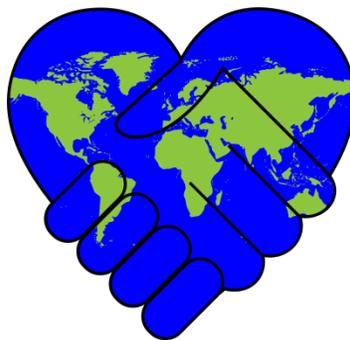# TOWNSHIP OF KING
2013 – 2017 MULTI-YEAR ACCESSIBILITY PLAN

2017 ACCESSIBILITY STATUS REPORT

Ontarians with **D**isabilities **A**ct, 2001 (ODA)

Accessibility for **O**ntarians with **D**isabilities **A**ct, 2005 (AODA)

Our Commitment to a Diverse Community Where Everyone Can Live, Work and Play

An update on the actions by the Township of King to prevent and remove barriers for persons with disabilities and implement the Township's 2013 – 2017 Multi-Year Accessibility Plan.

This document is available in an accessible alternate format by request

TOWNSHIP OF KING
ACCESSIBILITY STATUS REPORT

Creating communities where every person can participate fully is important for people, businesses and community life. This Accessibility Status Report is the annual update that the Township of King provides on the measures taken to improve accessibility and implementation of the Province's accessibility requirements.

Accessibility planning began under the *Ontarians with Disabilities Act, 2001* (ODA). As required by the ODA, each municipality must have an annual accessibility plan to identify, remove and prevent barriers in its programs, services and facilities. Since accessibility planning began in 2003, King has addressed many accessibility actions to make our programs, services and facilities more accessible.

When the AODA came into effect, one of the IASR requirements was to prepare a multi-year accessibility plan. This was a shift from annual accessibility planning under the ODA. The multi-year plan must include an organization's strategy to prevent and remove barriers and meet the requirements in the standards. Each year the organization must provide a status report on the progress in implementing the multi-year plan.

This document is King Township's fourth review and status update of its 2013 – 2017 Multi-Year Accessibility Plan. It is designed to include the requirements of both accessibility laws (ODA and AODA) and meet the requirement to review and update the multi-year accessibility plan at least once every five (5) years. The Status Report also includes updates on actions to implement the Township's 2013 – 2017 Multi-Year Accessibility Plan. The plan outlines strategies and actions to identify, prevent and remove barriers for people with disabilities in our programs, services and facilities. It also includes the Township's strategy for meeting the requirements of Ontario's *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).
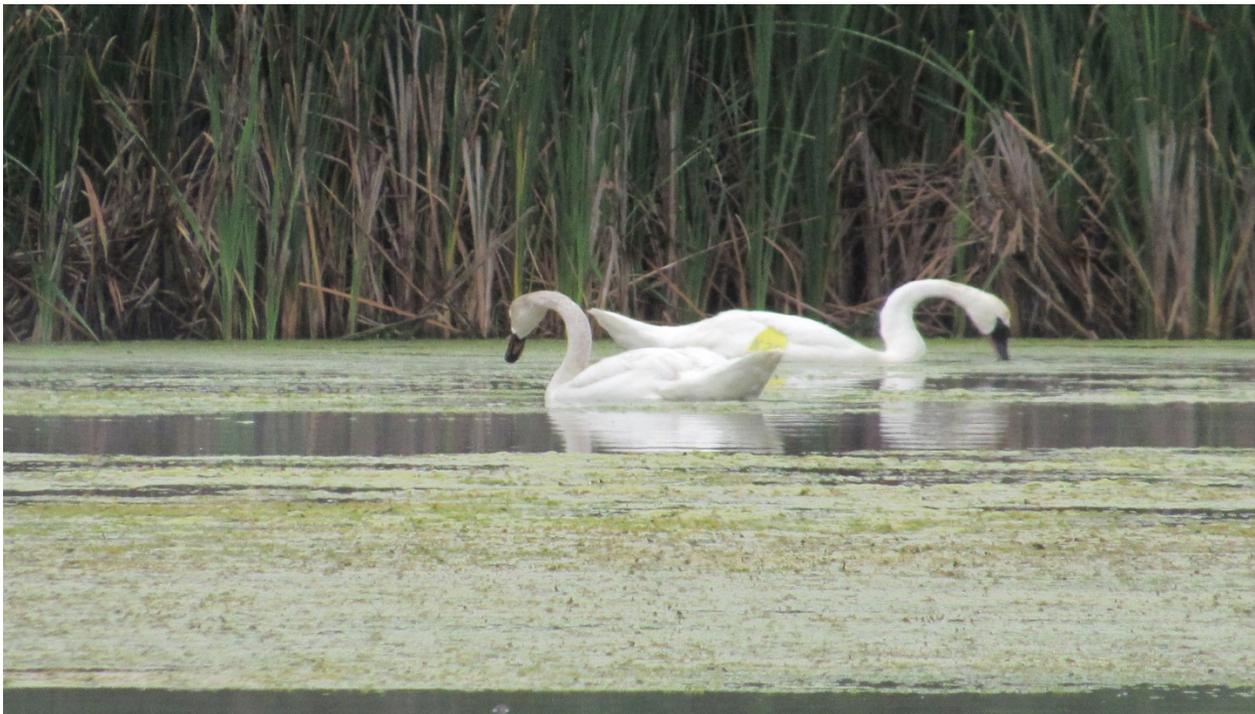
A MESSAGE FROM THE CHAIR OF THE ACCESSIBILITY ADVISORY COMMITTEE

It is an honour and privilege to Chair the Accessibility Advisory Committee (AAC). As we move toward the 2025 deadline for all municipalities and businesses to be in compliance with the *Accessibility for Ontarians with Disabilities Act* (AODA) 2005, our Committee still has a lot of work to do. Guided by a multi-year plan and supported by competent Township staff and dedicated and enthusiastic volunteers, we continue to make considerable progress with implementing community outreach programs. The development of the Accessibility Friendly Awareness Checklist is but one example of the progress being made by the committee.

1 in 7 people in Ontario suffer from some form of disability and with an aging population that number will only continue to increase in the future. This serves as a powerful reminder and motivator to the AAC to continue the important work we are doing and to step up our efforts to make our community safer and more accessible for everyone. Making a difference in the lives of those who face significant challenges is and will always be our first priority.

Sincerely,

Bernard Moyle
Chair

ACCESSIBILITY ADVISORY COMMITTEE MEMBERS
2014 – 2018

MEMBERS
Anna Roberts
Bernard Moyle (Chair)
Beverley Barra-Berger
Jakob Schneider
James Binsfeld
Merilena Carinci
Councillor Linda Pabst

STAFF
Kathryn Moyle, Director of Clerks/By-law Enforcement and Township Clerk
Diane Moratto, Admin. Clerk – Council/Committee
Nairn Robertson, Public Educator/Fire Prevention Inspector
Shelley Langer, Pub Educ/Fire Prevention Insp(up to June/17)
Stephanie Lubke, Human Resources Assistant

The AAC provides Township Council and Staff with suggestions/ideas on ways to make it easier for persons with disabilities who reside or visit the Township to take advantage of the many programs and services King offers. Members come from different backgrounds and the majority of members must be persons with a disability. Meetings are always open to the public and are held at the Township Municipal Offices.

The Committee's Role and Responsibilities

Role

The role of the municipal Accessibility Advisory Committee is to provide advice to the municipal government on a wide range of municipal processes to help make public services and facilities accessible to everyone.

Responsibilities

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

1. Advise municipal Council about:
   o the requirements and implementation of accessibility standards
   o the preparation of accessibility reports
   o other matters for which the council may seek its advice
2. Review site plans and drawings described in section 41 of the Planning Act that the committee selects

   Reviewing Site Plans – Section 41

   The Planning Act makes provisions for accessibility for persons with disabilities as part of the site plan process. Site plan control helps facilitate universal accessibility to buildings and the spaces surrounding the buildings on a development site. Through this process, municipalities can review a developer's plans and drawings, and require the provision of facilities for accessibility to a development proposal.

3. Perform all other functions that are specified in the regulations

Accomplishments - 2017

The King Accessibility Advisory Committee continues to provide valuable feedback and advice to Township Council and staff. Members often participate in additional accessibility-related activities as well. Since the last accessibility status report was approved in 2016, the AAC has:

- 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
- Finalized the new Accessibility Friendly Awareness Program to promote accessible businesses in King
- Toured and audited all Township owned buildings/facilities through the Accessibility Friendly Awareness Program
- Participated in the 2017 Fire Prevention Week Open House in Schomberg
- Participated in the 2017 'National Access Awareness Week' forum hosted by York Region

**2017 NATIONAL ACCESS AWARENESS WEEK - To celebrate National Access Awareness Week, the York Region Accessibility Advisory Committee hosted a forum entitled Building Livable Accessible Communities. This forum brought together Accessibility Advisory Committee members from local municipalities, school boards and hospitals to learn from one another about best practices in inclusive design, and building livable and accessible communities.

** Used by permission of the Accessibility Unit of the Regional Municipality of York

- Reviewed and commented on accessibility issues related to all Planning Applications received by the Township
- Reviewed and provided comments on the proposed new Township Municipal Office facility
- Reviewed and provided advice on the Township's 2017 Accessibility Status Report
- Continue to provide ongoing public awareness of accessibility in King

> **The Township of King would like to thank the 2014 – 2018 Township of King Accessibility Advisory Committee (AAC) for their input into the 2017 Status Update and other compliance activities they have been a part of since 2014. Their enthusiasm, energy and love of volunteering have gone a long way in ensuring King is an open, welcoming and inclusive community.**

CORPORATE TEAM

The role of the Corporate Team is to provide direction/support to the Accessibility Advisory Committee (AAC) and along with Township Council, establish priorities and determine resource allocation for the development and implementation of the Accessibility initiatives.

Corporate Team	
Susan Plamondon	Chief Administrative Officer
Kathryn Moyle	Director of Clerks/By-law Enforcement and Township Clerk
Allan Evelyn	Director of Finance and Treasurer
Andrzej Drzewiecki	Director of Engineering, Public Works and Building
Chris Fasciano	Director of Parks, Recreation and Culture
Jim Wall	Fire Chief/CEMC
Rona O'Banion	Chief Executive Officer and Chief Librarian
Members of Council	
Steve Pellegrini	Mayor
Cleve Mortelliti	Councillor Ward 1
David Boyd	Councillor Ward 2
Linda Pabst	Councillor Ward 3
Bill Cober	Councillor Ward 4
Debbie Schaefer	Councillor Ward 5
Avia Eek	Councillor Ward 6

> **Many thanks to the Corporate Team, staff and Members of Council for their input into the 2017 Status Update and other compliance activities they have been a part of during the 2013 – 2017 Multi-Year Accessibility Planning Process. Their ongoing commitment to the residents and visitors to the Township have made King an accessibility friendly, open-hearted and inclusive community.**

ACCESSIBILITY LAWS THAT IMPACT A MUNICIPALITY

Accessibility laws help improve accessibility for people who have disabilities. It's important to understand Ontario's various laws related to accessibility.

The *Ontarians with Disabilities Act* (ODA)

The Ontarians with Disabilities Act helps the government improve opportunities for people with disabilities. Under the ODA, all municipalities must:

- prepare an accessibility plan each year and make it available to the public
- include people with disabilities in their planning processes, such as the members of the accessibility advisory committee
- remove barriers over time (the act gives municipalities the flexibility to set their own priorities and timelines)

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA)

The Accessibility for Ontarians with Disabilities Act allows Ontario to develop, implement and enforce accessibility standards, which are rules that help ensure people with disabilities can benefit from accessible:

- customer service
- employment
- information and communications
- transportation
- design of public spaces

The *Ontario Planning Act*

Municipal governments plan their communities, including streets, parks, public transit, libraries, social housing and other social services. The Ontario Planning Act guides the planning of land use in Ontario. Accessibility advisory committee members review those planning documents.

The Ontario Building Code (OBC)

The *Building Code Act* governs the way buildings are constructed, renovated or changed. The Building Code is a regulation under this act and sets out requirements that help maintain standards for, among others, barrier-free accessibility. Municipalities enforce the *Building Code Act* and the Building Code.

Under the Building Code, a building and its facilities are barrier-free if people with physical or sensory disabilities can approach, enter and use them. The requirements apply (but are not limited) to:

- parking
- entrances
- elevators
- washrooms
- halls
- doorways and doors
- spaces in seating areas
- ramps
- signs

The Building Code's requirements for barrier-free design apply to most uses of buildings. There are a few exceptions, such as:

- houses, including semi-detached houses, duplexes, triplexes, town houses, row houses and boarding or rooming houses with fewer than 8 boarders or roomers
- high-hazard industrial buildings
- buildings that are not intended to be occupied on a daily or full-time basis

The Building Code does not require building owners or operators to upgrade their existing buildings to meet the current Code requirements. However, when building owners renovate a building or change their buildings' use, they may be required to meet the Building Code's requirements for barrier-free accessibility.

The Ontario Human Rights Code

The [Ontario Human Rights Code](#) is a law in the province of Ontario for everyone. It is a provincial law that gives everybody equal rights and opportunities without discrimination in areas such as jobs, housing and services.

The Blind Persons' Rights Act

The [Blind Persons' Rights Act](#) provides someone who is blind the legal right to:

- be accompanied by a specially trained guide dog in all facilities open to the public, and not be charged extra because of the guide dog's presence
- equal housing opportunities, and no special conditions or terms can be imposed because of the dog's presence

The act prohibits discrimination against blind persons who use guide dogs in the areas of services, accommodation, facilities and occupancy. It also prohibits persons who are not blind from using white canes.

About the AODA

The **Accessibility for Ontarians with Disabilities Act**, or **AODA**, aims to identify, remove, and prevent **barriers** for people with **disabilities**. The AODA became law on June 13, 2005 and

applies to all levels of government, non-profits, and private sector businesses in Ontario that have one or more employees (full-time, part-time, seasonal, or contract).

The AODA includes requirements that all organizations must meet, with deadlines specific to an organization's type and size. The AODA is made up of five (5) parts, or **Standards**, and deadlines for compliance began as of January 1, 2010.

The Standards

The AODA is made up of five (5) standards, as well as some general requirements, and they include the:

1. Customer Service Standard
   - New standards became effective July 1, 2016
2. Information and Communication Standard
3. Employment Standard
4. Transportation Standard
   - In December 2015 a Standards Development Committee was established to review the accessible transportation standards under the Act. The Committee has completed the legislative review of the Transportation Standards and have posted their recommendations for review.
5. Design of Public Spaces Standard
   - The Design of Public Spaces Standard is currently under review.

The AODA standards are part of the Integrated Accessibility Standards Regulation (IASR). The IASR includes, in addition to requirements specific to each standard, the following general requirements:

1. provide training to staff and volunteers
2. develop an accessibility policy
3. create a multi-year accessibility plan and update it every five (5) years
4. consider accessibility in procurement and when designing or purchasing self-service kiosks
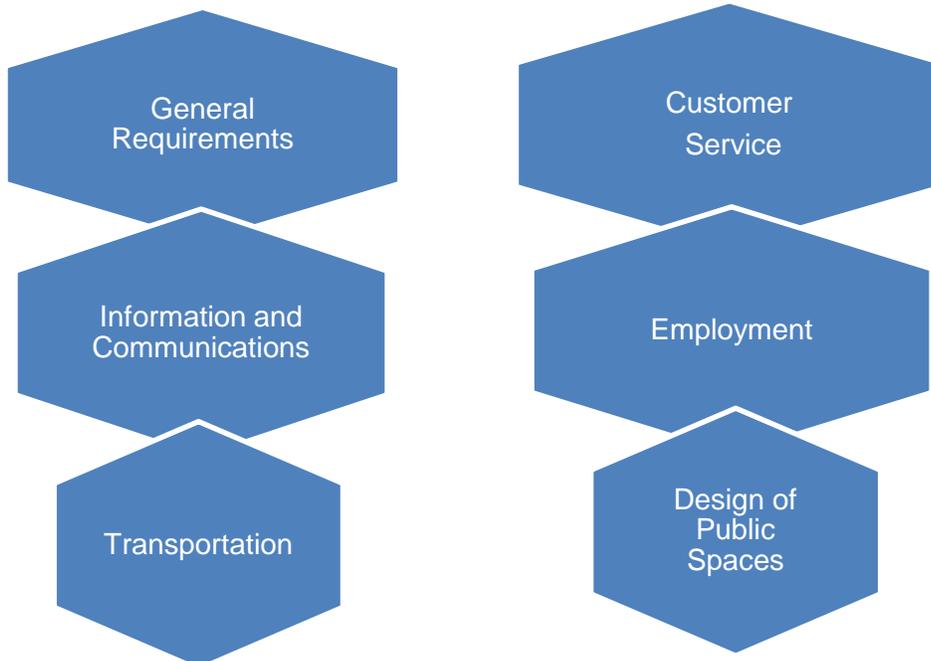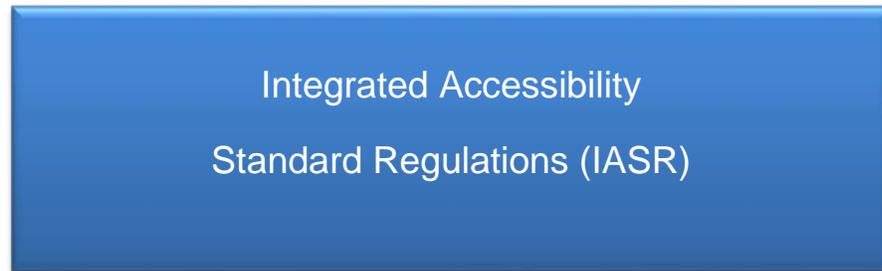
Coming Soon – Education Standard

In an effort to make education more accessible for students with disabilities, the Province of Ontario has selected two (2) individuals that will help lead the creation of a new '**Education Act Standard**' to remove accessible barriers for students.

** Quick Facts:

- more than 340,000 Ontario students from kindergarten to grade 12 are receiving special education programs and services.
- more than 54,000 postsecondary students are identified as persons with disabilities.

** Taken from news.ontario.ca

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

(AODA)

Integrated Accessibility

Standard Regulations (IASR)

General Requirements

Customer Service

Information and Communications

Employment

Transportation

Design of Public Spaces

Stay up-to-date

The Accessibility Standards for Customer Service came in force for public sector organizations on January 1, 2010. Following a review of this Standard, several changes were made. These changes became law on July 1, 2016.

Customer Service Standards Changes at a glance:

REQUIREMENT	WHAT WAS THE PREVIOUS REQUIREMENT?	WHAT CHANGES TOOK EFFECT AS OF JULY 1, 2016?
Training (Section 80.49 of Regulation)	Train the **members of your organization who work with customers or create policies/procedures** on how to interact with persons with different disabilities.	Train **all members of your organization** on accessible customer service and how to interact with persons with different disabilities.
Service Animals (Section 80.47 of Regulation)	If you cannot easily identify that an animal is a service animal you can ask the person with a disability to **provide a letter from a physician or nurse** confirming that it is required because of his or her disability.	If you cannot easily identify that the animal is a service animal, you can ask the person to **provide documentation from a regulated health professional**. The documentation must confirm that the person needs the services animal for reasons relating to his/her disability.
Support Persons (Section 80.47 of Regulation)	In certain cases, your organization may require a person with a disability to be accompanied by a support person for health or safety reasons.	In certain cases, your organization might require a person with a disability to be accompanied by a support person for health or safety reasons. **Before making a decision, your organization must:** • **consult with the person with a disability to understand his/her needs** • **consider health or safety reasons based on available evidence** • **determine if there is no other reasonable way to protect the health or safety of the person or others on premises** **In such a situation, the admission fees or fare for the support person, if one exists, must be waived.**

Feedback (Section 80.50 of Regulation)	Provide a way for your customers who have disabilities to comment on how your organization provides accessible customer service.	Provide a way for your customers who have disabilities to comment on how your organization provides accessible customer service. **Ensure your feedback process is accessible by providing or arranging for accessible formats and communication supports, on request.**
Documenting Policies (Section 80.46 of Regulation)	If you are a business or non-profit with **20 or more employees**, put your accessible customer service policy in writing and make it available to persons who request it. **Provide it in a format that takes into account the person's disability.**	IF you are a business or non-profit with **50 or more employees,** put your accessible customer service policy in writing and make it available to persons who request it. **You may post it publicly or on your website. Provide it in an accessible format or with communication support, on request.**

Creating an Accessible, Inclusive Municipality

Creating communities where every person can participate fully is important for people, businesses and community life. Accessibility not only helps people with disabilities, it benefits everyone. Creating communities where every person who lives or visits can participate fully makes good sense for all of us.

When we think of disabilities, we tend to think of people in wheelchairs and physical disabilities – disabilities that are visible and apparent. But disabilities can also be non-visible. We can't always tell who has a disability. The broad range of disabilities also includes vision disabilities, deafness or being hard of hearing, intellectual or developmental, learning, and mental health disabilities.

Accessibility is Good for Business

Improving accessibility is the right thing to do. It's also the smart thing to do. According to the Royal Bank of Canada, people with disabilities have an estimated spending power of about $25 billion annually across Canada. People with disabilities also represent a large pool of untapped employment potential. When we make Ontario accessible to people with disabilities, everyone benefits.

AODA Compliance Timeline

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

2010 – 2017 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

Future Requirements to 2025

2019
- Compliance Reporting

2021
- Accessible Website Standards WCAG Level AA***
- Compliance Reporting

2023
- Compliance Reporting

2025
- Compliance Reporting

***Note:** The World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) are International Standards for making websites and web content accessible to a broader range of users with disabilities. Level AA builds on the requirements of Level A which had a compliance date of 2014. **King's website (www.king.ca) is currently classified as WCAG Level AA.**

REVIEW OF 2017 COMPLIANCE ACTIONS COMPLETED

The following list highlights actions taken by the Township of King to comply with the individual Standards within the IASR:

Customer Service

The Township of King is committed to offering 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 inorder to ensure King's quality to customer service is to the highest standards. A new customer service program with higher standards will be implemented going forward into 2018/2019 when the Township moves to the new municipal offices.

Training

Training continues to be provided 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. Contractors/service providers are all required to ensure their staff have been trained and show proof of training to the Township.

Accessible Feedback

A feedback policy/process was implemented with the Customer Services Standards for receiving and responding to feedback. This continues to be in place and is accessible to persons with all abilities. The Feedback Documents are reviewed, updated and re-distributed across all facilities and posted to the Township's website (www.king.ca) when required. Accessible formats and communication supports shall be provided, upon request, to those with disabilities.

Accessible Purchases

Procurement procedures are tools that help Township staff incorporate accessibility features in purchases across the corporation and at all cost levels, if applicable. A policy has been established and is included in all contracts/agreements. This policy was reviewed and revised in 2017.

Accessible Website and Content

In accordance with the legislation, the Township's website meets the World Wide Web Consortium Guidelines (WCAG) 2.0 Level AA. The Township continues to include further enhancements and improvements as outlined in the Integrated Accessibility Standards (IASR). The Township has implemented Level AA in advance of the 2021 AODA deadline.

Design of Public Spaces and Built Environment

King includes this Standard in all works taking place in the Township. Parks, recreational trails, public-use eating areas and outdoor play space projects scheduled for 2017 will continue to take place into 2018. A new municipal office site has been purchased and a new building/facility is currently in the construction phase. The building and grounds will be fully inclusive for staff and the public and is scheduled to be completed and ready to open in the fall of 2018. All Township property parking lots/spaces are continually being upgraded. All staff has been trained in the newly updated *Ontario Building Code* Regulations which reflects the current accessibility legislation.

Employment Recruitment

Employees and the public are notified that accommodations for applicants with disabilities are available upon request during the recruitment and interview process. Human Resources have a policy 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.

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.

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.

Public Library

Township of King Public 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. As well, Library staff will work with persons 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)

The Township of King Public Library provides the following accessible features/services to its residents:

Physical Accessibility

King Township Public Library provides the following to ensure our branches are accessible to all:

- Designated parking spots for individuals with Accessible Parking permits.
- Automatic doors are available at the King City and Schomberg Branches.
- Wheelchair accessible washrooms
- Wheelchair accessible elevator at our King City Branch
- Service animals are welcome at all branches

Collection

Large Print Collections - Books with a typeface or font size of 14 points or more.

Braille Books for Children - We offer a small collection of children's fiction material in braille.

Audiobooks - Full length CD and MP3 recordings of popular fiction and non-fiction books that you can listen to on your computer or portable device. If you don't have a device of your own, you can try *Playaways*, which are portable media players that come pre-loaded and ready to use.

DVDs - Many DVDs and Blu-rays offer descriptive audio narration and closed captioned videos have subtitles that can be seen with a closed captioned decoder or with a built-in decoder on newer televisions.

eBooks, eAudiobooks, & eMagazines - There are a variety of platforms you can access to download books or magazine articles to your personal devices and adjust the font, typeface, change line spacing or modify screen brightness.

eMusic & eVideo - Downloadable and streaming services available.

Ontario Government - Children's book series encouraging inclusion of people with disabilities - Ontario's provincial government has published a series of children's books aimed at encouraging inclusion and acceptance of people with disabilities. Books with titles such as *I'm Smart in My Own Way* are meant to teach children the benefits of understanding diverse and varied experiences. The new series of children's books is available for free in print, as well as digital and braille versions, in both French and English to Ontario libraries and elementary schools. (For further information and how to obtain copies of the books, visit www.ontario.on.ca)

Homebound Program

The library delivers books, large print books, audiobooks, DVDs and other materials free of charge to qualifying King Township residents. The Homebound Program is for library patrons who are temporarily or permanently confined to their homes and unable to come to the library on their own because of mobility problems, disability, or injury or illness lasting more than one month.

Centre for Equitable Library Access (CELA)

Centre for Equitable Library Access (CELA) is a national non-profit organization established by Canadian public libraries to provide alternate format collections to library users with print disabilities. A print disability can be a learning disability, a physical disability or a visual disability.

If you self-identify as requiring this service, then you are eligible for CELA registration.

CELA offers a broad choice of formats. Users enjoy access to a growing collection of over 230,000 format items including books, magazines, newspapers and described videos that include fiction, non-fiction, poetry, children's young adult, business, and self-help and more.

CELA sends borrowed items directly to your home and you simply return them via a Canada Post mailbox free-of-charge.

Registrants require a King Township Public Library card, followed by CELA registration.

Adaptive Technology Services: Software & Hardware

Adaptive technology is any piece of equipment that eliminates or diminishes barriers to information and maximizes independence and full citizenship

BrowseAloud - Assistive technology that adds text-to-speech functionality to our website.

DragonSpeak - Schomberg Branch - DragonSpeak - A speech recognition software allowing you to dictate, search the web, email & more on a library computer - just using your voice.

Kurzweil 3000 - King City, Nobleton &Schomberg Branches - Kurzweil 3000 is a reading, writing, and learning software program used to assist any struggling reader. It allows users to scan in a document and have the computer read it back to them.

ZoomText 10 - King City, Ansnorveldt, Nobleton & Schomberg Branches - ZoomText enlarges everything on the computer screen up to 10 times its normal size. It can change the screen colour and pointer size for better visibility.

Large Screen Touch Monitors – King City, Ansnorveldt, Nobleton & Schomberg Branches - Allows for better zoom capability when using software such as ZoomText.

Large Print Keyboards –King City Branch - These keyboards offer a bigger, bolder typeface so keys are easier to use.

Trackball Mouse – King City Branch - Large trackball requires less fine motor control for more accurate movements.

Height Adjustable Desk - King City Branch - A wheelchair accessible desk which features vertical range adjustment to fit any sit-to stand requirements.

Transportation In the Township of King, transportation is overseen by the Regional Municipality of York through 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.

** Categories of Eligibility, Specialized Transportation

As required, YRT/Viva has three (3) categories of eligibility to qualify for specialized transit services:

1. Unconditional: A person with a disability that prevents them from using conventional transportation service shall be categorized as having unconditional eligibility

2. Temporary: A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility

3. Conditional: A person with a disability where an environmental or physical barrier limits their ability to consistently use conventional transportation services shall be categorized as having conditional eligibility

** Pre-Boarding Announcements, Conventional Transportation

All YRT/Viva vehicles are equipped with an electronic pre-boarding announcement feature. The automated announcement is activated when the bus services a designated bus stop. The announcement is consistent with the information displayed on the destination sign, located on the exterior of the bus.

York Region has been compliant with this requirement since April 2016, in advance of the 2017 compliance date.

** On-Board Announcements, Conventional Transportation

All YRT/Viva vehicles are equipped with on-board audio equipment. The system will automatically announce next stop information 200 metres ahead of every stop. Coupled with the on-board Variable Message System display, customers are informed about upcoming stops during their ride.

York Region has been compliant with this requirement since 2007, well in advance of the 2017 compliance date.

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 Township. They are responsible to ensure that their services and operations are as accessible as possible to all their customers.

For further information on Metrolinx's GO Transit System and the service they provide in King, visit their website at www.gotranit.com

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

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FUTURE PROVINCIAL REQUIREMENTS – 2018 TO 2025

By December 31, 2018, we need to:

- **Develop and Approve a 2018 – 2022 Multi-Year Accessibility Plan**

By December 31, 2019, we need to:

- **File an Accessibility Compliance Report**

By January 1, 2021, we need to:

- **Make all websites and web content accessible**

The Township's website already meets the World Wide Web Consortium Guidelines (WCAG) 2.0 Level AA and has implemented Level AA in advance of the 2021 AODA deadline.

WAY TO GO KING!

By December 31, 2021, we need to:

- **File an Accessibility Compliance Report**

By December 31, 2023, we need to:

- **File an Accessibility Compliance Report**

By December 31, 2025, we need to:

- **File an Accessibility Compliance Report**

2017 TOWNSHIP FACILITY ACCESSIBILITY IMPROVEMENTS

GOOD NEWS STORIES !

Recent Accessible Enhancements – Making Our Facilities/Parks Accessible!

King Heritage and Cultural Centre and Museum

- The King Heritage and Cultural Centre located at 2920 King Road in King City, has been under renovation in 2017 and will be ongoing until the winter of 2018 with grant funding from Canadian Heritage, support from the Fawcett Bequest and the Township. The renovation will allow for accessibility into the space, creating inclusive opportunities for our audience and enhancing a historic space in the King community.

Dr. William Laceby Community Centre and Arena (Nobleton)

- The washrooms were upgraded to make them completely accessible
- The main entrance and arena entry doors were equipped with accessible push button openers
- An accessible lift was purchased for the Nobleton Lions pool

The Trisan Centre (Schomberg)

- Accessible push button installed at the east entrance door next to the accessible parking spaces

Parks – Upgrades and Construction for 2017/2018

- Nobleton Community Sports Park – picnic shade shelter with accessible washroom building construction and paved pathways
- Nobleton Community Sports Park – playground expansion
- Schomberg Osin Lion's Park – picnic shade shelter construction
- Memorial Park – retrofit with shade structure with accessible washroom, paved pathways leading to a playground and splash pad

The Parks, Recreation & Culture Department purchased a hippocampe all terrain wheelchair for the Cold Creek Conservation Area facility which allows persons with disabilities access to trails and other areas that would otherwise have very limited access. It has an attachable ski that allows for winter accessibility, and sits low to the ground with traction wheels for any other condition. It is available for public use at any time a person just needs to call in advance to book it. For further information, visit our website at www.king.ca or to book the Hippocampe, call Parks, Recreation and Culture at (905)833-5321.

Cold Creek Conservation Area also provides equipment that allows participants with disabilities to have access to our high ropes and climbing wall.

MANY THANKS TO COUNCIL AND STAFF OF THE PARKS, RECREATION AND CULTURE (and FACILITIES) DEPARTMENT ON THESE MAJOR ACCOMPLISHMENTS FOR KING!

Planning – Township's Zoning By-law and Official Plan Reviews

Zoning By-law Review

- The Township has completed new zoning by-laws for the urban areas of Nobleton (By-law 2016-71) and King City and Schomberg (By-law 2017-66).
- One of the policy directions in the preparation of the new zoning by-laws was to ensure consistency and compatibility with the King Township Integrated Community Sustainability Plan. One of the key elements is accessibility for all residents.
- Part of the Review process was an aim to create village core areas that enable residents to do many of their daily activities in their own community. To assist in this process the Township was encouraging a greater mix of uses and housing forms, bringing buildings closer to the road, and the establishment of standards that provide for multiple modes of transportation.
- During the review process, the Township made the zoning by-law review documents accessible to the public in various ways, with an emphasis on our website (www.king.ca) where all of our reports and draft zoning by-laws have been posted. Comments to staff regarding the by-law review are encouraged either by phone, mail or email. Public open houses have been advertised by various means and the locations chosen for the public sessions were completely accessible. Staff maintained a list of persons who wanted to be contacted of upcoming events/reports regarding this zoning by-law review.
- The new Zoning By-law helps to provide for greater inclusivity for all who visit, work or play in the villages of King City, Nobleton, and Schomberg.

Official Plan Review

- The Township is currently undertaking an Official Plan Review to develop a new Official Plan, which will include complete Provincial plan conformity exercises to incorporate the Greenbelt Plan, the Growth Plan, the Lake Simcoe Protection Plan, and Source Protection Plans.
- The vision of the draft Official Plan builds upon the already completed King Township Integrated Community Sustainability Plan; of which a key element is accessibility for all residents.
- The first draft official plan contains policy objectives that speak to "present and future residents of all ages, abilities, incomes and household sizes" in an effort to promote inclusivity and accessibility.
- Through the on-going review process, the Township has made the official plan review documents accessible to the public in various ways, with an emphasis on our website (www.king.ca) where all of our reports and the draft official plan have been posted. Comments to staff regarding the official plan review are encouraged either by phone, mail or email. Public open houses have been and will continue to be advertised by various means and the locations chosen for the public sessions were completely accessible. Staff maintains a list of persons who wanted to be contacted of upcoming events/reports regarding this official plan review.

IMPROVING ACCESSIBILITY IN KING IN 2017 AND BEYOND

As outlined in this Status Report, many initiatives are underway and more are coming as we continue to identify and remove barriers in order to create accessible spaces and services that everyone can use. In the interests of our community, we will continue to move forward on this pathway to accessibility in order to make King a diverse and inclusive community.

EXCITING INITIAVES COMING SOON!

Corporate/Administration – 2018 / 2019 Initiatives:

- PROJECT MOVE – New Municipal Office/Community Space
  - New build – new two (2) storey municipal multi-use building to be fully accessible
    - o Re-locate old municipal offices to new site
    - o To include public spaces indoors/outdoors for recreation uses
    - o To include York Region Policing Station
    - o To include accessible Council Chambers

- CUSTOMER SERVICE INITIATIVE – 2018 / 2019
  - To ensure customer service excellence for all persons with all abilities at all Township owned and operated facilities.

- ACCESSIBLE VOTING LOCATIONS

  - Every effort has been made to secure accessible voting locations. A Customer Service Officer will be assigned to most voting locations to ensure access for all customers.

- ASSISTIVE DEVICES

  - Customers with disabilities may require certain accommodations to help them access the goods and services provided by the Township. These accommodations may involve various forms of assistance, assistive devices or services, or accessible formats or communication supports, and may include a customer's assistive device or one provided by the Township. A customer with a disability may use their own assistive device, at their own pace.

- SPECIAL VOTE TABULATOR EQUIPMENT

  - Accessible voting devices will be available at all Advance Votes and at the Township Offices on Voting Day. The accessible voting devices will provide customers living with disabilities the opportunity to vote independently.
  - A customer may choose to use any of the following devices to help them navigate and make selections on their ballot:

A. The Audio Tactile Interface (ATI) is a handheld controller

B. In lieu of ATI, L-R paddles are used by pressing color-coded Left (L) and Right (R) paddles

C. In lieu of ATI, Sip 'n' Puff is used by sipping or puffing on a straw

D. Sound reduction headphones are used in conjunction with the ATI, L-R paddles and Sip 'n' Puff to provide instructions to the customers

E. Accessible Ballot Printer

- Those customers who want to use the assistive device will be issued a blank paper ballot and advised to proceed to the Tabulator Officer in the voting location. The Tabulator Officer will explain to the customer the different voting options available. The customer can use the Audio Tactile Interface (ATI) which allows the customer to mark their ballot using the device while listening to instructions through the head phones. They may also use paddles or a sip and puff device that works through the ATI to mark their ballot.

- The ballot marked during this process is indistinguishable from ballots marked with a pen, ensuring the confidentiality of the customer. These assistive technologies provide increased independence in voting, while maintaining the secrecy of the process. Instructions on how to use the devices are provided by the Tabulator Office at the time of voting.

King Fire and Emergency Services (Fire & EMS) – 2017/2018 Initiatives:

- FIRE SAFETY TRAILER

- Our King Fire Safety Trailer visits seniors facilities, seniors apartments, seniors condos, etc., where Fire & EMS can bring training directly to the residents as opposed to residents having to come to Fire & EMS sites. (This will bring training right to their front door which means no driving in poor weather conditions, etc.)

A fire safe community is everyone's responsibility. Fire safety starts in the classroom, at home, and with you! What are today risks?

✓ Homes today burn up to **8 times faster** than 50 years ago.
✓ You may have less than **60 seconds** to escape a fire in your home.
✓ Learn how to develop a **home fire escape plan** with **Sparky** the dog & firefighters
✓ There was no smoke alarm warning in **1 out of 3 fatal** home fires. Get hands on training on how to test/ inspect and maintain your residential smoke alarm.
✓ Learn how to deal with a stove top kitchen fire in our training trailer
✓ Learn how to operate a fire extinguisher in a **simulated fire** situation
✓ Learn about dryer safety & how to prevent **your dryer** from catching fire
✓ Learn the **dangers of carbon monoxide** and why you need a CO alarm

Safety Trailer visit to schools. Children learn how to be safe in the kitchen, "Get low and Go", and how to practice a home escape plan. **Special Needs -** A customized and non-threatening presentation created to best suit the needs and abilities of the students.

- PILOT PROJECT – "THE GUIDE LIGHT PROGRAM"

- King Fire and Emergency Services began a new pilot project called 'The Guide Light Program'. This program aims to ensure that every senior, living independently in their own home is taken care of. During regular home visits by fire services personnel, they are offering this guide light to seniors and any persons with disabilities who may benefit from this type program. The guide light is a light bulb which replaces an existing exterior light bulb and comes equipped with a remote. In an emergency, after placing a call to 911, a person would activate their guide light by pressing the button on the remote. The guide light will flash red signalling neighbours and emergency personnel that someone in the home is in crisis. The light can be seen upwards of three (3) to five (5) kilometers away in inclement weather and in poor lighting conditions. This system allows Fire and Emergency Services to track the addresses where the light is installed which will enhance the 911 system as well as allow emergency personnel to identify who may have a disability in a home prior to arriving on site.
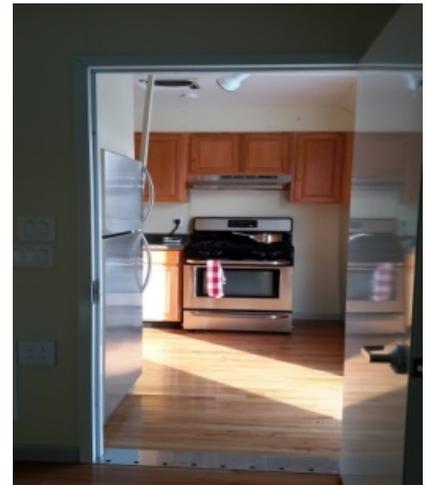
King Library – 2017/2018 Initiative:

- MULTI-USE FACILITY – KING CITY LIBRARY AND KING CITY SENIORS CENTRE

  - King City Library continues to work with the Parks, Recreation and Culture Department on the expansion of the King City Library for a new reconstructed Multi-Use Facility which will be fully accessible and include the re-location of the current King City Seniors Centre.
  - Some of the goals and benefits of an updated and expanded library/seniors centre include bringing the service areas up to provincial standards—including accessibility standards—and building on the benefits of having the two centres together, such as reduced operational costs and shared resources.
  - The expansion and renovation of the King City branch will provide residents with a 21st century library facility that functions as both a centre of innovation and a vibrant community hub. The inclusion of the Seniors Centre in this project is a welcome addition that will have many benefits including operational efficiencies, sustainability features, will address issues such as parking and adequate space for seniors, and the opportunity for joint programming initiatives.

Parks, Recreation and Culture Department – 2017/2018 Initiatives:

- KING CITY LIBRARY AND KING CITY SENIORS CENTRE

  - Joint initiative with King City Library - re-location of current King City Seniors Centre to a new reconstructed fully accessible King City Library Multi-Use Facility. (See King Library above)

- NOBLETON LIONS POOL

    - The next phase of the Nobleton Lions outdoor pool building consisting of landscaping and reconstruction of the parking lot is scheduled.
    - The installation of the lift at the pool to make it fully accessible in 2018.

- KING CITY CULTURAL CENTRE

    - Renovations/transition of the Museum site to a multi-use, fully accessible King Cultural Centre.
    - Finalize re-location of the Laskay Hall Building from Weston Road to the King Cultural Centre & Museum site on King Road due to the inefficiency of existing services and lack of accessibility and outfit the building with an accessible ramp and railing at its new location in 2018.

- PARKS AND TRAIL SYSTEM

  - Trails/outdoor spaces will continue to be upgraded on an on-going basis.

Tasca Park in the Village of Nobleton

YOUR FEEDBACK IS IMPORTANT TO US!

LET US KNOW WHAT YOU THINK

We welcome your feedback. Please let us know what you think about our 2017 Status Report and provide us with your thoughts regarding accessibility in King.

Comments respecting this Status Report or accessibility related matters can be provided to:

The Township of King
2075 King Road
King City, ON L7B 1A1
905-833-5321
Fax (905)833-2300
customerservice@king.ca

(This document is available in alternate formats upon request.
Please contact the Township as noted above for more information)

To view a copy of the Township of King 2013 – 2017 Multi-Year Accessibility Plan and the 2010, 2013, 2015, 2016 and 2017 Status Reports, please visit the Township website at www.king.ca

The Township of King is committed to providing equal treatment to people with disabilities with respect to the use and benefit of services, programs, goods and facilities in a manner that respects their dignity and independence. This commitment extends to residents, visitors and employees with visible or non-visible disabilities.

KING

OUR COMMUNITY – WHERE DIVERSITY AND INCLUSION MATTER!