



INCORPORATED 1850

TOWNSHIP OF KING

ACCESSIBILITY PLAN 2009 UPDATE



TOWNSHIP OF KING ACCESSIBILITY PLAN UPDATE - 2009

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TOWNSHIP OF KING ACCESSIBILITY PLAN - 2009 UPDATE

SECTION 1: OVERVIEW

Pursuant to the *Ontarians with Disabilities Act*, the Accessibility Advisory Committee (AAC) was established in the fall of 2002. The AAC met with Township staff, toured the municipal facilities and advised on the development of the Township's Accessibility Plan which was received and approved by Council in June, 2003.

The Accessibility Plan 2003 is a 'living' document which identifies and sets targets for the removal of barriers for people with disabilities. The Plan will be reviewed on an annual basis, thus allowing Council, staff, and the public to monitor the barriers identified and to provide direction for the prevention of future barriers. The 2003 Plan focused on identifying existing problems and barriers, the annual Updates advise of the status of the recommendations of the earlier Plans and provide new targets for the coming year.

The 2009 Accessibility Plan is the 7th Plan which continues to provide for persons with disabilities and their full participation in the municipality. This year's Plan also focuses on the monitoring of the Standards which are being developed under the *Accessibility for Ontarians with Disabilities Act* (AODA). The AODA was enacted in 2005 to further qualify the ODA and to provide the framework related to accessibility standards.

Please see Section 3 for more detail about the standards and the Township's status in complying.

Lists of the members of the Accessibility Advisory Committee and the Staff Working Group are attached as Appendix 'A' and Appendix 'B' respectively.

SECTION 2: 2008 RECOMMENDATIONS - STATUS

1. Status of 2008 General Recommendations

Status of existing identified barriers is shown in Department Schedules I – X.

- (i) The use of automated doors at the main public accesses to Township buildings and facilities, and it is recommended that the municipal offices and Council Chambers be given priority.

In 2008, the main entrance and west entrance doors to the Municipal Office were automated. The Council Chamber door requires additional renovation in order to make it fully accessible; it is recommended that this be a priority project for 2009.

Due to budget constraints, the project was not completed in 2009. It is recommended that this item be a priority in the next budget discussions.

- (ii) Council continue budgeting for an elevator in the King City Library.

Funds had been set aside in 2007 and 2008 budgets; however, these funds were required for emergency repairs to the King City Library in 2008. In early 2009 capital budget discussions, the matter of an elevator for the King City Library has been a priority. The Library Board has re-applied for a Trillium Grant and the application of Development Charges has been included in the proposed new DC By-law.

In 2009, the application for Trillium grant was turned down. The project is continuing with funding from the Township, and, together with other accessibility-related upgrades, the elevator is expected to be completed in 2010. Various groups and volunteer organizations are holding events to raise funds to assist with the costs.

- (iii) Development of the Accessibility Standards for Customer Service for King Township to meet the deadline of full compliance by January, 2010 as follows:

- Each Department shall establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities;
- All staff dealing with the public must receive training about the provision of the Township's goods and services to persons with disabilities as soon as practicable and receive regular updates;
- A process for receiving and responding to feedback about the manner in which the Township provides goods and services to persons with disabilities is required to be established.

The above goals were met, and the Township has filed the required Compliance Report. For more detail about this section, please see Section 3.

- (iv) Township Staff and the AAC continue working towards addressing physical barriers and with finding ways to remove invisible barriers that also impact on the lives of people with different disabilities. Invisible barriers can be communicational, attitudinal, informational or technological.

The Accessibility Advisory Committee recommends the following as priority projects for 2010/2011:

- (a) Funds be allocated in a future Capital Budget to commence an Accessibility Audit, to be considered in conjunction with in conjunction with the Township Arenas and Halls Facility and Capital Review, would provide Council with a more complete picture of capital costs for developing a financial and operational strategy for these facilities and future community needs, as discussed in Section 3.3 of this Report.
- (b) Review the rental units within the Township plaza to ensure accessibility.
- (c) Efforts be made towards increasing awareness of the Standards, especially for businesses.

2. Township Departments & Facilities

The attached Schedules I – X detail the barriers which were identified in the 2008 Accessibility Plan in each Township Department and in the municipal facilities and provide the status of addressing each barrier.

SECTION 3: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA) – STATUS

In June, 2005 the AODA became law. The purpose of this legislation is to develop, implement, and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

The AODA requires the Minister of Community and Social Services to develop accessibility standards that will remove barriers for people with disabilities. The standards are expected to apply to the public sector, including all municipalities in Ontario, as well as the not-for-profit and private sectors. The standards will address a full range of disabilities including physical, sensory, mental health, developmental and learning and will be implemented in phases leading to full accessibility in Ontario by 2025.

3.1 Development of Standards for the AODA

The Act requires the Ministry to appoint standards development committees to develop standards. Pursuant to the OAD, the Province established Provincial Standard Development Committees in 2006 -2007 in the following areas:

- 1. Customer Service

-
2. Transportation
 3. Information and Communications
 4. Built Environment
 5. Employment

The goal of these standards is to ensure all Ontarians have full and equal access to goods, services, accommodation, employment and building structures by January, 1, 2025. The standards are being established in stages by Regulation.

Customer Service

The first standard, being the Accessibility Standard for Customer Service, was completed and came into effect for municipalities, universities, schools and hospitals on January 1, 2010 pursuant to the enactment of Ontario Regulation 429/07.

A collaborative group of municipalities, known as the Northern 6, worked together in developing the required policies, procedures and facilitated training. In order to meet the training requirements, the Township has had one employee take the ‘Train the Trainer’ courses, who then conducted training sessions for all Township staff, Council, and has almost completed training the volunteer committees and boards. This has resulted in significant cost savings by being qualified to conduct in-house training. An additional benefit is that the policies, and procedures that have been developed are consistent throughout the Northern 6 municipalities. The Northern 6 collaborative continues to consult with each other on a regular basis and discuss issues and/or improvements to the training modules, policies and procedures.

In accordance with the legislation, the Township has ensured compliance in the following areas:

- Policies, procedures and practices on providing goods and services to people with disabilities
- Communication with persons with a disability in a manner that takes into account their disability
- Policies relating to people with disabilities using assistive devices, service animals, and support persons to access services
- Staff training in the legislation
- Customer feedback regarding the provision of customer service to persons with disabilities
- Notice of service disruptions when facilities or services that people with disabilities rely on are temporarily disrupted.

A copy of the Township of King Accessible Customer Service Policy and Accessible Customer Service Guidelines are available on the Township Web-site at www.king.ca

3.2 Role of the AAC

Under the AODA, the role of the AAC has changed from advising Council on the annual accessibility plan as is required under the ODA to reviewing and advising Council on the

Township's compliance with the new accessibility standards. Until the ODA is repealed, the AAC will be responsible for both functions.

3.3 Accessibility Audit

Since the AODA came into effect, the Township Staff Working Committee and the Accessibility Advisory Committee have been identifying and addressing barriers throughout the Township. Many physical barriers identified within the municipal facilities, as well as parks and trails, have been eliminated in the process of maintenance and renovations.

In 2008, the Township had a 'Township Arenas and Halls Facility and Capital Review' prepared which provided an overview of the conditions of the Township buildings and a life cycle cost study to assist Council with determining the financial and operational direction of Township. This study did not address accessibility issues.

While the AAC and Staff have been diligent in removing barriers, they are not professionals in the field. The legislation requires that Ontario shall be accessible by 2025. An accessibility audit would advise Council on any work that may be required to make the buildings physically barrier-free and would provide a guideline of work to be completed and estimated costs. The resulting report, in conjunction with the Township Arenas and Halls Facility and Capital Review, would provide Council with a more complete picture of capital costs for developing a financial and operational strategy for these facilities and future community needs.

Staff has proposed that funds be allocated in a future Capital Budget to commence an Accessibility Audit.

SECTION 4: IDENTIFICATION OF EXISTING BARRIERS

TAB 2 – TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY – UPDATE OF IDENTIFIED BARRIERS 2009

Please see Tab 2 - provides an overview of Barriers in the Township's buildings and facilities which were identified in previous Accessibility Plans, as well as any new Barriers that have been identified and provides the status of each.

TAB 3 – DEPARTMENTAL REPORTS

Schedules 1 – X provide a summary and status of barriers which have been identified in previous Accessibility Plans within each Township Department.

SECTION 5: ACCESSIBILITY ADVISORY COMMITTEE COMMENTS

The AAC's goals and objectives include development of a guide for local businesses on the accessibility requirements which will become mandatory for the private sector in 2012. To this end, the AAC expects to interact with the Chamber of Commerce and the Township's Economic Development Officer.

The Committee extends its appreciation to the Township staff for guidance and assistance with the Accessibility program in the Township of King, and to Council for committing to an all-inclusive municipality.

SECTION 6: 2009 RECOMMENDATIONS FOR 2010

The (Staff) Working Committee recommends that:

- (a) The Accessibility Standards for Customer Service have been developed by the Province and municipalities were required to meet the deadline of full compliance by January, 2010. The Township has met the compliance requirement. It is recommended that Staff continue to implement the policies, practices and procedures.
- (b) An Accessibility Audit to assess the accessibility status of Township buildings and facilities and to provide a guideline of work that may be required to achieve physically barrier-free status with estimated costs, be included in a future budget for this. (See Section 3.3 for further information)
- (c) The AAC and Staff work with the Chamber of Commerce and businesses to assist with meeting the 2012 deadline for private sector compliance with the Customer Service Standard.

ACCESSIBILITY ADVISORY COMMITTEE

Kathleen Patterson (Chair)

Jane Binions (Vice-Chair)

Beverley Barra-Berger

Christine Dhamrait

James Binsfeld (Honourary Member)

Staff Liaison

Chris Somerville
Township of King

Phone: 905-833-5321 ext. 4017
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Recording Secretary

Diane Moratto
Township of King

Phone: 905-833-5321 ext. 4068
e-mail: dmoratto@king.ca

APPENDIX 'A'
TO TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE – 2009

2009 - PLAN DEVELOPMENT WORKING GROUP

Working Group Member	Department Represented	Contact Telephone/Fax/e-mail
I. Chris Somerville Clerk	Clerks Department	(905)833-5321, Ext. 4017 Fax: (905) 833-2300 csomerville@king.ca
II. Brian Grubbe Chief Building Official	Building Department	(905)833-5321, Ext. 4006 Fax: (905) 833-2300 bgrubbe@king.ca
III. Stephen Kitchen Director of Planning	Planning Department	(905)833-5321, Ext. 4060 Fax: (905) 833-2300 skitchen@king.ca
IV. Bryan Burbidge Fire Chief	Fire Department	(905)833-2800 Fax: (905) 833-6960 bburbidge@king.ca
V. Rob Flindall Director of Engineering & Public Works	Engineering & Public Works Department	(905)833-5321, Ext. 4076 Fax: (905) 833-2300 rflindall@king.ca
VI. Jeff Schmidt Director of Finance & Treasurer	Finance Department	(905)833-5321 Fax: (905) 833-2300 jschmidt@king.ca
VII. Marilyn Loan Manager of Human Resources	Human Resources Division	(905)833-5321, Ext. 4024 Fax: (905) 833-2300 mloan@king.ca
VIII. Walt Peacock Manager of By-law Enforcement	Clerks - By-law Enforcement	(905)833-5321, Ext. 4001 Fax: (905) 833-2300 wpeacock@king.ca
IX. Catherine Purcell Director Parks, Recreation & Culture	Parks, Recreation & Culture & Municipal Properties	(905)859-0056, Ext. 5222 Fax: (905) 833-2300 cpurcell@king.ca
X. Murray McCabe Executive Officer/Chief Librarian	King Township Public Library	(905)833-5101 Fax: (905) 833-0824 mmccabe85@hotmail.ca

**APPENDIX 'B' TO TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE – 2009**

**TOWNSHIP OF KING
TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2009**

FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2009 & SUCCESS/BARRIERS TO ACHIEVEMENT
<p>MUNICIPAL OFFICES</p> <p>Public access door to Council Chambers not accessible.</p> <p>MUNICIPAL BUILDING</p> <p>Drug store unit underwent renovations in 2008 to create a medical clinic.</p> <p>Rental units to be reviewed & assessed for accessibility</p>	<p>To be reconstructed in 2009 with a foyer and automated doors. Human & Financial Resources.</p> <p>Front door made accessible with ramping; main entrance to Drug Store to be automated in 2009</p> <p>Inspection, determine needs, prepare a plan to remedy deficiencies</p>	<p>Due to Budget Constraints, deferred to 2011</p> <p>Completed in 2009</p> <p>Funds to be allocated to Capital Budget 2011 for Accessibility Audit.</p>
<p>KING MUSEUM & BUILDINGS</p> <p>Museum Site consisting of 3 heritage buildings.</p> <p>Main building not wheelchair accessible.</p> <p>Parking space for persons with disabilities.</p>	<p>Front entrance lip should be reduced, barrier-free entrance required. Human & Financial Resources</p> <p>Signage to be placed.</p>	<p>The side entrance will be ramped, made barrier-free and will be signed accordingly. In Progress.</p> <p>Previously planned paving of the parking lot deferred to be done in conjunction with the new neighbouring development. Parking space for person with disabilities to be identified with appropriate signs.</p>

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TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2009 Page 2

FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2009 & SUCCESS/BARRIERS TO ACHIEVEMENT
<p>KING MUSEUM & BUILDINGS Cont'd.</p> <p>The Station and church are not accessible; class room of school building not accessible.</p>	<p>The Curator plans to purchase an electronic photo display screen and will provide pictures of the interiors of the buildings for viewing.</p> <p>Financial & Human Resources</p>	<p>Completed in 2009</p>
<p>LASKAY COMMUNITY HALL</p> <p>Designated Heritage Building.</p> <p>TOWNSHIP WORKS YARD (office area only)</p> <p>No barrier free parking spaces No ramps No barrier free washrooms, hardware Hallways undersized No signage</p> <p>POTTAGEVILLE PARK PAVILION</p> <p>No handicapped parking; consider providing two handicapped spaces to the west of the pavilion with signage</p>	<p>The parking lot to be improved in 2009, parking space for persons with disabilities to be identified. (In 2009 Operations Budget)</p> <p>The 5 year Capital Projects Plan includes an addition</p> <p>Human & Financial Resources</p> <p>Due to security issues, providing parking at this location is problematic.</p> <p>Human, Financial Resources</p>	<p>Deferred due to budget constraints to 2011 budget.</p> <p>Feasibility Study for expansion in 2009.. Offices and public areas will be barrier-free. Deferred to 2011 budget.</p> <p>Parking space for persons with disabilities provided beside the pavilion in 2009.</p>

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UPDATE OF IDENTIFIED BARRIERS 2009**

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FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2009 & SUCCESS/BARRIERS TO ACHIEVEMENT
POTTAGEVILLE PARK PAVILION Cont'd.	<p>Staff to 'round' corners of picnic tables and attached bench seats;</p> <p>Some accessible picnic tables to be constructed to be distributed to the parks.</p>	Winter 2010
Dr. William Laceby COMMUNITY RECREATION CENTRE (Arena)	<p>Suggest a ramp & raised platform similar to the Schomberg Arena be provided. Humans & Financial Resources</p>	Completed Spring 2010.
KING TOWNSHIP PUBLIC LIBRARY	<p>Financial & Human Resources 2009 budget request.</p>	Completed.
<p>Plans to purchase computer software at assist patrons with hearing/visual disabilities – all branches.</p> <p>Purchase of Braille books for children.</p>	<p>2009 Budget request Financial & Human Resources.</p>	<p>2010 Osin foundation has provided funds to automate the doors this year</p>
SCHOMBERG PUBLIC LIBRARY	<p>Front doors to be automated.</p>	

**TOWNSHIP OF KING
TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2009**

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FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2009 & SUCCESS/BARRIERS TO ACHIEVEMENT
<p>KING CITY PUBLIC LIBRARY</p> <p>2 Storey, no elevator – main floor is accessible.</p> <p>Washroom on main floor is accessible; however doorway is slightly under required width of 32 in.</p> <p>Automated entrance doors.</p>	<p>Financial & Human Resources.</p> <p>AAC consulted during planning stages and will comment as construction progresses.</p>	<p>Planning process underway, Township has provided \$3250,000 for project. Elevator and other accessibility upgrades (washroom & entrances) expected to be completed in 2010; volunteer groups assisting with fundraising.</p>
<p>ANSNORVELDT LIBRARY BRANCH</p> <p>Entrance door not accessible.</p>	<p>To be addressed in 2009. Financial & Human Resources</p>	<p>Two working on changing the exterior door –work planned for 2010.</p>
<p>KING CITY SENIORS CENTRE</p> <p>Many accessibility issues were identified at the King City Seniors Centre.</p>	<p>To be addressed in 2009. Financial & Human Resources.</p> <p>Needs Analysis to be completed, future expansion planned & referred to 10 year capital plan. Human & Financial Resources.</p>	<p>Addition/renovations to be considered; accessibility issues to be addressed, AAC to have input on project.</p> <p>Needs analysis has been referred to 2010 budget.</p>

**TOWNSHIP OF KING
TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2009**

FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2009 & SUCCESS/BARRIERS TO ACHIEVEMENT
<p>NOBLETON COMMUNITY HALL</p> <p>AAC was invited to evaluate the Hall with respect to accessibility. The Womens Institute and Nobleton Lions Club wish to have the Hall upgraded to an accessible level. (2006)</p>	<p>The AAC identified many barriers. Financial & Human Resources.</p>	<p>The organizations are looking into obtaining Grants with the assistance of the Township with the objective of having the Hall renovated and accessible.</p>
<p>ST. ANDREWS PLAY PARK , KING CITY</p> <p>Playground equipment to be replaced and new surface AAC will have input.</p> <p>Walkway to be constructed from parking area to ply structure – will be accessible.</p>	<p>Accessibility opportunities to be maximized. Human & Financial Resources; 2009 budget item.</p>	<p>Completed</p>
<p>KING CITY TRAILS</p> <p>New boardwalk installed in summer, 2008 along trail west of Keele Street</p>	<p>As planned improvements on the trails take place in conjunction with King City Development, the trails will become more accessible. (Development Charges, Human Resources)</p>	<p>Progressing with King City Development</p>

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TOWNSHIP OF KING BUILDINGS AND FACILITIES STRATEGY
UPDATE OF IDENTIFIED BARRIERS 2009**

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FACILITY/BARRIERS IDENTIFIED	STRATEGY FOR REMOVAL/ PREVENTION-RESOURCES REQUIRED/ TIME FRAME	STATUS FALL 2009 & SUCCESS/BARRIERS TO ACHIEVEMENT
<p>KITCHEN/BREEDON MANOR PATH & BRIDGE</p> <p>The existing bridge near the Kitchen/Breedon Manor to be replaced and will be accessible</p>	<p>Financial & Human Resources. Consultation with AAC.</p>	<p>Completed 2009.</p>
<p>NOBLETON SPORT PARK UPPER PLAYGROUND</p> <p>To be upgraded in 2010</p>	<p>Financial, Human Resources</p>	<p>Poured rubber surface is new standard for play parks.</p>
<p>SCHOMBERG RECREATIONAL ARENA AND CURLING FACILITY</p> <p>Construction to begin early in 2010.</p> <p>AAC has been consulted during planning stages to help identify barriers,</p>	<p>Ongoing consultation with the AAC as construction proceeds.</p>	

This report will be provided to all Boards of Management for their information.



**TOWNSHIP OF KING
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**CLERKS DEPARTMENT
SCHEDULE 1 TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2009**

CLERKS DEPARTMENT

Responsible for general public administration, municipal legislation, record keeping, Council/Committee meeting schedules, minutes and agendas, reception and switchboard services, municipal elections, operation of the Nobleton Cemetery, Freedom of Information, licensing. The By-law Enforcement Department is under the supervision of the Clerk.

CONTACT

Chris Somerville, Clerk (905) 833-5321, Ext. 4017
Fax: (905) 833-2300

csomerville@king.ca

1.1 Our Customers

This Department provides services to Township Council, various committees, residents and rate payers, all Township staff, and staff of Region of York, other municipalities and governmental agencies.

1.2 Accessibility Statement

The Clerks Department will continue to review departmental, municipal election, council and committee processes to identify and remove barriers that limit accessibility to these processes for people with disabilities.

1.3 Clerk's Department - Barrier Identification 2009

Accessibility Plan Update 2009

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy for removal/Prevention.</p>	<p>Resources required (Human /Financial) Timing (When will this be completed)</p>	<p>Status - Fall 2009</p>
<p>Review of all Township By-laws to assist Departments to identify any barriers.</p>	<p>Conduct inventory, review, bring forward and discuss with Staff Working Group.</p>	<p>Human Resources Ongoing</p>	<p>Review of regulatory by-laws is being undertaken. To date no obvious accessibility issues have been found. By-law review will be ongoing.</p>
<p>Clerks Department Staff will take the lead in co-ordinating review of the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Clerks Department Staff will co-ordinate the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	<p>The Township met the requirements of the Customer Service Regulation. Training program, manuals, development of the required policies and procedures were completed. All Township staff received training in the Customer Service Policies and Procedures and are proceeding with implementation. All contract program instructors and teachers will complete the Customer Service Training questionnaire as part of their contractual obligations (or indicate proof they have received CS Training).</p>

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy for removal/Prevention.</p>	<p>Resources required (Human /Financial) Timing (When will this be completed)</p>	<p>Status - Fall 2009</p>
<p>Develop a client service survey to identify any existing barriers in service delivery to disabled customers</p> <p>Educational/Awareness Services.</p>	<p>Obtain input from AAC for survey content, conduct survey (time period), review results and assess</p> <p>On AAC work plan for future project – deferred to 2009.</p> <p>AAC reviewed and updated their pamphlets to reflect the Customer Service Regulation.</p> <p>“Did you Know” Feature</p>	<p>Human (Survey could be available for ongoing input)</p> <p>Human, Financial (2009 budget)</p> <p>Human</p>	<p>Survey completed as part of the Customer Service Feedback program. Available on the website and in all facilities.</p> <p>Complete early 2010.</p> <p>Placed on the LED Screens.</p>
<p>In 2009, the AAC plans to work with the Local Chambers of Commerce in getting the word out to businesses that accessibility must be achieved by 2025; and that business must be compliant to the Customer Service Regulations in 2012.</p> <p>“RAMP” Program</p>	<p>Meetings, work with Township Economic Development Officer (EDO).</p> <p>Portable ramps for businesses. AAC looking into establishing a program with funding. EDO input.</p>	<p>Human (2009 budget)</p> <p>Human. Financial</p>	<p>The AAC has provided communications to the Chambers and will continue to inform the business community of accessibility matters.</p> <p>AAC Developed the “Accessibility Friendly” Award.</p> <p>Referred to 2010</p>

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier?</p>	<p>Resources required (Human /Financial) Timing (When will this be completed)</p>	<p>Status - Fall 2009</p>
<p>In 2009, the AAC plans to work with the Local Chambers of Commerce in getting the word out to businesses that accessibility must be achieved by 2025, and that business must be compliant to the Customer Service Regulations in 2012. “RAMP’ Program</p>	<p>Meetings, work with Township Economic Development Officer (EDO). Portable ramps for businesses. AAC looking into establishing a program with funding. EDO input.</p>	<p>Human (2009 budget) Human. Financial</p>	<p>The AAC has provided communications to the Chambers and will continue to inform the business community of accessibility matters. AAC Developed the e “Accessibility Friendly” Award. Referred to 2010</p>
<p>Access to Records/Archival materials, information.</p>	<p>Records Management staff approved in 2008 budget and was retained October/08.</p>	<p>Human, Financial (2009 budget)</p>	<p>Development of Records Management program in progress, ongoing.</p>

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier?	Resources required (Human /Financial) Timing (When will this be completed)	Status - Fall 2009
In conjunction with upgraded Switchboard/telephone system, TTY Service to be added.	Provision of TTY Service for the hearing impaired. "Textnet" program to be obtained and implemented in 2008.	Human, Financial – in 2008 budget	Carried over to 2009. Budget approved, equipment to be installed in 2010.
Election 2010 Planning	Elections Act amendments include requirement for the Clerk to ensure Voting Locations are accessible. Election Staff Customer Service Training The Clerk to report to Council within 90 days after the election evaluating all the provisions made for electors with disabilities.	Human, Financial 2010 Elections Budget	Election Accessibility Plan to be developed to ensure accessibility in the Voting Places, with input from the AAC. Township trainer developing program for election staff, with input from the AAC. All locations to be inspected for accessibility.



**TOWNSHIP OF KING
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**BUILDING DEPARTMENT
SCHEDULE II TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2009**

BUILDING DEPARTMENT

Reviews plans, issues building permits and inspects buildings.

CONTACT

Brian Grubbe, Chief Building Official

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2.1 Our Customers

This Department provides services to the Township Council, residents and rate payers, trades, other Township staff, and staff of Region of York, other municipalities and governmental agencies.

2.2 Accessibility Statement

The Building Department plans to continue to review departmental processes to identify and remove barriers that limit accessibility to these processes for people with disabilities.

2.3 Building Department – Barrier Identification 2008

Accessibility Plan Update – Status Fall 2009

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy for removal/Prevention.</p>	<p>Resources required (Human/Financial) Timing (When will this be completed)</p>	<p>STATUS – FALL 2009</p>
<p>Review current practices relating to all aspects of building accessibility, including physical, sensory and cognitive</p>	<p>Research current best practices utilized in both the public and private sectors for identifying and eliminating barriers. Assist the Accessibility Advisory Committee in developing educational materials for the private sector.</p>	<p>Human</p>	<p>The Township met the requirements of the Customer Service Regulation. Training program, manuals, development of the required policies and procedures were completed. All Township staff received training in the Customer Service Policies and Procedures and are proceeding with implementation.</p>
<p>Building Department staff will review the policies, practices, and procedures that are in place governing the provision of Building Department goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Building Department Staff will co-ordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	<p>All contract program instructors and teachers will complete the Customer Service Training questionnaire as part of their contractual obligations (or indicate proof they have received CS Training).</p>
<p>All staff will continue to participate in the sensitivity and inclusivity training</p>			

<p>Ensure that Accessibility is considered for construction projects.</p>	<p>All plans for renovations or construction of new Township facilities are reviewed by the AAC.</p> <p>Building Department staff promoting accessibility where any major changes of use take place, ensuring accessible upgrades are undertaken.</p> <p>Building Department staff advising clients of new building techniques such as additional framing placed in new buildings for future use to support grab bars. This will provide for future accessibility upgrades.</p>	<p>Human</p>	
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**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2009**

**BY-LAW DEPARTMENT
SCHEDULE III TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2009**

BY-LAW DEPARTMENT

Responsible for enforcement of the Township's by-laws including property standards.

CONTACT

Walt Peacock, By-law Enforcement Manager (905) 833-5321, Ext. 4001
Fax: (905) 833-2300

wpeacock@king.ca

3.1 Our Customers

This Department provides services to Township Council, residents and rate payers, all Township staff, and staff of Region of York, other municipalities and governmental agencies.

3.2 Accessibility Statement

The By-law Department plans to continue to review departmental processes to identify and remove barriers that limit accessibility to these processes for people with disabilities.

3.3 By-law Enforcement Department - Barrier Identification 2008

Accessibility Plan Update – Status Fall 2009

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy for removal/Prevention.</p>	<p>• Resources required (Human/Financial) Timing (When will this be completed)</p>	<p>STATUS – FALL 2009</p>
<p>Provide more by-law information on the website.</p>	<p>The new website will be more flexible and will provide more opportunity to enter information. By-law Enforcement staff will continue working on its area of the website.</p>	<p>Human, Financial To be completed in 2009</p>	<p>By-law Staff have been working with IT in determining content and formats for materials, taking into consideration Accessibility.</p>
<p>By-law Enforcement staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>By-law Enforcement Staff will coordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	<p>The Township met the requirements of the Customer Service Regulation. Training program, manuals, development of the required policies and procedures were completed. All Township staff received training in the Customer Service Policies and Procedures and are proceeding with implementation.</p>



**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2009**

**PLANNING DEPARTMENT
SCHEDULE IV TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2009**

PLANNING DEPARTMENT

Responsible for Township's Official Plan, land use and zoning information as well as subdivision development agreements.

CONTACT

Stephen Kitchen, Director of Planning (905) 833-5321, Ext. 4060
Fax: (905) 833-2300

skitchen@king.ca

4.1 Our Customers

This Department provides services to Township Council, various committees, residents and rate payers, all Township staff, and staff of Region of York, other municipalities and governmental agencies.

4.2 Accessibility Statement

The Planning Department plans to continue to review departmental processes to identify and remove barriers that limit accessibility to these processes for people with disabilities.

4.3 Planning Department - Barrier Identification 2008

Accessibility Plan Update – Status Fall 2009

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy to Address.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS - FALL 2009
<p>Planning Department staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Planning Department Staff will co-ordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	<p>The Township met the requirements of the Customer Service Regulation. Training program, manuals, development of the required policies and procedures were completed. All Township staff received training in the Customer Service Policies and Procedures and are proceeding with implementation.</p>
<p>All staff will continue to participate in the sensitivity and inclusivity training.</p>	<p>Ongoing.</p>	<p>Human, Financial</p>	<p>All contract program instructors and teachers will complete the Customer Service Training questionnaire as part of their contractual obligations (or indicate proof they have received CS Training).</p>
<p>Planning Department will explore ways to produce Planning Documents such as Zoning By-laws, Official Plans and other public documents in different formats</p>	<p>Review of available technologies</p>	<p>Human, Financial</p>	<p>Ongoing.</p>



**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2009**

**FIRE & EMERGENCY SERVICES DEPARTMENT
SCHEDULE V TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2009**

FIRE & ENMERGENCY SERVICES DEPARTMENT

Volunteer Fire and Emergency Services Department provides fire protection and emergency services through three stations - King City, Nobleton and Schomberg. There are four full-time staff, being the Fire Chief, Deputy Fire Chief, Fire Prevention Officer and Administrative Assistant.

CONTACT

Bryan Burbidge, Fire Chief (905) 833-5321 ext. 4026 bburbidge@king.ca Fax: (905) 833-6960
Jim Wall, Deputy Fire Chief (905) 833-5321 ext. 4027 jwall@king.ca
Keith Wells, Fire Prevention Officer (905)833-5321 ext. 4071 kwells@king.ca
Andrea Ball, Administrative Assistant (905) 833-5321, ext. 4070 aball@king.ca

5.1 Our Customers

This Department provides services to Township Council, residents and rate payers, all Township staff, and staff of Region of York, other municipalities and governmental agencies.

5.2 Accessibility Statement

The Fire and Emergency Services Department plans to continue to review and evaluate accessibility as it relates to disabled persons requiring fire and emergency services.

5.3 Fire & Emergency Services - Barrier Identification 2008

Accessibility Plan Update – Status Fall 2009

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy for removal/Prevention.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2009
<p>Fire & Emergency Services Emergency Planning</p> <p>Fire and Emergency Services staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Emergency planning procedures for persons with disabilities</p> <p>Fire and Emergency Services Staff will co-ordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human</p> <p>Human, Financial</p> <p>To be completed in 2009.</p>	<p>Fire Chief attended AAC meeting; will include AAC in next emergency preparedness exercise.</p> <p>The Township met the requirements of the Customer Service Regulation. Training program, manuals, development of the required policies and procedures were completed. All Township staff received training in the Customer Service Policies and Procedures and are proceeding with implementation. All the Volunteer Fire Department personnel have received Customer Service training.</p> <p>All contract program instructors and teachers will complete the Customer Service Training questionnaire as part of their contractual obligations (or indicate proof they have received CS Training).</p>
Buildings - Station 34 (King City)	Maintained at Accessibility standards		

5.3 Fire & Emergency Services - Barrier Identification 2008

Accessibility Plan Update – Status Fall 2009

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy for removal/Prevention.</p>	<p>● Resources required (Human/Financial) Timing (When will this be completed)</p>	<p>STATUS – FALL 2009</p>
<p>Programs - Smoke Alarms</p>	<p>Work with the Canadian Hearing Society in developing a program for installing visual smoke alarms in homes..</p>	<p>Human, Finances 2010 program</p>	
<p>Programs - Public Education</p>	<p>Include fire safety lessons and emergency preparedness for persons with disabilities. Purchase of an accessible fire safety education trailer.</p>	<p>Human, Finances 2010 Program</p>	



TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2009
ENGINEERING & PUBLIC WORKS DEPARTMENT
SCHEDULE VI TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2009

OPERATIONS DEPARTMENT

Operations Department looks after municipal roads, landfill sites, waste management, recycling, water and wastewater, water mains, storm and sanitary sewers, sidewalks/walkways, street lighting, park maintenance, and engineering. The Township operates a works yard as part of this department and the Parks, and Recreation Department is under the supervision of the Director of Operations.

CONTACT

Rob Flindall (905) 833-5321, Ext. 4052 rflindall@king.ca
Director of Engineering & Public Works Fax: (905) 833-2300

6.1 Our Customers

This Department provides services to Township Council, residents and rate payers, all Township staff, and staff of Region of York, other municipalities and governmental agencies.

6.2 Accessibility Statement

To plan and provide accessible, safe, cost-effective Engineering & Public Works services.

6.3 Engineering & Public Works Department – Barrier Identification 2009

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy for removal/Prevention.</p>	<p>Resources required (Human/Financial) Timing (When will this be completed)</p>	<p>STATUS – FALL 2009</p>
<p>Eng. & PW Department staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Eng & PW Department Staff will co-ordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	<p>The Township met the requirements of the Customer Service Regulation. Training program, manuals, development of the required policies and procedures were completed. All Township staff received training in the Customer Service Policies and Procedures and are proceeding with implementation. All contract program instructors and teachers will complete the Customer Service Training questionnaire as part of their contractual obligations (or indicate proof they have received CS Training).</p>

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy for removal/Prevention.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2009
Notice of disruption of services & procedures to be developed with respect to roads, water & sewer services.	Staff review & determine when Notice is required and how to post notices after normal working hours to be resolved.	Information & Technology services Staff training required. To be resolved early 2010.	Staff is investigating possibility of having a link on the Website to the York Region Police which posts emergency road closures on their website.
Sidewalk snowplowing – snow not being cleared completely, causing thawing/freezing ice hazard Roadside snowbanks create barriers for seniors and person with disabilities	Use snow blower to reduce/eliminate snow banks; lower plow blade. Remove street side snowbanks as soon as possible after heavy snowfalls.	Funds to be included in the 2010 budget for upgraded snow removal	
Inspection & repair of sidewalks	Inspection and repair programme to be implemented. Trip hazards will be marked with paint to improve visibility.	Human, Finances	Programme to be initiated in 2010.
Complaints/requests for service	Provide an easy method for residents to lodge complaints.	Technical, Finances Human	New Township Website includes Service Request programme.



**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2009**

FINANCE DEPARTMENT

SCHEDULE VII TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2009

FINANCE DEPARTMENT – TREASURY

Finance Department – Treasury is responsible for tax billing and collection, water billing and collection, budgeting and expenditure control and pay roll. The Finance Department is also responsible for provision of technical services (Computer System and Website).

CONTACT

Jeff Schmidt (905) 833-5321, Ext. 4010
Director of Finance/Treasurer Fax: (905) 833-2300
jschmidt@king.ca

7.1 Our Customers

This Department provides services to Township Council, residents and rate payers, all Township staff, and staff of Region of York, other municipalities and governmental agencies, vendors and suppliers.

7.2 Accessibility Statement

This Department will continue to review the services it delivers and the processes it manages with a view to continually improve service quality and accessibility.

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy for removal/Prevention.</p>	<p>Resources required (Human/Financial) Timing (When will this be completed)</p>	<p>STATUS – FALL 2009</p>
<p>Finance Department staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Finance Department Staff will coordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	<p>The Township met the requirements of the Customer Service Regulation. Training program, manuals, development of the required policies and procedures were completed. All Township staff received training in the Customer Service Policies and Procedures and are proceeding with implementation.</p>
<p>All staff will continue to participate in the sensitivity and inclusivity training.</p>	<p>Ongoing.</p>	<p>Human, Financial</p>	<p>All contract program instructors and teachers will complete the Customer Service Training questionnaire as part of their contractual obligations (or indicate proof they have received CS Training).</p>
<p>Increase access to information opportunities</p>	<p>Re-install computer in foyer for Municipal Property Assessment Corporation information and for easy access to Township property info for the public.</p>	<p>Human, Financial IT Equipment</p>	

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy for removal/Prevention.</p>	<p>• Resources required (Human/Financial) Timing (When will this be completed)</p>	<p>STATUS – FALL 2009</p>
<p>Consideration of Accessibility in contracts, agreements</p>	<p>Include clauses requiring that contractors must have Customer Service Training</p>	<p>Human</p>	<p>Included in tender documents.</p>



**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2009**

**ADMINISTRATION DEPARTMENT – HUMAN RESOURCES
SCHEDULE VIII TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2009**

ADMINISTRATION DEPARTMENT - HUMAN RESOURCES

Human Resources is responsible for providing services to the Township employees and families to meet their issues and needs: compensation, disability management, employee assistance program, employee information and organization data, employee records, human rights, labour relations, occupational health and safety, organizational development, pay roll, pension and benefits, policy development, recruitment & selection and training and development

CONTACT

Marilyn Loan (905) 833-5321, Ext. 4024
Manager of Human Resources Fax: (905) 833-2300
mloan@king.ca

8.1 Our Customers

Human Resources provide services to Township Council and Township staff.

8.2 Accessibility Statement

This Department will continue to review the services it delivers and the processes it manages with a view to continually identify and reduce barriers and enhance and improve the work environment with a vision of a barrier free workplace for municipal staff.

8.3 Administration Department - Human Resources - Barrier Identification 2009 Accessibility Plan Update – Status Fall 2009

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy to remove/Prevention.</p>	<p>Resources required (Human/Financial) Timing (When will this be completed)</p>	<p>STATUS – FALL 2009</p>
<p>Job Analysis (Policy/Practice)</p>	<p>In order to determine what positions we are able to accommodate the above, we must know what the actual requirements are for the jobs.</p>	<p>Human Ongoing</p>	<p>All Human Resources Policies are currently under review, will consider accessibility issues.</p>
<p>Injury at the Workplace or elsewhere (Policy/Practice)</p>	<p>Return to Work Policy required which will detail the return, modifications to the position, equipment or the workplace</p>	<p>Human Ongoing</p>	<p>All Human Resources Policies are currently under review, will consider accessibility issues.</p>
<p>Human Resources staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Human Resources Staff will coordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	<p>The Township met the requirements of the Customer Service Regulation. Training program, manuals, development of the required policies and procedures were completed. All Township staff received training in the Customer Service Policies and Procedures and are proceeding with implementation.</p>
<p>All staff will continue to participate in the sensitivity and inclusivity training. Human Resources organized the training sessions which took place in 2008.</p>	<p>Ongoing.</p>	<p>Human, Financial</p>	<p>All contract program instructors and teachers will complete the Customer Service Training questionnaire as part of their contractual obligations (or indicate proof they have received CS Training).</p>

	STATUS – FALL 2009		
	Resources required (Human/Financial) Timing (When will this be completed)	Human, Financial 2010.	
	What method will be used to identify the barrier? Strategy to remove/Prevention.	HR Staff reviewing policies to include accessibility issues; Job description adjustments; consider job sharing; research assistive devices and equipment	
What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	How to accommodate staff with disabilities		



TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2009
PARKS, RECREATION & CULTURE DEPARTMENT
SCHEDULE IX TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2009

PARKS, RECREATION and CULTURE DEPARTMENT

Parks, Recreation and Culture Department provides recreation programs, arena and community facilities management, community liaison, parks and trails development, as well as operation of the King Township Museum. The Township works with a number of volunteer boards to operate its facilities on a user pay basis.

This Department is responsible for the management and maintenance of the municipal buildings and facilities, including the Township Municipal Building, Arenas, Community Halls, Libraries, Museum, and the buildings at Cold Creek (Property Maintenance).

CONTACT

Catherine Purcell (905)859-0056, Ext. 5222
Director of Parks, Recreation & Culture Fax: (905) 859-8018

cpurcell@king.ca

9.1 Our Customers

Parks, Recreation and Culture Department provides services to the Township Council, Staff, residents, rate-payers, volunteer boards and committees and other volunteer organizations, Region of York and other government staff and agencies.

9.2 Accessibility Statement

This Department will continue to review the services it delivers and the processes it manages with a view to continually identify and reduce barriers and provide safe, accessible, cost-effective services and to enhance and improve the quality of life for all in King Township.

9.3 Parks, Recreation & Culture Department -Barrier Identification 2008 Accessibility Plan Update – Status Fall 2009

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy to Remove/Prevention.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2009
Pottageville Trail AAC identified problem with material used – difficult to push a wheelchair or stroller.	Addition of different type of material To be applied in Spring, 2008	Human, Financial	Screenings are now in place. Completed.
Installation of new Playground in Osin-Lions Park	Some accessible play structures to be included To be constructed in 2008	Human, Financial	Completed in Fall 2008, Official opening in spring of 2009.
Toddler and Pre-schooler Sign Language Program Tai chi Program	Educational and awareness training for children with respect to disability Provides fitness training to persons to improve flexibility, balance and ability	Human, Financial	Recreation Department provides variety of programs designed to improve and assist motor skills, and to teach awareness with respect to disabilities

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy to Remove/Prevention.</p>	<p>Resources required /Financial) Timing (When will this be completed)</p>	
<p>Parks, Recreation & Culture Department staff will review the policies, practices, and procedures that are in place governing the provision of goods and services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>Parks, Recreation & Culture Department Staff will co-ordinate efforts with the plan development group in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	
<p>Cold Creek Conservation Area All-inclusive Use of High & Lo Ropes and Climbing Wall</p>		<p>Human, Financial</p>	<p>Parks, Recreation & Culture staff trained to facilitate persons with disabilities and special needs may use the High & Lo Ropes and Climbing Wall</p>
<p>Schomberg Arena & King Township Curling and Fitness Centre Providing programs to include persons with disabilities.</p>	<p>New construction, to be completed in 2010. AAC consulted during planning stages.</p>	<p>Human. Financial</p>	<p>Sledge Hockey facility to be provided.</p>

<p>What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities</p>	<p>What method will be used to identify the barrier? Strategy to Remove/Prevention.</p>	<p>Resources required (Human/Financial) Timing (When will this be completed)</p>	<p>STATUS – FALL 2009</p>
<p><u>Property Services</u></p> <p>Review of properties owned by the Township and leased (ie. Plaza units) – also to be completed with the above-noted study.</p>	<p>Inspect all leased properties to identify current barriers or problem areas, identify priorities and develop a plan to ensure these properties are made accessible.</p>	<p>Human 2009 – Budget Deferred due to budget constraints.</p>	<p>Funds be allocated in future Capital Budget to commence an Accessibility Audit, to be considered in conjunction with the Township Arenas and Halls Facility and Capital Review, to provide Council with a more complete picture of capital costs for developing a financial and operational strategy for these facilities and future community needs, Accessibility issues to be considered in any renovations of the rental units.</p> <p>Please see Facilities & Buildings Section for updates.</p>



**TOWNSHIP OF KING
ACCESSIBILITY PLAN UPDATE 2009**

**KING TOWNSHIP PUBLIC LIBRARY
SCHEDULE X TO TOWNSHIP OF KING ACCESSIBILITY PLAN – UPDATE 2009**

KING TOWNSHIP PUBLIC LIBRARY
(Governed by the King Township Public Library Board)

Operating four libraries within the Township of King at the following locations:

Ansnoerveldt Library, 18997 Dufferin Street, Ansnoerveldt, Ontario L3Y 4V9
905-775-8717 (Sharon Bentley, Deputy Chief Librarian)

King City Library, 1970 King Road, King City, Ontario L7B 1A6
905-833-5101 (Manager, Adele Reid)

Nobleton Library, 8 Sheardown Drive, Nobleton Ontario, LOG 1N0
905-859-4188 (Manager, Mary Oram)

Schomberg Library, 77 Main Street, Schomberg, Ontario, LOG 1T0
905-939-2102 (Sharon Bentley, Deputy Chief Librarian)

The King Township Public Library system

- Information Provider to all residents of King Township and open to all citizens and visitors
- Lender of numerous information formats and provider of electronic information resources
- Provides instruction on the use of information formats and information retrieval systems
- Programmes - provided for patrons throughout the year
- Reading Readiness Programmes for Children
- Public Meeting Rooms and equipment rented to the public
- Community development

CONTACT

Murray McCabe

Chief Executive Officer / Chief Librarian

mmccabe85@hotmail.com

(905) 833-5101

Fax: (905) 833-0824

All Library Managers report to the Chief Executive Officer who in turn reports to the Library Board. The Library operates under the Ontario Public Libraries Act. Members of the Library Board are appointed by Council. The Board meet once each month with the exception of July and August. All library personnel are employees of the Library Board and operate under policies developed by the Board and the requirements of the Public Libraries Act.

10.4 King Township Public Library -Barrier Identification 2009

Accessibility Plan Update – Status Fall 2009

What By-laws, policies and practices will be reviewed in the coming year in order to identify barriers to persons with disabilities	What method will be used to identify the barrier? Strategy to Remove/Prevent.	Resources required (Human/Financial) Timing (When will this be completed)	STATUS – FALL 2009
<p><i>Please see the Township of King Buildings Schedule for status of Library facilities.</i></p> <p>Library Staff will review the policies, practices, and procedures that are in place governing the provision of library services in working towards compliance with the AODA Customer Service Regulation.</p>	<p>The Library CEO on behalf of the Library Board will co-ordinate efforts with the Township in developing the policies, practices, and procedures to comply with the Customer Service Regulation.</p>	<p>Human, Financial To be completed in 2009.</p>	<p>A consultant was hired to provide The necessary training for staff and board – some board members trained through Twp. programme</p> <p>Ongoing training for new hires/ Board drafted and approved the required policy 2009 copied to Clerk</p> <p>Copy of the King Township Public Library Customer Service Policy attached as Attachment ‘A’.</p>

King Township Public Library Customer Service Policy - Attachment 'A'

015 Customer Service Policy on Accessibility (Approved January 19, 2010)

The King Township Public Library Board is committed to supporting the independence and inclusion of persons with disabilities and all who live, learn, work, play and invest in our community.

015.1 The Library will make every reasonable effort to ensure that services and programmes are accessible by:

- a) Encouraging the use of personal assistive devices to access our services and programmes.
- b) Encouraging the inclusion and access of support persons accompanying people with disabilities.
- c) Waiving fees for support persons assisting customers having a disability.
- d) Permitting service animals access to Library buildings and programmes to assist customers.

015.2 The Library will make every effort to communicate with Library customers in a manner that enables the use of services and programmes by providing:

- a) Reasonable notification of all interruptions that especially relate to the provision of services and programmes. To that end, we ask that Library customers contact the Library prior to their visit to confirm service and programme availability, especially during inclement weather.
- b) Information in alternative formats.
- c) A customer satisfaction survey that will serve to inform us on how we can better meet the needs of all patrons with a promise to provide feedback to any concern or compliment within a reasonable period of time.
- d) Information on the provision of customer service for people with disabilities and accessible services and programmes.

015.3 The Library provides training on how to provide customer service to people with disabilities, to:

- a) Those who participate in developing policies and procedures on the provision of service to the public.
- b) Every person who deals with the public on behalf of the Library.

015.4 The Library requires persons or organizations that use Library facilities to follow its policies.

Related Documents:

- a) Accessibility For Ontarians With Disabilities Act, 2005. S.O. c.11
- b) Accessibility Standards for Customer Service, Ontario Regulation 429/07