

ACCESSIBILITY ADVISORY COMMITTEE – SEPTEMBER 18, 2023

COMMUNICATIONS

Distributed September 15, 2023

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2023 - 2027 Multi-Year Accessibility Plan (MYAP)

Guiding Principles

Health & Safety: prioritizing the health, safety and wellness of the community and promoting equitable opportunities for all

Clear & Accessible Information: providing clear and accessible information to the public, ensuring the community has the necessary information, resources and support to thrive

Inclusion & Equity: equitable processes to foster a welcoming, flexible and inclusive environment that respects the unique needs of our diverse community

Accessible City: an inclusive community that strives to eliminate physical, technological, and attitudinal barriers for people with visible and invisible disabilities

Continuous Improvement: receiving feedback and making the necessary changes to our policies, procedures and services to continuously enhance accessibility and inclusion



General Requirements

The General Requirements outline guidelines for organizations to follow to ensure accessibility for people with disabilities.

In this section, the City of Vaughan's MYAP covers two key areas:

- **Training** Enhance employee knowledge and commitment to accessible customer service, equity, inclusion, and human rights
- **Procurement** Integrate accessibility into the procurement process, ensuring all products and services procured meet accessibility standards



Information & Communications



The Information & Communications Standard provides guidelines for organizations to create, provide, and receive information and communications that people with disabilities can access.

- Ensure equal access to information for all users, regardless of abilities
- Establish accessibility standards for all external meetings

Customer Service

The Customer Service Standard outlines requirements for service providers to make their goods, services, and facilities accessible for customers with disabilities.

- Improve accessibility and inclusivity in service provision and communication for people with disabilities
- Foster an inclusive and accessible city by regularly engaging with people with disabilities



Employment



The Employment Standard aims to eliminate barriers and discrimination in all aspects of employment, including recruitment, selection, hiring, training, advancement, and accommodations.

- Develop an Accommodation Policy and Guide to foster an inclusive culture that prioritizes accessibility and continuous improvement in managing accommodation processes
- Foster an inclusive workplace environment by providing accessible formats and communications for all staff, and by expanding employment and co-op opportunities for individuals with disabilities

Transportation

The Transportation Standard aims to make it easier for everyone to travel in Ontario. It covers transportation infrastructure, public transit, and accessible taxis.*

- Advocate and promote accessible methods of transportation to provide inclusive options for individuals with disabilities

*Note: The City of Vaughan does not provide public transit services, but aims to collaborate with York Region/York Region Transit to promote accessible options



Design of Public Spaces



The Design of Public Spaces Standard provides guidelines for designing and constructing public spaces, ensuring equal access for people with disabilities.

- Implement a comprehensive accessibility improvement plan with regular audits and upgrades to enhance accessibility of municipal facilities and infrastructure and promote compliance by external stakeholders
- Advance compliance and best practices in wayfinding and signage, recreational trails, parks, playgrounds, recreational facilities, and outdoor spaces as the City constructs, redevelops, or upgrades them

Excellence in Accessibility

The City is committed to promoting a culture of innovation and inclusion towards accessibility for all.

- Accessibility Champions Awards
- Intelligent Transportation Systems
- Wayfinding & Signage Pilots
- Inclusive Transportation (accessible transit*)
- Accelerating Accessibility Coalition (accessible housing*)

* Areas outside of the City's jurisdiction but may have some degree of influence



Feedback & Discussion

Next Steps



Finalize MYAP:

- **October 31st**
Presentation at Committee of the Whole
- **November 14th**
Ratify at Council of the Whole
- **December 3rd**
Public Launch

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Accessible Customer Service Policy

Updated Draft Policy 2023



Policy Background, Purpose & Scope

The **Accessible Customer Service Policy** is required by the AODA, and states the City of Vaughan's commitment to accessible service for people with disabilities

The **Policy** applies to:

All employees, elected officials, citizen members of public committees, contractors & vendors -- anyone providing services or interacting with 'customers' (residents, visitors & other staff) on behalf of the City

Key Principles

The City aims to provide programs & services that meet or exceed AODA requirements, based on the following principles:

- respect for the dignity and independence of people with disabilities
- equal opportunity for people with disabilities to access, use & benefit from City services or programs with same quality & timeliness others receive
- integration of services to the broader public, unless alternative ways of providing the service or program are necessary for equal opportunity

Policy Points

1. Policies, Practices & Procedures
2. Personal Assistive Devices
3. Communication
4. Service Animals
5. Support Persons
6. Temporary Disruption
7. Training (accessible customer service)
8. Feedback & Complaints
9. Documentation (accessible formats)

Point to Ponder



**Questions/
Comments**

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Accessibility Champions Awards



Summary of AAC Feedback

Key points from June 2023 AAC meeting:

- 1. Youth Engagement:** Exploring age categories & fostering innovation in accessibility & inclusion, particularly in technology
- 2. Participation & Selection:** Addressing challenges in awareness, ensuring a thorough selection process, & enhancing member support
- 3. Awards Framing:** Emphasizing awards are not just 'for' but also 'by' Persons with Disabilities (PWDs) through inclusive language & imagery

Refining the Accessibility Champion Awards

- **Local Focus:** Celebrate Vaughan businesses & individuals
- **Youth Category Challenges:** Multiple sub-categories; limited submissions
- **Proposal:** Streamline into a single, unified youth category for increased participation

Eligibility

Youth Leadership

- Resident in City of Vaughan

Individuals/Groups

- Resident/based in City of Vaughan
- Non-profit or community groups
- Posthumous nominations possible (deceased within last 2 years)

Businesses (all sizes)

- Based in City of Vaughan
Exception: Providing services to York Region (for organizations, associations, groups or businesses)

Discussion