

2022 Accessibility Status Report

Township of King

- Dignity
- Equal Opportunity
- Independence
- Integration



Multi-Year Accessibility Plan

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



Accessibility Status Report Overview

King is pleased to present its 2022 Accessibility Status Report, the third review and status update to the [2018-2025 Multi-Year Accessibility Plan](#). It is designed to include the requirements of the *Ontarians with Disabilities Act, 2001 (ODA)*, the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, and the *Integrated Accessibility Standards Regulations (IASR)*, as well as to meet the requirement to review and report on achievements to the Multi-Year Accessibility Plan annually.

King’s 2018-2025 Multi-Year Accessibility Plan (“the Plan”)

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

The 2022 Accessibility Status Report

King is committed to ensure it is a welcoming and inclusive community where diversity is celebrated. In 2022, King began to take steps to return to a ‘new normal’ after the COVID-19 Pandemic.

This report highlights some of King’s accomplishments over the past year to identify improvements to accessibility and removing or preventing barriers within the Township’s facilities, programs, and services.

Accessibility Advisory Committee (AAC) 2018-2022

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

The majority of Members must be persons with disabilities who can provide a lens of ‘lived experience’ to the committee and are appointed by Council at the beginning of each Term of Council.

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

1. Provide advice to Municipal Council on:
 - the requirements and implementation of accessibility legislation
 - the preparation of accessibility plans and reports
 - other matters for which the Council may seek its advice
2. Review site plans and drawings
3. Perform all other functions that are specified in the ODA, AODA and IASR Regulations



The Committee's 2022 Accomplishments

The King AAC continues to provide valuable feedback and advice to Council and staff, in addition to participating in various accessibility related activities. In 2022, the AAC:

- Promoted the AODA Applicant checklist that is handed out to applicants along with building and planning permits, to assist them in considering accessible items/features they should implement during the design/construction process
- Consulted, reviewed plans and provided recommendations to staff on planning applications
- Provided input to the [King Township Public Library 2023-2026 Strategic Plan](#)
- Provided input into the revised AODA Purchasing and Procurement Policies with staff
- Attended the virtual 2022 York Region Accessibility Advisory Committee Professional Development Forum

The Township of King would like to thank the 2018 – 2022 King Accessibility Advisory Committee (AAC) and the Corporate Team for serving the King community during the 2018-2022 Term of Council. Their enthusiasm, energy and love of volunteering has gone a long way in ensuring King is an open, welcoming, and inclusive community.



Jakob Schneider (Councillor, 2018-2022), Bernie Moyle (Member), Nairn Robertson (Public Educator/Fire Prevention Inspector), Anna Roberts (Member), Linda Pabst (AAC Chair), Diane Moratto (Admin. Clerk), Kathryn Moyle (Director of Corporate Services & Township Clerk), Beverly Barra-Berger (Member).

Accessibility Planning

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires organizations to meet standards of accessibility in the areas of customer service, information and communication, employment, design of public spaces, and transportation. This legislation is on-going.

King in 2022 continued to ensure legislative compliance under the AODA by providing accessibility through:

- o Customer Service
- o Policies and Procedures
- o Purchases
- o Emergency Response Plans for staff
- o Training
- o Transportation (currently handled by York Region)
- o Feedback
- o Website Conformity to Web Content Accessibility Guidelines (WGAG 2.0) Level A
- o Employment Standards
- o Accessible Formats and Communication Support
- o Design of Public Spaces (parks, trails, etc.)
- o Compliance Reporting

Compliance Timelines

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

2010 - 2022 Requirements Completed

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


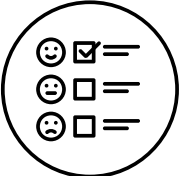

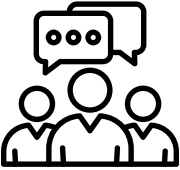
✓	2015 Compliance Reporting
✓	Design of Public Spaces Standards (new or redeveloped)
✓	2017 Compliance Reporting
✓	Service Animals Review
✓	Feedback Review
✓	Support Persons Review
✓	2018-2025 Multi-Year Accessibility Plan
✓	2019 Compliance Reporting
✓	2020 Compliance Status Update Reporting
✓	2021 Compliance Reporting & WCAG Compliant
✓	2021 Compliance Status Update

Future Requirements to Meet 2025 Deadline

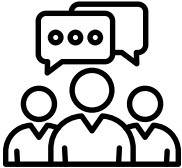

2023	2022 Status Update Reporting 2023 Compliance Reporting
2024	2023 Status Update Reporting
2025	2024 Status Update Reporting Final Compliance Reporting

AODA & IASR Highlights


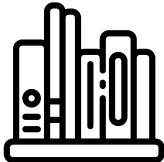
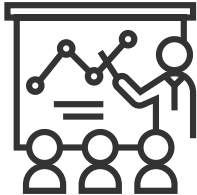
The following highlights a summary of actions taken by King to comply with the individual Standards within the *Integrated Accessibility Standards Regulation (IASR)* O.Reg 191/11:

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

AODA & IASR Highlights

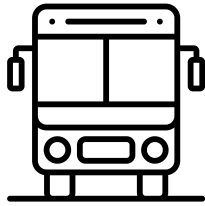
<p>Information and Communications (Cont'd)</p> 	<p>King's Communications Division continued to advise departments to ensure all communication materials posted on the website or posted throughout King met with AODA standards from the size of font, colours used in designs and accessible formats for PDF's posted. Through the use of newly created on-line services, they ensured the documents were easily available to all citizens.</p> <p>The AAC test the website yearly to ensure documents can be accessed by persons with visual disabilities to ensure compliance.</p> <p><u>Working with York Region Area Municipalities</u> Language plays a key role in shaping cultural and societal attitudes and using inclusive language is a powerful way to promote equality and eradicate biases.</p> <p>The Municipal Diversity, and Inclusion Group (MDIG), comprising of 20 member organizations that serve people who live, work, and visit York Region, share a common commitment to welcoming and inclusive communities. Acknowledging the significant impact that language has on a person's sense of belonging, MDIG committed to the priority action of creating and launching an Inclusive Language Guide. York Region, as MDIG co-chair, launched the Inclusive Language Guide in April 2022. This Guide was developed as one of many actions resulting from the Inclusion Charter for York Region in consultation with MDIG.</p> <p>The Inclusive Language Guide includes guiding principles to help people utilize inclusive language when communicating and covers various topics, including guidance on best practices when discussing disabilities. The Guide is a publicly available document and can be used by community members and organizations to ensure their communications are inclusive. Internal training sessions have also been held at York Region to help promote inclusive language principles across the organization.</p>
<p>Design of Public Spaces/ Built Environment</p> 	<p>Kings' Building Division and Community Services Department continue to incorporate accessible features in renovation and upgrades to Township owned properties/lands including all works taking place in parks, recreational trails, public use eating areas and outdoor play space projects. Accessibility requirements under the <i>Ontario Building Code</i> (OBC) are followed and features that improve accessibility are implemented where applicable. All Township property parking lots/spaces are continually being upgraded. The Schomberg Community Hall was undergoing extensive renovations throughout 2022 to make it accessible and AODA compliant. The new King City Public Library and Seniors Centre is fully inclusive for all patrons.</p>

AODA & IASR Highlights

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

AODA Standards Compliance - 2022

Transportation



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

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

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

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

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



Photo Courtesy of York Region Transit

2022 - Doing More to Create an Accessible Community

King Fire and Emergency Services



King's Fire & Emergency Services Department continue to ensure staff are trained and ensure public safety and accessibility needs are taken into consideration for all citizens.

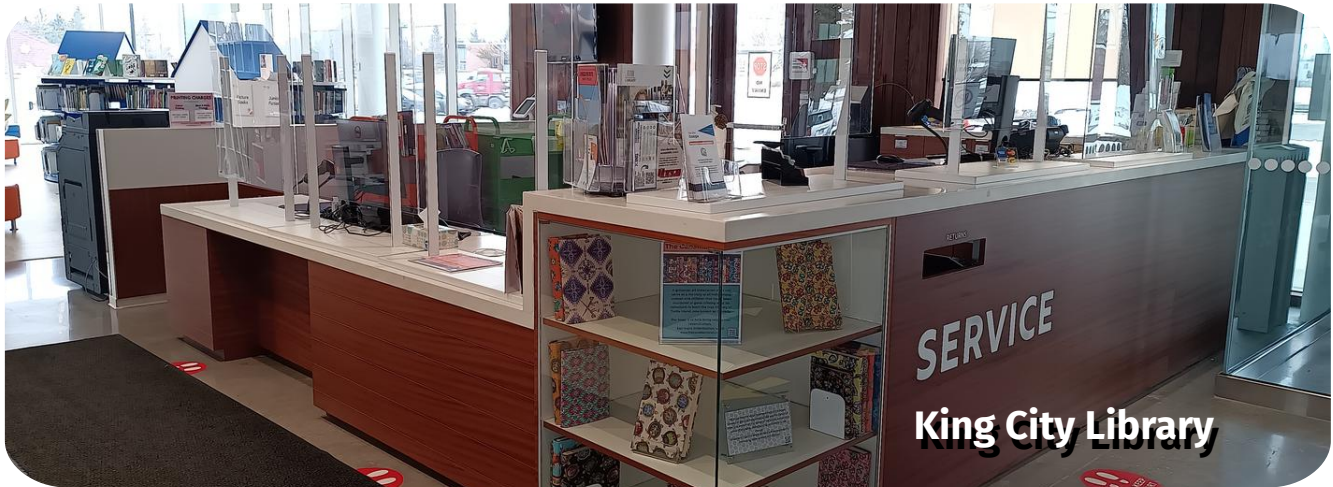
King Township Public Library



Now Open! Multi-use Facility - King City Public Library AND King City Seniors Centre

Doing More to Create an Accessible Community

King Township Public Library (Cont'd)



The King City Public Library & Seniors Centre, was designed/constructed with: automated access from the exterior and elevator, an adult-sized change table, emergency assistance buttons in accessible washrooms, motion-triggered lighting, automated interior doors in all main passages, AED device and water fountain/bottle refill stations installed at wheel-chair levels, lowered main service desk enabling wheelchair users to comfortably approach the desk at their height, and an accessible work station with an adjustable height desk and equipment built for those with mobility or sight issues.

The King City Public Library obtained a tabletop scanner at the Accessibility Desk to make the use of Kurzweil more efficient.



The Schomberg Library automatic doors have been updated, and are now wave-style auto-doors.

The Nobleton Library public entrances are now fully automated with wave-style door openers.

The Ansnorveldt Library was converted to a 24/7 pickup location, eliminating the public access to the second storey, which was only accessible by stairs. The site now has wave-style auto-door openers on the entrance that the public uses to access the pickup service.

The King Public Library website has been upgraded which highlights accessible features, including equipment and software (visit www.kinglibrary.ca/using-library/accessibility)

Doing More to Create an Accessible Community

King Township Public Library (Cont'd)



The Library has increased the number of large print items.

The Library has incorporated American Sign Language (ASL) into their early literacy programs.

A message from the **CEO and Chief Librarian, Adele Reid**, King City Public Library (KTPL):

“

We are pleased to advise that the Library has been focused on both refreshing and growing the Large Print (LP) Collection over the past 3 years. On her arrival in 2020, KTPL's Content and IT Manager recognized that the LP collection was in need of maintenance and refreshing. In 2021, she initiated a program to automatically purchase best-selling authors in LP format, and in 2022, given the interest in this format, increased the expenditures by 400%. She has also added a new non-fiction allotment in the LP format to our collection budget. For example, biographies are very popular, so we are now purchasing those in LP. We have even invested in shelving to give LP material designated homes in each of the branches.

”

Doing More to Create an Accessible Community

Community Services Department - Facilities Division



King Heritage and Cultural Centre (Museum)

The King Heritage and Cultural Centre located at 2920 King Road in King City, was redesigned in 2021 and retrofitted in 2022 to be barrier free creating inclusive opportunities for our citizens and enhancing a historic space within the King community. The renovations that took place included: auto door operators that function with wave to open sensors, one (1) new fully barrier-free gender-neutral washroom, and a new customer service counter with staggered heights for any height restrictions which may be encountered.



Pottageville Pavilion

The Pavillion underwent reconstruction and redesign in 2021 with construction finalized in 2022. The accessible renovation features included: eliminating all entry barriers including auto door operators that function with wave to open sensors, two (2) new fully barrier-free gender-neutral washrooms, and an extended servery which opens the main space to the kitchen area

Doing More to Create an Accessible Community

Community Services Department - Facilities Division



The Schomberg Community Hall

The Hall was closed in 2019 and underwent extensive renovations to make the building accessible such as including an elevator, auto door openers, new universal washroom, and new barrier free washroom.

The Township Wide Recreational Complex (TWRC)

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



Doing More to Create an Accessible Community

Community Services Department - Parks and Forestry Division

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

The trails in and around Tasca Park in Nobleton were converted to asphalt as part of the 2022 Phase II upgrade.

Trail works in the King City Kettle Park – Dog Part Trail and Station Trail were completed which included replacing limestone with asphalt and grading works.

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

Community Services Department - Recreation and Community Division



The Snoezelen room in the Dr. William Lacey (Nobleton) Community Centre and Arena, got a refresh. It is a room used by King's inclusion camp staff throughout the summer months which the public can rent. It is a multi-sensory environment used as a form of therapy for people with autism and other developmental disabilities, dementia, or brain injury. It consists of placing the person in a soothing and stimulating environment. For more information on this, email inclusion@king.ca.

Adapted Skate

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



Doing More to Create an Accessible Community

Community Services Department - Recreation Division (Cont'd)



Wheelchair Basketball

Wheelchair basketball is one of the largest para-sports you can play. Its fast pace, teamwork-oriented system makes for a great sport for anyone to join. Come out on the court and learn the basics. No experience playing wheelchair basketball is necessary. Basketball wheelchairs are provided upon request.

Para Ice Hockey

Sledge Hockey provides persons of all ages and abilities to participate in an exciting, adapted sport. Experience the sport of Sledge Hockey. Learn the basics, including skill development. Each week finishes with a friendly scrimmage. Sledges and sledge hockey sticks are provided. Bring your own CSA hockey helmet with a visor/cage and hockey gloves.



Exceptionalities Activity Program (EAP)

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

Doing More to Create an Accessible Community

Corporate Services Department - Clerks Division

Piloted "Vote at Home" program for homebound electors who could not physically get out to vote at one of the advanced polling dates.

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

Continued to provide and improve remote (virtual) Council and Committee meetings with use of policies and procedural modifications during the pandemic to allow for remote participation and public attendance.



Corporate Services Department - Communications Division

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

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

Corporate Services Department - Human Resources Division

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

Growth Management Services Department - Planning Division



Township's Sustainable Green Development Standards Program

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

Planning and Development Applications

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

Doing More to Create an Accessible Community

Public Works Department - Capital and Development Divisions

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

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

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



2023 - Looking Forward

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



King's Municipal Election Staff prepare to visit an elector at home as part of the "Vote at Home" Program

Your Feedback is Important to Us!

King welcomes all questions and comments on the 2022 Accessibility Status Report and accessibility matters in the Township of King in general.

Comments respecting this Status Report or any accessibility related matters pertaining to the operations of facilities, programs, etc. at King, can be provided to:

The Corporation of the Township of King
Corporate Services Department
Clerks Division
2585 King Road
King City, ON L7B 1A1
905-833-5321

or

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

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



Special thanks to Jacqueline Brown, Clerks Division, for the design of this Accessibility Status Report.