

**ACCESSIBILITY ADVISORY COMMITTEE – MAY 31, 2022****COMMUNICATIONS****Distributed May 31, 2022****Item**

- C1. Presentation material
- C2. Presentation material

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Communication : C 1  
Accessibility Advisory Committee  
May 31, 2022  
Agenda Item # 1

2023 – 2027

# MULTI-YEAR ACCESSIBILITY PLAN

Accessibility Advisory Committee  
May 31, 2022



# AGENDA

1

Review feedback  
collected through the  
survey

2

Group dicussion

3

Present the  
community  
engagement plan

# SERVICE PROVIDERS



## Vaughan

- Reena/Reena Foundation
- Sara Elizabeth Centre
- Creating Alternatives Day Program
- Community Access Learning Centre
- North York Seniors Centre
- Speech Partners

## York Region

- Community Living York South
- Clarico Place of York Region

## GTA

- Community Living Toronto
- Vita Community Living
- Meta Centre

# COMMUNITY ORGANIZATIONS

## Vaughan

- Friendship Circle of Toronto – Chabad Gate

## York Region

- Canadian Council of the Blind – York Region  
Lighthouse Chapter

## GTA

- Canadian Council of the Blind – various GTA chapters



# AGENCIES

## Vaughan

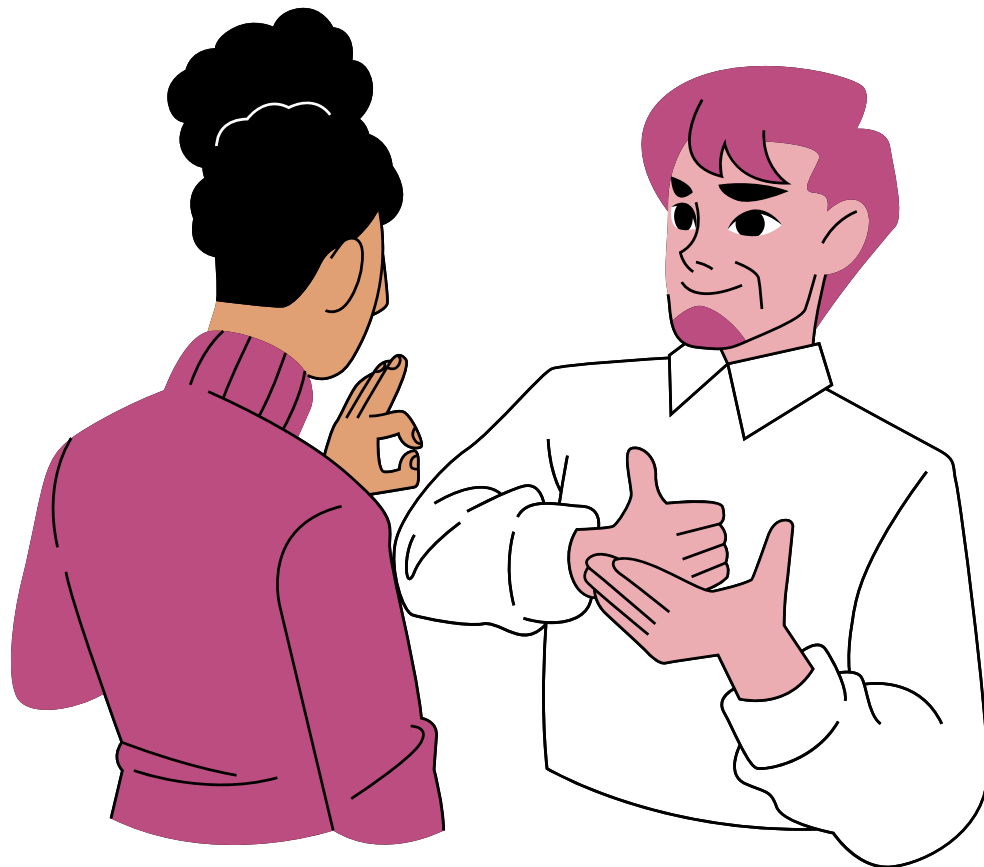
- March of Dimes, Aphasia and Communication Disabilities Program – Vaughan
- Johnson Adult Foster Care

## York Region

- York Support Services Network (YSSN)
- March of Dimes – Richmond Hill
- Alzheimer Society of York Region

## GTA and beyond

- Local Health Integration Network (LHIN)
- CanAge
- Braille Literacy Canada
- Centre for Equitable Library Access
- National Network for
- Equitable Library Service
- Canadian Federation of the Blind
- Vision Impaired Resource Network (Manitoba)
- Canadian National Institute for the Blind
- Canadian Council on Rehabilitation and Work



# DISABILITY CHANGE MOVEMENTS OR ACCESSIBILITY EVENTS



## York Region

- YRP Youth, Young Adult and People With Disabilities Engagement Series (Stouffville)

## GTA (and beyond)

- Abilities Expo Toronto
- National AccessAbility Week (NAAW) – May 29 – June 4
- Government of Canada’s first Canadian Congress on Disability Inclusion (CCDI)
- World Braille Day (Jan. 4) – United Nations
- International Wheelchair Day (March)
- National Disability Employment Awareness Month (October)
- Global Accessibility Awareness Day (May 19)
- International Assistance Dog Week (Aug. 1 – 7)
- International Week of the Deaf (last full week of September)
- International Day of Sign Languages (last full week of September)
- Guide Dog Awareness Month (September)
- Inclusive Design 24
- Invisible Disabilities Week (Oct. 16–22)

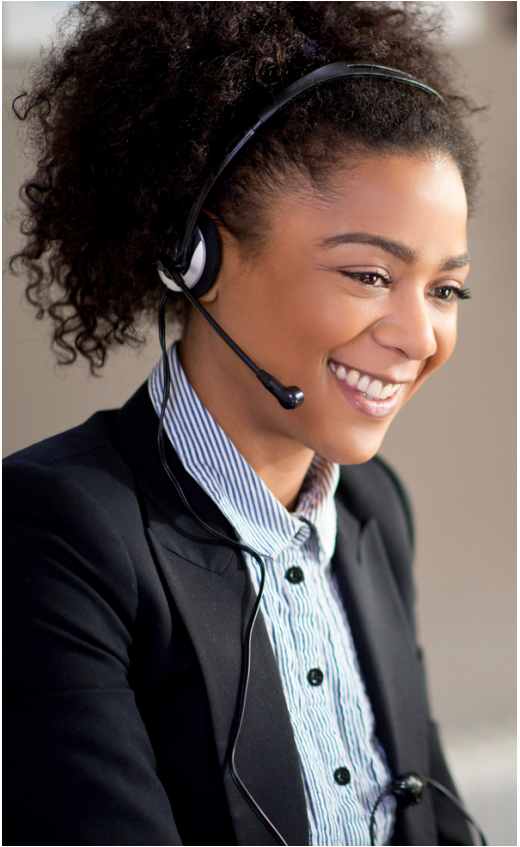




**Information and  
Communications**



**Employment**



**Customer Service**



**Design of Public  
Spaces**



**Transportation**



**HOW CAN WE BEST SHARE  
INFORMATION WITH THE COMMITTEE?**

**WHAT ROLE DOES THIS  
GROUP WANT TO PLAY  
IN THE DEVELOPMENT  
OF VAUGHAN'S 2023-  
2027 MULTI-YEAR  
ACCESSIBILITY PLAN?**



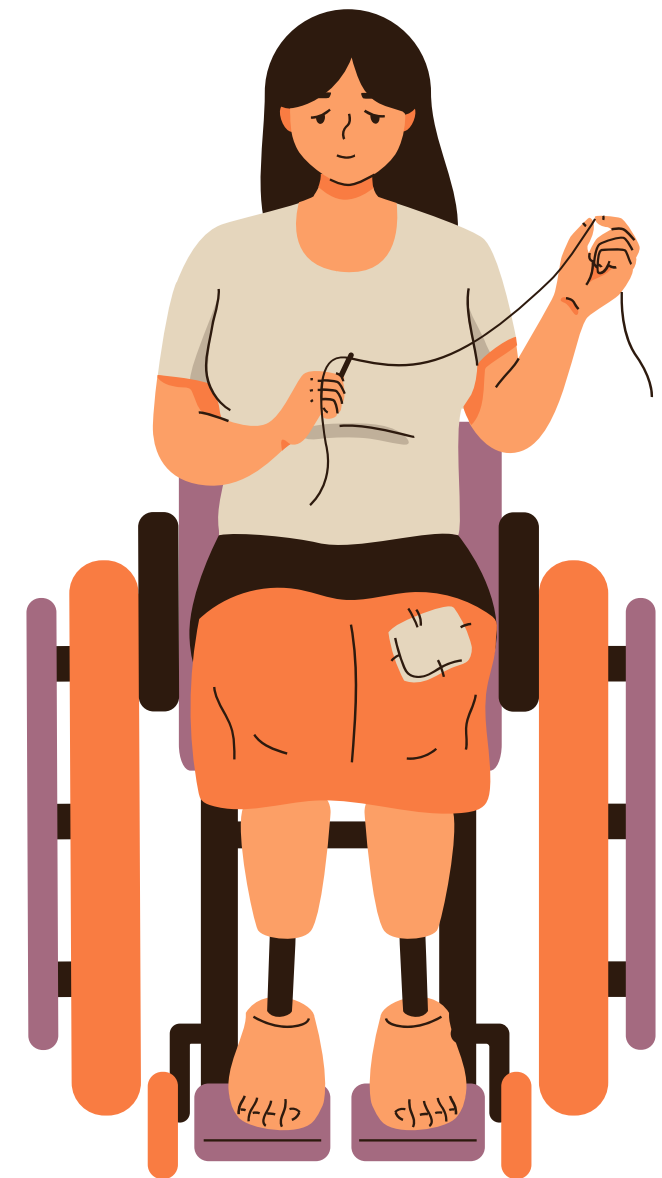
**HOW CAN WE BEST SHARE  
INFORMATION WITH THE COMMUNITY?**

**WHAT ROLE DOES THE  
COMMUNITY WANT TO  
PLAY IN THE DEVELOPMENT  
OF VAUGHAN'S 2023-  
2027 MULTI-YEAR  
ACCESSIBILITY PLAN?**



**WHAT SHOULD BE OUR BEST INTENTION?**

**WHAT'S THE DEEPER PURPOSE (THE BIG "WHY") THAT REALLY CALLS FOR OUR BEST EFFORT?**

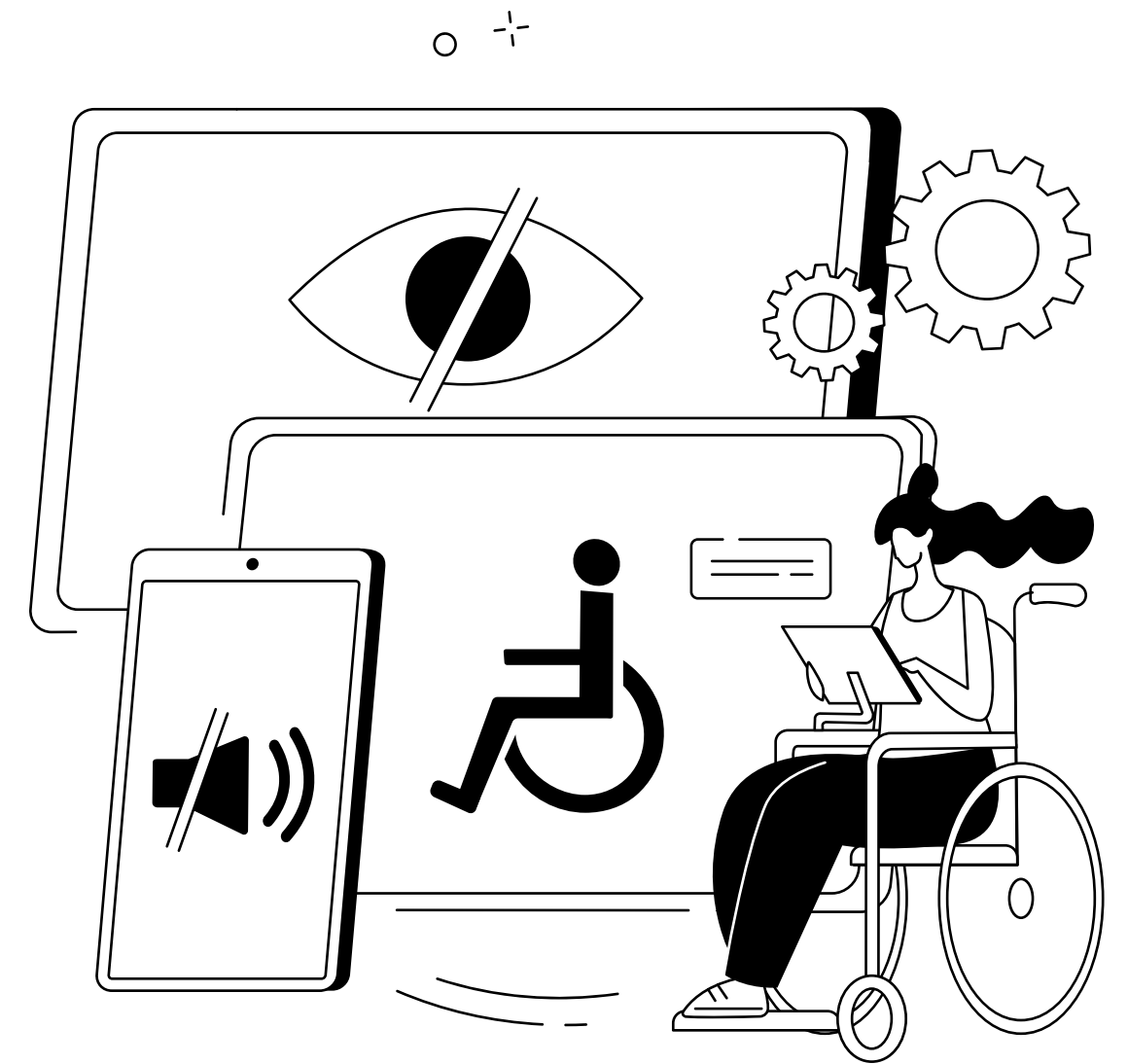


**AS THE COMMUNITY'S LOCAL  
GOVERNMENT, WHAT DO WE STILL NEED  
TO LEARN ABOUT OR FROM THEM?**

**WHAT SHOULD/COULD BE  
DONE THAT WOULD ENABLE  
YOU/US AND THE COMMUNITY  
TO FEEL FULLY ENGAGED AND  
ENERGIZED ABOUT THIS  
PROJECT?**



**WHAT CONVERSATION, IF  
BEGUN TODAY, COULD  
RIPPLE OUT IN A WAY THAT  
CREATES NEW  
POSSIBILITIES FOR THE  
FUTURE OF ACCESSIBILITY  
IN THE CITY OF VAUGHAN?**







**Community engagement** is the process by which citizens and stakeholders learn together and work together on behalf of their communities and in collaboration with their local government to create and realize sustainable and future-defining visions for the community.



# COMMUNITY ENGAGEMENT



## Share Information

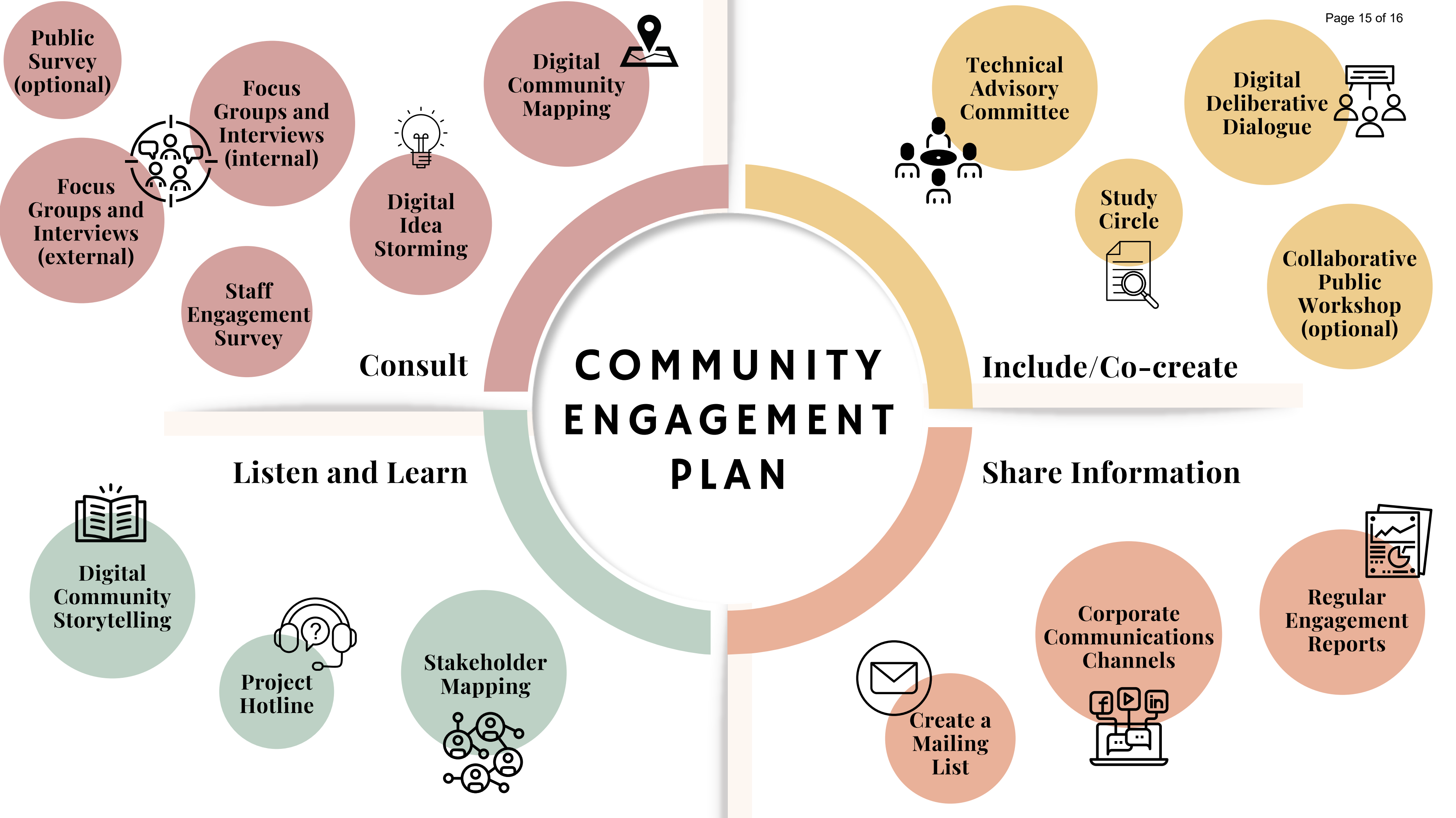
- Establish clear communications channels
- Report back on all outcomes

## Collect and Compile Information

- Listen and learn to/from the community
- The City understands the community's narrative

## Bring People Together

- Work directly with the public and stakeholders
- Create partnerships and lasting relationships



# QUESTIONS?





# **ACCESSIBILITY POLICY Update**



# Accessibility Policy

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- The City of Vaughan strives to foster an environment that is accessible, diverse, inclusive and equitable. We will treat all people with dignity and respect.
- The City is committed to ensuring equal access to City goods, services and facilities for people with disabilities. This includes ensuring an accessible environment for City buildings, spaces, and communications. The City will identify and remove accessibility barriers, including attitudinal, systemic, and physical barriers.

# Accessibility Policy

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- The City's mission is citizens first through Service Excellence and that includes providing accessible City goods, services and facilities.
- We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner.



# Purpose, Scope & Legislative Requirements

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- Purpose and Legislative Requirements sections have been condensed to reflect shortened title for the AODA
- Scope has also been condensed to City Employees (with updated definition) and Council

# Definitions

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Added:

- Accessible or Accessibility
- Accommodations
- Assistive Devices
- Barriers and examples of barriers
- Goods, Services and Facilities
- Information



# Definitions

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## Modified

- Employee
  - includes City employee, student, intern or volunteer.
- Definitions have been condensed where possible and updated to match current AODA language





# **Roles & Responsibilities**

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## **City Employees**

- facilitate the process of receiving and responding to feedback about the manner that the City provides goods, services, and facilities to persons with disabilities, and ensure all feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communication supports upon request
- request support from supervisors, managers, directors, or Deputy City Managers as appropriate when accommodation requests are outside their area of responsibility, or beyond their capacity

# **Roles & Responsibilities**

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## **City Council**

- Promotes access to City goods, services and facilities for people with disabilities in accordance with the AODA and the Human Rights Code
- Ensure the City of Vaughan with a population over 10,000 has an Accessibility Advisory Committee, and that a majority of committee members must be persons with disabilities.



# **Roles & Responsibilities**

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## **City Manager, Deputy City Managers and Directors**

- Promote awareness of AODA and this Policy
- Ensure resources are budgeted for identifying and preventing accessibility barriers and for barrier removal
- Provide oversight for implementation of this Policy and compliance with AODA within their respective area of responsibility
- Comply with the responsibilities of a manager or supervisor as appropriate
- Provide AODA compliance updates when required.

# **Roles & Responsibilities**

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## **Managers and Supervisors**

- request support from supervisors, managers, directors, or Deputy City Managers as appropriate when accommodation requests are outside their area of responsibility, or beyond their capacity

# **Roles & Responsibilities**

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## **Contractors and Vendors**

- Must comply with AODA and other relevant legislations
- Must confirm with that they have an Accessibility policy with respect to their employees



# **Roles & Responsibilities**

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## Accessibility Advisory Committee:

- To be consulted by the City as follows:
  - when establishing, reviewing and updating the multi-year accessibility plan
  - when determining the proportion of on-demand accessible taxicabs needed in the community
  - on the need, location and design of accessible on-street parking spaces when building new or making major changes to existing on-street parking spaces
  - before building new or making major changes to existing recreational trails to help determine particular trail features

# Roles & Responsibilities

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## Accessibility Advisory Committee:

- To be consulted by the City as follows:
  - on the needs of children and caregivers with various disabilities in their community when building new or making major changes to existing outdoor play spaces
  - site plans and drawings in section 41 of the Planning Act when requested
  - buildings, structures or premises (or part thereof) that City Council purchases, constructs or significantly renovates, enters into a new lease or where there is agreement for the provision of municipal capital facilities in accordance with section 110(1) of the Municipal Act
  - as otherwise required by the AODA or other legislation.

# General Requirements

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- Training
- Removed from current policy
  - Documentation
  - Establishment of Policies, Practices and Procedures
- Moved out of General Requirements section from current policy
  - Accessibility Advisory Committee
  - Accessible Formats and Communication Supports
  - Feedback
- Moved into General Requirement section of the new policy
  - Self-Serve Kiosks



# Customer Service Standards

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- Assistive Devices, Support Persons and Service Animals have been expanded with separate headings
- Added:
  - Notice of Service Disruptions (Planned/Unexpected)

# Information and Communication Standards

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- Moved into Information and Communication Standards section of the new policy
  - Feedback



# Built Environment and Public Spaces Requirements

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- Accessibility Requirements in Codes and Standards
- Inclusive Design Standards

# AODA Design of Public Spaces, Additional Requirements

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- Obtaining Services
- Maintenance of Accessible Elements
- Public Consultations



# Questions/Discussion