

ACCESSIBILITY ADVISORY COMMITTEE – APRIL 24, 2023

COMMUNICATIONS

Distributed April 17, 2021

Item

C1. Presentation material.

1

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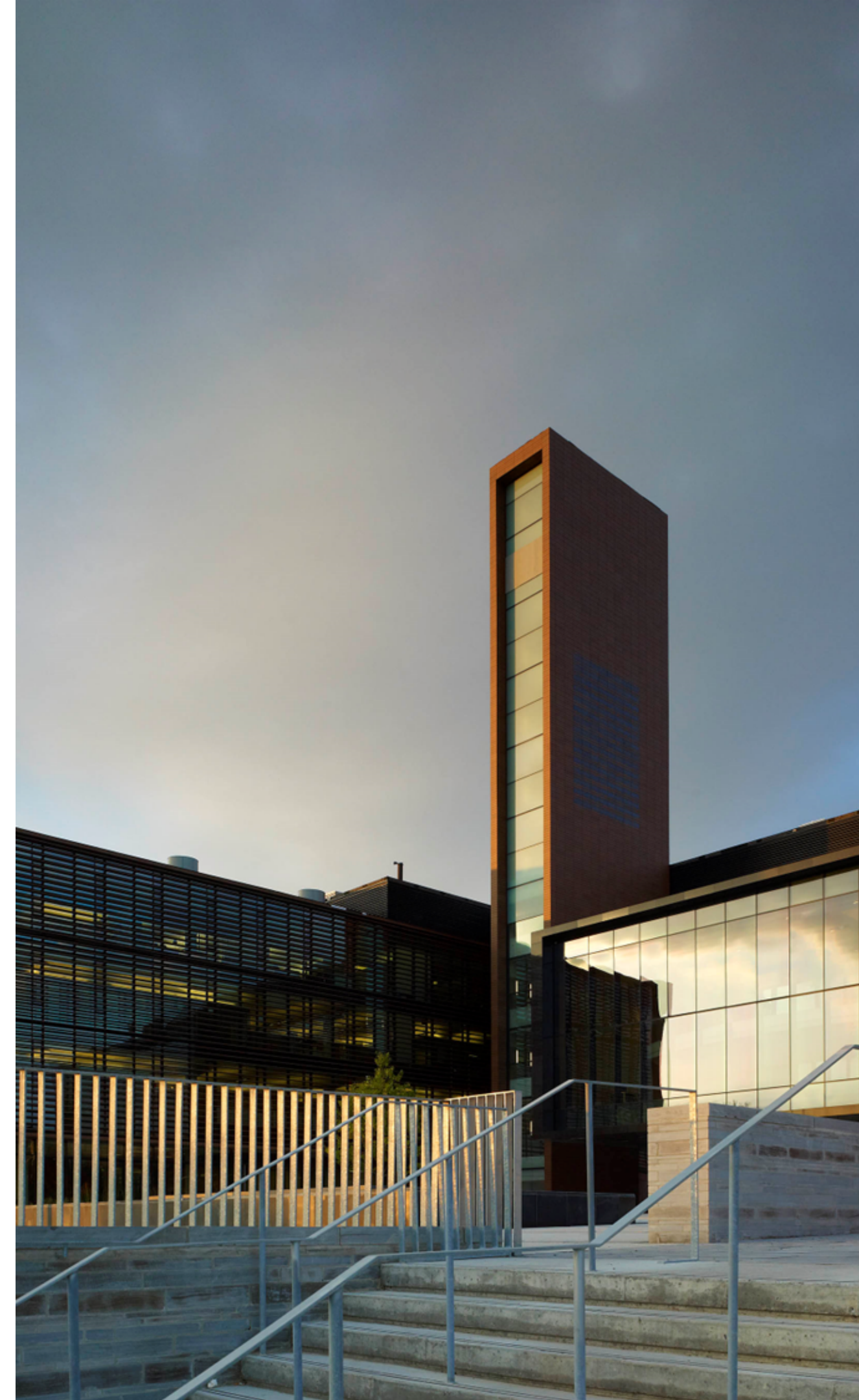
Please note there may be further Communications.

Vaughan Accessibility Advisory Committee



April 2023

Building a More Inclusive Community: Community Engagement





Agenda

Introductions

Engagement Process Description

Sharing and Guidance

- Part 1: Vision
- Part 2: Gaps and Opportunities
- Part 3: Priority Actions

Next Steps

Introductions



Name

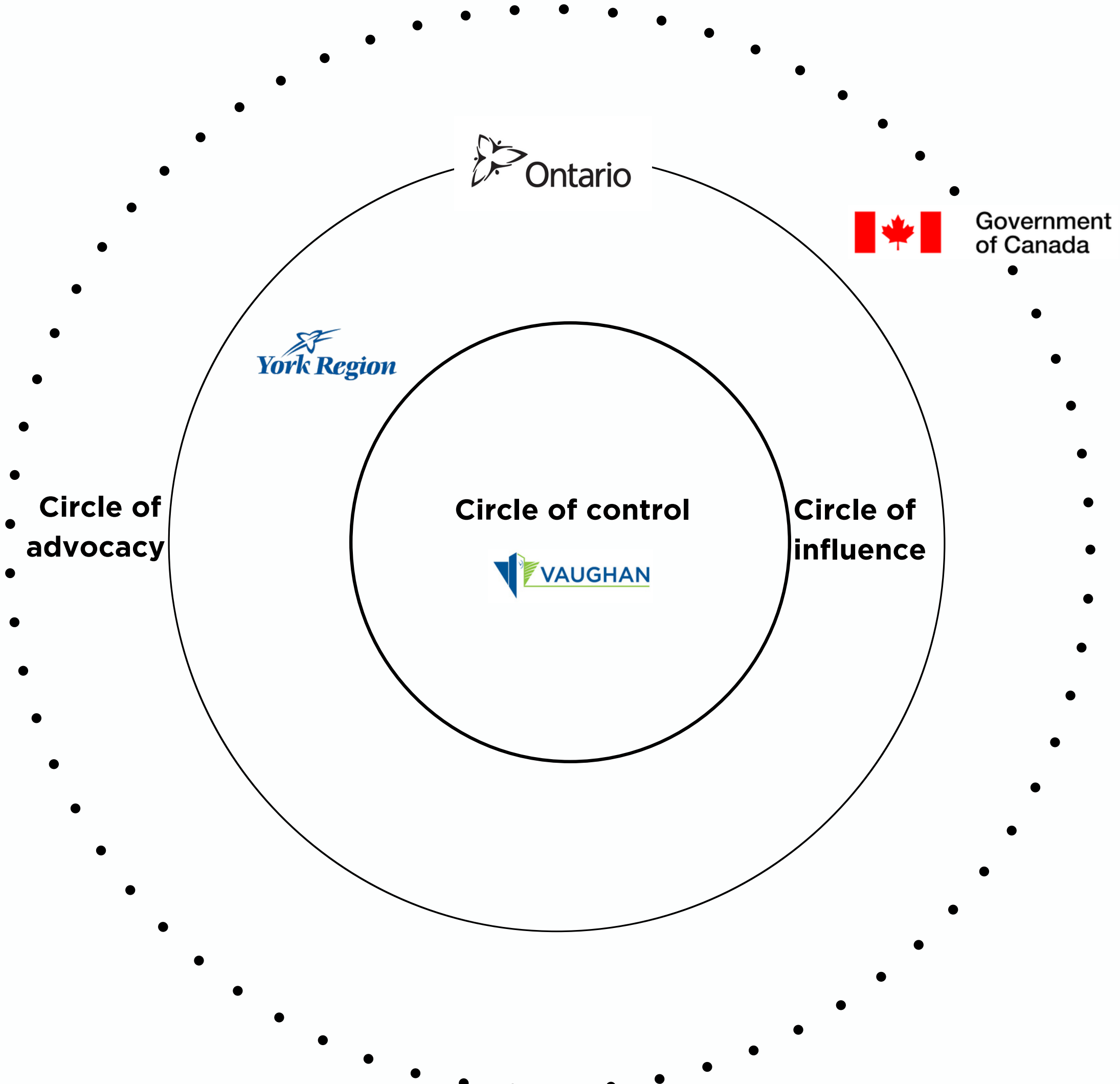


**What's one thing you'd
like us to know?**



More to Me

Out of scope



Ontario



Government of Canada



Circle of control



Circle of influence

Circle of advocacy



A note on jurisdiction

The City of Vaughan is a two-tiered local government. Each tier provides different services.

- York Region - **Public transit**, water, emergency medical services and policing
- City of Vaughan - curbside garbage collection, **local parks, community centres and libraries**

Together, governments support communities.

This work is focused on Vaughan jurisdiction. Additional feedback is documented, shared.

Sharing

**Engagement
Process and
Findings**





Engagement Process

Purpose: reach diverse people with diverse accessibility-related experiences.

- January to April 2023, multi-pronged engagement strategy
- Interviews with community organizations individuals, and members of Council
- Accessibility stories through an online portal
- Staff survey and interviews
- Accessibility Advisory Committee

Over 75 people generously provided their insights, experiences, and ideas

Part 1: Vision for Accessibility

Key words used by
participants included:

- barrier-free
- for all, everyone
- health and safety
- belonging
- inclusion
- flexible
- sharing information.





Part 2: What we've heard so far - Strengths

Customer Service

- Multiple ways of getting information
- E-voting

Employment (internal workplace focus)

- Training
- Flexible workplace and space

Information & Communication

- Multiple ways of getting information

Design of Public Space

- Automatic doors and curb cuts
- Newer buildings and spaces are more accessible

Additional Comments

- City is listening

“Never was I able to join the group on any of their outings because when the time came to decide if they should use a bus with washrooms or an accessible bus, washrooms was chosen.”
(community story)





What we've heard so far - Barriers

Information & Communication

- Lack of awareness about where to find information about accessibility.
- Barriers for people who are deaf or hard of hearing in accessing information both in person and online.

Transportation

- Many of the stories shared by community members were focused on this area of challenge.
- Scheduling and timing of specialized transit is often not meeting needs.
- Lack of accessible on-street and lot parking.

Design of public spaces:

- Concerns about the safety of sidewalks and crosswalks
- Push button, automatic doors are found to be nonexistent or malfunctioning in public and private buildings
- Lack of Hoyer lifts in community centres.
- Acoustics at City Hall can be a barrier for people who are deaf or have hearing loss.



Opportunities for Action

- Increase engagement with people with lived experience
- Reduce and eliminate attitudinal barriers and stigma about disabilities
- Develop an implementation and communication plan, with measurements for the next MYAP
- Advocate to the Province for an updated AODA

Opportunities for Action – Information & Communication



- Improve ability to communicate with people who are Deaf and have hearing loss (i.e., use of technology at customer service counters, sharing of information on website)
- Expand methods for distributing/sharing information (i.e., use of videos)
- Use inclusive language in communication materials and on website
- Create central location on the City website for information and questions/requests (for community). This should also include a central number to call for answers and information.
- Explore options for Loop System at City Hall and for sign-language interpretation at public events



Opportunities for Action - Employment

- Create more employment and volunteer opportunities for people with disabilities at the City. Consider partnership with Chamber of Commerce
- Ensure policies and procedures consider invisible disabilities as well as visible disabilities.
- Policies should be person and equity centred.

Opportunities for Advocacy – Transportation

- Support and advocacy by the City for transit enhancements to York Region Transit, particularly:
 - Provide cross-border public transit options
 - Ensure broad coverage of accessible by public transit
- Through the City, provide information about the public transportation system and specialized on-request options such as Mobility Plus. This could also involve directing people to information sources at York Region.





Opportunities for Action - Design of Public Space

- Continue upgrades/enhancements within buildings and spaces across the city, particularly older buildings
 - Ensure accessible entrances and pathways (including ramps)
 - Consider long push button bars and automatic doors versus smaller push button door openers
- Ensure parks and playgrounds are accessible for diverse abilities
- Reduce barriers on sidewalks such as snow piles or cracks to ensure safety
- Ensure accessible washrooms in all City buildings and spaces. This comment was given more broadly regarding washrooms in private buildings as well.
- Enhance/revise accessible parking strategy
- Conduct community accessibility audits
- Increase signage in City facilities and outdoor spaces

What's next?

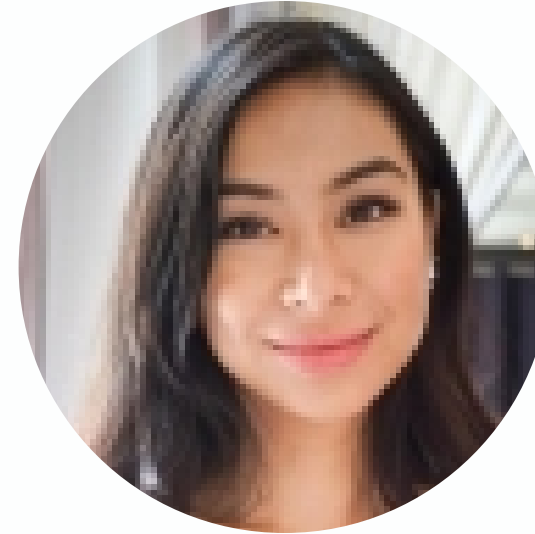
Incorporate your ideas and guidance into the report - April 2023

Develop draft MYAP - Spring & Summer 2023

Seek Council approval - Fall 2023



Thank you



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