

# **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 31<sup>st</sup>**  
Presentation at Committee of the Whole
- **November 14th**  
Ratify at Council of the Whole
- **December 3rd**  
Public Launch