

ACCESSIBILITY POLICY Update

Accessibility Policy

- 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

- 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

- 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

Added:

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



Definitions

Modified

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



Roles & Responsibilities

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

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

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

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

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

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

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

- 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

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

Information and Communication Standards

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

Built Environment and Public Spaces Requirements

- Accessibility Requirements in Codes and Standards
- Inclusive Design Standards

AODA Design of Public Spaces, Additional Requirements

- Obtaining Services
- Maintenance of Accessible Elements
- Public Consultations

Questions/Discussion