

2024 Annual Accessibility Status Report Overview

Accessibility Advisory Committee
April 2024

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Communication

Accessibility Advisory

Committee – April 28, 2025

Item No. 1



Overview

- ▶ 2023-2027 Multi-Year Accessibility Plan (MYAP) was developed to remove barriers, enhance accessibility, and foster inclusion
- ▶ The 2024 Accessibility Status Report highlights major strides in implementing the MYAP
- ▶ The Accessibility Advisory Committee (AAC) has played a critical role
- ▶ The City continues to enhance accessibility across all AODA standards.
- ▶ The City remains at the forefront of accessibility innovation.



Accessibility Advisory Committee

- ▶ Provides essential guidance on policies affecting people with disabilities.
- ▶ Held five meetings in 2024 on key topics: traffic signals, waste management, and wayfinding.
- ▶ Launched Accessibility Champions Awards to promote accessibility efforts.



2024 Accessibility Committee Members with Mayor, Members of Council, current and former City staff.

Accessibility Advisory Committee

- ▶ Biennial awards recognizing leaders in accessibility.
- ▶ 2024 Recipients:
 - Student: Anthony D'Ambrosio
 - Individual: Deborah Helfand (DANI Café)
 - Small Business (For-Profit): Mobile Radiance Dental Hygiene
 - Small Business (Non-Profit): Sara Elizabeth
 - Medium Business: Kayla Children's Centre



2024 Accessibility Champion Award winners with 2024 Committee Members, Mayor, Members of Council, and current and former City staff.

General Accessibility Accomplishments

The City continues to foster relationships with disability communities and is recognized as a leader in inclusion and accessibility.

Policy Updates

- ▶ New/Updated Policies:
 - Accessibility Policy.
 - Accommodation Policy.
 - Updated Accessible Customer Service Policy.
- ▶ Staff Training: Online modules for accessibility and disability management.

Age-Friendly Community Action Plan

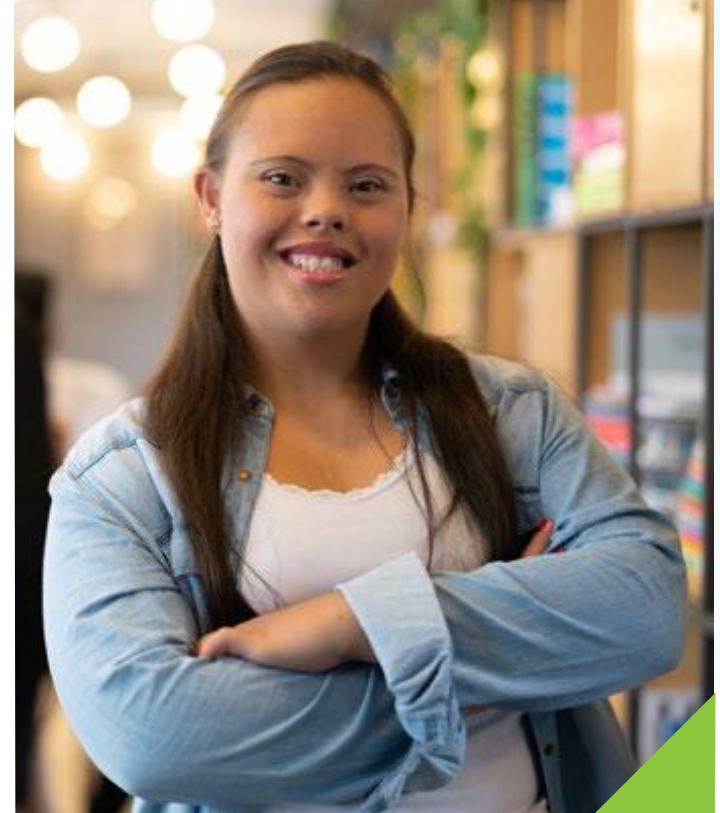
- ▶ Part of the WHO Global Network for Age-Friendly Communities.
- ▶ Received provincial funding for seniors' programs (e.g., first aid training, workshops).
- ▶ Integration of accessibility needs into urban planning.

Information & Communications

- ▶ Expanded staff training
 - Mandatory eLearning on accessible digital content
 - Training for web accessibility monitoring
- ▶ Contracted a vendor for comprehensive digital accessibility assessment for ongoing improvements.
- ▶ Recreation Services continues to improve accessibility through signage audits, web updates, and targeted marketing for inclusive programs.

Employment Accomplishments

- ▶ Inclusive hiring initiatives (e.g., School Crossing Guards program).
- ▶ Employment skill development program empowers youth with disabilities for recreation workforce readiness.
- ▶ Updated emergency evacuation plans for inclusive safety.



Young woman smiling and wearing a blue shirt.

Customer Service Highlights

- ▶ Inclusion program expansion:
 - 40% increase in services.
 - 10% rise in participant enrollment.
- ▶ Trained 664 Recreation staff and 123 volunteers in accessibility practices.
- ▶ Accessible community events (e.g., Winterfest, Ontario Culture Days) featured adaptive activities and inclusive performances.

Design of Public Spaces

- ▶ Building Accessibility Assessments (BAA) completed.
 - Assessment for 76 sites.
- ▶ Enhanced recreational and City facilities (e.g., accessible pools, ramps, ice sledges, e-vac chairs).
- ▶ Progress on VMC Signage and Wayfinding Master Plan.



Young male using an assistive swimming device in a swimming pool.

Looking Ahead

- ▶ 2025: Midpoint review of the 2023-2027 Multi-Year Accessibility Plan.
- ▶ Launch of Better Your Business: Tourism Diversity Program.
- ▶ Testing and feedback for GoodMaps indoor wayfinding app.
- ▶ Continued investment in accessible infrastructure, digital resources, and inclusive programming.



Someone using a braille keyboard.



Thank you!

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