

Multi-Year Accessibility Plan

Equal Opportunity | Integration | Independence | Dignity



Newmarket

2020 Annual Status Update

A Message from Newmarket Council

The Town of Newmarket is dedicated to continuous improvement regarding accessibility and meeting the needs of our community. Council is pleased to present the 2020 Accessibility Status Report. The Town continues its efforts to improve its services, facilities and programs in order to encourage accessibility for everyone that lives in and visits Newmarket.

We will continue to work with Newmarket's Accessibility Advisory Committee, staff, and other community partners to enhance and foster an inclusive community that meets the needs of people with disabilities in the Town of Newmarket and supports the vision of the Town of being a community 'Well Beyond the Ordinary'. This vision was re-established with the 2018-2022 Strategic Pillar "Extraordinary Places and Spaces" which seeks to create the environment for an engaged, accessible, inclusive community.

A Message from the Newmarket Accessibility Advisory Committee

The Town of Newmarket's Accessibility Advisory Committee's goal is to encourage and facilitate accessibility for all persons with disabilities in the Town of Newmarket by providing advice, recommendations and assistance to Council and staff to develop and facilitate strategies for the identification and elimination of barriers for citizens with disabilities. We are pleased to be provided with the opportunity to act on the community's behalf by advising Council on a number of key initiatives that support achieving an accessible Newmarket. The 2020 Accessibility Status Report demonstrates the work that has been completed to identify and remove barriers in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

The Newmarket Accessibility Advisory Committee is honoured to continue to support the Town of Newmarket in implementing and achieving the goals of the Multi-Year Plan and the vision of a community that we all can be proud of, and that is 'Well Beyond the Ordinary.'

We invite your comments, participation and commitment to assist the Town of Newmarket in achieving a fully accessible community.

Accessibility Advisory Committee Members

Jeffrey Fabian, Vice Chair

Steve Foglia, Chair

Cindy Gorlewski

Felim Greene

Linda Jones

Allen Matrosov

Patricia Monteath

Councillor Grace Simon
Huma Tahir

Accessibility Advisory Committee Staff Support

Kiran Saini, Deputy Clerk
Pat McIntosh - Recreation Programmer, Seniors & Special Needs
Jaclyn Grossi, Legislative Coordinator

Accessibility Advisory Committee Update

The Newmarket Accessibility Advisory Committee continues to provide valuable advice and feedback to Council and staff, in addition to participating in various accessibility related activities. In 2020, the Accessibility Advisory Committee has:

- Consulted, reviewed plans and provided recommendations for the initiatives and projects which include the following:
 - Stickwood Walker Farmhouse
 - Patterson Sidewalk
 - North West Quadrant Trail System Design Concepts
 - Electric Vehicle Parking
 - Fairy Lake Accessible Washrooms
- Conducted an audit of the entrances and exists to storefronts on Main Street in the Town of Newmarket, with a goal to make Main Street accessible for all.
- Reviewed Site Plan applications and provided recommendations on accessibility related conditions to staff.
- Participated in the annual National AccessAbility Week Celebrations virtually through recorded interviews and videos.
- Consulted with external partners and provided assistance with the Upper Canada Mall accessible washroom renovations.
- Provided recommendations for the downtown parking analysis and reviewed planned short-term, medium-term and long-term options.
- Continually reviewed Federal and Provincial grant opportunities related to accessible projects.
- Worked with businesses in the Town of Newmarket to increase accessibility at the entrances and exists to stores.
- Reviewed plans to use the MobiMats for outdoor Town-led events to increase accessibility for all residents.
- Provided recommendations regarding accessible van parking signage surrounding Riverwalk Commons and Fairy Lake.
- Provided advice on the Town of Newmarket's annual Accessibility Plan update
- Provided ongoing public awareness of accessibility.

Barrier Identification Update

Initiatives have taken place in the Town of Newmarket to identify, remove and prevent barriers to persons with disabilities. These actions are identified in past Accessibility Plans which are available on the Town of Newmarket website, newmarket.ca/accessibility.

Actions Completed in 2020

Central York Fire Services

- Station 4-1
 - Front ramp, curbs, and walkway were renovated in 2019/2020 to provide easier access at the front of the station for all.
 - Currently in the design phase for renovations for the crew quarters and Fire Prevention/Public Education areas. The need for the AODA to be at the forefront of the project has been highlighted for the design firm as they initiate their process.
- Station 4-2
 - Parking lot has been updated to add additional spaces, as well as changes to the accessible parking spots to provide better access to the main entrance of the station.

Corporate Communications

- Continued to train and provide assistance to departments who were uploading content to the corporate website to ensure it met the WACG.2.0 and AODA website/communication requirements.
- A program called Site Improve was used to ensure broken links, alt text for images, description for hyperlinks were included on the website and fixed if required to ensure accessibility needs are met.
- When designing publications / documents for the website and for public distribution, the accessibility guide was followed to ensure the fonts used, size of text, colours and graphic etc. were designed with accessibility in mind. For example, the most recent Asset Management Plan was designed with accessibility in mind to ensure the bulk of the report was able to be scanned with optical character recognition (OCR) and made accessible as opposed to creating a fully designed report that may cause issues during the accessibility conversion process. If required, text versions of corporate publication can be provided upon request.
- Begun to create signage with language barriers in mind. For example, using universal graphics to communicate the message as opposed to only using text. This style of design can be seen in our COVID-19 messaging when communicating mask, hand washing and capacity limit requirements.

Engineering Services

- Tom Taylor Trail
 - Completed new bridge Installation and installed new trail to separate vehicular traffic from non-vehicular traffic.
 - Slopes, Rest areas as per AODA.
- College Manor Trail, Concession Street Trail/Bridge
 - Completed paving of trails to provide slopes, rest areas as per AODA, where topography allows.
- Arkinstall Splash Pad
 - Constructed Wheelchair accessibility throughout and spray features designed for wheelchair use.
 - Design Consultant hired 'Design Able' as a consultant to help design from an accessibility perspective.
 - Constructed accessible pads for wheelchairs beside most benches.
- Patterson Street Watermain Replacement - Reconstructed 1.35m sidewalks with 1.5m sidewalks from Irwin Crescent to Davis Drive.
 - Tactile Walking Surface Indicators (TWSI) placed at intersections.
- Timothy Street and Cedar Street intersection improvements and parking lot paving.
 - Replaced existing sidewalk at the intersection (1.2m or less) with 1.5m AODA compliant sidewalks (with TWSI) and installed new sidewalk through parking lot entrance.
- Resurfacing Projects – Completed sidewalk repairs to eliminate trip hazards and installed TWSI on Sandford Street from Mulock Drive to William Roe Boulevard, William Roe Boulevard from Yonge Street to Sandford Street, Dixon Boulevard from William Roe Boulevard to Eagle Street, Eagle Street from Yonge Street to Lorne Avenue.
 - AODA compliant public notices, construction corners and public communications: Capital Department has ensured that all the public notices, construction corners and public communications formats and contents are AODA compliant.
 - AODA compliant projects' websites and web content: Capital Department complies with AODA requirements (font size, contrast, image, etc.) when designing print and digital materials for the Town's website.
- Accessibility Advisory Committee (AAC) Consultation
 - Consulted the AAC on North West Quadrant Phase 5 Trail project with respect to design challenges to meet grades and rest areas.
- Road and sidewalk construction projects (Longford Drive, Willow Lane, Niagara, Simcoe Street, Lorne Avenue) being designed to ensure AODA compliant sidewalk widths, grades and include TWSI plates.
- New sidewalk being designed on Cody Crescent from Armitage Drive to Cul-de-sac and on Lorne Avenue west side from Calgain Road to Millard Avenue.
- Sidewalk on both sides of the Queen Street Bridge over the CN Tracks is being designed to widen to 1.5m minimum width.

- Feasibility consultant has been selected for the proposed Mulock Multi-Use Path (MUP) from Harry Walker Parkway to Yonge Street.
- Bathurst /Davis MUP is being designed to provide connection from Bulmer Crescent to Woodspring Avenue.
- Constructed Harry Walker Parkway, east side new sidewalk (1.5m to 1.8m width).
- Painted 'Ladder' Crossings at various controlled intersections throughout Town for contrast for low vision users and to delineate intersection crossing limits for drivers.
- Constructed AODA Pathways were to playground areas at National Homes Park and Glenway Park.

Human Resources

- Accessible Forms
 - Reviewed Town of Newmarket forms from a Diversity and Inclusion lens, which includes reviewing them from an accessibility standpoint.
- Reviewed all new and revised policies for accessibility compliance.

Information Technology

- Initiated a photocopier replacement program for the Corporation and evaluated each replacement option on accessibility features.
- Implemented tap contactless payment processing.
- Assisted with the Newmarket Remote Participant Project for electronic Council and Committee meetings with various vendors.
- Implemented a digital attendance timesheet and I-Heart-It modifications.
- Facilitated various upgrades and software purchases to fulfill the urgent need for work from home requirements, which created a more accessible working environment for staff.
- Continue to work on developing and launching a live chat feature for staff.
- Geographic Information System (GIS)
 - Initiated the replacement of the remote meeting platform used by the Corporation to enable remote meetings internally and externally.
 - Launched the online COVID-19 Public Self-Assessment Tool to enable paperless and contactless public screening at town facilities.
 - Implemented a corporate wide online COVID-19 Self-Screening Tool with supervisor dashboard access providing real time staff check-in status, work location and close contact information.
 - Developed the Council Strategic Dashboard public website with the inclusion of alternative text and AODA accessibility compliance.

Innovation and Strategic Initiatives

- Performance Reporting
 - Developing online digital dashboards related to the execution of Council's 2018-2022 Strategic Priorities to improve communications with all community members and to enhance performance reporting.

For example, current practices use both stop light colours (green, red and yellow) and symbols to indicate the status of priorities to ensure fairness of access to information to differently abled members of the community on the status of initiatives. Any new digital dashboards are being designed to accessibility standards for readability by all.

- Grants
 - Continued corporate support for grant funding applications which serve to improve accessibility of Town facilities and playgrounds through both the physical environment and program experiences of participants. The intent of the applications is to assist to accelerate planned capital projects that remove barriers to accessibility. In 2020, grant dollars received through the New Horizons for Seniors Program funded virtual, online seniors fitness classes for all levels of abilities during the “COVID – Lets Stay Connected” Campaign.
- Policy
 - Corporate support for new policy using the new document formats, applying a plain language approach for improved clarity, simplicity, transparency, and readability for all employees. Providing support to Human Resources to convert existing employment related policies to new policy and procedure document templates in compliance with AODA legislation requirements.

Legislative Services

- Launched virtual Administrative Monetary Penalty System (AMPS) Hearings for increased accessibility through remote participation, and public attendance.
- Meeting Management Solution
 - Continued implementation of a meeting management solution which produces accessible HTML-based agendas and minutes.
 - Live-streamed Council and Committee of the Whole meetings are equipped with closed captioning.
 - Archived videos are bookmarked to agenda items for increased ease of access to video recordings.
 - Continued review of report templates for increased accessibility.
- Electronic Meetings
 - Implemented electronic Committee of the Whole, Council and local Committee and Board meetings to allow for remote participation, and public attendance.
 - Increased access to meetings electronically through an online audiovisual platform.

Newmarket Public Library

- Following appropriate safety protocols per COVID-19 guidelines, ensured the set-up of Library when opening to customers for limited services, provided proper customer flow and maintained accessibility requirements.
- Library programs moved to a virtual platform which has been successful, and programs well attended. The Library will continue to offer programs virtually giving broader access to the community to participate in Library programs.
- Parking lot wheelchair accessibility improved with expanded ramp to sidewalk.
- Installation of AODA compliant emergency communication device in elevator completed. Device is hands free and enables communication between persons inside the elevator cab and a monitoring service.
- Launched online membership. Applicants can now securely attach proof of ID/address to an online form, therefore they do not have to be in the library to complete the application process. New registrants are emailed their card number and the physical card is mailed to them. Registrants no longer need to physically come into the Library in order to get a library card or renew their library card.
- Exterior doors replaced with automatic sliding door for full accessibility. Interior door adjusted for greater accessibility with removal of divider bar.

Planning & Building Services

- Continue to participate in accessibility training as part of the professional certifications.
- Site Plan Review
 - Continued to present on the Town's development processes to the Accessibility Advisory Committee (AAC) and made plans available to the AAC for review.
 - Endeavoured to ensure that all sites comply with the Design of Public Spaces Standard (DOPS) and municipal standards for accessibility throughout the Site Plan process.
 - Continued to collaborate with the AAC to enhance their role in the Site Plan Review process by engaging them as a review partners and ensuring response to their comments and concerns are provided by applicants.
- Continue to review the Town's zoning by-laws to ensure that AODA standards are integrated and that less-accessible standards are replaced.
 - Implementing the Urban Centres Secondary Plan Zoning By-law including updated accessibility standards therein.
- Intends to participate in additional training in the IASR DOPS for Planning and Building staff.

Procurement Services

- Continues to offer an online bids and tenders bidding solution that is AODA compliant.
- Collects accessibility information from client groups with the pre-bid form required to initiate the competitive process.

Public Works Services

- Initiated a review of the Tom Taylor Trail for design and multi-use improvements.
- Ray Twinney Recreation Complex Lounges – New service/bar counters installed to incorporate AODA and barrier-free design.
- Ongoing program for upgrading park washrooms to current Ontario Building Code barrier-free requirements and AODA standards.
- Ongoing discussion and review of current accessibility features in buildings.
- Identified, through conducting regular building walk-throughs of the various buildings in our portfolio, areas for improvement to increase accessibility such as providing barrier free paths of travel and accessibility in washrooms (fixtures, push buttons, accessories) where possible.
- Conducted monthly checks of working condition of automatic door operators and other motorized accessibility features.
- Continued to present upcoming projects and received feedback from the Accessibility Advisory Committee (AAC) in the early stages of projects as an opportunity to improve accessibility and incorporate best practices. This included receiving, evaluating and implementing where possible suggestions from the general public relative to accessibility in the buildings. Some examples of this consultation includes the following:
 - College Manor Park washroom renovation is currently underway.

Recreation & Culture

- A virtual forum was hosted for National AccessAbility Week Celebrations. It included recorded interviews of members of the community speaking about the importance of Accessibility in our community. Additional links to resources and promotion of awareness of AODA completed the virtual platform. <https://www.newmarket.ca/naaw>
- Installation & design of *Newmarket Community Living Room* intentionally made space for up to 2 wheelchairs to join the conversation.
- Seek n' Search summer park pop ups provided two accessible activities at each park.
- Full scale scavenger hunt and an "in pace" hunt, allowing for participation of all abilities.
- Use of graphics to assist in identifying scavenger items.

- Through the pandemic, staff contacted members of our Seniors Meeting Place and also past program participants (some with disabilities) via weekly Zoom chats. This includes providing some instruction for Zoom accessibility.
- Staff prepared mobile sensory activity space camp programs. This may be used as a set up with special events to provide a break from potentially overwhelming/overstimulating activities.
- The mobile equipment included 2 dark room shelters with light cubes, sensory building blocks and manipulatives, bean bag chairs, headphones.

Plans for the Removal of Barriers from 2020 Onward

Information and Communication Standard

- The Human Resources training module will be reviewed again in 2021 and updated as needed.
- The Corporate Communications department continues to review its accessibility process pieces and accessibility guides to ensure they remain updated and in line with regulations. New staff members continue to be trained and current staff members re-trained to ensure staff members recognize the importance of accessibility for all. All communications pieces are also review by the Corporate Communications department from an accessibility lens.

Design of Public Spaces Standard

- Re-design the exterior, concrete apron at Old Town Hall to include and address accessibility.
- Ray Twinney Recreation Complex pool change rooms renovation to incorporate AODA and barrier-free design (design underway/construction pending budget approval).
- Ray Twinney Recreation Complex lobby and common areas renovation (pending budget approval).
- National Homes/Kingsmere Trail
 - Asphalt Paving of open space to allow access from Kingsmere sidewalk to new Park
- Breathing Space/Haskett Trail
 - Slopes, rest areas, widths as per AODA
 - Handrails and surfaces as per AODA
 - Wheelchair accessible Picnic tables and seating areas
- Lorne Ave Reconstruction Project (2020/2021 Construction):
 - Existing sidewalks on both sides are 1.2m or less. 1.5m and 1.8m at school will be AODA compliant sidewalks on both sides of the road have been incorporated into the design.
 - Tactile Walking Surface Indicators will be installed at all intersections
- Millard, Church and Elm Road Reconstruction Project (2023 Construction):

- Existing sidewalk on both sides are 1.2m or less. 1.5m AODA compliant sidewalks on both sides of the road have been incorporated into the design.
- Tactile Walking Surface Indicators will be installed at all intersections
- Mulock Property
 - Continue to refine design concepts for the Mulock Farmhouse and property with accessibility incorporated into all aspects of the plan.

As outlined in this Status Report, many initiatives are underway with more anticipated to be completed in the future. The Town of Newmarket will continue to identify and remove barriers in order to create accessible spaces and services that everyone can use. Newmarket is committed to moving forward and ensuring that the town continues with its commitment to being a community '**Well Beyond the Ordinary**'.