

# 2024 Annual Accessibility Status Report Overview

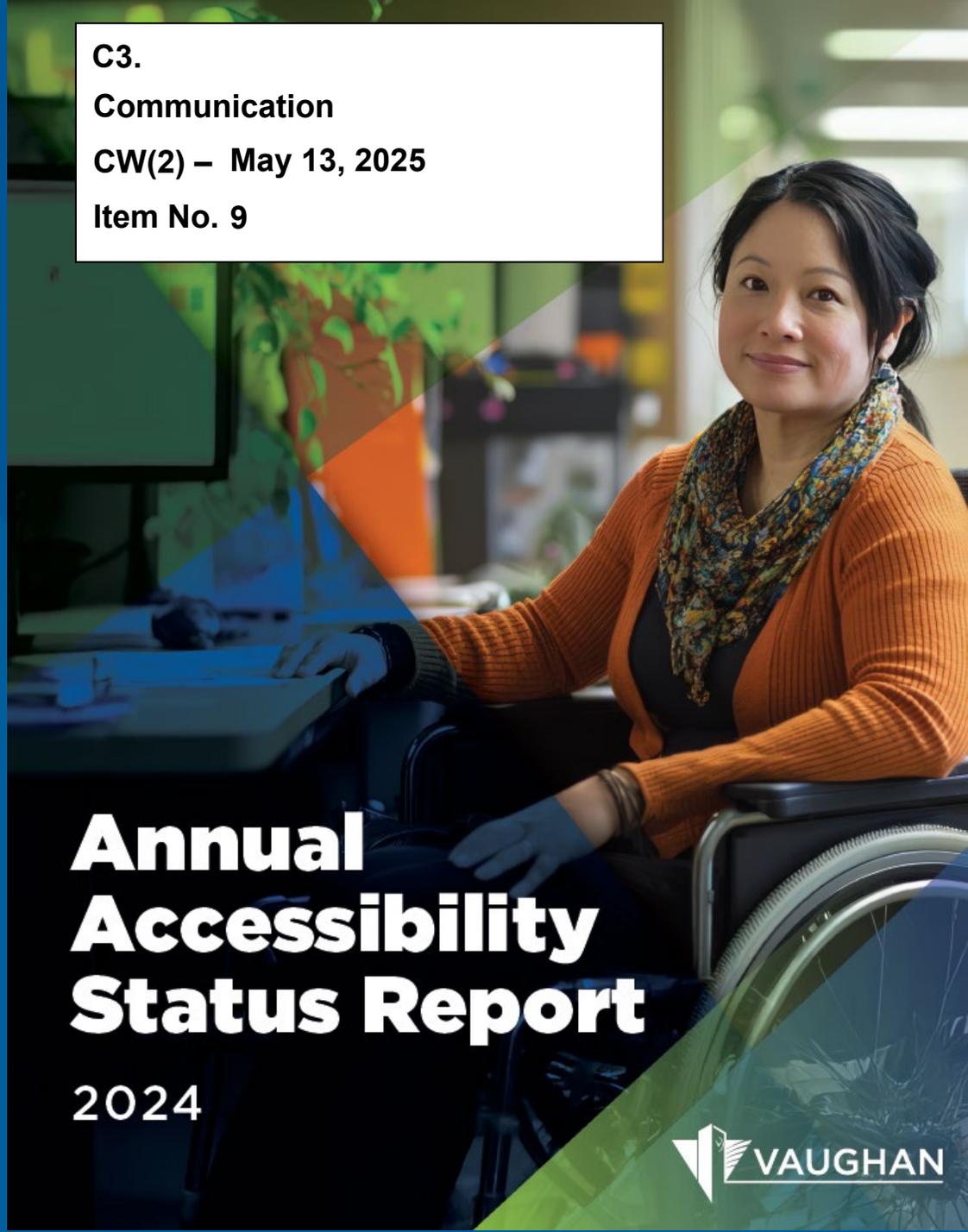
Committee of the Whole (2)  
May 2025

C3.

Communication

CW(2) – May 13, 2025

Item No. 9

A woman with dark hair, wearing an orange sweater and a patterned scarf, is seated in a wheelchair in an office environment. She is looking towards the camera with a slight smile. The background shows office desks, a potted plant, and a window with blinds.

**Annual  
Accessibility  
Status Report**

2024

# Overview

- ▶ 2023-2027 Multi-Year Accessibility Plan 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 has played a critical role.
- ▶ The City continues to enhance accessibility across all Accessibility for Ontarians with Disabilities Act standards.
- ▶ The City remains at the forefront of accessibility innovation.



2023-2027 Multi-Year Accessibility Plan Cover Page

# 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
- ▶ Integration of accessibility needs into urban planning.



Person using a mobility walker.

# 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.



Woman using a computer with a braille display keyboard and headphones.

# 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.



City of Vaughan service counter with loop system sign.

# Design of Public Spaces

- ▶ Building Accessibility Assessments 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.



Woman and child smiling.



# Thank you!

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