Accessibility Advisory Committees with more than half of the committee members having a disability.

The ODA legislation has been helpful with the identification and removal of barriers; however, the Government 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 passed into law to ensure a barrier free Ontario by 2025. The AODA will ensure full participation for people with disabilities in both private and public sectors. The AODA legislation will eventually replace the existing ODA legislation; however, the planning requirements of ODA are still in effect until it is officially repealed. The Town of Richmond Hill is moving forward with the implementation of both pieces of legislation in order for its citizens to have equal access and full participation within the Town.

The AODA will help ensure that people with disabilities have access to goods and services, facilities, accommodations, employment, buildings, structures and premises in both the public and private sectors. The removal and prevention of barriers will help accomplish full accessibility for persons with disabilities. Barriers can be identified in any of the following areas;

- Physical and architectural
- Information and communication
- Technological
- Attitudinal
- Systemic (policy, procedure and practice)

This *Accessibility for Ontarians with Disabilities Act, 2005* encompasses the following range of disabilities;

- Physical
- Neurological disorders (Epilepsy, ALS)
- Hearing
- Deaf-blindness
- Vision
- Intellectual (cognitive or developmental)
- Speech

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- Learning
- Mental health
- Sensory (smell, touch, taste)
- Other

Many types of disabilities are referred to as invisible disabilities as they are not always apparent or obvious. The AODA legislation uses the same definition of disabilities as that used in the *Ontario Human Rights Code*. (See Appendix 'A')

## AODA STANDARDS

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The AODA legislation recognizes five provincial standards that will be established to remove barriers to accessibility for people with disabilities. Currently, only the Customer Service Standard has been passed into law. The other four standards are; **Information and Communication, Transportation, Employment and Built Environment**

### **Accessible Customer Service Standard:**

The first standard adopted into regulation (Ontario Regulation 429/07) is the Accessibility Standards for Customer Service. The Customer Service Standard came into force in January 2008. This regulation focuses on the provision of goods and services to all citizens, including those with disabilities. The regulation requires that customer service be provided in a manner that is respectful, dignified, integrated and accommodating to those with disabilities. The date for full compliance with this standard was January 1, 2010 for the public sector and January 1, 2012 for the private sector.

In accordance with this regulation, the Town's Policy on Accessible Customer Service was endorsed by Council and implemented in 2009. To ensure that the Town provides goods and services that are accessible to all residents, every effort will be made to ensure the following:

- The Town's goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- The provision of Town goods and services will be integrated to enable a person with a disability to obtain, use or benefit from the goods and services;
- Persons with disabilities will be given an equal opportunity to those without disabilities when obtaining, using or benefiting from the Town's goods or services; and,
- People with disabilities may use assistive devices, service animals and/or support persons when accessing Town goods and services.

### **Information and Communication Standard:**

The final proposed Accessible Information and Communications Standard is before the Minister of Community and Social Services for consideration as law. The proposed standard outlines how businesses and organizations may be required to create, provide and receive information and communications in ways that are accessible for people with disabilities.

As with all accessibility standards under the AODA, a standards development committee, made up of representatives from the disability and business communities, developed the proposed standard. The Information and Communication Standard was released for public review from November 17, 2008 to February 6, 2009.

The Information and Communication Standard Development Committee used the feedback received during the review period to shape the final proposed standard, which was submitted to the government for consideration in summer 2009.

**Transportation Standard:**

The final proposed Accessible Transportation Standard is before the Minister of Community and Social Services for consideration as law. This standard relates specifically to modes of transportation that come under the jurisdiction of provincial and municipal governments.

The Transportation Standard was released for public review from June 27, 2007 to September 28, 2007. The Transportation Standard Development Committee used the feedback received during the review period to shape the final proposed standard, which was submitted to the government for consideration in fall 2008.

**Employment Standard:**

The final proposed Employment Accessibility Standard is before the Minister of Community and Social Services for consideration as law. The goal of the proposed standard is to help employers create equal employment opportunities for people with disabilities.

The proposed standard sets out specific requirements for the recruitment, retention and accommodation of people with disabilities, and applies to all organizations in Ontario with at least one employee.

The Employment Standard was released for public review from February 18, 2009 to May 22, 2009. The Employment Standard Development Committee used the feedback received during the review period to shape the final proposed standard, which was submitted to the government for consideration in fall 2009.

**Built Environment Standard:**

The Ontario government released the initial proposed Accessible Built Environment Standard for public review from July 14 to October 16, 2009.

The goal of the proposed standard is to break down barriers in buildings and other structures for people with disabilities by proposing requirements in areas such as entrances, doorways and ramps, parking spaces, signs and displays, and recreation, including parks and trails.

The Built Environment Standard Development Committee will now revise the proposed standard to reflect the public's input. It will then submit a final proposed standard to the government for consideration as law.

### **Standard Development Process:**

As outlined above, each standard is developed by a Standards Development Committee (SDC) which includes representation from people with disabilities, or their representatives, industry and/or the private sector, and government ministries. The Town of Richmond Hill has had the opportunity, prior to the standards being submitted to the Ontario government, to provide input by way of public comment. Comments are made in the form of a report through the Town of Richmond Hill Committee of the Whole to the Minister of Community and Social Services.

It is the responsibility of each Standard Development Committee to:

- Develop long-term accessibility objectives and proposed accessibility standards (taking into account economic and other considerations) for the respective industry, sector or class of persons/organizations;
- Submit a proposed accessibility standard to the Minister of Community and Social Services to be posted for public review;
- Consider the input received from the public review; and
- Submit a final proposed accessibility standard to the minister for the government's consideration.

### **Review of the AODA:**

Under the stipulations of the AODA, the Lieutenant Governor must appoint an individual to conduct an independent review of the legislation within four years of it coming into force. The purpose of this review is to make sure the legislation is effective for people with disabilities, businesses and organizations. In June 2009, the Ontario government appointed Mr. Charles Beer to conduct a mandatory independent review of the *Accessibility for Ontarians with Disabilities Act*.

Mr. Beer has consulted with various groups across the province and is expected to submit a report to the government of Ontario in early 2010. The report may include recommendations to improve the legislation and a strategy to repeal the *Ontarians with Disabilities Act*. At the time of publication, Mr. Beer's review has not yet been made public.

## ACCESSIBILITY PLAN ALIGNMENT WITH THE CORPORATE STRATEGIC PLAN

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In April of 2009, the Town of Richmond Hill Council approved *A Plan for People, A Plan for Change: Richmond Hill Strategic Plan 2009*. The Town's new Strategic Plan is an important and seminal document for Richmond Hill. It is visionary in that it establishes a long-term vision of what the Town of Richmond Hill is to become over the next 25 years. The Strategic Plan is also practical in that it sets out goals to be accomplished in the near term as the Town's elected officials, staff and residents work towards achieving that vision. The Town's vision statement is: "Richmond Hill, where people come together to build our community."

The Town of Richmond Hill's Annual Accessibility Plan is aligned with the Town's Strategic Plan. Accessibility matters are a strong concern for the Town of Richmond Hill and they are reflected accordingly in the Strategic Plan. The Strategic Plan introduces four goals that emerged through a comprehensive consultation process, and defines the targets (outcomes) and tasks (strategies) associated with achieving them. The following outlines the ways in which accessibility matters are highlighted in, and aligned with, the Strategic Plan.

Goal one of the Town's Strategic Plan is "stronger connections in Richmond Hill." As with all goals outlined in the Strategic Plan, the goal of "stronger connections in Richmond Hill" is sustained by key outcomes that provide strategies in regards to how these goals can be attained. The key outcomes and strategies relating to "stronger connections in Richmond Hill" as outlined in the Strategic Plan that correlate with accessibility matters are as follows:

<b>GOAL ONE: STRONGER CONNECTIONS IN RICHMOND HILL</b>	
<b>OUTCOME</b>	<b>STRATEGIES</b>
<b>Outcome One – Planning for a connected community</b>	<ul style="list-style-type: none"> <li>• Develop a shared understanding of the issues, opportunities, vulnerabilities and barriers facing the people who live and work here</li> <li>• Respond to the changing needs of the community through adapting services and programs</li> </ul>
<b>Outcome Two – Opportunities and places for people to connect and get involved</b>	<ul style="list-style-type: none"> <li>• Remove barriers to effective participation for all people in the community</li> <li>• Improve access to local information and services</li> </ul>
<b>Outcome Three – Physical connections in the community</b>	<ul style="list-style-type: none"> <li>• Increase accessibility for those with disabilities</li> <li>• Improve the function of buildings, streets and neighbourhoods</li> </ul>

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Goal two of the Town's Strategic Plan is "better choice in Richmond Hill." The key outcomes and strategies relating to "better choice in Richmond Hill" as outlined in the Strategic Plan that correlate to accessibility matters are as follows:

<b>GOAL TWO: BETTER CHOICE IN RICHMOND HILL</b>	
<b>OUTCOME</b>	<b>STRATEGIES</b>
<b>Outcome Three – Better options for where to live</b>	<ul style="list-style-type: none"><li>• Plan for a range of housing that provides options for people at all stages of life</li></ul>
<b>Outcome Four – Better options for being active and involved</b>	<ul style="list-style-type: none"><li>• Develop and promote a range of organized and informal sports, recreation and cultural programs with an emphasis on alternatives that people will use throughout their lives</li></ul>

The Strategic Plan provides a framework for all other Town plans. It is the starting point of the business planning and budget cycle and identifies priorities to meet community needs. The Town of Richmond Hill is proud of the developments and initiatives outlined in this year's Annual Accessibility Plan and it is important to recognize that the Town's work on accessibility matters is strengthened by the alignment of the Annual Accessibility Plan and the Strategic Plan.

Please note that the Strategic Plan goals outlined above are select excerpts. The Town of Richmond Hill Strategic Plan is a rich document that involved an extensive public consultation process. Readers of the Town's Annual Accessibility Plan are encouraged to further consult the Town's official Strategic Plan website to learn more about this important document. Please visit [www.richmondhill.ca/strategicplan](http://www.richmondhill.ca/strategicplan) for more information.

## TOWN COMMITMENT TO ACCESSIBILITY

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

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 building renovations which were completed in 2003.

In 2000, Accessibility Guideline Workshops were held for all employees associated with development applications, and a policy was implemented to include the guidelines where possible through the site plan approval process.

In the past two municipal elections, Council approved the implementation of electronic voting equipment to address the needs of electors with disabilities. 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 the upcoming 2010 municipal election, accessibility will continue to be of importance through the introduction of *Municipal Elections Act* changes stemming from the passage of Bill 212. These changes require that the municipality ensure that each voting place is accessible to persons with disabilities. Furthermore, following the election, the Clerk is required to report on accessibility measures taken during the election.

In January of 2004, Council approved a by-law to increase the number of Disabled Parking Spaces for new developments. In 2003, the minimum fine for the misuse of accessible parking permits within the Town was increased from \$100.00 to \$300.00, as required by the complementary amendment to section 27 of the *Highway Traffic Act*. Furthermore, 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.

Older 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, which was completed in 2008. The Town's trail system is also continually redeveloped and where possible, accessibility aspects are addressed.

In July 2008, Council received a presentation regarding the Crosby Accessible Park features and fundraising initiatives. Also present was representation from 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 the accessible features of the park. Crosby Park is one of the largest playground structures in Ontario that can be accessed in its entirety without steps and includes 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 early 2008 an RFP (Request for Proposal) for an accessibility audit was issued that included parks and trails in addition to municipal facilities. The audit was carried out in the fall of 2008 and the early part of 2009. A total of fifty-one (51) facilities were audited and the Accessibility Audit Project recorded accessibility data in the following categories: exterior environments; interior environments; building systems, controls and communications; special facilities, spaces and environments; and interior design, facility management and maintenance checklist. A draft Accessibility Audit Project report was presented to Richmond Hill Council on October 27, 2009.

In 2009, the Richmond Hill Recreation Needs Assessment Project was developed collaboratively between the Richmond Hill Mobility Foundation and the Town of Richmond Hill. The goal of this project was to determine the recreation program and service needs of people with disabilities. A consultant assisted with the identification of a number of key stake holders. Information was gathered from the community and key stake holders through the use of community questionnaires, community forums and focus group sessions. A current comprehensive program and service review was conducted as well as a comparison of best practices of surrounding municipalities.

Key findings indicated that the majority of respondents are satisfied with the programs that they are currently participating in and that they are satisfied with the facilities that they are accessing. It was determined that recreational opportunities for persons with disabilities in the Town of Richmond Hill are above average to excellent. Town staff continue to review the findings to determine what recommendations can be implemented and, where it has been deemed feasible, the possible time lines associated with implementation.

In December 2009, the Town of Richmond Hill launched an expanded "Accessibility" link on the Town's website. The revised version of the website now provides information pertaining to the development status of the AODA standards, an outline of the requirements for Accessible Customer Service Standard, information relating to the Town's Accessible Customer Service Policy and Procedures, training resources for providing accessible customer service, and information relating to the ways in which individuals can provide feedback on the provision of the Town's goods and services. You can visit the Town's accessibility page at [www.richmondhill.ca/accessibility](http://www.richmondhill.ca/accessibility).

## ROLE OF ACCESSIBILITY ADVISORY COMMITTEE

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The Accessibility Advisory Committee (AAC) reports to Council through the Committee of the Whole. The Accessibility Advisory Committee meets, along with staff members, on a monthly basis. As a committee they provide input to Council on implementation of ODA and AODA legislation and other related accessibility matters.

The Accessibility Plan represents the formal way in which the Accessibility Advisory Committee reviews and advises Council on accessibility matters. The following represent other ways in which the Accessibility Advisory Committee provides advice and guidance to the Town of Richmond Hill:

- Review of site plans of new and existing municipal buildings
- Review of plans for parks and trail ways
- Review of significant renovations in municipal buildings
- Review of Accessible Customer Service Policy and Procedures, as required by the Accessibility Standards for Customer Service made under the AODA
- Review of work relating to AODA standards compliance

## ACCESSIBILITY ADVISORY COMMITTEE – 2009 ACCOMPLISHMENTS

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- Presentations are held during AAC meetings to keep members informed and updated on disability and accessibility matters
- Participation in the development of training for Town staff and service providers on Accessible Customer Service to people with disabilities
- Continual awareness raising efforts relating to the need for improved accessibility within the services provided by the Town of Richmond Hill
- Participation in the development of the Town of Richmond Hill's Accessible Customer Service Policy and Accessible Customer Service Procedures
- Involvement in reviewing the Town-wide facility Accessibility Audit Project
- Involvement in Parks, Recreation and Culture Integration Study

## PLAN FORMAT

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In previous years, the Accessibility Report involved an outline of the identification, removal and prevention of barriers in accordance with *Ontarians with Disabilities Act, 2001*. The ODA remains in effect and therefore the identification of barriers within the Town of Richmond Hill will continue to be outlined. However, in the future, the AODA standards compliance activity documentation will become the measure for accessibility reporting.

Due to the transition of reporting obligations, this report will continue to outline barrier status as well as accessibility strategies, including:

- Identification of barriers to be addressed in 2010
- 2009 Accessible standard compliance (AODA) activities report
- Future accessible standard compliance (AODA)

## STATUS REPORT OF BARRIERS TO ACCESSIBILITY

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### **CHIEF ADMINISTRATIVE OFFICER'S (CAO) DEPARTMENT**

The Chief Administrative Officer's 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 also provides internal services to support the work of other departments in the organization in the area of human resources, legal and corporate communication services. The department includes the Office of Strategic Initiatives, Policy and Inter-Governmental Affairs, Legal Services, Human Resources and Communications Services.

### **STATUS OF BARRIERS IDENTIFIED IN 2009**

<b>Barrier Identified</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>How Barrier was addressed</b>
Accessibility Standards for Customer Service (O. Reg. 429/07)	Policy/practice	Policy/practice	Responsibility for Accessibility Standards for Customer Service (O. Reg. 429/07) was transferred to Corporate and Financial Services (CFS) Department in 2009. See CFS barrier status section.
Employee awareness and sensitivity to persons with disabilities.	Attitudinal	All	Responsibility for training employees with respect to accessible customer service was transferred to Corporate and Financial Services (CFS) Department in 2009. See CFS barrier status section.

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World Wide Consortium (W3C) Standards	Information/ Communication	Physical, Sensory	<p>The implementation of W3C Web Content Accessibility Guidelines (WCAG) 1.0 standards has been ongoing and will continue over the course of the next year.</p> <p>Staff received training to ensure that WCAG standards are continually applied whenever possible.</p>
World Wide Consortium (W3C) Standards	Information/ Communication	Physical, Sensory	<p>The implementation of W3C WCAG 2.0 standards has been carried out when possible. W3C WCAG 2.0 standards will be carried out as part of the redesign of Town's website.</p>

**IDENTIFICATION OF CURRENT BARRIERS TO BE ADDRESSED IN 2010**

<b>Barrier Identified</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>Timing to Address Barrier</b>
Limited description of physical demands required of the Town's various employee/staff positions.	Information/ Communication, Policy/Practice	Physical, Sensory	<p>Summer of 2010.</p> <p>Part time assistance has been budgeted to assist with the assessment of the physical demands of the Town's various staff positions. This assessment will assist with the compliance requirements of the forthcoming AODA Employment Standard.</p>

**CORPORATE AND FINANCIAL SERVICES DEPARTMENT**

The Corporate and Financial Services Department manages the finances of the Town and provides strategic and operational advice to Council in this regard. This department is also responsible for the provision of internal services that support the work of staff across all municipal departments in their delivery of services to the public. The department includes Information Technology, Finance Services, Revenue Services, Purchasing and the Office of the Clerk which encompasses Access Richmond Hill, Office Services, the Mayor and Council Office and the Committee Secretariat.

**STATUS OF BARRIERS IDENTIFIED IN 2009**

Barrier Identified	Barrier Type	Disability Type	How Barrier was addressed
Counter in the Finance Division is not usable for a customer in a wheelchair.	Physical, architectural	Physical	<p>Access Richmond Hill (ARH) has decreased the customer traffic at this counter. Despite this, the two counters in the Finance Division (6<sup>th</sup> Floor) will be moved to a one-counter model in 2010</p> <p>ARH will continue to assume services as it moves towards becoming the Town's "one-window" service delivery and service provision centre. ARH has low-level counters that are accessible and staff that have been trained in delivering accessible customer service.</p>

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

<p>Accessibility Standards for Customer Service (O. Reg. 429/07)</p>	<p>Policy/practice</p>	<p>All</p>	<p>In the fall of 2009, the Town implemented two key documents required for Accessible Customer Service Compliance. The Town's Accessible Customer Service Policy and Accessible Customer Service Procedures were finalized and implemented in accordance with the requirements of the AODA and O. Reg. 429/07.</p> <p>The various aspects of these policies and procedures, as well as the various requirements of O. Reg. 429/07, are outlined in the 2009 AODA Standard Compliance Activities section of this report.</p>
<p>Employee awareness and sensitivity to persons with disabilities.</p>	<p>Attitudinal</p>	<p>All</p>	<p>In the summer and fall of 2009, staff from the Office of the Clerk developed a strategy to train all Town staff as required by the AODA and O. Reg. 429/07.</p> <p>This strategy was deployed and all Town staff received Accessible Customer Service Training throughout the winter of 2009. The training that staff received will assist in the delivery of accessible customer services.</p>

**IDENTIFICATION OF CURRENT BARRIERS TO BE ADDRESSED IN 2010**

Barrier Identified	Barrier Type	Disability Type	Timing to Address Barrier
<p>Ongoing AODA compliance activities</p>	<p>Policy/practice</p>	<p>All</p>	<p>The Office of Clerk continues to monitor the progress of the various AODA standards and report to Council and the Town's Senior Management Team.</p> <p>The remaining AODA standards are expected to come into force during 2010 and 2011. This will involve the continual development of policies and operational practices to address the various AODA standards. Staff from the Office of the Clerk will team with staff from other departments to ensure the Town meets compliance requirements in the designated time frames.</p>
<p>2010 Municipal Election voting locations and voting equipment</p>	<p>Physical, policy/practice</p>	<p>All</p>	<p>Municipal elections are managed by the Office of Clerk.</p> <p>As part of the changes to the <i>Municipal Elections Act</i>, the Town must ensure that all voting locations are accessible. In order to do so, Clerk's staff will inspect potential voting locations prior to election day to ensure they are accessible. Furthermore, the Town will deploy accessible voting equipment at select voting locations to ensure an accessible voting process.</p>

**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, Fire halls, Libraries, Town Hall, etc) and the Town's fleet of vehicles.

**STATUS OF BARRIERS IDENTIFIED IN 2009**

<b>Barrier Identified</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>How Barrier was addressed</b>
Facility Accessibility Audit	Architectural	Physical	Identify barriers for all Town facilities, parks, trails and play spaces. Completed in 2009.  Information from audit will be used on a "go forward" basis to address barriers.
Richmond Hill Theatre	Architectural	Physical	Construction commenced in October 2007. All accessibility issues addressed as part of the design process. Project completed in Summer of 2009.
Central Library	Architectural	Physical	Installed auto-door operators on main floor of Library.
Operations Centre Expansion Project	Architectural	Physical	Construction commenced in July 2007. Construction of ramps and new elevators has made the facility accessible. Project completed in 2009.

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

<p>Yonge Street sidewalk improvements</p>	<p>Physical</p>	<p>Physical /Sensory</p>	<p>The interlocking brick replacement project for Yonge (BIA) has been completed, trip hazards have been removed and pattern design placed with the visually impaired in mind. Guide lines placed at intersections, change of brick size to denote approach to driveway entrances.</p>
<p>Various Sidewalk improvements</p>	<p>Physical</p>	<p>Physical /Sensory</p>	<p>As part of our annual concrete rehab contract, intersections continue to be upgraded with the inclusion of guide lines at the sidewalks.</p>
<p>South/West corner of Baif and Yonge</p>	<p>Physical</p>	<p>Physical</p>	<p>The reconstruction of the south west corner of Baif and Yonge was addressed.</p>
<p><u>Roadwork Construction</u></p> <ol style="list-style-type: none"> <li>1. Benfer Road</li> <li>2. Bent Crescent</li> <li>3. Maralim Road</li> <li>4. Maramak Road</li> <li>5. Fesserton Road</li> <li>6. Fernleigh Circle North and South</li> <li>7. Trayborne Drive Yonge to St. Mary Immaculate School</li> </ol>	<p>Physical</p>	<p>Physical /Sensory</p>	<p>Road reconstruction projects included new sidewalk installation and were completed in 2009.</p>

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

<p><u>Sidewalk Construction</u></p> <ol style="list-style-type: none"> <li>1. Bayview Avenue: West side Hwy #7 north to "On ramp"</li> <li>2. Hwy #7 on Ramp: north side Bayview to plaza entrance</li> </ol>	<p>Physical</p>	<p>Physical /Sensory</p>	<p>New sidewalk installation completed in 2009.</p>
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**IDENTIFICATION OF CURRENT BARRIERS TO BE ADDRESSED IN 2010**

<b>Barrier Identified</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>Timing to Address Barrier</b>
<p>Eye Homestead Heritage Building Renovation</p>	<p>Architectural</p>	<p>Physical</p>	<p>Currently under design. All accessibility issues being addressed as part of the design process. Construction to be complete in 2010.</p>
<p>Oak Ridges Community Centre</p>	<p>Architectural</p>	<p>Physical</p>	<p>Construction January 2010 to 2011. Accessibility issues to be addressed as part of the design.</p>
<p>Crosby change rooms</p>	<p>Architectural</p>	<p>Physical</p>	<p>Fully accessible change rooms. Construction to be completed in 2010.</p>
<p>George Forester House Renovation</p>	<p>Architectural</p>	<p>Physical</p>	<p>Currently under design. All accessibility issues being addressed as part of the design process. Construction to be completed in 2010.</p>

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

Elgin Barrow Arena Building Renovation	Architectural	Physical	Currently under design. All accessibility issues being addressed as part of the design process. Construction to be completed in 2011.
Accessible Washroom Signs Throughout Town Facilities	Architectural	Sensory	Signs to be installed in 2010.
Richvale Library Interlock	Architectural	Physical	Interlock to be reset in 2010.
Bond Lake Arena Building Renovation	Architectural	Physical	Currently under design. All accessibility issues being addressed as part of the design process. Construction to be completed in 2011.

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

<u>Roadwork Construction</u>	Physical	Physical /Sensory	
<ol style="list-style-type: none"> <li>1. Laverock Avenue: Lucas to Trayborne</li> <li>2. Lucas Street: Laverock to Trayborne</li> <li>3. Axminster Drive</li> <li>4. Tyneview Lane</li> <li>5. Starlight Crescent</li> <li>6. Leisure Lane</li> <li>7. Sussex Avenue: Palmer to Paliser</li> <li>8. Easy Street</li> <li>9. Becker Road</li> <li>10. Felix Avenue</li> <li>11. Alverna Road: Becker to Taylor Mills S.</li> <li>12. Claridge Drive</li> <li>13. Orlon Crescent</li> <li>14. Silkstone Gate</li> </ol>			<p>Road reconstruction projects including new sidewalk installations expected to reach substantial completion under the 2010 or 2011 construction season subject to budget.</p>

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

<p><u>Sidewalk Construction</u></p> <ol style="list-style-type: none"> <li>1. Garden Avenue: North side Cambridge to Pearson</li> <li>2. Leslie Street: East side Staples to Major Mack. Dr.</li> <li>3. 19<sup>th</sup> Avenue: South side to Bayview. (In conjunction with York Region capital project).</li> <li>4. Yonge Street: East side Hwy 407 off ramp to Hwy 7 on/off ramp.</li> <li>5. Bayview Avenue West side Dovetail dr. to Bayview Park Lane.</li> </ol>	<p>Physical</p>	<p>Physical /Sensory</p>	<p>Sidewalk reconstruction expected to be completed during 2010 and/or 2011 subject to budget approval.</p>
<p><u>2010 Road Design</u></p> <ol style="list-style-type: none"> <li>1. Snively Street</li> <li>2. Drynoch Avenue</li> <li>3. Libby Boulevard</li> <li>4. Bridgeport Street</li> <li>5. Elka Drive</li> <li>6. Zelda Crescent</li> </ol>	<p>Physical</p>	<p>Physical /Sensory</p>	<p>2010 Road reconstruction designs for construction in 2011/2012 subject to budget approval. New sidewalk to be included where physical constraints permit.</p>

**FIRE DEPARTMENT**

The Fire Department delivers fire suppression and fire prevention services to the residents of the Town. The Fire Department responds to a variety of calls including fires, medical assistance, rescue, auto extrication, public assistance, spills and release of materials hazardous to the environment. Fire prevention staff conduct inspections on institutional, industrial and commercial buildings during construction and after occupancy to ensure fire safety standards are met. The department also provides public tours, demonstrations and training lectures that emphasize fire safety.

**STATUS OF BARRIERS IDENTIFIED IN 2009**

<b>Barrier Identified</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>How Barrier was addressed</b>
Awareness of fire safety amongst the community, including those with disabilities	All	All	Continual.  Fire Department continues to have in-service crews make door-to-door visits to provide education on fire safety
No access at Fire Station 8-1 (191 Major Mackenzie Drive West) to main bulletin board, emergency telco equipment room, and back-up emergency operations centre.  1. Access to a indoor parking space 2. Purchase and design ergonomic workstation in alarm room 3. Emergency lighting in washroom	Physical, architectural	Physical	New workstations were installed in 2009 and addressed the need for an ergonomic workstation in the alarm room  Fire Department is working with a consultant and the Town's Asset Management Division to renovate Station 8-1  This work is ongoing and as such, it is reflected in the chart below ("Identification of Current Barriers to be Addressed in 2010")

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

Access to Dispatch Area (difficult because of grade and doorway)	Physical, architectural	Physical	Power assisted door opener installed to effectively remove barrier
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**IDENTIFICATION OF CURRENT BARRIERS TO BE ADDRESSED IN 2010**

<b>Barrier Identified</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>Timing to Address Barrier</b>
General accessibility issues with Fire Station 8-1, including items 1 and 3 listed above in the "Status of Barriers Identified in 2009" chart	Physical, architectural	Physical	By 2010 year end  Fire Department is working with a consultant and the Town's Asset Management Division to determine renovation solutions at Station 8-1 in order to address accessibility concerns at the station

**PARKS, RECREATION AND CULTURE DEPARTMENT**

The Parks, Recreation and Culture Department is responsible for the development and provision of parks, recreation and leisure facilities, programs and services. These responsibilities include environmental services, building, maintaining and operating parks, community centres, pools and other recreational facilities development and promoting recreation programs.

**STATUS OF BARRIERS IDENTIFIED IN 2009**

<b>Barrier Identified</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>How Barrier was addressed</b>
Four (4) new parks and 1.2 km of new trails were developed	Physical, architectural	All	Continue to review all ongoing accessibility factors and implement necessary provisions in standard specifications for new parks design.
Fourteen (14) existing parks and 2 km of trails were redeveloped or were the sites of repair and replacement projects.	Physical, architectural	All	Existing parks continue to be redeveloped to existing accessibility standards. Proposed AODA standards are also considered when park redevelopment occurs.
Strategy to bring existing parks to current standards.	Physical, architectural	All	<p>Parks, Recreation and Culture (PRC) has a 10-year priority study which is updated yearly to identify park development and redevelopment strategies. Target completion for 2019.</p> <p>A report was prepared to identify parks accessibility requirements based on best practices and the future anticipated AODA legislation. A summary currently being prepared to identify a PRC course of action.</p>

**IDENTIFICATION OF CURRENT BARRIERS TO BE ADDRESSED IN 2010**

Barrier Identified	Barrier Type	Disability Type	Timing to Address Barrier
<p>On-going identification of barriers and development of plans to make sport, recreation and leisure programs more accessible</p>	<p>Policy/practice, attitudinal</p>	<p>All</p>	<p>Ongoing</p> <p>Continue to encourage individuals with disabilities to participate in programs at a level of participation suitable to his/her ability, support needs, program choice and facility access</p> <p>The Town will continue to use an Integration Recreation Assistant (working alongside Coordinator) to match participants with a support person when appropriate</p>
<p>Continue to work closely with local organizations who assist people with disabilities</p>	<p>Policy/practice, attitudinal, physical</p>	<p>All</p>	<p>Ongoing</p> <p>Continue to ensure that all Town pools have ramps or commode chairs/lifts for individuals requiring assistance entering the water</p> <p>Commode chair for the Wave Pool was recently acquired</p> <p>Continue to work with the Richmond Hill Mobility Foundation on the recommendations outlined in the 2009 final report of the "Recreation Needs Assessment Project for Persons with a Disability"</p>

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

Integration Recreation Assistant	All	All	Ongoing  Part-time position exists to work with clients that are in need of special assistance in accessing Town programs
Five (5) new parks and 4 km of new trail to be developed	Physical, architectural	All	Continue to review all ongoing accessibility factors and implement necessary provisions in standard specifications for new parks design
Eighteen (18) existing parks and 500 m of trails to be redeveloped and are scheduled as the sites of repair and replacement projects	Physical, architectural	All	Existing parks continue to be redeveloped to current and proposed AODA standards

**PLANNING AND DEVELOPMENT DEPARTMENT**

The Planning and Development Department provides planning and building related services to Council, other departments and the general public. The department also oversees By-law Enforcement, including Parking Control and Licensing, deals with all building code matters, and supports the work of the Committee of Adjustment.

**STATUS OF BARRIERS IDENTIFIED IN 2009**

<b>Barrier Identified</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>How Barrier was addressed</b>
Council has approved a review of the Official Plan (OP) and it is intended that the review of the OP will include new sections aimed at making barrier-free development a goal of the Town's OP.	Policy/practice	All	Carried over to 2010
The Planning and Development Department sought assistance in establishing a policy framework that promotes access through universal design from the beginning of the development process.	Policy/practice	All	Complete  A new Site Plan Application form refers customers to Accessibility Guidelines

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

<p>In 2009, the Planning and Development Department sought assistance in reviewing policies and procedures from other municipalities for consideration for implementation through the planning and development process.</p>	<p>Policy/practice</p>	<p>All</p>	<p>Complete</p>
<p>In 2009, the Planning and Development Department sought assistance in considering the ways in which barrier-free features can be included in the design and planning stage of new construction and redevelopment projects.</p>	<p>Policy/practice</p>	<p>All</p>	<p>Complete</p> <p>Covered in the Site Plan and Consolidated Application Guide. The Town will continue to ensure that all new structures, construction and/or redevelopment projects (buildings only) will be examined and/or inspected for compliance with the Ontario Building Code</p>

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

<p>In 2009, the Planning and Development Department sought assistance in considering 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>All</p>	<p>Carried over to 2010</p>
<p>George Forster Heritage Building Renovation (Rawlinson Park)</p>	<p>Architectural</p>	<p>Physical</p>	<p>Carried over to 2010</p> <p>Asset Management (Engineering and Public Works) responsibility</p> <p>Planning and Development responsible only for heritage aspects</p>

**IDENTIFICATION OF CURRENT BARRIERS TO BE ADDRESSED IN 2010**

Barrier Identified	Barrier Type	Disability Type	Timing to Address Barrier
<p>Council has approved a review of the Official Plan (OP) and it is intended that the review of the OP will include new sections aimed at making barrier-free development a goal of the Town's OP.</p>	<p>Policy/practice</p>	<p>All</p>	<p>2010 target approval</p>
<p>The Planning and Development Department will continue 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>All</p>	<p>Ongoing</p>

2009 AODA STANDARD COMPLIANCE ACTIVITIES REPORT

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**CUSTOMER SERVICE STANDARD**

<b>Standard Requirement</b>	<b>Activities</b>	<b>Status</b>	<b>Measurement of Success</b>
Accessible Customer Service Policy	Adopted by Senior Management Team and Council	Completed	Policy available to all residents on the Town's internet site  Policy available to all staff on the Town's intranet site (RH Insider)  New employee orientation will include the policy  Town wide training also includes an outline of the policy
Provisions for service animals, assistive devices and support persons	Developed as part of a secondary and more detail-focused procedural document (Accessible Customer Service Procedures)	Completed	Staff training covers these provisions  Included within Accessible Customer Service Policy
Alternate formats	Promote the availability of alternate formats	Ongoing	Awareness and training incorporated in training material
Accessible Customer Service Training	Training developed to meet Accessible Customer Service Standard requirements	Completed	Training includes all legislated requirements  Positive feedback from staff

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

<p>Prioritization of the delivery of training to staff (depending on their interaction with customers)</p>	<p>Training delivered in a tiered approach.</p> <p>Staff that work closely with customers as part of their day-to-day duties receive more intensive training.</p>	<p>Completed</p> <p>Target was set for late 2009/early 2010</p>	<p>Two-hour training sessions available for staff who interact with the public on a regular, day-to-day basis</p> <p>One-hour training sessions available for staff who interact with the public on a less than frequent basis</p>
<p>Staff training</p>	<p>Ongoing Accessible Customer Service Training made available to staff</p>	<p>Ongoing</p>	<p>All staff (full-time, part-time and volunteers) trained by December 2009. New staff will receive training on Accessible Customer Service principles on a go forward basis</p>
<p>Documentation</p>	<p>Record keeping all staff training</p> <p>Accessible customer service feedback forms (received and processed by Access Richmond Hill)</p>	<p>Ongoing</p>	<p>Attendance records for training (maintained by Human Resources)</p> <p>All barriers identified through feedback process will be documented and reported through Access Richmond Hill</p>
<p>Service disruption</p>	<p>Educate staff on the importance of service disruption notification</p> <p>Major service disruption notifications will be made available on the website</p>	<p>Ongoing</p>	<p>Public is notified of service disruptions</p>

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

<p>Feedback method</p>	<p>Promote feedback on the delivery of accessible Town services</p> <p>Accessible feedback forms developed to assist in barrier identification</p> <p>Provide feedback/complaint data to designated departments</p>	<p>Ongoing</p>	<p>Documentation is kept in the Clerk's Office</p> <p>Feedback reviewed and addressed where appropriate</p>
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## FUTURE AODA STANDARD IMPLEMENTATION

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Work is being done in anticipation of the remaining AODA standards which will become law in the near future. The Built Environment, Information and Communication, Transportation, and Employment Standards will have set regulations that Town departments will need to comply with in order to ensure full accessibility. Recognizing that the requirements are not yet known, much of the strategies involve gathering baseline information.

Proposed Standard	Strategies
Built Environment Standard	<p>Continual monitoring of the Built Environment standard development process</p> <p>Provision of comments to Standard Development Committee during public review period</p> <p>Use knowledge gained from Facility Accessibility Audit to asses impact of proposed Built Environment standard</p>
Information and Communications Standard	<p>Communications Division continues to work on implementing WCAG 1.0 standards</p> <p>Information Technology Division and Communications Division are working on eventual website renewal/refresh which will include WCAG 2.0 enhancements</p>
Transportation Standard	<p>Continual monitoring of potential impacts to the Town, including impacts on taxi licensing procedures and processes</p> <p>Continual enhancement of training required by taxis, including the implementation of industry training best-practices</p>

TOWN OF RICHMOND HILL - 2010 ACCESSIBILITY PLAN

<p>Employment Standard</p>	<p>Continual best-practice research into the ways in which accessible employment can be attained</p> <p>Human Resources will be initiating the process of conducting physical demands analyses of Town positions during the Summer of 2010.</p>
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## CONTACT INFORMATION

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**Members of the public are encouraged to make comments on this plan.**

### **Contact Information:**

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**This plan can be made available in an alternate format upon request.**

## GLOSSARY OF KEY TERMS AND DEFINITIONS

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### **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 or a practice (obstacle).

### **Barrier Identification Process**

Any process or methodology used to determine what barriers exist, where barriers exist and other information. Examples of a barrier identification process may include surveys, audits or customer feedback.

### **Disability Means:**

- (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 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 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)

### **Types of disability 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

## **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 people 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.

## **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
- 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
- Behavioural: being disorganized; making false statements or inappropriate comments; telling distorted or exaggerated stories

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behaviour; 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. 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.

**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*