

Multi-Year Accessibility Plan

Equal Opportunity

| Integration

| Independence

| Dignity



Newmarket

2025-2029

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

Message from Mayor and Town of Newmarket Council



Council of the Town of Newmarket 2022-2026

We want Newmarket to be one of the most inclusive and welcoming communities in Canada. In keeping with this, Council has made it a priority to constantly strive to meet the accessibility needs of the community.

Our Multi-Year Accessibility Plan sets out actions to continue to improve Town services and the experience we create for our residents to make Newmarket more accessible.

We will continue to work with Newmarket's Accessibility Advisory Committee, staff, and community partners to enhance and foster an inclusive community that meets the needs of people with disabilities.

Part of being an inclusive community is creating exceptional experiences everyone can enjoy within shared and accessible spaces. An example is the new Mulock Park and the historic Mulock House. Located in the Park, the Mulock House will be adapted to provide all residents with access to experience the art and history that will be displayed there and experience the cultural and community events that will take place there.

On behalf of Council, we want to thank the Accessibility Advisory Committee for their valuable feedback on Town projects throughout the term and assistance in the

development of this Plan.

Message from the Chair of the Town of Newmarket Accessibility Advisory Committee

Dear Residents of Newmarket,

As Chair of the Town of Newmarket's Accessibility Advisory Committee, I am honored to present our annual update for 2024. Our committee remains dedicated to encouraging and facilitating accessibility for all persons with disabilities visible and invisible within our community. Achieving a fully accessible Newmarket is a significant endeavor, and we are committed to this important undertaking.

Over the past year, we have had the privilege of advising Newmarket Council on various initiatives aimed at fostering an accessible community. A cornerstone of our efforts has been the development and ongoing refinement of the Multi-Year Accessibility Plan. This plan serves as a strategic roadmap, outlining how and when the municipality will meet Ontario's accessibility requirements. Since the inception of the Town's first Multi-Year Plan in 2013, we have made substantial progress toward the goals set forth by the Accessibility for Ontarians with Disabilities Act (AODA). With each renewal of this plan, our committee collaborates closely with Council and staff to ensure continued advancement in accessibility initiatives.

Notable Achievements of the Accessibility Advisory Committee during this term-to-date to Celebrate:

- **York Region's First Fully Accessible Splash Pad:** Supported the development and opening of York Region's first fully accessible splash pad, ensuring children of all abilities can enjoy outdoor recreation in a safe and inclusive environment.
- **Main Street Accessibility:** As Chair, I met with local politicians, provincial and federal members of parliament, to promote redevelopment of the Town of Newmarket Main Street for improvement of Accessibility to offer an inclusive shopping experience for all residents and visitors
- **Promotion of Accessibility Grants:** Actively encouraged local businesses to apply for the federal Enabling Accessibility Fund, supporting projects such as ramps, accessible doors, and other upgrades.
- **Advocacy for Universal Washrooms:** Advocated for the installation of universal washrooms in public spaces, including Fairy Lake Park, ensuring that facilities are accessible to individuals of all abilities.

- Collaboration with York Region: In addition to my role as Chair, I served on the York Region Accessibility Advisory Committee, contributing to regional initiatives that align with our goals in Newmarket.
- Newmarket Public Library Accessibility Improvements: The committee attended a Library Redevelopment project meeting and provided input on accessibility improvements during the Welcoming Spaces Focus Group, which was coordinated by the project architect and Public Library staff.
- Mulock Park – A Fully Accessible Community Space and building: One of the most significant undertakings is ensuring that the Mulock Park project—slated to open in 2026—is fully accessible. This park will set a new standard for inclusive outdoor spaces, ensuring that all residents can enjoy its amenities. The committee consulted with the Town Engineering department and Project Architect to recommend improvements in the design for accessibility to the Mulock property building and surrounding park design.

The Newmarket Accessibility Advisory Committee is honored to support the Town in implementing and achieving the goals of our accessibility plan. We envision a community that is 'Well Beyond the Ordinary,' where every individual can participate fully and independently.

We invite your comments, participation, and commitment to assist the Town of Newmarket in achieving a fully accessible community. Together, we can build a more inclusive environment for all.

Sincerely,

Steve Foglia
Chair, Accessibility Advisory Committee
Town of Newmarket

Statement of Commitment

At the Town of Newmarket, we believe that diversity is one of our greatest strengths, and inclusion is essential for fostering a vibrant, innovative, and supportive community. We are committed to understanding and meeting the diverse needs of all people within our community. This includes ensuring that persons with disabilities have equitable access to all Town programs, goods, services, and facilities, allowing them to benefit from the same services, in the same place, and in a similar way as others, respecting the four core principles of:

- Independence
- Dignity
- Integration

- Equal Opportunity

The Town of Newmarket's accessibility policies are grounded in our Strategic Plan vision of a community that is 'Well Beyond the Ordinary' and our employee mission of "Making Newmarket Even Better" by:

- enriching lives; and,
- increasing accessibility; and,
- striving for service excellence; and,
- improving inter-connectivity; and,
- being well respected in achieving balanced living.

Multi-Year Accessibility Plan Overview

The Integrated Accessibility Standards Regulation (IASR; O. Reg. 191/11) requires the Town prepare a Multi-Year Accessibility Plan ("Plan"). An organizational strategy to prevent and remove barriers and enact the requirements in the standards must be included in the Plan. The IASR also requires that the accessibility plan be reviewed and updated at least every five years. This document is the Plan for the Town of Newmarket and is designed to meet the requirements the Accessibility for Ontarians with Disabilities Act (AODA) and will be updated annually in combination with the annual status report.

The accessibility planning process is one that is ongoing. Discussions regarding accessibility planning take place between Council, Staff and the Accessibility Advisory Committee throughout the year. The Plan provides an opportunity to establish an implementation strategy, demonstrate current achievements and identify barriers and future priorities. Routine monitoring is required to ensure that applicable initiatives are incorporated in the Plan and that progress is identified.

The first Town of Newmarket Plan focused on the implementation requirements of the IASR. With this 2025 review, all of the major milestones in the IASR implementation have passed. The current focus of the Plan is to continue the progress made by the Town, with the AODA's goal in mind of a fully accessible Ontario by January 1, 2025.

The implementation strategy outlined in this Plan identifies both short and long-term accessibility initiatives that are related to the five core standards of: customer service, information and communication, transportation, employment, and design of public spaces. The Plan outlines the objectives, status, and if applicable strategy / action plan to achieve each objective and a timeframe to achieve compliance. The progress of the Plan will be reviewed and reported on annually, together with any additional initiatives that have been identified.

The Town of Newmarket has established a strong foundation for accessibility planning

that ensures actions are responsive to community needs and ensures real and effective change for people with disabilities.

Guiding Legislation

Accessibility for Ontarians with Disabilities Act (AODA)

The Accessibility for Ontarians with Disabilities Act (AODA) sets out a process for developing and enforcing accessibility standards. The purpose of the AODA is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities by 2025.

Integrated Accessibility Standards Regulation

The Integrated Accessibility Standards Regulation (O. Reg. 191/11) has combined the standards created by several separate regulations into one regulation. The standards it contains relate to the removal of barriers in five areas.

Information and Communications Standard

The [Information and Communications Standard](#) outlines requirements for organizations to create, provide and receive information and communications in ways that are accessible for people with disabilities. This includes requirements for websites and web content, as well as the need to provide public information in accessible formats.

Employment Standard

The [Employment Standard](#) requires employers to provide for accessibility throughout the stages of employment, including recruitment, hiring and career advancement.

Transportation Standard

The requirements in the [Transportation Standard](#) are designed to ensure transportation providers make their services and vehicles accessible to people with disabilities. These standards are wide ranging and include requirements for public transit and accessible taxi cabs.

Design of Public Spaces Standard

The [Design of Public Spaces Standard](#) ensures that public spaces are designed to include specific features that make it easier for to use public spaces. This standard includes features related to sidewalks, pedestrian signals, ramps, parking spaces and service counters. It also applies to recreational public spaces, such as trails, outdoor eating areas and play spaces.

Customer Service Standard

The [Customer Service Standard](#) was the first standard under the AODA to become law. This regulation establishes accessibility standards for customer service and ensures people with disabilities receive goods and services in a manner that takes into account a person's disability.

Compliance Timelines

Since the introduction of the AODA in 2005 and subsequent regulations, timelines for compliance have been established. As of the 2024, no compliance deadlines remain for the Integrated Accessibility Standards. The target date for compliance with the Accessibility for Ontarians with Disabilities Act is January 1, 2025.

This report includes the Annual Accessibility Status Report for 2023 and 2024.

This report includes the requirements of the IASR, the associated timelines for the Town's compliance, and the strategies employed by the Town to meet these requirements.

Foundation and Principles

Increased accessibility is part of the Town of Newmarket's community vision and corporate mission. In addition, the Town of Newmarket's Council Priorities for the 2022 to 2026 Term include Extraordinary public spaces – creating exceptional experiences for the community in shared and accessible public spaces and diverse, welcoming, and inclusive community – building a strong, healthy and equitable community where everyone feels an unwavering sense of belonging. A strong foundation has been established through five-year Plans that continue to strengthen with the following principles:

Informed and Committed Leadership

- Town of Newmarket Council is committed to meeting the needs of persons with disabilities through the implementation of the Customer Service and IASR policies and Accessibility Plans, and Council's Priorities for the 2022 to 2026 Term for Extraordinary Public Spaces and diverse, welcoming and inclusive community including this Plan.
- All Town of Newmarket departments have provided input to the Plan.
- Accountability is demonstrated by making all applicable Town of Newmarket documentation available to the public, and in alternate formats upon request.
- Mandatory accessibility training is provided to all employees including regular

full-time, regular part-time, casual, sessional, seasonal and contract staff, sub-contractors, volunteers and all persons who participate in developing Newmarket's policies. Access Forward training is mandated for volunteers on Town Advisory Committees. Training is also designed and adapted to apply to the type of work, location and staff involvement with the public.

- Staff are engaged and encouraged to incorporate accessibility practices into daily work across the organization by considering accessibility requirements when preparing procedural documents, procuring goods or services, or developing programs and services.
- The Town has an internal Inclusion, Diversity, Equity Advocacy group that consists of staff from across the organization, and work to implement various diversity and inclusivity activities that align with corporate objectives and accessibility.

Alignment

For the Plan to be successful with its implementation strategy there is a need for the plan to be aligned with other Town of Newmarket guiding documents:

- Vision – 'Well Beyond the Ordinary' means encouraging a sense of community supported by our employee mission of "Making Newmarket Even Better" to include:
 - Serving all life-cycle stages and abilities
 - Supporting cultural harmony and ethnic diversity
 - Preserving arts, culture, entertainment and heritage
 - Providing accessible recreational, facilities, green and open spaces, parks, playgrounds and playing fields
 - Programming recreational services and events that shape identity and contribute to community spirit, particularly youth and seniors' facilities and programs
 - Ensuring accessibility for persons with disabilities
- Council's Priorities for the 2022-2026 term include:
 - Community and economic vibrancy: attracting and retaining amazing people and businesses to ensure Newmarket's long-term viability through sustainable jobs, while creating a strong and unique brand that differentiates Newmarket from other communities.
 - Customer-first way of life (enhanced by technology): ensuring the community has timely access to services that enhance their quality of life.
 - Extraordinary places and spaces: Creating exceptional experiences for the community in shared and accessible public spaces.
 - Environmental sustainability: preserving our environmental assets and addressing climate change for future generations.
 - Diverse, welcoming, and inclusive community: building a strong, healthy, and equitable community where everyone feels an unwavering sense of belonging.
- Newmarket Official Plan: Requiring that both the public and private sector

commit to building structures and communities that are safe, accessible and reflect employee core values of Courage and Creativity, Accountability and Accessibility, Respect and Integrity and Excellence.

- Accessibility Policies: Establishes the Town of Newmarket's Accessibility commitment
 - [Accessible Customer Service Policy and Procedures](#)
 - [Integrated Accessibility Standards Regulation \(IASR\) Policy](#)
- Statement of Commitment: Affirms the Town of Newmarket's commitment to accessibility
 - The Town of Newmarket's 'Statement of Commitment' to accessibility is included as part of the IASR Policy. The statement affirms the commitment to meet the needs of persons with disabilities in a timely manner through the implementation of policies that ensure that persons with disabilities shall have equitable access to all Town programs, goods, services and facilities allowing them to benefit from the same services, in the same place and in a similar way as other customers, respecting the four core principles of independence, dignity, integration and equal opportunity.

Coordination

The accountability for the various objectives within the Plan is a shared responsibility with the various departments and responsibilities related to employees, members of the Newmarket Accessibility Advisory Committee, Human Resources Department, Directors/Managers/Supervisors and the Chief Administrative Officer/Commissioners are clearly outlined in the Town of Newmarket IASR Policy.

The Newmarket Public Library is included in this Plan.

Evaluation and Reporting

The Town of Newmarket will continue to review and consult with staff, the Newmarket Accessibility Advisory Committee, people with disabilities and any other individuals or groups who provide accessibility related feedback.

Additional evaluation and reporting include:

- Annual review of the Plan and preparation of a status update. This status update is prepared for Council to identify progress of the Plan's implementation, accomplishments and achievements, and is posted online and available in alternative formats.
- [Compliance reports](#) submitted to the Ministry of Seniors and Accessibility, who regulates compliance for all Ontario Organizations.
- A report on the accessibility of a Municipal Election is completed following a Municipal Election as required by the Municipal Elections Act.

Town of Newmarket Accessibility Advisory Committee

The Town of Newmarket Accessibility Advisory Committee (AAC) was established in 2003 and is responsible for encouraging and facilitating accessibility for all persons with

disabilities in the Town of Newmarket by advising with the prevention, identification and removal of barriers that restrict people with disabilities from participating in Town programs or accessing services and facilities.

The Advisory Committee is made up of dedicated volunteers (who have individual lived experiences and/or disabilities), staff, and a Council representative who all are committed to working towards a barrier-free Newmarket. The Advisory Committee's term is the same as the term of Council and at a new term, a new Advisory Committee is formed from the community through an application process.

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. Since the creation of the Town's first Plan, the Accessibility Advisory Committee has formed an integral part of the Town's strategy towards its implementation. A summary of the numerous projects and initiatives which the Committee was involved in from 2019 to 2024 is provided as an attachment.

Accessibility Partnerships in the Region and Beyond

Accessibility planning involves many forms of consultation and the Town of Newmarket encourages involvement from a variety of people and groups. The development of this Plan required input from many staff including the Accessibility Working Group from across the organization, the Newmarket Accessibility Advisory Committee and members of the public through ongoing feedback to staff.

The Town of Newmarket also participates in accessibility planning with York Region. Town Staff also participate in the York Region Municipal Diversity and Inclusion Group. This group is committed to welcoming and inclusive communities and includes members from a wide variety of community groups situated in York Region including all local municipalities, police, school boards, health care providers, United Way of Toronto and York Region, Conservation Authorities, and the York Region Children's Aid Society.

Plans for the Removal of Barriers for 2025 to 2029

- Continue Refresh of the Town's website and developer submission guidelines in 3D.
- Working towards converting the freight elevator to a passenger elevator at the Elman W. Campbell Museum
- Expansion of Adapted Summer Camps for Children and Youth
- Training two (2) staff to be CPI (Nonviolent Crisis Intervention® Training) trainers to providing training to Full Time & Part Time Staff to safely recognize and respond to everyday crisis situations that may involve more challenging behaviours
- New additional accessible Fitness Centre opening at Ray Twinney.
- Reviewing all Recreation & Culture portfolios to see how accessibility and inclusion can be increased.
- Continue support of hybrid meeting for all of Council's Advisory Committees and Board Meeting.

- Fairy Lake Park Washroom reconstruction and continuation of design for new accessible washroom facilities
- Riverwalk Commons (Community Centre) outdoor washroom renovation and redesign; design phase for reconstruction of outdoor washrooms to make more inclusive and universal.
- Ray Twinney Recreation Complex way finding signage and updated signage.
- Rebuild the accessibility seating area for Pad 1 at Ray Twinney Recreation Complex.
- Magna Centre pool changeroom design; continuation Design Phase for gender-neutral changerooms to replace men's and ladies changeroom for pool area.
- Old Town Hall accessible washroom improvements (e.g. automatic door opener, barrier-free travel path, accessories, emergency call system).
- Newmarket Public Library Accessibility recommendations included in the 2024 capital request for fire signal and detection replacement.
- Newmarket Public Library to install an accessible study pod in first quarter 2025
- Two (2) new Inclusive Pickleball courts
- Implementation of signage along trails including trail difficulty ratings, length of trail, trail slope and accessible features
- Reviewing all portfolios in Parks Services to see how accessibility and inclusion can be increased.
- Continue to put AODA at the forefront of all design and site plan reviews
- Provide a range of accessible picnic tables with sufficient space for wheelchair users
- Planned renovations to the ground level washrooms and hallway in Central York Fire Services Fire Station 4-1 to increase accessibility.

Newmarket Accessibility Advisory Committee Accomplishments

Since the implementation of the Town of Newmarket's first Multi-Year Accessibility Plan in 2013, the Newmarket Accessibility Advisory Committee has been an integral part of the Town's strategy. The sections below provide an overview and highlight of the numerous projects on which the Committee has provided advice and assistance to Town Council and staff over the years.

2019

- Consulted, reviewed plans and provided recommendations for the initiatives and projects which include the following:
 - Pony Drive reconstruction Capital Project
 - College Manor Park Washroom Renovation Project
 - Main Street accessibility
- Participated in National Access Awareness week initiatives.
- Advised on accessible parking at Fairy Lake and Riverwalk Commons.
- Conducted audits of facilities including: Old Town Hall, and a Main Street Accessibility walk through.
- Advised on accessible washrooms at Town of Newmarket facilities.
- Provided advice regarding and promoted Upper Canada Mall's accessible washroom project
- Worked and advised on the 2019 to 2023 Multi-year Accessibility Plan and annual update.

2020

- 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.

2021

- Consulted, reviewed plans and provided recommendations for the initiatives and projects which include the following:
 - Mulock Property Design Concept
 - Newmarket Outdoor Skatepark
 - North-West Quadrant PH5 Parking Lot
- Worked with Economic Development staff to amend the Newmarket Financial Incentive Program (FIP) to include accessibility funding specifics
- Provided the Main Street District Business Improvement Area Board of Management with a presentation regarding the Making Main Street Accessible initiative.
- Collaborated with the York Region District School Board (YRDSB) and their Specialist High Skills Major (SHSM) program to increase accessibility on Main Street.
- Created a brochure, notified and delivered it to 50 businesses, and conducted individual accessibility audits of 12 businesses so far on Main Street as part of the Making Main Street Accessible initiative.
- Reviewed Site Plan applications for the following properties and provided recommendations on accessibility related conditions to staff:
 - 1240 Twinney & 1250 Davis Dr Phase 2
 - 17600 Yonge Street (Upper Canada Mall)
- Reviewed and developed signage for accessible van parking signage surrounding Riverwalk Commons and Fairy Lake.
- Continually reviewed Federal and Provincial grant opportunities related to accessible projects, including the Fairy Lake Washroom project.
- Provided recommendations and feedback to staff regarding the Site Plan Application Accessibility Checklist.
- Consulted with external partners and provided assistance with the Federal Election polling locations in Newmarket and Aurora.
- Provided Council with a presentation outlining their various accomplishments throughout the term thus far at a Council Workshop in June 2021.
- Attended virtual events held by York Region regarding National Accessibility

Awareness Week and the Accessibility Advisory Committee Professional Development Forum, and a workshop regarding the Canadian Accessibility Standards.

- Promoted accessibility through short videos from community members on the importance of accessibility during National AccessAbility Awareness Week.
- Provided advice on the Town of Newmarket's annual Accessibility Plan update.
- Provided ongoing public awareness of accessibility.

2022

- Consulted, reviewed plans and provided recommendations for the initiatives and projects including:
 - 180 Main Street South; and,
 - Mulock Park; and,
 - Millard Church Elm Project; and,
 - Mulock Drive Multi-Use Pathway
- Reviewed the Site Plan Application Accessibility Checklist and provided recommended revisions to the sections outlining accessible parking types, signage, slope ratios, and handrails.
- Reviewed and provided recommendations regarding the 2022 Municipal Election online voting software, and the Voter Instruction Letter.
- Provided recommendations regarding accessible parking on Main Street.

2023

- Consulted, reviewed plans and provided recommendations for the initiatives and projects including:
 - Mulock Property; and,
 - Accessible trail enhancements; and,
- Provided advice to enhance accessibility at the following properties:
 - Ray Twinney Arena; and,
 - Main Street
 - TD Music Festival

2024

- Reviewed and amended the Accessibility check-list used by the Accessibility Advisory Committee for past Town facility audits.
- Toured Main Street for an accessibility audit, reviewed and discussed locations with accessibility concerns and challenges. These areas include: crosswalks, sidewalk grading, visual improvements, accessible patios, funding and grant opportunities, and opportunities to learn from other municipalities.
- Completed four site plan reviews of providing recommendations on accessibility improvements to site plan applications submitted to the Town.
- Provided recommendations to Council for downtown accessible parking improvements and additions including the increased time limit for accessible parking on Main Street and the addition of an accessible parking space on Main Street.
- Continued to review federal and provincial grants as made available.

- Provided comments and suggestions to staff to increase inclusion and accessibility at Town events.
- Visited facilities in nearby municipalities to gather information and insight to suggest accessible features at Town of Newmarket facilities including the York Region Annex Building.
- Provided comments to staff regarding barriers to accessibility around the Town of Newmarket including matters involving curb cuts and bollards.
- Provided comments to staff regarding improved accessibility at Town facilities (like the Ray Twinney Recreation Complex, the Municipal Offices at 395 Mulock Drive and the Magna Centre).
- Engaged the Newmarket – Aurora Member of Parliament and Member of Provincial Parliament to discuss how to make Main Street Newmarket more accessible.
- Consulted with staff regarding the Northwest Quadrant Project and Mulock Park project.
- Provided feedback as it relates to accessibility at a Newmarket Library brainstorming session.
- Completed training related to Accessibility for Ontarians with Disabilities Act legislation.
- Reviewed Fire and Emergency preparedness procedures for evacuation and emergencies for assistive devices users.

Attachment 3: Integrated Accessibility Standards Regulation Implementation Plan

The following outlines the Town of Newmarket Implementation Plan (2024-2029) under the Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standards, Ontario Regulation 191/11.

Part I – General

Establishment of Accessibility Policies (s.3)

IASR Requirement

- a) Shall develop, implement and maintain policies governing how the organization achieves accessibility through meeting the requirements of the IASR.
- b) Shall prepare one or more written documents describing policies; and make the documents publicly available, and provide in an accessible format upon request.
- c) Policies shall include a statement of organizational commitment.

Town of Newmarket Action Plan

- a) IASR Policy was established and approved by Council.
- b) [IASR Policy](#) is available on website (intranet and internet) or in accessible format upon request.
- c) Policy includes statement of organization commitment.

Status

Complete

Legislated Compliance Date

January 1, 2013

Accessibility Plans (s.4)

IASR Requirement

- a) Establish, implement, maintain and document multi-year accessibility plan.
- b) Post accessibility plan on website, if any, and provide the plan in an accessible format upon request.
- c) Establish, review and update plans in consultation with persons with disabilities and if have established an Accessibility Advisory Committee, must consult with the committee.

- d) Review and update the accessibility plan at least once every five years.

Town of Newmarket Action Plan

- a) A Multi-Year Accessibility Plan was first developed in 2013.
- b) Plan is posted on the [Town website](#) and is available in an alternate formats, upon request.
- c) Plan will be reviewed and updated yearly in preparation for the progress report. Annual progress report prepared for Council to identify progress of the Plan's implementation, accomplishments and achievements, to be posted online and available in alternative formats. Yearly review of Plan will be in consultation with Newmarket Accessibility Advisory Committee.
- d) Compliance reports are submitted to the Ministry of Seniors and Accessibility, and the Town participates in any audits by the Ministry, as required.

Status

Complete

Legislated Compliance Date

January 1, 2013

Procuring or Acquiring Goods, Services or Facilities (s.5)

IASR Requirement

- a) Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable.

Town of Newmarket Action Plan

- a) A pre-bid form must be completed before any bid document is issued. The pre-bid form includes three questions about accessibility and the good/services that are being procured. If accessible criteria/features cannot be incorporated an explanation must be provided. Staff that regularly use the bid process all received training on how to use the new form and how to procure accessible goods/services.

Status

Complete

Legislated Compliance Date

January 1, 2013

Self-Service Kiosks (s.6)

IASR Requirement

- a) Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

Town of Newmarket Action Plan

- a) Incorporated as part of the procurement process.

Status

Complete

Legislated Compliance Date

January 1, 2013

Training (s.7)

IASR Requirement

- a) Provide training on the requirements of the IASR accessibility standards and on the Human Rights Code.
- b) Training provided to all employees, volunteers, all persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of the organization.

Town of Newmarket Action Plan

- a) The Town of Newmarket has developed an Accessibility Training Module which includes the IASR standards, Town of Newmarket IASR policy and the Human Rights Code. The training module is currently being reviewed to ensure compliance with all relevant regulations.
- b) Additionally, the Town utilizes Access Forward training developed by the Province.

Status

Complete

Legislated Compliance Date

January 1, 2014

Part II – Information and Communications Standards

Feedback (s.11)

IASR Requirement

- a) Responsible for providing accessible formats and communication supports, upon request, to those with disabilities.
- b) Shall notify the public about the availability of accessible formats and communication support.

Town of Newmarket Action Plan

- a) Communications has been placing the statement: “If you require this document in an alternative format, please contact the Town of Newmarket at 905-895-5193” on major print publications such as our Community Reports since 2010.
- b) Communications ensures that our statement “If you require this document in an alternative format, please contact the Town of Newmarket at 905-895-5193” is included on all communications.

Status

Complete

Legislated Compliance Date

January 1, 2014

Accessible formats and communication supports (s.12)

IASR Requirement

- a) Upon request, provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner and at no extra cost compared to other persons
- b) Responsible for consulting the person making the request to determine the suitable accessible format or communication support

Town of Newmarket Action Plan

- a) Communications has been placing the statement: “If you require this document in an alternative format, please contact the Town of Newmarket at 905-895-5193” on major print publications such as our community reports since 2010.
- b) Communications will ensure that our statement “If you require this document in an alternative format, please contact the Town of Newmarket at 905-895-5193” is included on all communications moving forward to comply with the January 2015 timeline and consult with the person making the request to ensure needs are met.

Communications will continue to produce materials in a variety of formats (print, online, electronic, audio, video) to comply with regulations.

Communications will continue to provide all materials using accessible fonts, headings and graphics to comply with regulations.

Accessible templates and Accessible PDF training sessions were provided to all report writers and website content contributors. Training will be continuously provided as required.

Corporate Accessibility Standard Guides and Microsoft Word and Accessible PDF process training guides were created and available to all staff members.

All communication pieces that go through the communications approval process will also be vetted to ensure all corporate accessibility standards are met.

Status

Complete

Legislated Compliance Date

January 1, 2015

Accessible websites and web content (s.14)

IASR Requirement

All internet websites and web content must conform with WCAG 2.0 Level AA, other than, Captions (Live), and Audio Descriptions (Pre-recorded).

Town of Newmarket Action Plan

New Town of Newmarket website platform was launched in 2014 and adheres to WCAG 2.0 and AODA Level A and Level AA.

The Town continues to run accessibility checks to ensure Level A and AA standards are met and in compliance.

Guidelines for creating appropriate content for documents and websites meeting accessibility was developed.

All website content contributors were trained on accessibility standards and how to make document accessible.

Communications continuously works with the IT department to run accessibility and usability checks (site improve) on the corporate website.

Accessibility standards statement is included on all webpages of the website and Town Council, Committee, and Advisory Committee meetings are available with Closed Captioning and Assistive Listening Devices are available upon request for in-person attendees at Council, Committee and Advisory Meetings.

Complete

Legislated Compliance Date

January 1, 2021

Public Libraries (s.19)

IASR Requirement

- a) Library board is responsible for providing access to or arrange for accessible materials where they exist.

- b) Library board is obligated to make information about available accessible materials public and responsible for providing accessible formatted information or communication, upon request.
- c) May provide accessible formats for archival materials, special collections, rarebooks and donation.

Town of Newmarket Action Plan

- a) Library currently provides large print material, commercial talking books, as well as adult literacy/ESL material that can be used for individuals with learning disabilities.
- b) Library has an arrangement with the Canadian National Institute for the Blind (CNIB) to provide Digital Accessible Information System (DAISY) format discs or downloads to qualified CNIB clients and has one DAISY reader available for use in the Library.
- c) The Library is a member of Centre for Equitable Library Access (CELA), which provides books, newspapers, and magazines for individuals with a visual impairment. Formats are available in DAISY audio, e-text and Braille.

The Library has an accessible public computer station. This computer workstation has several unique components:

- a height adjustable desk
- a large print keyboard
- a large trackball
- a flatbed scanner
- a screen magnifier (Windows Magnify)
- a screen reader (Windows Narrator)

Status

Complete

Legislated Compliance Date

January 1, 2013

Part III – Employment Standards

Recruitment, general (s.22)

IASR Requirement

- a) Every employer must notify all employees and the public about available accommodation for applicants with disabilities during recruitment processes.

Town of Newmarket Action Plan

- a) An accessibility tagline has been added to all job advertisements stating that: “The Town of Newmarket is committed to accommodate all applicants in accordance with the Ontario Human Rights Code for all employment activities including the recruitment process. If you need

assistance please call Human Resources at extension 2050.”

Status

Complete

Legislated Compliance Date

January 1, 2014

Recruitment, assessment or selection process (s.23)

IASR Requirement

- a) Accommodations to be made available, upon request, during recruitment process.
- b) If applicant requests accommodation when invited to participate, suitable accommodation in an appropriate matter is required.

Town of Newmarket Action Plan

- a) Town of Newmarket recruitment policies and processes are compliant with all legislation. Applicants who are selected to proceed to the interview stage will be advised of the availability of accommodations during the recruitment process. Applicants must meet the occupational requirements of the position available to proceed to the interview stage.

Status

Complete

Legislated Compliance Date

January 1, 2014

Notice to successful applicants (s.24)

IASR Requirement

- a) Every employer shall, when making offers of employment, notify successful applicant of policies for accommodating those with disabilities.

Town of Newmarket Action Plan

- a) The standard offer letter templates include a statement to notify the successful applicant of Town of Newmarket policies for accommodating employees with disabilities .

Status

Complete

Legislated Compliance Date

January 1, 2014

Informing employees of supports (s.25)

IASR Requirement

- a) Employer shall inform employees of policies used to support those with disabilities, including but not limited to, policies on provision of job accommodations that take account of employee's accessibility needs due to disability.

Town of Newmarket Action Plan

- a) As part of employee onboarding, employees are provided with the IASR Policy which includes the provision of job accommodations and other relevant accessibility supports.

Status

Complete

Legislated Compliance Date

January 1, 2014

Accessible formats and communication supports for employees (s.26)

IASR Requirement

- a) Employer shall consult with employee to provide or arrange accessible formats and communication supports for: information to perform the employees job; and information generally available to employees in the workplace.
- b) Employer shall consult with employee making request to determine suitable accessible format or communication support.

Town of Newmarket Action Plan

- a) The IASR Policy includes accessible formats and communication supports for employees. Requests are reviewed with the employee so appropriate supports are provided.

Status

Complete

Legislated Compliance Date

January 1, 2014

Workplace emergency response information (s.27)

IASR Requirement

- a) Every employer shall provide individualized workplace emergency response information to employees that have a disability, if the employer is aware of the disability and the individualized information is necessary.
- b) The employer may provide a designated person with the appropriate workplace response information for accommodating another employees with a disability.
- c) The employer shall provide information required as soon as they become aware of the need for accommodation.
- d) The employer shall review individualized workplace emergency response information when the employee moves to a different location in the organization, overall accommodation of employee is reviewed, when employer reviews general emergency response policies.

Town of Newmarket Action Plan

The Town of Newmarket has an “individualized workplace emergency response plan” document which is completed when required. The form would be completed during orientation if the need was present at hire;

otherwise, if the need arises during employment, the form would be completed. All sections of this requirement are covered in the IASR policy under the “Workplace Emergency Response Information” section.

Status

Complete

Legislated Compliance Date

January 1, 2014 (items a-c)

January 1, 2012 (item d)

Documented individual accommodation plans (s.28)

IASR Requirement

- a) Employers shall develop and have written process for the development of documented individual accommodation plans for those employees with disabilities.
- b) The process for developing individual documented accommodation plans shall include seven features that help persons with a disability participate in the development of the plan in its entirety.

Town of Newmarket Action Plan

The Town of Newmarket uses an “Individual Accommodation Plan” (IAP) document which addresses the 8 features in the requirement

Status

Complete

Legislated Compliance Date

January 1, 2014

Return to work process (s.29)

IASR Requirement

- a) Return to work process shall be developed or in place for employees that have been absent due to disability and require disability-related accommodation in order to return to work.
- b) The return to work process should outline the steps an employer will take to facilitate the process and will incorporate the use of documented individual accommodation plans.

Town of Newmarket Action Plan

- a) The Return to Work Policy includes a section detailing the accommodation of employees who have been absent due to disability.

b) The Return to Work Policy outlines the steps to facilitate the process and incorporates the use of documented individual accommodation plans.

- [Return to Work Policy HR.8-03](#)
- Return to work program - Managers Guideline
- Return to work program – Employee Agreement

Status

Complete

Legislated Compliance Date

January 1, 2014

Performance Management (s.30)

IASR Requirement

a) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

Town of Newmarket Action Plan

a) The IASR Policy contains a requirement that the Town of Newmarket take into account the accessibility needs and individual accommodation plans of employees when using performance management processes.

Status

Complete

Legislated Compliance Date

January 1, 2014

Career development and advancement (s.31)

IASR Requirement

a) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

Town of Newmarket Action Plan

- a) The IASR Policy contains a requirement that the Town of Newmarket take into account the accessibility needs and individual accommodation plans of employees when providing career development and advancement information.

Status

Complete

Legislated Compliance Date

January 1, 2014

Redeployment (s.32)

IASR Requirement

- a) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

Town of Newmarket Action Plan

- a) The IASR Policy contains a requirement that the Town of Newmarket take into account the accessibility needs and individual accommodation plans of employees when using redeployment procedures.

Status

Complete

Legislated Compliance Date

January 1, 2014

Duties of municipalities, accessible taxicabs (s.79)

IASR Requirement

- a) Every municipality shall consult with their municipal accessibility advisory committee to determine the proportion of on-demand accessible taxicabs required in the community, and identify progress made meeting on-demand accessible taxicabs.

Town of Newmarket Action Plan

- a) A review of the Town of Newmarket's business licence by-law, which includes vehicles for hire and the taxi industry, was completed by Regulatory Services. Consultation with the Accessibility Advisory

Committee took place as part of this review to determine the proportion of on-demand accessible taxicabs required in the community, and identify progress made meeting on-demand accessible taxicabs.

Status

Complete

Legislated Compliance Date

January 1, 2013

Part IV.1 – Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

Sections 80.1 to 80.38

IASR Requirement

- a) Sections 80.1 to 80.38 provide requirements for recreational trails, outdoor play spaces, exterior paths of travel, and accessible parking.

Town of Newmarket Action Plan

- a) The Town of Newmarket requires all Engineering Consultants to comply with these IASR regulations during the design phase of any Engineering projects.

Status

Complete

Legislated Compliance Date

January 1, 2016

On-street parking spaces (s.80.39)

IASR Requirement

- a) When constructing or redeveloping existing on-street parking spaces, designated public sector organizations shall consult on the need, location and design of accessible on-street parking spaces with the public and persons with disabilities and with the municipal accessibility advisory committee.

Town of Newmarket Action Plan

- a) The Town of Newmarket will consult with the public and persons with disabilities and with the Newmarket Accessibility Advisory Committee) when constructing or redeveloping existing on-street parking spaces.

Status

Complete

Legislated Compliance Date

January 1, 2016

Sections 80.40 to 80.43**IASR Requirement**

- a) Sections 80.41 to 80.43 provide requirements for service counters, fixed queuing guides, and waiting areas.

Town of Newmarket Action Plan

- a) The Town of Newmarket requires compliance with these IASR regulations during the design phase of any Facilities projects.

Status

Complete

Legislated Compliance Date

January 1, 2016

Maintenance of accessible elements (s.80.44)**IASR Requirement**

- a) In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:
 - a. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.
 - b. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.

Town of Newmarket Action Plan

- a) The Town of Newmarket provides preventative maintenance of accessible elements through routine maintenance and inspections. Inspections will focus on accessible elements covered by the Design of Public Spaces Standard and the Ontario Building Code.
- b) The Town of Newmarket notifies members of the public of any temporary disruptions to accessible elements through email, the Town

website, social media, and the Town Page in the local newspaper. Temporary accommodations are provided where possible in the event of a temporary disruption, whether emergency or preventative, until the disruption has ended. Accommodations during a disruption will vary depending on the nature of the disruption.

Standard Town practice requires all contractors that disrupt services during construction, such as sidewalks, must provide an approved Traffic Management Plan. The plan should include how the contractor proposes to maintain access at all times which includes pedestrian access.

Status

Complete

Legislated Compliance Date

January 1, 2016