



# ACCESSIBILITY PLAN 2019 2022

Ontarians with Disabilities Act, 2001 (ODA)

Accessibility for Ontarians  
with Disabilities Act, 2005 (AODA)



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# Message from the Mayor

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At the City of Vaughan, our goal is to foster a community that is diverse, inclusive, and welcoming. We believe every person has the right to access every program or facility, regardless of ability. We take pride in providing opportunities that offer residents an equal chance to engage in all aspects of our civic life.

Accessibility planning is an essential part of Vaughan's future and we remain dedicated to working with our valued partners to foster a barrier-free community. This multi-year Accessibility Plan demonstrates our commitment to service excellence by ensuring all residents are valued, respected, and appreciated.

In Vaughan, we are blessed to have many individuals who are devoted to the noble goal of creating a better and more inclusive society for all. City-building is truly a team effort, and by working together, we will define and

shape a brighter and more promising future for everyone.

Together, we will continue to move our city forward without leaving anyone behind.

Yours sincerely,

A handwritten signature in blue ink that reads "Maurizio Bevilacqua".

**Hon. Maurizio Bevilacqua, P.C.**

Mayor, City of Vaughan



# Message from the Vaughan Accessibility Advisory Committee



As the Chair of the Vaughan Accessibility and Advisory Committee, I am honoured to collaborate with this Committee that places its emphasis on improving the quality of life for Vaughan residents. The Committee is familiar with the rules and goals of the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and integrates those standards with delivering high-quality services that foster a vibrant community life that is both inclusive and accessible to everyone.

Most recently, Vaughan City Hall and facilities throughout Vaughan have received GOLD accessibility certification from the Rick Hansen Foundation. Members in this committee work together for the purpose of making Vaughan a more accessible and inclusive City and is committed to treating all people in a way that allows them to maintain their dignity and independence. The City believes in integration and

fair access for residents, visitors, and employees with visible or non-visible disabilities. The City also promises to meet the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility.

As always, I welcome your suggestions in this progressive process in continuing to make the City of Vaughan accessible to all.

Sincerely,

A handwritten signature in blue ink that reads "Linda D. Jackson". The signature is fluid and cursive.

**Linda D. Jackson**  
Regional Councillor,  
Chair, Vaughan Accessibility Advisory Committee



# Message from the City Manager

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The City of Vaughan is committed to fostering an inclusive community where people of all ages, abilities and backgrounds can thrive. The 2018-2022 Term of Council Service Excellence Strategic Plan reinforces this vision and identifies priorities to enhance citizen experience and ensure an active, safe, and diverse community.

The 2019-2022 Accessibility Plan is the City's commitment to continue to pursue those priorities. The renewed plan identifies how staff will deliver high-quality services that meet the needs of people with disabilities and create a welcoming environment so that everyone may have equal access to City programs, services, and facilities. The City's corporate policies, standards and procedures will keep us on track to remove barriers to accessibility and continue to meet the requirements of the Accessibility for Ontarians with Disabilities Act.

I want to acknowledge City staff, the Technical Advisory Committee, and the Vaughan Accessibility Advisory Committee, chaired by Regional Councillor Linda Jackson, for working diligently to prepare this plan that encompasses our dedication to inclusion and Service Excellence.

Receiving the highest achievement from the Rick Hansen Foundation (RHF) of accessibility Gold Certification for multiple City of Vaughan and Vaughan Public Libraries facilities, and, most recently, Fire Stations 7-4 and 7-10, is a testament to the positive work the City is doing and the goals in place for further progress. Vaughan City Hall is the first municipal building to be certified gold by the RHF in Ontario. In fact, the facilities that have been recognized are the first municipal buildings in the province that are RHF Gold Certified. We are proud of these milestones we achieved as a team.

Together, we will continuously work to improve the quality of life for citizens, businesses, and visitors by delivering on Council's priorities and strengthening our focus on improving accessibility for all.



**Jim Harnum**  
City Manager

# Introduction

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## About the Ontarians with Disabilities Act, 2001 (ODA)

In 2001, the Ontario government put into action the **Ontarians with Disabilities Act, 2001** (ODA)

The purpose of the ODA is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal, and prevention of barriers to their full participation in the life of the province.

The ODA requires all Ontario municipalities to:

- prepare annual accessibility plans in consultation with people with disabilities;
- make these plans available to the public.

Plans identify, remove, and prevent barriers to accessibility by reviewing and changing:

- by-laws
- policies
- programs
- practices
- services



## About the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

In 2005, the Government of Ontario passed the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**, applying to both private and public sectors. Its goal is to make Ontario accessible by 2025.

Accessibility standards are being created as part of the AODA. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life.

The standards that need to be developed/ or are in place include:

- customer service
- employment
- information and communications
- transportation
- design of public spaces

The Accessibility Standards for Customer Service was the first standard to become law as a regulation. (Regulation - 429/07)

Vaughan currently has a policy incorporating its accessible customer service standards, developed, and approved in 2009.

The next three standards – information and communications, employment, and transportation – have been combined under one regulation,

the Integrated Accessibility Standards Regulation – (IASR) #191/11. This is now law and the requirements are being phased in between 2011 and 2025.

An accessibility standard for the built environment (buildings and outdoor spaces) is in draft format, has undergone public consultation and will be included in the IASR once it is approved in final format.



## Ontario’s Integrated Accessibility Standards Regulation - IASR

The Integrated Accessibility Standards Regulation 191/11 - (IASR) builds on the first standard for accessible customer service and moves us closer to the goal of making the province accessible for everyone by 2025.

The standards contained in the IASR – information and communications, employment, and transportation (built environment as well once it is finalized) – should make it easier for more people with disabilities to go about their daily lives.

The IASR also includes a section of general requirements that applies to all four standards.

For more information regarding the Ontarians with Disabilities Act, (ODA) and the Accessibility for Ontarians with Disabilities Act (AODA), contact:

### **Accessibility Directorate of Ontario Ministry of Community and Social Services**

Suite 601a, 777 Bay Street

Toronto, ON M7A 2J4

Telephone: 1-866-515-2025

TTY: 416-325-3408

TTY Toll Free: 1-800-268-7095

Fax: 416-325-3407

Accessibility Ontario: [AccessON.ca](http://AccessON.ca)

## The 2019-2022 Accessibility Plan

Accessibility is one of the City of Vaughan’s key initiatives, which means it has a high priority in all planning. The City has developed accessibility plans since 2003.

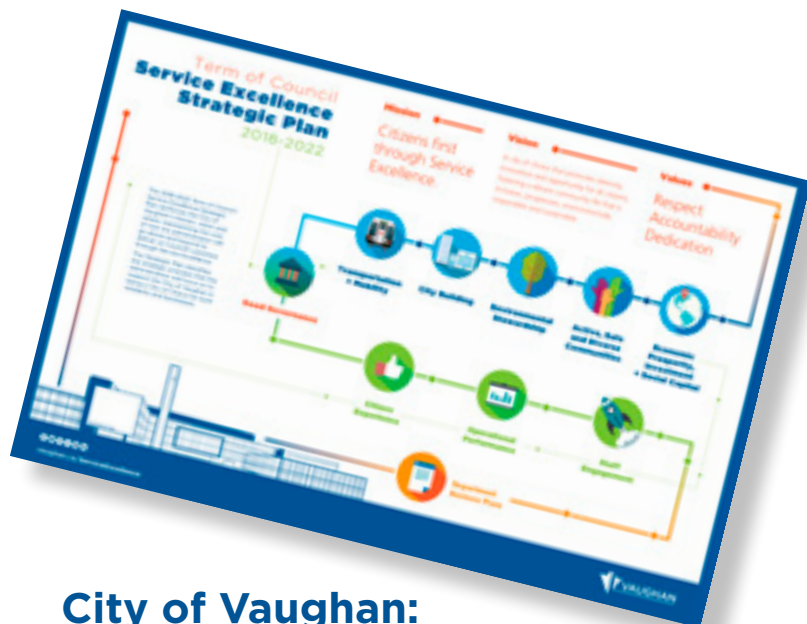
The Vaughan Accessibility Plan was prepared using information submitted by City of Vaughan departments. Information and statistics have also been gathered from the Region of York, Vaughan Accessibility Advisory Committee members, the Accessibility Directorate of Ontario and from organizations who serve people with disabilities (e.g., the Canadian Hearing Society).

The Vaughan Accessibility Plan 2019-2022 highlights the following:

- **Corporate achievements in the area of accessibility strategies, phased in over the next few years, which City of Vaughan departments will undertake to ensure that inclusion for all residents and staff can be realized an implementation plan update for the Integrated Accessibility Standards Regulation (IASR)**

The City’s mission is Citizens First Through Service Excellence – for all residents, regardless of ability or disability. Good access to services is integral to realizing the City’s mission. For that reason – and because it is the right thing to do – the City continues to work to identify and remove barriers and lay the foundation for a barrier-free, inclusive community.

A copy of Vaughan’s Accessibility Plan can be found on the City of Vaughan’s website at [vaughan.ca](http://vaughan.ca). It is available in alternate formats upon request.



## City of Vaughan: Service Excellence Map

**VISION:** A City of choice that promotes diversity, innovation, and opportunity for all citizens, fostering a vibrant community life that is inclusive, progressive, environmentally responsible, and sustainable

**MISSION:** Citizens First through Service Excellence

**VALUES:** Respect, Accountability, Dedication





# Description of Vaughan

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Vaughan is now Canada's second fastest growing municipality amongst those with populations greater than 100,000. It has grown from 65,000 people in 1986 to the current population estimate of 335,000.

*(Source: York Region, June 30, 2015)*

Vaughan is a multicultural city with the growing communities of Concord, Kleinburg, Maple, Thornhill, and Woodbridge. More than 99 languages are spoken within its borders. As it grows, the City knows it needs to understand and meet the needs of persons with disabilities. Estimates indicate that about one in seven persons in Canada will experience a disability during their lives, a number that will increase to one in five by 2035. That represents a significant number in Vaughan (approximately 43,294 currently). It is also worthy to note that an expected population growth is expected to reach 416,600 by 2031.

- Vaughan encompasses the communities of Concord, Woodbridge, Kleinburg, Maple and Thornhill.
- 78% of the population is under the age of 55 and median age is 37.9 years, compared to the provincial average of 40.4 years.
- Median household income according to the 2011 Census was \$93,816 compared to the Ontario median household income of \$66,358.

## A Good Place to do Business and Work

Like its people, the economy of Vaughan is diverse, providing stability through all economic cycles. Vaughan is also an entrepreneurial community. Small businesses of twenty or less employees account for most of all business activity in Vaughan.

Over 10,000 businesses are located in Vaughan, employing over 190,000 people. Manufacturing, construction, and wholesale are the largest economic sectors.

It remains critical not to lose sight of the need for accessibility in employment for persons with disabilities.

## A City that Plans: For its Entire People

Smart cities plan well ahead. Vaughan is doing just that. Accessibility planning is no exception. In addition to its multi-year accessibility plan, Vaughan has its Accessible Standards for Customer Service Standard policy and its Accessibility policy. The policies give substance to the City's commitment to operate with excellence in accessible customer service for all citizens. Accessibility planning is an essential part of Vaughan's future. By planning for a better quality of life for those persons with disabilities, Vaughan is doing the right thing – for all its citizens.

# Vaughan Accessibility Working Groups

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## Vaughan Accessibility Advisory Committee (VAAC)

The Vaughan Accessibility Advisory Committee is comprised of both community members and members of Council who work collectively as a team to advocate for persons with disabilities. The Accessibility Advisory Committee assists in the preparation and implementation of an Accessibility Plan, provides guidance, and addresses and identifies the needs of the community by the removal and prevention of barriers in the City of Vaughan's by-laws, policies, programs, practices, and services.

### VAAC Members

- Regional Councillor Linda D. Jackson, *Chair*
- Brenndon Goodman, *Vice-Chair*
- Pat Acquisto
- Yasmin Bhabha
- Nancy Camilli
- Mimoza Okaj-Camilleri
- Paresh Jamnadas
- Sandra Longo
- Olumuyiwa Olorumfemi
- Joshua Otis

### Members of Council:

- Mayor Maurizio Bevilacqua
- Regional Councillor Linda D. Jackson

### Staff:

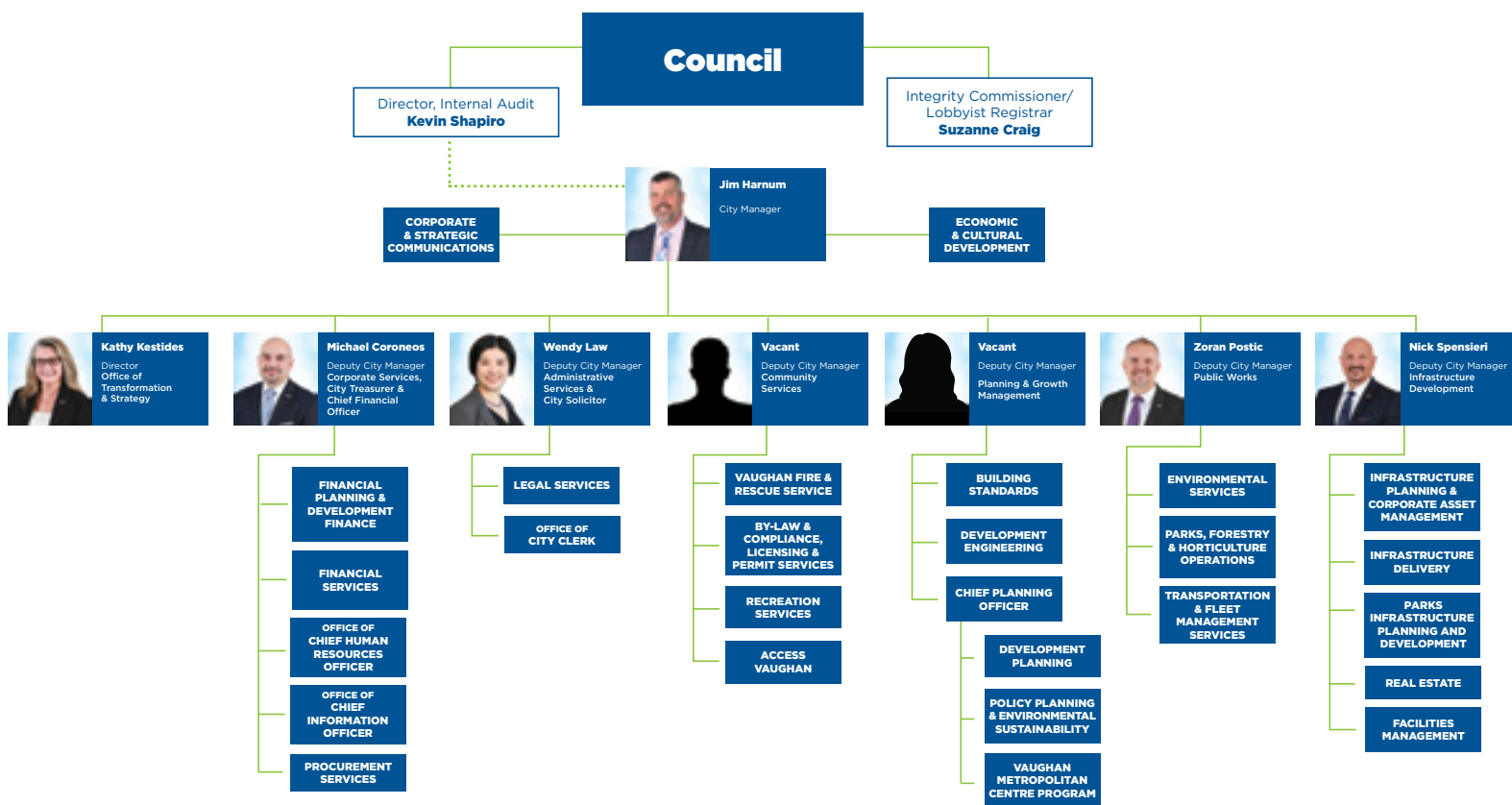
- Zincia Francis, *Diversity and Inclusion Officer*
- Warren Rupnarain, *Accessibility and Diversity Coordinator*
- Robert Orrico, *Manager, Occupational Health, Safety & Wellness*
- John Britto, *Council / Committee Administrator*

## The Technical Advisory Committee (TAC)

The Technical Advisory Committee (TAC) develops the Accessibility Plan for Council approval. Its members obtain staff input into the development of the plan. It also communicates internally and externally on matters related to accessibility.

### TAC Members

- Mihaela Neagoe, *Recreation Services*
- Stephanie Brienza, *Access Vaughan*
- Dave Merriman, *Facility Management*
- Sharon Walker, *Fire and Rescue Services*
- Jack Graziosi, *Infrastructure Delivery*
- Zoran Postic, *Public Works*
- Morteza Behrooz, *Parks Delivery*
- Otello Santini, *Development Engineering*
- Jennifer Ormston, *Corporate and Strategic Communications*
- Asad Chughtai, *Procurement Services*
- Todd Coles, *Office of the City Clerk*
- Zincia Francis, *Office of the Chief Human Resources*
- Warren Rupnarain, *Office of the Chief Human Resources*
- Luigi Franzoi, *Office of the Chief Information Officer*
- Frank Fazzari, *Office of the Chief Information Officer*
- Sandy Vaderwerff, *Vaughan Public Libraries*



## Senior Leadership Team Executive (SLT-E)

The role of Senior Leadership Team Executive (SLT-E) is to provide direction to the TAC and along with City of Vaughan Council, establish priorities and determine resource allocation for the development and implementation of the Accessibility Plan initiatives.

## SLT-E Members

- Jim Harnum, City Manager
- Gus Michaels, Acting Deputy City Manager  
Community Services
- Vacant, Deputy City Manager,  
Planning and Growth Management
- Zoran Postic, Deputy City Manager,  
Public Works
- Kathy Kestides, Director,  
Transformation and Strategy
- Michael Coroneos, Deputy City Manager,  
Corporate Services, City Treasurer  
and Chief Financial Officer
- Wendy Law, Deputy City Manager,  
Administrative Services and City Solicitor
- Nick Spensieri, Deputy City Manager,  
Infrastructure Development

# Accessibility Planning Process

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Estimates suggest that about one in seven people in Vaughan have some form of disability. That translates to about 43,294 people in a population of 303,058. To address the particular needs of such a large group of citizens requires Vaughan's accessibility planning to be inclusive, well-structured, professional, and transparent.

There is urgency to this planning. It directly affects the quality of life of families, neighbours and fellow citizens. When good planning is well-executed, the result is good for the entire community.

The City's leadership role in achieving full accessibility is critical. A long-range commitment and effective planning send a clear signal to other sectors (e.g., the private and not-for-profit) that accessibility matters. Vaughan is considered a municipal leader in accessibility. It has worked closely with the Province and has launched dozens of initiatives since accessibility planning began in 2003. The tempo of that planning has increased with the need to develop standards to meet the AODA.

## A Model of Collaboration

The planning process takes advantage of a clear structure that engages senior, middle, and front-line managers with staff.

A draft plan is developed for review by the Vaughan Accessibility Advisory Committee and final approval by Council. The goal remains the same as it was in 2003: the best accessibility plan for the people of Vaughan. Plans must offer solutions that reflect priority needs, are user-friendly, and help achieve service excellence for all citizens.

## The Background

*Ontarians with Disabilities Act, 2001*, Section 11 – Municipal Accessibility Plans states:

Municipal accessibility plans

11.(1) multi-year, the council of every municipality shall,

- (a) prepare an accessibility plan; and
- (b) either,
  - (i) seek advice from the accessibility advisory committee that it establishes or continues under subsection 12 (1), or
  - (ii) consult with persons with disabilities and others, if the council has not established or continued an accessibility advisory committee under subsection 12 (1). 2001, c. 32, s. 11 (1).

## Contents

(2) The accessibility plan shall address the identification, removal and prevention of barriers to persons with disabilities in the municipality's by-laws and in its policies, programs, practices and services. 2001, c. 32, s. 11 (2).

- (3) The accessibility plan shall include,
  - (a) a report on the measures the municipality has taken to identify, remove and prevent barriers to persons with disabilities;
  - (b) the measures in place to ensure that the municipality assesses its proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities;

- (c) a list of the by-laws, policies, programs, practices and services that the municipality will review in the coming year in order to identify barriers to persons with disabilities;
  - (d) the measures that the municipality intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities; and
  - (e) all other information that the regulations prescribe for the purpose of the plan.
- 2001, c. 32, s. 11 (3).

## **Commitment to Accessibility Planning**

The City of Vaughan is committed to:

- the provision of quality programs and services to all of its citizens;
- the identification and removal of physical barriers to existing and new facilities;
- the participation of people with disabilities in the development and review of its accessibility plans and initiatives;
- supporting the ongoing efforts of the Vaughan Accessibility Advisory Committee; and
- implementation of initiatives that continue to make the City of Vaughan an inclusive and accessible municipality where people of all abilities have the chance to fully achieve their potential.

## **Mandate**

It is the goal of the City of Vaughan to create an accessible community by 2025. The Multi-Year Accessibility Plan and the Accessibility Standards are tools to help the City achieve that goal. The Plan and Standards identify how the City will create a barrier-free community with universal access to its programs, services and facilities.

Every person with a disability should have:

- access to City services, programs and facilities available to the general public
- the rights to dignity, inclusion, privacy and confidentiality
- the opportunities to develop life skills through programs and services
- to meet individual needs and goals; and/or
- a forum where they voice concerns or issues as they relate to accessibility

The collaborative efforts of residents and the City of Vaughan will ensure that full accessibility is achieved, and a barrier-free community is developed.

## **Objectives**

The objectives of the Vaughan Accessibility Plan are to:

- respond to the priority needs of persons with disabilities
- outline corporate accomplishments in creating an accessible, barrier-free environment
- outline the City of Vaughan's commitment to accessibility through the development of the Vaughan Accessibility Plan that:



- identifies the barriers to accessibility and inclusion as they pertain to various municipal services
- describes suggested improvements each department can make to improve accessibility and inclusion in the services they provide
- identifies the strategies each department will undertake to achieve their goals as outlined for the period covered
- outline the City of Vaughan's implementation plan for the Integrated Accessibility Standards Regulation (IASR)
- communicate the objectives and accomplishments of the City of Vaughan
- Accessibility Advisory Committee identify corporate accessible customer service goals and objectives in order to remove barriers to customer service in areas, such as:
  - Operational practices
  - Policies and procedures
  - Communications
  - Training

The Corporate Accessibility Policy has been completed which outlines how the City achieves or will achieve its accessibility objectives through meeting the requirements referred to in the IASR.

# Barrier Definitions

BARRIER TYPE	BARRIER DEFINITION	EXAMPLES OF WHERE TO LOOK FOR BARRIERS FOR PEOPLE WITH DISABILITIES
Architectural barriers	Building design, areas adjacent to the building, shape of rooms, size of doorways, etc.	Exterior to a building, cubicles, interior of a building, washrooms, parking areas, cafeterias, drop-off zones, elevators, hallways, escalators, floors, stairs, carpets, stairwells, lobbies, closets and reception areas, storage areas offices, lighting, sidewalks and traffic signals
Physical barriers	Objects added to the environment: doors, windows, elevators, furniture, workstations, recreational facilities, playgrounds, bathroom hardware, planters, etc.	<p><b>Buildings:</b> furniture, windows, workstations, planters, chairs, bathroom hardware, doors, locks, doorknobs, security systems, recreational facilities: playgrounds, picnic areas, gymnasiums, tracks (indoors and outdoors), swimming pools, playing fields, change rooms, climbing bars, theatres, gymnasium equipment, auditoria – audience, toys, auditoria – stage</p> <p><b>Transportation:</b> buses, watercraft (e.g., ferries), trains, cars, aircraft and vans</p>
Communication barriers	Difficulties receiving information in person or by telephone; difficulties interacting with receptionists, security staff or other staff, difficulties receiving training	Training, public announcements, hand tools manual, machinery, hand tools, electric, carts and dollies
Information barriers	Inadequate or incomprehensible signage; difficulties reading brochures, forms, manuals, websites, fax transmissions, equipment labels, computer screens, etc.	Books, forms, printed information, manuals, web-based resources, fax transmissions, signage, equipment labels, bulletin boards, computer screens and brochures <b>Service Delivery:</b> In person, by e-mail, by telephone, via the web, by mail
Policy barriers	Rules, regulations, and protocols that prevent you from doing your job as well as possible or from serving the public; or that restrict public; or that restrict public participation	Procurement and purchasing, promotion, job postings, by-laws, hiring, regulations, interviewing, protocols, testing, safety and evacuation and meetings

<b>BARRIER TYPE</b>	<b>BARRIER DEFINITION</b>	<b>EXAMPLES OF WHERE TO LOOK FOR BARRIERS FOR PEOPLE WITH DISABILITIES</b>
Technological barriers	Computers, photocopiers, fax machines, telephone, and switches; inadequate or inappropriate assistive technologies; technologies that degrade rather than enhance access for people with disabilities	Computers, fax machines, operation systems, telephones, standard software, TTYs, proprietary software, photocopiers, web sites, appliances, keyboards, control panels, mice, switches and printers
Attitudinal barriers	Discriminatory behaviors	Staff who are unable to communicate with people with disabilities; staff who are reluctant to provide services to people with disabilities





# Achievements

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The following is an outline of the City of Vaughan's achievements in Accessibility to-date:

## Vaughan Accessibility Advisory Committee

- Raised accessibility awareness through community outreach events, participated in the planning and promotion of events during National Access Awareness Week and the International Day of People with Disabilities
- Assisted in the preparation and implementation of the City's multi-year Accessibility Plan
- Provided guidance that identifies and addresses the needs of the community by the removal and prevention of barriers in the City of Vaughan's by-laws, facilities, policies, programs, practices, initiatives, and services

## Community Services Portfolio

### ACCESS VAUGHAN

- TextNet installed on all Citizen Service Representative's computers. All staff trained on use of TextNet.
- Ubi-Duo purchased for Access Vaughan Information Desk to allow for communication between deaf or hard of hearing patrons in a face-to-face environment.
- Electronic, height-adjustable workstations are being introduced in each year to allow for increased mobility for staff.

### FIRE AND RESCUE SERVICES

- The VFRS continues to participate in many City of Vaughan functions, delivering fire safety messages to the community.
- Hand out of age-appropriate items that have safety messaging such as senior's safety cards and senior's safety calendar through B.A.S.S.I.C.
- Alarm for Life campaign. VFRS crews visit neighbourhoods to ensure working smoke alarms and Carbon monoxide detectors are present and in operating condition in every home.
- Remembering when program for seniors on cooking safety, medication and falls prevention.
- Delivered Fire Safety messaging for Libraries.
- After the Heat Program.
- Fire Safety education for High School students.
- Fire Safety education for adults and students with disabilities and special needs.
- Vulnerable occupancy inspections and drills to meet evacuation standards.
- Worked with Canadian Hearing Society to assist and educate clients on the location and type of smoke alarms that should be installed in homes.
- Produced public safety videos in closed captioned format.

## **EMERGENCY PLANNING PROGRAM**

- In partnership with the Region, emergency preparedness for people with disabilities and special needs information has been incorporated into the new Region wide-emergency preparedness guidebook.
- An electronic version of the above guide is posted on the City's website and Vaughan on-line. All public awareness documents posted on the VOL website are in PDF accessible format.
- The City uses the following media sources to issue information in an emergency: Radio, Television, door to door notification, and loud- speaker, messages on auto attendant, website, Twitter, Facebook, newspapers, and mobile signs.
- Emergency shelter plans are completed for all Community Centres that identify space for people with disabilities and special needs, shelter signage in written and pictograms format.
- The program coordinates with York Region Community and Health Services and Community Care Access Centre to identify and render assistance to vulnerable residents during and emergency.
- Program has a generic email address for citizens to make inquiries at PrepE@vaughan.ca

## **RECREATION SERVICES**

- Continue to review and update recreation policies/procedures/forms and training resources to reflect legislation changes.
- Continue to provide residents and customers with disabilities quality goods and services in a timely manner and in a way that preserves their independence and dignity.

- Continue to consult the Accessibility Advisory Committee, the public and people with disabilities for programs and service delivery.
- Ensured that all part-time staff employees and volunteers continue to complete mandatory accessibility training and specialized training.
- Created ID Support Person Procedure to allow free access to recreational services for personal support workers accompanying persons with disabilities to access active opportunities in the community.
- Created Crisis Management Procedure and training module for staff dealing with customers with mental health illness/ behavioural outbursts.
- Continued to host annual public events with focus groups to better address the community needs for persons with disabilities.
- Continued to address gaps in services through community assessment needs and partnerships and developed new inclusive and specialized recreational opportunities (i.e., McMichael's Art gallery art program, EcoSense Outdoor camp, Adaptive Gymnastics etc.).

## **Customer Service Standard**

- Addressed the needs of residents and customers under the Accessible Customer Service Standard by:
  - i) Receiving and responding to feedback,
  - ii) Ensuring that processes are accessible for persons with disabilities,
  - iii) Continuing to post service disruptions on site and online.

## **Employment Standard**

- Continued to prevent or remove systemic employment barriers by regularly engaging youth with disabilities to ensure that they gain volunteer experience and increase training opportunities for future employment through leadership programs.
- Continued to offer mental health training for all seasonal staff.
- Continued to notify about the availability of accommodation for persons with disabilities through the hiring process as per legislated requirements for recruitment.

## **Information and Communications Standard**

- Redesigned and rebranded all departmental brochures to have a consistent look, increased font size, improved colour-contrast
- Developed stand-alone Special Needs section in the Recreation Guide, featuring programming, inclusion support, special events, resources, and assistive devices available for persons with disabilities.
- Incorporated and implemented standards for departmental printed materials and other publications including the website such as:
  - i) simple symbols/icons to represent programming areas
  - ii) larger font size for older adult and special needs sections of the recreation guide
  - iii) digital recreation guide designed in HTML5 ensuring responsive design and accessible user experience
- Incorporated more images that reflect diversity and inclusion into publications, displays and online

- Improved search functionality within the digital online version of the recreation guide (e-guide)
- Featured the free language line translations service in the recreation guide (online)
- PDF formats of all publications online; departmental forms are in PDF format with typewriter-enabled functionality
- Developed a resource manual for staff on how to create accessible documents
- Continued to post all major service disruptions on site, online and social media
- Established accessibility guidelines for departmental public events

## **Transportation Standard**

- Continued to collaborate with the bussing service provider that accessible bussing is available during summer camp and YR Mobility Plus to ensure that participants are dropped off and picked up on time to programs.

## **Design of Public Spaces Standard / Built Environment**

- Continued to audit the recreation facilities in collaboration with Facility Management Department, Accessibility and Diversity Coordinator and developed a priority accessibility checklist.
- Continued the collaboration with the Facility Management department and improved the access for the public and people with disabilities through accessibility retrofits during renovation projects:
  - i) Installation of universal washrooms
  - ii) Automatic door openers,
  - iii) Signage and additional accessible parking
  - iv) Accessible service counters

## Infrastructure Development Portfolio

### FACILITY MANAGEMENT

#### Vaughan City Hall (VCH) | Rick Hansen Foundation Accessibility Certification (RHFAC) - Gold

In October 2019, Vaughan City Hall achieved a certification level of RHF Accessibility Certified Gold from the Rick Hansen Foundation Accessibility Certification™ (RHFAC) program, making it the first RHFAC Gold municipal building in Canada.

This achievement speaks to the City's commitment to accessibility and inclusion, aligning to the City's vision – a city of choice that promotes diversity, innovation and opportunity for all citizens, fostering a vibrant community that is inclusive, progressive, environmentally responsible and sustainable.

The Rick Hansen Foundation Accessibility Certification™ (RHFAC) program works to help improve accessibility of the built environment in Canada – the places where we live, work, learn and play.

Facility Management staff, in consultation with the Accessibility and Diversity Coordinator (OCHRO), implemented numerous accessibility enhancements at VCH including:

- Automatic door operators (ADOs)
- Tactile walking surface indicators
- Tactile surfaces around water fountain
- Blue-coloured accessible seating (indoor & outdoor), tables and counters
- Tactile/braille signage
- Designated area of refuge
- New evacuation chairs

- Door swing indicators
- Accessible ramps
- Accessible playground

#### Key Areas of Success:

- East and west entrances are highly accessible with push button operators, recessed weather mats, wide doorways, and sufficient opening time
- Both main entrances also provide shelter and seating
- Exterior stairs and ramps are wide to accommodate all users
- Interior stairs and ramps have Tactile Attention Indicators (TAIs) to indicate change in level
- Interior elevator controls are tactile and at accessible heights; audio/visual/voice commands provide clear indication of operation and door reopening device works well
- Corridors and hallways are clear and wide, enough for flow of public users and staff
- Seating is varied and located on all floors/ areas with plug-in access
- Lighting levels are maintained throughout the building
- All reception desks and service counters have both low and high counters for service

#### Vaughan Civic Centre Resource Library (VCCRL) | RHFAC - Gold

In December 2019, the Vaughan Civic Centre Resource Library (VCCRL) achieved the RHF Accessibility Certified Gold designation from the Rick Hansen Foundation Accessibility Certification (RHFAC) program.

Facility Project Manager, in consultation with the Accessibility and Diversity Coordinator (OCHRO), implemented numerous accessibility enhancements at VCCRL including:

- Automatic door operators (ADOs)
- Tactile/braille signage
- Designated area of refuge
- New evacuation chairs
- Door swing indicators
- Accessible playground

#### **Exterior and Interior Accessibility Highlights:**

- Wide accessible parking spaces
- Large passenger drop-off area is level and well-lit, all near the library entrance.
- Overhead structure design and excellent signage clearly identifies the fully accessible main entrance
- Wide doors with automatic sliders and colour contrast warning strips, offer sufficient opening time with level threshold; interior doors are lightweight and easy to operate
- All book shelving and services are reachable from a seated position, including the magazine racks and electronics
- Self-checkout desk can raise and lower to accommodate all users
- The sound dampening is excellent; the acoustic applications do not allow for sound to travel, resulting in a space that is quiet and easy to work or read in - even when there are a lot of people about

#### **Automatic Door Operator (ADOs) Program**

New automatic door openers in City buildings improve ease of access for visitors, citizens, and staff alike.

ADOs installed at Al Palladini and Dufferin Clark community centres to improve ease of access throughout the buildings as well as better accommodate special needs program participants

#### **Vaughan City Hall (VCH)**

Additional accessibility enhancements to be implemented based on the RHFAC certification feedback, as well as AODA, OBC and Human Rights Code requirements:

- Developed Inclusive Design Standards (IDS) - Completed in 2020
- Source and implement accessible podium
- Install sliding doors at the main entrance
- Install additional tactile plates

#### **North Thornhill Community Centre (NTCC) and Pleasant Ridge Library (PRL) | RHFAC - Gold**

Initiated preparations for the RHF Accessibility inspection and certification of NTCC and Pleasant Ridge Library.

New building upgrades implemented at NTCC to meet AODA, OBC and Human Rights Code requirements, such as:

- Automatic Door operators (ADOs) for washrooms, change rooms and fitness centre
- Tactile plates at Exit stairs - Porcelain black 12"x12" contrasting tiles
- IBC NITE GLOW and FLEX TRED at stair nosings and railings
- Outdoor accessible parking spaces to comply with new requirements
- Parking spaces for persons with limited mobility (new initiative)
- Evacuation chair (E-vac chairs)

- New signage for drinking fountains
- Glow-in-the-dark fire extinguisher signage
- Colour-contrasting accessible benches at the pool viewing areas
- Colour-contrasting accessible benches at the pick-up and drop-off areas
- Accessible podium
- Designated and colour-coordinated markings for passenger pick-up and drop-off areas
- Grab bars and napkin disposal units installed in washrooms
- Outdoor picnic areas
- Accessible reception counter
- Tactile braille signage
- Three designated Areas of Refuge as per the approved Fire Safety Plan
- Accessible tennis courts
- Tactile walking surfaces throughout the parking lot areas
- Line painting indicating walking areas
- Large EXIT signs
- Proper signage at main entrances

**In March 2020, NTCC and PRL received RHFAC Gold Certification, making it the City's third building to be certified gold, first community centre and second library.**

## **DEVELOPMENT OF INCLUSIVE DESIGN STANDARDS (IDS)**

The Office of the Chief Human Resources Officer (OCHRO) and the Facility Management department, along with SPH Planning and Consulting, have developed the City's first Inclusive Design Standards (draft).

During the design, planning and construction of accessible spaces and buildings, a wide range of opportunities exist not only to optimize independent access for persons with disabilities but also to improve accessibility for all users. The purpose of the City of Vaughan's IDS is to provide practical examples of solutions that optimize accessibility for new construction or for the renovation of existing facilities, owned or leased by the City.

These standards were developed with recognition to diversity; barrier removal; provincial directions; and changing demographics.

The IDS is a "living document", expected to evolve over time to meet best practices, future changes that may be related to the Ontario Building Code (OBC) and requirements for the design of the Built Environment as part of the Accessibility for Ontarians with Disabilities Act (AODA) and related Design of Public Spaces Standards (DoPS).

## **Expand Automatic Door Operators (ADO) Program**

More installations at various City sites are planned, including Woodbridge Pool and Memorial Arena, the Joint Operations Centre (JOC), Vaughan City Hall and community centres.

## **Implement Accessibility Upgrades at City Facilities**

Continue to implement accessibility upgrades at various City facilities such as community centres, City Hall, libraries and JOC as per OBC, AODA and Ontario Human Rights Code requirements, including:

- Install tactile plates (community centres, JOC and City Hall)

- Develop and install accessible signage (community centres, JOC and City Hall)
- Incorporate accessibility parking signs and pavement markings as well as family-designated parking spaces and signs (persons with limited mobility)
- Introduce and/or enhance wayfinding program
- Source and implement accessible podiums (community centres)
- Install Hearing Induction Loops (community centres, JOC and City Hall)
- Introduce steel tactile domes for interior stairways (community centres)
- Enhance wayfinding signage
- Source and install accessible picnic tables (community centre outdoor areas)
- Source and install accessible interior and exterior benches
- Sliding Door upgrade replacement (Maple Community Centre main entrance)

### **Undertake RHF Certification for other City facilities**

Move forward on attaining RHF certification for various community centres, libraries and fire stations.

### **Review and Update Emergency Plans and Procedures**

With a lens on improving accessibility, in consultation with OCIO, Facility Management will review and update existing emergency plans and procedures as it relates to:

- Maps
- Warning signs and evacuation routes (e.g., a map pointing out emergency exits)

- Information about alarms or other emergency alerts (e.g., procedure that explains what to do if you hear a fire alarm)

### **Evaluate and Update Feedback Processes**

With a lens on improving accessibility, evaluate and update current internal and external feedback processes for employees and the public. For example, instead of providing only one method for feedback (e.g., hand-written letters) be ready to receive feedback in other ways (e.g. over the telephone, by email, questionnaires, or comment cards).

### **Review and Enhance Forms of Public Information**

Explore opportunities to enhance communication methods and formats for communicating to the public, including:

- All print documents distributed
- Information posted on the City website and handheld devices
- Types of accessible formats: HTML and Microsoft Word / braille / accessible audio formats
- Large print/text transcripts of visual and audio information

### **Review and Enhance Communication Support**

Explore opportunities to enhance communication support for citizens with various abilities, such as:

- Reading the written information aloud to the person directly
- Exchanging hand-written notes (or providing a note taker or communication assistant)
- Captioning or audio description

- Assistive listening systems
- Augmentative and alternative communication methods and strategies (e.g., the use of letter, word or picture boards, and devices that speak out)
- Sign language interpretation and intervenor services
- Repeating, clarifying or restating information

### Investigate Supplementary Tools for Accessible Information

Investigate the use of supplementary tools to improve the accessibility of information:

- **American Sign Language (ASL):** Uses hand shapes, positions, facial expressions, and body movements to convey meaning to people who are deaf or hard of hearing.
- **Braille:** Is a tactile system of raised dots representing letters or a combination of letters. It is used by people who are blind or deafblind and is produced using braille transcription software.
- **Captioning:** Uses subtitles to convey the words spoken in a video. They usually appear on the bottom of the screen.
- **Digital Accessible Information Systems (DAISY):** Is an audio format for people who have trouble with print — including limited vision and learning disabilities like dyslexia. DAISY digital talking books are like audio books but include navigation features to help readers skip forward or back through the material.





## **PARKS DELIVERY**

Through collaboration with residents and stakeholders, Parks Delivery is committed to supporting the development of an innovative, accessible, sustainable and safe Parks and Open space system that fosters physical activity, health and wellness for all citizens while meeting the City's strategic parkland objectives.

### **Activities Pertaining to Accessibility**

- Delivered one (1) new district park in 2019 named Chatfield District Park. This park is 14 acres of innovative, high quality facilities that provide significant opportunities for inclusiveness through numerous accessible park amenities and park features including use of barrier free Universal Accessible Design Principals. These include numerous seating opportunities, picnic tables with only three fixed seats, accessible swings, rubber tile playground surface with flush entry into playground area, transfer stations and multiple ground level play components. This park also included a washroom/ changeroom building with a universal accessible washroom.
- Delivered four new neighbourhood parks in 2018-2019 including, Butterfly Heights, Easts Corners, Woodgate Pines and Porter Park. These parks provide opportunities for inclusiveness through numerous accessible park amenities and park features including use of barrier free Universal Accessible Design Principals. These include numerous seating opportunities at all sites, tables with only three fixed seats, accessible swings, depressed concrete curbs or ramps, and playground ramps and/or transfer stations.
- Several other new neighborhood parks are currently under construction including Carrying Place Common, Summit Park, Klein Mills Park, Glengarry Square and Maple Station Park. These parks will provide opportunities for inclusiveness through accessible park amenities and park features including use of barrier free Universal Accessible Design Principals and accessible playgrounds.
- Continued implementation of the new standards for accessible playground safety surfacing (wood carpet engineered mulch) in all new and significant retrofits of playground precincts within the City of Vaughan parks, including Mario Plastina Park, Marita Payne Park, Crofters Park, Ross Guerreri Park, Dufferin District Park, Matthew Park and Ahmadiyya Park. Planned implementation for 2020 includes Maple Airport, Bathurst Estates and Sonoma (rubber tile surfacing).
- In 2018 and 2019 Parks Delivery redeveloped playgrounds to include accessible play features, concrete ramps and wood carpet surfaces at Almont Park, Chateau Ridge Park, Fossil Hill Park, Vaughan Mills Park and West Maple Creek. Planned implementation for 2019-2020 include Conley North Park, Newport Square Park, Alexander Elisa Park, Father Ermanon Bulfon Park and Marco Park.
- In 2018 and 2019 Parks Delivery resurfaced several sports courts to include accessible routes to the facility with barrier free designs e.g. California Style fencing for tennis courts which has a 12m opening on the sideline fence on both sides with an accessible walkway flush to the court. These include tennis courts at Promenade

Green Park and Conley South Park and basketball courts at Dufferin District Park, Joseph Aaron Park, Marita Payne Park, Rosedale North Park and Rose Mandarino Park. Other resurfacing projects anticipated to be implemented over the remainder of 2019 and 2020 are Alexander Elisa Park basketball court and Marco Park tennis court.

- In 2018 Parks Delivery installed trail signage on the Bartley Smith Greenway Trail system and coordinating with Parks Operations on a signage component to address occasional flood conditions within open space areas.
- Upcoming design of parks and trails will be undertaken with accessibility and barrier free Universal Accessibility Design Principals as a forefront requirement in all areas including playgrounds, active facilities, path of travel, washrooms, and parking, etc.
- Notices for public open houses are advertised through mail out, mobile signs, Parks Development website, City page and often through the local Councillor's office. PDF's on City website are in accessible format.
- Facility and trail closures are advertised on City Page and City website and signed on site to help educate about barriers and disruptions of normal use.

## Planning and Growth Management Portfolio

### BUILDING STANDARDS

- Addressed physical barriers by reviewing the construction plans to the new Civic Centre to meet accessibility standards.
- Addressed architectural, physical barriers to the actual Civic Centre by finding interim solutions.

- Staff are members of the "Accessible Built Environment Standards" committee.
- Staff undertook Accessibility for Customer Service Training
- Addressed front counter issues by adding barrier-free seating and removing obstructions from lower-section of counter space.
- Streetscape master plans need to be designed in a manner which is accessible and safe and conform to the Accessibility Ontarians with Disability Act (AODA). The Concord West Streetscape Plan (in progress) and the Centre Street Plan (in progress) both include Unilock CNIB-approved tactile grooved concrete pavers at intersection ramps along Regional Road 7, matching the proposed VivaNext standard. Sidewalks in both streetscape plans are minimum 2.0m wide.

### DEVELOPMENT PLANNING

- Universal accessibility and inclusivity for residents, workers and visitors to Vaughan is a key policy to addressing land use planning challenges and managing future growth in the Vaughan Official Plan, 2010.
- Addressed accessibility matters related to the Site Plan Review process through the creation and implementation of the Site Plan Accessibility Impacts Checklist. The Site Plan Accessibility Impacts Checklist will be updated regularly in light of any changes to the AODA (2005), Ontario Building Code (Section 3.8), and/or City Official Plan and Zoning By-law provisions.

## Public Works Portfolio

- Implementation of CRM system will enable ongoing monitoring of customer inquiries to enhance continuous improvement.
- Street lighting improvements and installation via a 5-year program to upgrade the street lighting in the old sections of the City is ongoing.
- Public Works staff received Awareness Training Fall of 2009. Refresher training and training for new staff is ongoing.
- Mobility/physical barriers have been addressed. Maintenance of the program continues as follows:
  - Repairing/replacing sidewalks in accordance with Ministry regulations
  - Continuing to provide a residential driveway windrow clearing program
  - Repairing potholes in accordance with Ministry regulations
  - Respiratory barriers have been addressed and continue to be addressed by:
    - Providing regular street sweeping program; street watering/flushing as required.
  - Purchasing and using regenerative air type street sweepers (dustless streetsweepers) which facilitate in the lowering/elimination of particulate matter in the environment
  - Applying dust suppressants to rural gravel roads, as required, to help people with allergies.
- Communicate severe flooding issues by placing information on our website
- GPS tracking program designed to allow communication of the status of snow clearing operations

## Corporate and Strategic Communications

- Expanded use of video clips on the corporate website as an alternative communications vehicle to the printed word.
- All videos created by Corporate and Strategic Communications feature descriptive text to provide context to content.
- “Accessibility” is a key message used in speeches and briefing notes.
- All design materials feature font and design elements that consider accessibility and AODA standards.
- A dedicated website section on accessibility has been created.
- The use of HTML coding (readable) on all new City web pages and the use of readable PDF files formats allows information to be read by online audio programs.

## Procurement Services

- Customer service standards training completed by all staff members and contractor’s accessibility training is incorporated in standard bid templates starting January 1, 2010.
- Bid results can be viewed online or by a voice message through the purchasing telephone message centre.
- As per new clause in our bids, “Contractors and their staff who interact with the public on behalf of the Corporation of the City of Vaughan shall be required to be appropriately trained on “Accessibility Standards for Customer Service”.

- When procuring goods, services and construction, the city of Vaughan will incorporate accessibility criteria and features. Where applicable, procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria.

## Office of The City Clerk

- Addressed hearing barriers by providing assistive listening devices and sign language services upon request for the Vaughan Accessibility Advisory Committee/Council meetings, in office meetings and public events, civil marriage ceremonies, and in the Council Chambers and Committee Room
- Addressed barriers by providing accessible voting equipment for the advance voting; provided magnification sheets at all voting locations and pads of paper for communications
- Addressed barriers by ensuring that all voting locations are accessible
- Council, Committee, Committee of Adjustment, Election and City Archives documents are posted on the Internet in an accessible electronic format.
- Dual height accessible podium in the Council Chambers
- Implementing closed captioning of webcasts of Committee and Council meetings

## Office of The Chief Human Resources Officer

- Employ an Accessibility and Diversity Coordinator
- Reviewed new standards and determined gaps with existing HR related programs/ procedures and revised all programs and procedures accordingly
- Reviewed new employment standards and presented information on standard and existing City programs and procedures to Accessibility Advisory Committee
- Worked with Accessibility Advisory Committee to gather input as to how best to meet the new standards and how to improve existing programs/procedures.
- Provided accommodation to a significant number of staff and candidates who required accommodation for recruitment and employment purposes.
- Documented individualized accommodation plans, written processes in place for the development of individualized accommodation plans.
- Addressed Emergency Notification requirement by developing form to gather required information and work with employee, supervisor, and fire warden to ensure appropriate emergency plans are implemented.
- Revised the terms of reference for the Vaughan Accessibility Advisory Committee and coordinated meetings to enhance the role the committee plays in improving accessibility for Vaughan residents.
- Collaborated with Facility Management on Gold accessibility certifications from the Rick Hansen Foundation.

- Launched Accessibility Champions Awards Program
- Hired Diversity and Inclusion Officer leadership position

## Office of the Chief Information Officer

- The following enhanced accessibility features have been added to our internal (VOL Intranet) and external (vaughan.ca) websites:
  - 3 A's for font size
  - Colour-contrast controls
  - "eSSENTIAL Accessibility" assistive software
- Acquired "SiteImprove" web governance services which includes an accessibility audit module to review WCAG 2.0 level AA compliance according to W3C guidelines
- Created Website Guidelines for staff, which include tips on making our vaughan.ca website and PDF documents accessible
- Supported the Finance department by installing touch screen technology so that people with physical difficulties can access property assessment information
- Ensuring the Feedback process is accessible and allows residents to provide feedback in a variety of methods (i.e. e-mail, phone, TTY, in person)
- Addition of Video Closed Captioning for all Council, Committees and Board meetings
- Dictate and Read Out Loud and Check Accessibility features have been enabled for all staff using Microsoft Outlook, Word, and PowerPoint. All staff can leverage built-in accessibility tools offered through Windows 10 via their workstations

- Participation in the development of the Customer Service Standard for Accessibility (e.g. alternate formats, feedback mechanisms)
- Acquiring a new web content management system with the goal for WCAG 2.0 Level AA compliance starting in 2021 as current features are updated and new content/features are implemented
- Working with various stakeholders, the City of Vaughan is working towards making all websites accessible to people with disabilities by conforming to international standards for website accessibility (IASR Section -14)
- Renewed our commitment with "SiteImprove" to run accessibility checks on all websites. Website accessibility improvements will coincide with the new web content management system
- Added alternative format disclaimer to City's external website
- Addressed technological barriers by retrofitting computer screens, computer mice for City employees

## Vaughan Public Libraries

All libraries now have a lowered service desk area to comply with AODA standards regarding wheelchair accessibility. Have installed sliding entry doors at eight of VPL's ten libraries. For remaining two locations it is not feasible at this time to complete any such work.

- Completed renovations to the Dufferin Clark, Woodbridge, Kleinburg, Maple, Ansley Grove and Pierre Berton Resource library branches that included providing for an AODA compliant service desk

- Built and opened new library branches at Pleasant Ridge, Civic Centre Resource and Vellore Village that incorporates current AODA standards
- Completed renovation at Kleinburg branch that new entry way and exterior pathway that improved accessibility to lower level of branch for those with mobility issues;
- Provided each branch with magnified bookmarks that assist visually impaired persons to be able to more easily read regular text materials
- Improved access to information and collection development: talking books, descriptive videos, closed caption videos, high interest books and low vocabulary books; account information is available in person, telephone or internet; hold pick-up notifications; notification about overdue and renewal items also available by telephone or email
- Homebound services available for customers who cannot visit library and service, while animals and support persons welcome at all locations
- Completed renovation for two small, original washrooms into one large accessible washroom with parent and child needs for the Woodbridge branch
- Purchased electric height adjustable table for public to use at each library branch
- Added electric door-openers at Ansley Grove branch for the male and female washrooms
- Built large universal washroom at Bathurst Clark Resource branch by converting two small standalone washrooms
- Added lights to existing alarm systems for hearing impaired library uses
- Each branch is equipped with at least one assistive technology self-checkout station
- Provided wayfinding and tactile signage at all three resource branch locations
- Enhanced overall lighting at Ansley Grove branch for visually impaired library users
- Male and female bathrooms upgraded with reduced height vanities and hand dryers available; assistive technology enabled door openers
- Raised bottom shelved materials to improve access



# Conclusion

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**The City of Vaughan is very proud of its achievements towards the goal of making the City fully accessible to all people no matter their circumstances. Not only does the City strive to be legislatively compliant but to take a best practice approach towards the City becoming as accessible as possible.**

The City of Vaughan is committed to ensuring all aspects of City services are fully accessible through the continued identification, removal and prevention of barriers to accessibility. The City's achievements and challenges in this regard are laid out in the City of Vaughan's Accessibility Plan.

The City remains committed to the ODA and AODA accessibility goals and will continue to work with the provincial government on the development and implementation of the Accessibility Standards under the AODA.





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# Appendix A.

# Accessibility Plans

# Appendix A. // Accessibility Plans

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## 1.0 // Barrier Definitions

Barrier Type	Barrier Definition	Examples of where to look for barriers for people with disabilities
Architectural Barriers	Building design, areas adjacent to the building, shape of rooms, size of doorways, etc.	Exterior to a building, Cubicles, Interior of a building, Washrooms, Parking areas, Cafeterias, Drop-off zones, Elevators, Hallways, Escalators, Floors, Stairs, Carpets, Stairwells, Lobbies, Closets and Reception areas, Storage areas offices, Lighting, Sidewalks and Traffic Signals
Physical Barriers	Objects, added to the environment: doors, windows, elevators, furniture, workstations, recreational facilities, playgrounds, bathroom hardware, planters, etc.	Buildings: Furniture, Windows, Workstations, Planters, Chairs, Bathroom hardware, Doors, Locks, Doorknobs, Security systems, Recreational facilities: Playgrounds, Picnic areas, Gymnasiums, Tracks (indoors and outdoors), Swimming Pools, playing fields, Change Rooms, Climbing bars, Theatres, Gymnasium equipment, Auditoria – audience, Toys, Auditoria – stage Transportation: Buses, Watercraft (e.g., ferries), Trains, Cars, Aircraft

Barrier Type	Barrier Definition	Examples of where to look for barriers for people with disabilities
		and Vans
Communication Barriers	Difficulties receiving information in person or by telephone; difficulties interacting with receptionists, security staff or other staff, difficulties receiving training	Training, Public announcements, Hand tools manual, Machinery, Hand tools, electric, Carts and dollies
Information Barriers	Inadequate or incomprehensible signage; difficulties reading brochures, forms, manuals, websites, fax transmissions, equipment labels, computer screens, etc.	Books, Forms, Printed information, Manuals, Web-based resources, Fax transmissions, Signage, Equipment labels, Bulletin boards, Computer screens and Brochures Service Delivery: In person, By e-mail, By telephone, Via the web, By mail
Policy Barriers	Rules, regulations, and protocols that prevent you from doing your job as well as possible or from serving the public; or that restrict public; or that restrict public participation	Procurement and purchasing, Promotion, Job postings, By-laws, Hiring, Regulations, Interviewing, Protocols, Testing, Safety and Evacuation and Meetings
Technological Barriers	Computers, photocopiers, fax machines, telephone, and switches; inadequate	Computers, Fax machines, Operation Systems, Telephones, Standard software, TTYs, Proprietary software,

Barrier Type	Barrier Definition	Examples of where to look for barriers for people with disabilities
	or inappropriate assistive technologies; technologies that degrade rather than enhance access for people with disabilities	Photocopiers, Web sites, Appliances, Keyboards, Control panels, Mice, Switches and Printers
Attitudinal Barriers	Discriminatory behaviors	Staff who are unable to communicate with people with disabilities; staff who are reluctant to provide services to people with disabilities

## **2.0 // Community Services Portfolio**

The Community Services Portfolio consists of Access Vaughan, By-Law and Compliance, Licensing and Permit Services, Fire and Rescue Services and Recreation Services.

### **2.1 // Access Vaughan**

Access Vaughan is a front-line contact centre offering Vaughan citizens access to information and referral through telephone, email, and an information desk.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
<p>No priority ranking for customers who call back if they are disconnected or if they hang up after they have been placed on hold for too long by another department</p>	<p>Technological</p>	<p>Install priority ranking program or determine an appropriate time for the correct person to contact the customer</p> <p>Exploring a call back feature.</p>	<p>Improve the ability of customers with disabilities to have inquiries and problems successfully dealt with improved customer service and satisfaction</p>	<p>Develop procedures for staff awareness training. Staff may record information and time that appropriate staff person can return the customer's call. TextNet contact has been set as a priority. Investigate opportunity with IT to implement top of the queue function</p>	<p>Completed - all staff trained on disability awareness</p>
<p>No TTY or TextNet for customers who are deaf or hard of hearing</p> <p>Have both TTY and TextNet now. We also have UbiDuo for face-to-face texting needs.</p>	<p>Technological</p>	<p>Install TextNet for real-time texting communication</p>	<p>Fast and effective communication with customers who are deaf or hard of hearing and who have access to electronic texting devices such as TTY and internet</p>	<p>Consider installing TextNet or another real-time electronic communication system that is accessible to staff, and the public</p>	<p>Complete All staff in Access Vaughan have been trained.</p>



Residents who do not speak fluent English.	Communication	Provide a service that allows the resident to interact in their language.	Proper/correct information exchange between the resident and the CSR using Language Line interpreting services	Access Vaughan staff can contact Language Line services during operating hours to access over 150 different languages to better serve callers and/or patrons at the Information Desk.	All staff in Access Vaughan have been trained.
Fax machine and boxes are in the path of travel making it difficult for a person with a walker, wheelchair, or poor vision to maneuver  Fax machines are now electronic (via email)	Physical	Ensure a continuous, obstacle free path of travel at least 3'-6" (1067mm) wide*	Improve maneuverability for persons with mobility or visual disabilities or assistive devices	Address issue if needed. Move items if needed	As required
Copier does not have adjacent shelf or table space to place items for copying	Physical	Relocate copier or other furniture to create space for a small shelf / table to be placed adjacent to copier	Staff can more quickly and independently organize materials and use equipment	Relocate copier if required	As required

Photo copier/ printer is too high to access the paper feed and to see the controls for persons in wheelchairs	Physical Technological	Review accessibility features of manufactured products prior to purchasing  Controls and paper feed should not exceed 34" (863mm) high*	Improve the ability of staff with physical disabilities to use equipment independently	Develop procedures for staff awareness training of when and how to offer assistance. Replace copier if needed  When replacing the existing copier, consider accessibility features	As required
Handle on staff locker is awkward to operate	Physical	Install locker with easy to open doors with lever or d shaped handles	Easy and independent access for persons with various physical disabilities	Develop procedures for staff awareness training	Individual lockers in city hall are part of the new desk set-up but do not have any levers or handles. Adjust as required.
Top shelf in locker is too high for persons in wheelchairs or person of short stature to reach	Physical	Install locker with storage units below	Increase reachable and useable storage space	Develop procedures for staff awareness training	Each station has an individual locker area with a shelf. Adjust as required.

Desktops are not height adjustable	Physical	Replace with height adjustable desks	Increase the ability of staff to work comfortably for longer periods of time	Replace with adjustable desktops if required by staff. Capital budget submitted for year 2013 to install electronic height adjustable workstations.	Desktop height is not adjustable with new stations and appropriate keyboard trays for stand/sit have not yet been installed.
Narrow pathways and shortage of storage space create areas where some filing cabinets cannot be reached by persons in wheelchairs or other assistive devices	Physical	Provide storage elsewhere, remove excess items	Improve the ability to reach required materials and supplies and improve maneuverability space and safety	Develop procedures for staff awareness training	Complete
Office telephones have small keypads with poor colour contrast leaving numbers difficult to distinguish	Technological	Replace with telephones with larger keypads in contrasting colours	Improve speed and accuracy using telephones for staff with low vision	Replace if required by staff	As required
Telephones are not equipped with auditory caller id for persons with low vision	Technological	Include telephones with this feature as staff requires them	Staff with visual limitations will be able to operate telephones more effectively	Replace if required by staff	As required

Office computers lack accessibility features	Technological	Reasonable accommodation will be made for staff if required	Staff will be able to deal with assigned duties	Replace if required by staff	As required
Fire extinguisher is beyond reach of persons of low stature and persons in wheelchairs	Physical	Lower fire extinguishers so that persons in wheelchairs can safely reach them approx. 3'10" (1168mm) * from floor	Improved ability of staff to reach and operate emergency devices	Lower fire extinguisher	No fire extinguisher in Access Vaughan department.

## 2.2 // Vaughan Fire and Rescue Services

The Vaughan Fire and Rescue Service (VFRS) are committed to enhancing the quality of life of the citizens of Vaughan. The “protection of lives and property” is a generalized statement that encompasses several specialized services provided by the Vaughan Fire and Rescue Service. A goal of the VFRS – to stop fires before they start – is a commitment to our community. Businesses in Vaughan can rely on the Fire Prevention Division to seek their compliance and help them develop a comprehensive fire safety program and to assist in all matters pertaining to the Fire Code.

Fire Safety Education Programs include lectures, practical demonstrations, and special projects. The educational programs not only address the business community, they reach out into schools and community organizations.

The 320 men and women of the VFRS work in unison from nine fire stations to ensure our citizens receive emergency services quickly and efficiently. The VFRS prides itself on serving our community in a professional and courteous manner. The Operations Division (formerly Fire Suppression) is prepared to meet the ever-changing needs of our community. In addition to fire suppression services, we provide such specialized services as technical rescue, medical assistance including defibrillation, auto extrication and response to hazardous materials emergencies.

The VFRS is committed to each citizen so the quality of their lives, through service, is enriched.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Information/ Communication to public	Informational	Public/ Education Meetings		<p>Reference in public notices, to special assistance available for members of the public including a TTY reference number</p> <p>Use of accessible locations that address items of great public interest late in the day or in the evening, to accommodate work or travel schedules</p>	Ongoing

Practice/policy	Attitudinal	Increase Communication Information	Increased awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training	Will provide staff with an introduction to the information to serve persons effectively and respectfully with disabilities  Fire recruits will receive training on human rights and workplace harassment policies  New employees/management staff receives orientation to corporate human rights policies and disability awareness sensitivity training	Ongoing
Customer feedback	Policy/practice	Informational, Physical, Technological, Communicational	Increased awareness of fire safety for persons with disabilities  Continuous incorporation of practices in development of all new products	Increased use of e-mail notice lists where possible, using a communication tool that is immediate and enables the division to reach more people at low cost This is also a more accessible form of communication for some people with disabilities	Ongoing

Communication Technology	Technological, Communicational	Accessible information on the website	Increased awareness of fire safety for persons with disabilities	Implementation of a web site providing an e-mail address for the public to submit complaints or questions  Creation of an information pamphlet that is handed out	Ongoing
Update the Fire Safety Plan	Practice	Review of Fire Safety plan city wide	Assurance of implementation of evacuation procedures	Development of standard procedure to evacuation of endangered citizens. Co-operative initiative by the Facility and Maintenance and Health and Safety Departments	Ongoing



## 2.3 // Vaughan Fire and Rescue Services – Emergency Planning

The Emergency Planning Program is responsible for developing, implementing, maintaining, and evaluating plans, procedures, programs and strategies to prevent, mitigate, prepare for, respond to and recover from natural, technological and human-caused emergencies that can affect the municipality.

The program is responsible for maintaining the mandatory elements of an emergency management program in accordance with the Emergency Management and Civil Protection Act. These elements include public education and awareness, emergency plans and procedures, staff training, exercises, emergency information, community risk analysis and identification of critical infrastructure. The program is also responsible for coordinating with all business units to develop, implement, maintain, and evaluate Business Continuity Plans.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Information/ communication To public non-emergency	Informational	Public education and print materials	Persons with disabilities prepare and plans to manage during an emergency	Distribution of provincial emergency preparedness guide for people with disabilities and special needs at community events and city buildings	Ongoing
					Completed
				Development of a public education presentation on emergency preparedness for people with disabilities and	Ongoing

				special needs.  Review in house developed literature on emergency preparedness and revise to meet accessibility standards.	
Information/communication To public during an emergency	Informational, technology	Accessible information on website through media outlets, telecommunications, and print	Situational awareness of the emergency and actions to take for persons with disabilities to ensure their safety	Utilize multiple communications sources to convey emergency messages. (component of crisis communications plan)	Ongoing
Plans/practices at emergency shelters	Physical	Develop emergency shelter plans that include provisions for persons with disabilities and special needs	Persons with disabilities are accommodated in emergency shelters	Develop emergency shelter plans and procedures, including designated space for persons with disabilities and special needs for each community centre identified as an emergency shelter	Completed
Communication technology	Technological, communication-al	Accessible information on the website	Increased awareness of emergency	Implementation of a web site providing an e-	Ongoing

			preparedness for persons with disabilities	mail address for the public to submit questions	
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## **2.4 // Recreation Services**

The Recreation Services Department offers recreational programs to the residents of Vaughan through a team of staff, volunteers, and community partners as outlined in the seasonal Community Services guide to Recreation and Parks.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Awareness of accessibility issues.	Attitudinal/ Informational	Host and promote events that raise awareness in the community for persons with disabilities	Increase community and staff awareness and knowledge	Continue to promote and celebrate National Access Awareness week and International Day of Persons with Disabilities and other events in Vaughan.	Continuous annual audit.
Equipment and specialized instruction in programs for people with disabilities.	Physical/ Access/ Attitudinal	Audit equipment and programs.	Better inclusion in programs for individuals with disabilities.	Continue to source out adaptive equipment as required for program delivery in general programs, fitness and aquatics.  Continue to provide specialized training to staff.	Continuous annual audit.

Access to specialized programs for persons with disabilities.	Access	Develop and implement new specialized programs	People with disabilities have the option to choose programs according to their needs	Increase partnership with community organizations and offer specialized programs for all ages	Continuous annual audit.
Employment and volunteer opportunities for people with disabilities.	Employment	Increase opportunities for people with disabilities to obtain employment and volunteer experiences.	Improve the quality of life and opportunities for people with disabilities	Engage youth with disabilities to ensure that they gain volunteer experience and increase training opportunities for future employment through leadership programs (i.e. Leaders by example and Volunteer Leadership Program etc.)	Continuous annual audit.

<p>Awareness of benefits of active and healthy lifestyle choices for persons with disabilities.</p>	<p>Informational</p>	<p>Communicate healthy and active lifestyles benefits and opportunities to improve quality of life for people with disabilities.</p>	<p>Improve the quality of life for persons with disabilities</p>	<p>Develop partnerships with Community Service Organizations and deliver awareness programs and workshops to key groups.</p>	<p>Continuous annual audit.</p>
<p>Support opportunities for the inclusive participation in recreational programs of persons with disabilities</p>	<p>Organizational</p>	<p>Develop training module in partnerships as it relates to behaviour management training for staff.</p>	<p>Enhanced specialized supports for persons with disabilities.</p>	<p>Provide Nonviolent Crisis Prevention Intervention certification and specialized behavior management training and to all staff and volunteers.</p>	<p>Continuous annual audit.</p>

<p>Awareness and access to recreational services for persons with disabilities.</p>	<p>Information/communication</p>	<p>Develop seasonal special needs program brochure.</p>	<p>Easier access to information on services for persons with disabilities</p>	<p>Develop and distribute the special needs brochure information in all newsletters of community service organizations, link to websites and school boards, city's website, and social media.</p>	<p>Continuous annual audit.</p>
<p>Inclusion of accessibility planning and awareness in the development of recreational services</p>	<p>Organizational</p>	<p>Ensure that departmental program planning initiatives are reviewed with an accessibility lens</p>	<p>Greater access to inclusive programs and services</p>	<p>Continue to promote inclusivity in all recreational services. he AODA requirements</p>	<p>Continuous annual audit.</p>



<p>Incorporate accessibility retrofits during renovation projects and new community centre construction.</p>	<p>Physical/ Access</p>	<p>Continue to audit the facilities to ensure compliance with the AODA</p>	<p>AODA legislative compliance</p>	<p>Continue to collaborate with Facility Services Department to address accessibility in existing and new community centres.</p> <p>Signs, automatic door openers and additional designated accessible parking, universal washrooms and change areas have been installed/ upgraded to provide easier direct access to the community centres and activity rooms.</p>	<p>Continuous annual audit.</p>
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<p>Gaps and barriers in the delivery of recreational services to persons with disabilities</p>	<p>Attitudinal/ capacity building</p>	<p>Assess the community needs ongoing</p>	<p>Enhanced recreational opportunities for persons with disabilities</p>	<p>Collaborate with service delivery partners both within and outside of government on pilot projects to enhance our compliance and outreach activities.</p> <p>Continue to review and update policies/ procedures/forms to reflect legislation changes.</p> <p>Continue to seek additional funding opportunities to assist with removing barriers and improving accessibility in the community.</p>	<p>Continuous annual audit.</p>
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<p>Align with corporate initiative/roll out to have all Recreation Services publications to conform with the Information and Communications Standard / WCAG 2.0 Level AA</p>	<p>Information and Communication</p>	<p>Audit current publications/communications materials for AODA compliance solution</p>	<p>AODA legislative compliance</p>	<p>Create new protocols around communication material and train appropriate staff in accessible communications as rolled out by corporate initiative Accessible Recreation EGuide (HTML 5)</p>	<p>Continuous annual audit (compliance 2021)</p>
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## 3.0 // Planning and Growth Management Portfolio

The Planning and Growth Management Portfolio consists of Development Planning, Policy Planning and Environmental Sustainability, Development Planning, Development Engineering, and Infrastructure Planning, Building Standards, Parks Planning and the Vaughan Metropolitan Centre Program.

### 3.1 // Development Planning

Department staff is responsible for the implementation of planning policies and general design of the City through the planning process. This is accomplished keeping in mind important social issues and environmental and economic considerations, which provide for healthy communities. Through this process, interests and objectives of individual property owners are balanced with the greater interests and objectives of the City.

The Development Planning Department provides professional planning advice and information with respect to current land use and urban design issues and undertakes the review and processing of a variety of development applications, including Official Plan, Zoning, Subdivision, Condominium, Part Lot Control and Site Plans submitted to the municipality and the preparation of supplementary documents (e.g. zoning by-laws). Development Planning staff are available to provide consultative assistance to the public and the development industry on planning-related issues, processing of development applications and the planning legislative process. The Development Planning Staff also attend Ontario Municipal Board Hearings as directed by Council.

The Development Planning Department actively pursues citizen input. Public comment is solicited on all development applications as well as policy changes to the Official Plan. Citizen input to such change is encouraged and welcomed as a vital part of the planning process in Vaughan and is essential to good planning.

### 3.2 // Urban Design

Working together in consultation with the Development and Policy Planners, the Urban Design Section of the Development Planning Department is responsible for initiating, developing, and implementing urban design and streetscape plans, policies, and guidelines.

The Urban Designers also provide professional advice on site development applications with respect to site design, built form and landscape and streetscape components within the context of established planning policy, urban design guidelines and standards, and planning studies in progress.

They also participate in the review and formulation of Block Plans, to ensure conformity with approved urban design, streetscape, and architectural control objectives of the municipality.

The Urban Designers, together with the Environmental Planning Section of the Policy Planning Department, also review environmental enhancement aspects of development applications to ensure appropriate landscape protection, enhancement of environmental features and sustainable development in the municipality, including liaising with environmental and conservation authorities with respect to conservation land management and protection.

### **3.3 // Committee of Adjustment**

Development Planning Staff provides comments to the Committee of Adjustment on Minor Variance and Consent applications circulated from the Clerk's Department. This involves analysis and evaluation of the applications leading to the preparation of reports to the Committee of Adjustment, which includes recommendations for consideration and action by the Committee. Development Planning Staff attends all Committee of Adjustment meetings to respond to questions from the Committee members regarding Minor Variance and Consent applications and attends Ontario Municipal Board Hearings on such matters as directed by Council.

### **3.4 // GIS Mapping**

The GIS Mapping Section of the Development Planning Department is responsible for coordinating, administering and overseeing the development, implementation, maintenance and operation of the Department's Geographic Information System (GIS), Development Tracking Application (DTA) and Computer Aided Drafting (CAD) including the distribution of spatial databases such as official plan, zoning and parcel fabric; municipal addressing; and document management.

### **3.5 // Building Standards**

The municipal building permit process is a public service to ensure that construction and use of buildings and land meet the standards established by both municipal and provincial levels of government, primarily to ensure public safety and well-being. The building permit process is administered by the Building Standards Department and permits are issued where submissions conform to code, bylaws and agreements regulating construction and land use.

The City of Vaughan has made a strong commitment to promoting a well-planned development. In this context, the Building Standards Department is committed to ensuring reasonable compliance with minimum standards of the Ontario Building Code and other applicable law, providing the ultimate level of client service achievable in a timely, cost-effective and consistent manner, and in an environment which is accessible, progressive and fair.

Services:

- Plans Examination/Permits
- Zoning
- Architectural/Structural
- Plumbing/heating
- Inspections
- Provision of Information/Reports/Statistics/Comments
- Committee of Adjustment Comments and Attendance
- Responses to Lawyers Inquiries/Letters

### **3.6 // Policy Planning and Environmental Sustainability**

Policy Planning Department undertakes both the long-range planning for the City as well as any specific projects assigned, from time to time, by Council. Special projects can be on any current planning issue affecting the city.

In collaboration with the parks, development planning, engineering, building standards, cultural services and economic development and culture disciplines, the department identifies and assesses a wide range of land use, urban design, heritage, and environmental requirements. Staff employs a comprehensive package of planning policies to address such

matters as: community plans and area studies that incorporate built form and public realm considerations such as land use, open space, streets, blocks, massing, pedestrian and bicycle networks, and built and natural heritage. The Policy Planning Department takes into consideration the environment, transportation planning, population, and demographics, while focusing on transit-oriented development, complete pedestrian-friendly communities, and city building.

The Department fosters a culture of active participation with its citizens, stakeholders, developers, and consultants to produce a high-quality land use and urban design policy framework as it relates to all scales of development from specific sites through to neighbourhoods and city centres. Public comment is solicited on policy changes as a vital part of the planning process in Vaughan and is essential to good policy planning.

The City of Vaughan is dedicated to the protection of the natural environment, as identified in Vaughan Vision 2020, which recognizes the importance of "Service Excellence" to "Promote Community Safety, Health and Wellness".

To this end, the Environmental Planning Section of the Policy Planning Department is responsible for overseeing the implementation of the environmental policies of the City's Official Plan through development applications, block plans, and developing new environmental policies for future implementation. The Department implements environmental legislation and policy from the Province of Ontario and works closely with other levels of government and agencies on the development of environmental policy.

The planning policy documents prepared through this process are implemented by the City's Development Planning Department.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Public meetings / presentations accessible to all (via sign language interpreter and translator / TTY / assistive listening devices)	Physical	In advertisements and notices state that services requiring special assistance can be provided upon request.	Increased / easier community participation.	<p>Develop language to be inserted in all department communications / notices.</p> <p>Insert telephone number or contact information in all notices to give customers opportunity to request additional services for accessibility.</p> <p>Make public meetings accessible to the public <i>after</i> non-statutory and statutory public meetings by recording audio and/or video and posting pod casts, videos, etc. in a convenient location.</p>	Ongoing efforts to meet City-wide protocol to address 'Special Assistance' (completed in Sept 2009), along with mandatory staff training (ongoing)



Public documents, e.g., pamphlets, guidelines, and studies.	Physical	Change of fonts. Explore duplicate publication in large print formats and alternative mediums such as on audio tapes, CD's, etc.	Greater accessibility of information / better informed public.	Work with Corporate Communications and the City Manager's Office.	Ongoing efforts to meet City-wide protocol to address 'Special Assistance' completed in Sept 2009, along with mandatory staff training. (ongoing)
Usability of workstations	Physical	Assisting with individual's mobility/alleviate physical and emotional stress of staff. improved ability to work.	Ergonomic keyboards, mouse, chairs, desks, telephone, storage, and files.	Has been addressed in New City Hall. Building and workstations designed to Universal Accessibility Standards.	Ongoing – in consultation with Joint Health and Safety Committee
Walkway Obstructions	Physical	Clear travel path throughout the office area/ ease of mobility	Removing physical barriers (e.g., storage, photocopiers, printers, recycling bins, etc.); maintaining minimum aisle widths.	Has been addressed in New City Hall. Building and workstations designed to Universal Accessibility Standards.	Ongoing – in consultation with Joint Health and Safety Committee

Walkway Obstructions in Planning Boardroom	Physical	Clear travel path throughout boardroom area/ease of mobility	Maintaining clear path of travel around Boardroom table and at egress points (i.e., chairs, screens, portable presentation equipment).	Has been addressed in New City Hall. Building and workstations designed to Universal Accessibility Standards.	Ongoing With Joint Health and Safety Committee
Readability and clarity of signs, directional signs	Information	Improved access/less directional inquiries	Increase visual communication	New City Hall has partially addressed this with displays and department signage at counters. Better signage in corridors to increase visual communication to be determined by Corporate Communications.	Ongoing – in consultation with Joint Health and Safety Committee
Skilled personnel/sensitivity training in dealing with persons with disabilities for new staff	Communication	Sensitivity Training	Staff will be better equipped to deal with persons with disabilities	Training Program for all staff within commission hired after September 2009.  (Mandatory training was completed by all staff as of September 2009)	Completed for existing Staff / Ongoing for new Staff

Designated seating areas for customers waiting to be served	Physical/ Architectural	Architectural modifications	Reduce Stress level of customers/customer satisfaction.	Barrier-free seating to be added by counter area. Timing, safety/architectural details will need to be determined with other departments.	Completed
Lack of assistive hearing devices	Technological	Investment in assistive hearing devices.	Easier to communicate with customer and address their needs.	Interim solutions are on-going. This will need to be addressed within IT.	Ongoing
Publication – Small Print	Information	Provide alternative formats (Braille, large print) for all public documentation (OPAs, By-laws, etc.).	Easier to read / Greater number of visually impaired will be able to access documentation.	Corporate Communications to determine font and size. Some information provincially regulated and cannot change (i.e., permit application form).	Ongoing efforts to meet Corporate protocol for “Alternate Formats of Communications Standards”. (ongoing)
Lighting at public counter	Physical	Provide additional or brighter lighting at front counter	Increase visibility for those who are visually impaired.	Has been addressed in New City Hall. Building and workstations designed to Universal Accessibility Standards.	Completed

<p>Zoning By-laws for Parking</p>	<p>Information / Human</p>	<p>Review existing provisions.</p>	<p>Address accessible parking needs.</p>	<p>City-wide Parking Study currently underway. Provincial Committees are also addressing this issue as part of the Accessibility for Ontarians with Disabilities Act (AODA) and any new standards will be incorporated in the updated Zoning By-law.</p>	<p>Completed on Jan 1, 2015 through Ontario Regulation 413/12</p> <p>City –Wide Parking Standards to be included in new Zoning By-law (2017).</p> <p>City –Wide Parking Standards to be included in new Zoning By-law (2017)</p>
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<p>Awareness of accessibility issues and technologies that should be incorporated into Site Plan Review process (coordination with other departments).</p>	<p>Policy/Practice</p>	<p>Review existing processes and design projects and provide directions to architects and engineers to focus on barrier free. Plan review and site inspections for proposed construction. Department reviews for code compliance and zoning compliance design.</p>	<p>Incorporate Accessibility planning in future plan reviews. Ensure proper measures are taken to proactively plan for future development.</p> <p>Future changes to the Building Code anticipated to enhance accountability requirements.</p>	<p>Site Plan Accessibility Impacts Checklist implemented to ensure awareness of accessibility matters related to the external building and overall site. The Site Plan Accessibility checklist is required to be completed for all Site Plan Applications. Vaughan Council approved the Site Plan Accessibility Impacts Checklist on April 8, 2014.</p>	<p>Completed</p>
<p>Departmental Entrance/Exit Doors</p>	<p>Physical</p>	<p>Install automatic door openers.</p>	<p>Ease of movement when entering or exiting department (and building).</p>	<p>Have been installed where necessary in new City Hall.</p>	<p>Completed</p>

<p>Ensure proactive provisions address Accessibility Planning at the Official Plan Level</p>	<p>Policy/Practice</p>	<p>Incorporate a review for Accessibility Planning as part of the Official Plan Review process.</p>	<p>Ensure that Vaughan's new Official Plan incorporates aspects of Accessible Planning.</p>	<p>The new Official Plan addresses accessibility throughout its entirety. Accessibility is integrated into several policies in Chapter 9: Building a Great City, including Section 9.1.1.11, as follows:</p> <p>To design for universal physical access throughout the public realm through the creation of an integrated network of public spaces that are universally accessible, including sidewalks and walkways with unobstructed pathways, curb cuts at corners of all public streets, and infrastructure that supports people with visual and</p>	<p>Chapter 9 in the Official Plan is in full force and effect as of Q3/2014</p>
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				hearing impairments, such as textured paving and audible crosswalks.	
Lower portion of front counter is obstructed with various materials, thereby eliminating usefulness as an accessibility amenity.	Physical	Ensure staff are aware of the purpose for lower counter height and that area is kept free of obstructions.	Keeping the counter clear will ensure the Planning Department is maintaining barrier-free customer service.	Accessibility training for new staff and front counter staff; corporate reminders; departmental input for front counter staff.	Completed  Ongoing for new staff

## 4.0 // Development Engineering and Infrastructure Planning

The Development Engineering and Infrastructure Planning Department is responsible for the expeditious review, approval and processing of land development applications, the long-term planning of municipal infrastructure as well as undertaking transportation engineering studies, and impact assessments.

The Development Engineering and Infrastructure Planning Services has three subsections, Development Services, Engineering Planning and Studies and Transportation Engineering with the following responsibilities:

- Review and comment on draft plan of subdivision development and site plan/ development applications including the Official Plan and Zoning By-law Amendment Applications (municipal servicing and transportation).
- Prepare and administer subdivision and development agreements.
- Review and approve construction drawings.
- Class Environmental Assessments.
- Master Environmental and Servicing Plans including Block Plans.
- Long term infrastructure and transportation planning.
- Water and sanitary sewer modeling and demand forecasting; and
- Sustainable transportation and Transportation Demand Management (TDM) programs.



Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Communication materials (procedures, design criteria, and standards) to the public at the front desk	Information	Review and provide updated communication materials and various mediums (i.e. modern technology) to provide more access to communication material	More effective communication with the public	Notices to be large print, and may include various font sizes, contrast colours, and Braille upon request from the public. Touchscreen computers accessible at the front service counter of the department, various audio/visual options for further accessibility	Semi-completed, Subject to ongoing review and revisions/updates as required.

Limited communication tools for deaf and hard of hearing at public meetings	Communication	Communication enhancements for deaf and hard of hearing at public meetings	More effective communication for deaf and hard of hearing persons attending meetings	Provision of sign-language interpreters and assistive listening devices upon request	Completed
Limited accessibility to facilities for public meetings	Physical – mobility	Ensure that facilities selected for public meetings are accessible to people with disabilities	Safer pedestrian and wheelchair movement	Select meeting facilities that are wheelchair friendly	Completed
Accessibility for residents to homes in areas under construction	Physical – mobility	Ensure that contractors/developers will always clear and maintain access for homeowners and during construction; establish a monitoring program through site inspection	Safer vehicle, pedestrian, and wheelchair movement along sidewalks	Inclusion of accessibility requirements in subdivision agreements and site plans to maintain sidewalk access all the time	Completed Administrated through subdivision agreements

Sidewalks at intersections are not marked properly for people with a visual disability	Physical	Incorporation of directional lines in sidewalk ramps at intersections	Enhanced safety for visually impaired pedestrians	Updating of engineering standards and design criteria to include directional lines at new commercial driveways	Completed Concrete sidewalk with directional lines OPSD 310.030; New design standards completed in 2013
Signs are not designed for people with a visual disability (font size, colours, etc.)	Communication	Develop new signage at trails, walkways, entrances, and storm water management ponds warning signs	Enhanced safety for visually impaired pedestrians Warning signs to be more visible for persons with low vision	Updating of engineering standards and design criteria to include larger fonts to be easy to read by persons with low vision	Ongoing New design standards completed in 2013; Draft of updated Design Standards has been established, awaiting final approval before moving forward for Council Approval
Awareness training for all Development/Transportation Engineering staff	Communication / attitudinal	The Office of the Chief Human Resources Officer offers training courses to comply with requirements	Improve communication skills for employees to deal with persons with disabilities	Pursue in house training through Human Resources department	Completed Periodic training by HR department for updates with the latest AODA regulations

Existing and future sidewalk construction standards to consider proper edge protection	Physical	Update design standards for edge protection on sidewalks and footpaths at intersection pedestrian crossings, and curb ramps in new subdivisions	Enhanced safety for persons with visual disabilities	Include walkways to parks, trails and sidewalk that lead to storm water management pond	Ongoing
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## 5.0 // Economic and Cultural Development

Economic and Cultural Development is dedicated to promoting economic growth and cultural services in our community. On-going initiatives aimed at assisting the existing business community and attracting new business and entrepreneurs to Vaughan will help to ensure that Vaughan remains a vibrant growth community. We are also focused on the future and ensuring that Vaughan has the infrastructure, development policies, qualified labor force to meet the needs of the future.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Lack of awareness about the important role businesses play in accessibility.	Informational	Communication directed at the Vaughan business community.	More businesses implementing projects that go beyond base accessibility standards.	Provide accessibility brochure to businesses	Ongoing
Lack of accessibility projects.	Informational	City of Vaughan increases leadership role in the community.	Increased accessibility at City Hall for people with vision and hearing impairments.	Installation of “Innovative Path System” pilot project at Vaughan City Hall; a way-finding technology to assist those with vision and hearing impairments.	This pathway was removed due to safety issues.

## 6.0 // Public Works Portfolio

The Public Works Portfolio consists of Transportation and Fleet Services; Parks, Forestry and Horticulture Operations; and Environmental Services.

### 6.1 // Transportation and Fleet Operations and Parks, Forestry and Horticulture Operations

These department are responsible for the operation and maintenance of city-owned roads, bridges, sidewalks, water mains, sanitary sewers, storm sewers and watercourses and the collection of residential waste. The Department maintains the City's infrastructure and provides related services to ensure public health and safety. Seasonal services include street sweeping, application of dust suppressants, snow removal and leaf / yard waste collection. Other services provided by the Department include:

- Road Maintenance Services: Winter road plowing and salting operations; street sweeping; application of dust suppressants on rural roads; streetlight maintenance; general road repairs; roadside ditch maintenance; culvert installations; and curb and sidewalk repairs.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date	Responsibility	May 2020 Update
Communication materials (pamphlets, brochures and solid waste calendars to the public at the front desk)	Information	Review and provide updated communication materials	More effective communication with the public	Notices to be large print, and may include various font sizes, contrast colours	Completed, subject to ongoing review and revised as required	Public Works (Front counter is run by ES)  Corp Comm principally.	All public facing information is prepared by Corporate Communications.
Replacement of existing street name blades with oversize street name blades at signalized intersections	Architectural	Review street signage at signalized intersections and replace the existing street names blades	Enhanced safety for visually impaired pedestrians and enhanced ability to identify streets for motorists and emergency services	Updating of engineering standards to include oversize street name blades and include in new construction/retrofit in older areas	In progress. Implementation completed		

No accessible traffic signals at intersections	Architectural	Retrofit of traffic signals at intersections with pedestrian countdown timers and Audible Pedestrian Signals (APS) features	Enhanced safety for persons with disabilities, visually impaired and the elderly	Include pedestrian countdown timers, audible pedestrian signal features and zebra crosswalk pavement markings at new traffic signals and retrofit in older areas	In progress. Implementation of pedestrian countdown timers at all city traffic signals is ongoing. APS retrofits were completed along Clark Ave and at VMC signalized intersections. APS retrofits/installations are being proposed at additional traffic signalized intersections for implementation in 2021.	TFMS Transportation	Implementation of pedestrian countdown timers at all city traffic signals is ongoing. APS retrofits were completed along Clark Ave and at VMC signalized intersections. APS retrofits/installations are being proposed at additional traffic signalized intersections for implementation in 2021.
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Broken, cracked or missing sidewalks in parks causing disruption in continuous accessibility	Physical	Repairs of uneven surfaces, cracks or install missing bays	Increased mobility for people for with physical disabilities.	Continue to inspect all park sidewalks utilizing inspection sheets and schedule repairs under annual contract.	Continuous annual audit.	PFHO- provide information of locations under repair or renovations – via website	Ongoing
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<p>Flooding in Parks causing disruption in continuous accessibility</p>	<p>Physical</p>	<p>Enhance information /communication signage and implement communication procedure.</p>	<p>People with physical disabilities will know in advance of a service disruption.</p>	<p>Signs will be enhanced to provide more detail to Park Users including contact information. Access Vaughan and Parks and Forestry clerical staff are being notified of service disruption so they can address inquiries. Also, website updates will be provided.</p> <p>Next step: develop a communication plan with Accessibility Committee to communicate disruption.</p>	<p>Guidelines have been completed to reflect internal procedures for Parks Operations, which notifies Access Vaughan and Parks and Forestry clerical staff of service disruption so they can address inquiries. This is communicated via email and verbal confirmation for flooding (or snow pile) blockages.</p> <p>For periods of flooding that are extreme, the PFO website is updated. Existing</p>	<p>PFHO list of locations prone to flooding, example Bindertwine Park – via website</p>	<p>Ongoing</p>
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					signage continues to be utilized in the event of flooding.		
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<p>Snowstorms preventing access to sidewalks and COV parking lots causing disruption in continuous accessibility</p>	<p>Physical</p>	<p>Better communication to advice of service disruption.</p>	<p>People with physical disabilities will be provided an opportunity to find an alternate route.</p>	<p>Implement GPS system on all sidewalk units and plow trucks to provide immediate information of the status snow clearing operations by location. Pending budget approvals</p> <p>Continue to work with Community Services to initiate the CS Inclement Weather procedure.</p>	<p>Implementation of GPS system on all sidewalk units and plow trucks continues to be put forward for budget approval - Presently there are 14 of the 44 sidewalk units equipped with GPS. Guidelines have been completed to reflect internal procedures for Parks Operations, which notifies Access Vaughan and Parks and Forestry clerical staff of service disruption so they can address inquiries. This is</p>	<p>PFHO list common locations of blockage, bridge decks etc. - via website</p>	<p>Ongoing</p>
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					communicated via email and verbal confirmation for flooding (or snow pile) blockages Notification of snow operations are placed on the City of Vaughan website which is used by Access Vaughan and PFO staff so they can address inquiries.		
Broken and uneven sidewalks	Architectural		Safer pedestrian and wheelchair movement	Repair/replace sidewalk	Ongoing	TFMS Roads	Regulatory Requirement - Ongoing
Windrows across end of driveways	Architectural		Safer pedestrian and wheelchair movement	Continue to provide a residential driveway windrow clearing program	Ongoing (winter)	TFMS Roads	Service Contract Requirement - Ongoing

Debris on roadway	Architectural and respiratory	Regenerative air sweepers (dustless street sweepers) which facilitate in the lowering/elimination of particulate matter in the environment.	Safer pedestrian and wheelchair movement, as well as reduced respiratory problems from the dust	Continue with street sweeping and flushing program on a regular basis. Purchase new street sweepers that meet stringent pm standards for dust control	Ongoing  Two units owned.	TFMS Roads	Ongoing
Holes in road	Architectural		Safer pedestrian and wheelchair travel	Repair potholes in accordance with ministry of transportation's regulations	Ongoing	TFMS Roads	Requirement - Ongoing
Excessive dust on unpaved roads	Architectural and respiratory		Reduced complaints from residents with allergy/respiratory problems.	Continue to apply dust suppressants seasonally, as required	Ongoing	TFMS Roads	Ongoing

## 7.0 // Office of Corporate and Strategic Communications

Corporate and Strategic Communications provides professional, fully integrated communications support and services that inform and engage the community and promote a positive image of the City. The department supports Council and the Corporation by providing strategic communications products, services, and advice; managing corporate protocols; and facilitating internal communications to increase employee engagement.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Continue to explore opportunities to improve website content	Informational	Enhance accessibility by striving to always use plain language and videos with subtitles	Improved accessibility to information located on the website	Working with partners across the organization to improve their website content	Ongoing
Ensure residents have access to public information in alternative formats	Informational	Continue to ensure residents have access to public information in alternative formats	Greater accessibility of information and a better-informed public	Continue to look at opportunities to provide a variety of information options to meet the needs of the public	Ongoing

## 8.0 // Procurement Services

The Procurement Services Department is responsible for the acquisition of goods, services, capital construction projects and equipment for the City of Vaughan and Vaughan Public Libraries. Purchasing policies and procedures are determined by Purchasing Services, approved by Council and Library Board and are mandatory for all City and Library departments.

Purchasing Services procures goods, services and construction for the City and Library departments through a centralized procurement function.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Access to accessible goods and services	Informational	When procuring goods, services and construction, the City of Vaughan will incorporate accessibility criteria and features.	More easily accessible documents	Where applicable, procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria.	Completed
Access to counter services	Structural	The purchasing services front counter at New City Hall is appropriately designed to			Prior barrier has now been removed



		accommodate Wheelchair customers			
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## 9.0 // Office of The Chief Human Resources Officer

The Office of the Chief Human Resources Officer assists the organization and its employees to realize corporate goals and objectives and, at the same time, provide an employment environment that is both positive and rewarding. The services that are currently provided include a number of areas of specialty such as Recruitment and Retention Programs, Health and Wellness Programs, Accessibility and Diversity, Employee Relationships, Learning and Development, and Records Management. The services that the department provides encompass multiple areas and foster a positive working relationship for all employees of the City of Vaughan.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Dedicated Accessibility staff resource	Resources	Hire a full time staff member responsible for leading the advancement of accessibility and workplace diversity in Vaughan	An internal champion to spearhead and champion the advancement of accessibility and workplace diversity in Vaughan.	Hire a full time staff member	Completed July 2014
New staff requires accessibility training on the customer service regulation and existing staff will require refresher training	Attitudinal	Training opportunities	Ongoing compliance with the regulation and improved ability to communicate with and deliver services to persons with disabilities	Included as part of the orientation/on-boarding program. Semi-annual training opportunities for all staff. Ensure training opportunities are available and communicated to department heads so that	Ongoing

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
				new staff members and staff that require refresher training can attend	
Review recruiting policy and interviewing process noting anticipated new employment regulation	Attitudinal	Policy / Procedures	Compliance with new employment regulation	Review new standards as it relates to employment and develop action plan to ensure Human Resources and the Corporation complies with the new standard	Ongoing
Review new provincial standards	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced accessibility	Review existing programs and processes to determine gaps with new standards	Complete
Compare standards with existing programs/ procedures	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced accessibility	Develop suggestions and recommendations throughout consultation with stakeholder groups	Ongoing
Availability of knowledge related to barriers	Attitudinal	Programs / Procedures	Compliance and enhanced accessibility	Present opportunities to Accessibility Advisory Committee and seek input	Ongoing
Emergency Notification	Awareness of barriers	Seek input from individuals who require direct support in case of emergency	Ensure the safety of all employees during an emergency	Develop form to gather required information and work with employee, supervisor and fire warden to ensure appropriate emergency plans are implemented	Complete

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Training with regard to the accessibility standards required under the Regulation and the Human Rights Code.	Attitudinal	Training opportunities	Ongoing compliance with the regulation and improved ability to communicate with and deliver services to persons with disabilities.	Gather information in 2013 and prepare an action plan to comply with this requirement for January 2014	Ongoing
Recruitment; provision of info regarding availability of accommodation in recruitment.	Legislative/ Compliance	Policy/ Procedures	Compliance and enhanced accessibility	Gather information in 2013 and prepare an action plan to comply with this requirement for January 2014. Review existing program and process to determine any gaps with the upcoming standards.	Complete
Employee support; provision of information to employees regarding accommodation and accessibility in employment	Attitudinal	Training opportunities	Ongoing compliance with the regulation and improved ability to communicate with and deliver services to persons with disabilities	Gather information in 2013 and prepare an action plan to comply with this requirement for January 2014.	Complete

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Document Individualized accommodation plans; written processes must be in place for the development of individualized accommodation plans.	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced accessibility	Individual accommodation plans are currently in place. This process is achieved through the early and safety return to work program. Regulatory completion date of Jan 2014	Complete
Return to Work process; shall be developed.	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced accessibility	The Early and Safe Return to Work process addresses the return to work process. Regulatory completion date of Jan 2014	Complete
Performance management processes; must account for accessibility needs	Attitudinal	Program/ Procedures	Ensure performance management	Gather information in 2013 and prepare an action plan to comply with this requirement for January 2014	Complete

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Career development and enhancement processes; must account for accessibility needs	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced accessibility	Research legislative requirement and investigate the creation of career development process that incorporates accessibility needs. This particular regulatory requirement comes in effect in January 2014	Completed
Redeployment processes; must account for accessibility needs	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced accessibility	There is no written process currently in place for a redeployment process. Information must be gathered to investigate the creation of redeployment process and incorporate accessibility needs. This particular regulatory requirement comes in effect in January 2014	Completed

## **10.0 // Office of The Chief Information Officer**

The Office of the Chief Information Officer (OCIO) is responsible for managing the effective delivery of technologies and services to achieve the organization's objectives. The Office is responsible for the engineering, architecting, implementation, security, maintenance and support of city-wide technology and communications infrastructure. OCIO's vision is "Making Vaughan Better for People in our Digital Age".

The Office of the Chief Information Officer is organized into five (5) business units, each with a particular focus and specific responsibilities:

### **10.1 // Client Support and Solution Services**

Implements, supports, and maintains the lifecycles of solutions and endpoint devices including mobile technology. Supports internal clients in their daily use of technology through the IT Service Desk, on-site support, and training.

### **10.2 // Digital Services**

Drives Corporate Digital Transformation initiatives which includes productivity tools, E-service delivery, mobile solutions and social media, while supporting Digital Strategy and Vaughan's online programs.

### **10.3 // Enterprise Systems, IT Assets and Contracts**

Partners with City departments to identify functional requirements for enterprise systems, builds product road maps, implements, maintains, and supports all environments. Procures IT Assets and peripherals for all City departments and Vaughan Public Libraries and manages OCIO hardware and service contracts. Manages audio-visual infrastructure with respect to delivering A/V services.

## **10.4 // Infrastructure Architecture and Operations**

Focuses on Enterprise Architecture, implementation, security, maintenance and support of City-wide technology and communications infrastructure. Implements and maintains wired and wireless data/voice network throughout existing City's facilities and new builds.

## **10.5 // IT Security**

Maintains an IT Security Program that includes development and maintenance of IT security related policy, standards and strategy. This program includes awareness, auditing, risk management and incident response components.



## 11.0 // Vaughan Public Libraries

Vaughan Public Libraries (VPL) offers welcoming destinations that educate, excite, and empower our community.

Accessibility Barrier	Barrier Type	Suggested Improvements	Expected Benefits / Success Indicators	Strategy for Completion	Completion Date
Access to information	Information	People with low vision will have access to books in alternate formats	Improved access to information/usage	Collection development: talking books, and large print materials and descriptive videos, AODA: text enlarging workstations, voice activated information retrieval; magnified bookmarks	Ongoing
Access to materials	Communication	Review materials	Improved access/usage	Option to check materials independently at express checkouts. Incorporated for new library construction. Voice activated information retrieval and synthetic speech access	Completed  Completed
Computer workstation screen	Technological	Purchase 17-inch monitor, ergonomic mouse	Improved usage/ productivity/reduced eye strain	17-inch monitors standard – to be replaced as per current replacement schedules	Completed

Facility access	Communication  Physical	Provide new signage Provide ingress route to library	Improved access/usage	Braille included on directional signage and elevator buttons Develop accessible pathways to new lower level exterior access door at Kleinburg library	Completed
Interior reconfiguration	Physical	New carpets; improved wheel-chair accessibility to stacks, displays, furniture for computer use	Improved access/usage	Review of Bathurst Clark resource library; make recommendation to the board and submit for funding in the capital budget process. Addition of AODA workstation	Completed
Wheelchair accessibility	Physical	Check-out desks lowered	Improved access/usage	Renovation plans for circulation desks to include lowered top configuration. Incorporated for new library construction.	Completed at 3 locations; Dufferin/Woodbridge slated for 2012; Ansley – 2013; Maple – 2014 Completed at two locations; additional two libraries slated – 2015 and 2016

Entry to library	Physical	Replace pull/push doors with sliding doors	Improved access/usage	Identify libraries currently not able to provide barrier free access to library; seek funding approval for renovation. New libraries to incorporate as standard	Completed at six locations; review feasibility for remaining two locations
Access to information	Information	People with low vision will have access to books in alternate formats	Improved access to information/usage	Collection development: talking books, and large print materials and descriptive videos AODA: text enlarging workstations, voice activated information retrieval; magnified bookmarks	Ongoing

## 12.0 // Integrated Accessibility Standards Regulation (Iasr) Implementation Plan

IASR Section	Initiative/Project Title	Description	Time Frame	Lead Department/Office
<b>12.1 // General Standards</b>				
3	Accessibility Policies	City of Vaughan will develop, implement, and maintain policies governing how the City achieves or will achieve accessibility through meeting its requirements referred to in the IASR	Complete	Office of the Chief Human Resources Officer
4	Accessibility Plans	The City shall establish, implement, maintain, and document a multi-year accessibility plan, which outline's the City's strategy to prevent and remove barriers and meet its requirements under the IASR	Complete	All City Departments/Offices

5	Procurement	The City of Vaughan shall incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so.	Complete	Procurement Services
6	Kiosks	The City of Vaughan shall incorporate accessibility features when designing, procuring, or acquiring self- service kiosks.	Complete	Procurement Services
7	Training	The City of Vaughan will provide training on the requirements of the standards referred to in the IASR and on the Human Rights Code as it pertains to persons with disabilities to all employees, volunteers and 3 <sup>rd</sup> parties	Ongoing	Office of the Chief Human Resources Officer

## 12.2 // Customer Service Standards

	Accessible Customer Service Regulation	Monitor the sustainment plan for Accessible Customer Service training for staff, volunteers and 3 <sup>rd</sup> party agencies in order to continue to comply with the Accessible Customer Service Regulation	Ongoing	Office of the Chief Human Resources Officer
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## 12.3 // Information and Communication Standards

13	Emergency and Public Safety Information	The City of Vaughan shall provide any public emergency safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request	Complete /Ongoing	VFRS  Corporate and Strategic Communications
19	Public Libraries – Accessible materials	Vaughan Public Libraries shall provide access to or arrange for the provision of access to accessible materials where they exist	Complete/Ongoing	Vaughan Public Libraries

11	Accessible Feedback	The City of Vaughan shall ensure that the processes are accessible for persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	Complete/Ongoing	All Departments/Offices
12	Accessible Formats and communication supports	The City of Vaughan shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons. The public will be notified about such availability	Complete	All Departments/Offices
14	Accessible Websites and web content	The City of Vaughan shall make its internet websites and web content conform with the World Wide Web Consortium Web	January 1, 2021 and Ongoing	Office of the Chief Information Officer  Corporate and Strategic Communications



		Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA		All Departments/Offices
<b>12.4 // Employment Standards</b>				
27	Workplace Emergency Information	The City of Vaughan shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability	Complete/Ongoing	Office of the Chief Human Resources Officer
22-26, 28-32	Employee Accommodations: Recruitment, assessment, accommodation, returning to work, performance mgt. development	The City of Vaughan will ensure that its policies and work processes incorporate mandated accessibility features and requirements	Complete	Office of the Chief Human Resources Officer

## 12.5 // Transportation Standards

78, 79, 80	Accessible Taxicabs/ Licenses	<p>The City will consult with the VAAC, public and/or persons with disabilities to determine proportion of on-demand accessible taxicabs required in community.</p> <p>The City of Vaughan will ensure that owners and operators of taxicabs are prohibited from Charging higher fares for persons with disabilities or for charging storage fees for mobility devices and for making available the vehicle registration and identification information in an accessible format to persons with disabilities</p> <p>The City of Vaughan launched an on demand accessible taxi service at the</p>	Complete	<p>Clerk's/Licensing</p> <p>Clerk's/Licensing</p>
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		meter rate, in partnership with Astro Taxi in August 2015.		
<b>12.6 // Design Of Public Spaces Standards</b>				
		The City of Vaughan will ensure that the requirements as outlined in the Design of Public Spaces Standard are implemented.	January 1, 2016/Ongoing	All Departments/Offices  The standards deal with recreational trails, outdoor play areas, accessible parking at sites, sidewalk widths and pedestrian signals and service counters at public service areas.

For more information about this Accessibility Plan  
or accessibility in Vaughan, please contact:

City of Vaughan

Office of the Chief Human Resources Officer

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# Website Accessibility Plan

**Corporate and Strategic  
Communications**

Last updated: Jan. 28, 2021



# ACCESSIBILITY



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# 1.0 INTRODUCTION

Web accessibility fulfils the basic promise of the web; making information and communication readily available to all people regardless of barriers in geography, language or disability.

The City of Vaughan is committed to ensuring every visitor to vaughan.ca has a barrier-free experience finding the information they need, in addition to treating all people in a way that allows them to maintain their dignity and independence.

The City believes in integration and fair access for residents, visitors and employees with visible or non-visible disabilities. The promise is to meet the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility, and supporting the goals of the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#).

It is not only those living with disabilities who benefit from accessible web practices, but all users. Webpages, documents and forms created with accessibility in mind from the beginning allow for a cleaner, more intuitive digital experience.

This plan is an overview of the steps the City will take in the next five years to ensure vaughan.ca is accessible according to the WCAG 2.0 Level AA. This plan will overview the “initiate,” “plan,” “implement” and “sustain” phases.



# 2.0 ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

## 2.1 Accessibility for Ontarians with Disabilities Act

Under the AODA, the City of Vaughan falls within the public sector organization criteria and is required to make any new and significantly refreshed public websites/pages accessible by Jan. 1, 2021. This means all web content posted after Jan. 1, 2021 must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. This does not include criteria under [1.2.4 \(live captions\)](#) and [1.2.5 \(pre-recorded audio\)](#) or maps. The City of Vaughan’s Intranet is exempt from AODA accessibility requirements.

## 2.2 Penalties for non-compliance

The maximum penalties under the AODA include:

- A corporation/organization that is guilty can be fined up to \$100,000 per day
- Directors and officers of a corporation/organization that is guilty can be fined up to \$50,000 per day

## 2.3 Web Content Accessibility Guidelines (WCAG) 2.0

WCAG 2.0 is an internationally accepted standard for web accessibility developed by the [World Wide Web Consortium \(W3C\)](#), an international team of web content experts.

There are three levels of accessibility required: Level A, AA, and AAA. At this time, the City is required to meet level AA - including Level A requirements.

Versions of the WCAG:

- [WCAG 2.0, published on Dec. 11, 2008](#)
- [WCAG 2.1, published on June 5, 2018](#)
- [WCAG 2.2, scheduled to be published in 2021](#) (working draft)

All requirements for successful criteria from 2.0 are included in 2.1. Looking forward, the 2.0 and 2.1 success criteria will be exactly the same in 2.2 - and is scheduled to be published in 2021.

There are additional success criteria in 2.1 that are not in 2.0. They are introduced in [What’s New in WCAG 2.1](#).

# 3.0 REQUIREMENTS FOR VAUGHAN.CA

At a minimum, the following criteria should be met for every content page on vaughan.ca. This criterion satisfies the requirements for screen readers and adaptive technology – for those with visual impairments and learning disabilities – and makes it easier for everyone to understand.

## 3.1 Text and contrast

Check that text has a strong contrast against the page background. Providing enough contrast between text and the background enables content to be read by those with moderate visual impairments and in low light conditions. It is recommended to use black text on a white background.

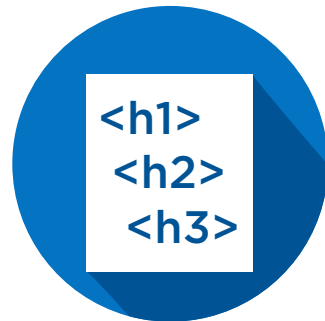
**Why:** People who cannot differentiate between certain colours and users with devices that have non-colour or non-visual displays will not receive the information. When foreground and background colours are too close to the same hue, they may not provide sufficient contrast when viewed using monochrome displays or by people with different types of colour deficits.



## 3.2 Headings

Use descriptive heading styles to designate content organization. Using headings (e.g., Heading 1, Heading 2, etc.) indicates the content hierarchy. Pre-defined style headings in text editors allow readers to understand your document or web page's structure more clearly. On lengthy content pages, consider using a table of contents to help readers jump between headings more quickly.

**Why:** Screen readers have to be given instructions to know which content is most important and how it should be organized. Headings provide screen readers with this information and help visually impaired users navigate content more quickly.



## 3.3 Lists

Use bulleted or numbered list styles to denote list structure. This also ensures consistent formatting and helps screen readers understand content structure and organization.

**Why:** Screen readers have to be given instructions to read and organize content. Formatting lists provides screen readers with this information and helps visually impaired users navigate content more quickly.



## 3.4 Images and alternative text

Provide alternative text (alt text) for images, graphs, and charts. Descriptive alt text explains what is being illustrated and is read when using non-visual browsers. If images are decorative and do not directly relate to the content, add that information to the alt text.

Avoid making page content solely images without descriptions as these are not accessible.

**Why:** Screen readers “read” the images, graphs, and charts using the alternative text that you have provided. This explains the purpose of your image, graph or chart to users who are visually impaired.



## 3.5 Descriptive links and link purpose

Use descriptive titles, headers, and link text to provide added context. Link text that describes what you are linking to helps readers scan and anticipate where they will go when clicking a link. Link text such as “click here” provides little context to where the link is going. Do not solely rely on references to shape, size, or position to describe the content.

**Why:** Descriptive link text also provides the main context for screen readers. Screen readers linearize content and do not communicate all aspects of shape size, or position of visual elements.





### 3.6 Tables

Format and use simple tables with column and row headers. Split nested tables up into simple tables, and do not use tables to control layout.

**Why:** Complex tables can be difficult for readers to follow and comprehend, especially for screen reader users who have to remember the headers.



### 3.7 Other considerations

While part of Web Content Accessibility Guidelines (WCAG) 2.0 AAA, these best practices should also be implemented:

- **Plain language** – All content on a webpage should be at an understandable grade three- to six-level and avoid all technical language or unusual jargon.
- **Avoiding abbreviations** – If abbreviations are used, spell out the first occurrence on each page.
- **Capitalization** – Use ‘ALL CAPS’ sparingly. Capitalizing all letters in a word or sentence can be visually challenging to read, and it causes a screen reader to read each individual letter instead of the word.
- **External links** – Any text, media, or activities you provide from an external website or resource should be accessible.
- **Keyboard navigable content** – Make sure content can be navigated via a keyboard. Keyboard navigation is the primary means used for navigating the content on a web page by users who have visual or mobility impairments.
- **Multiple avenues for multimedia** – Supply multiple avenues for multimedia content (e.g., audio with a transcript, video with captioning).

**Why:** Captions and transcripts benefit a wide variety of users, including non-native speakers, users who are deaf and hard of hearing, and users in sound-sensitive environments.



## 4.0 PDF ACCESSIBILITY

It is important to ensure PDFs are accessible so assistive reading technology will help understand the information presented in the document – especially people who have little or no vision or a learning disability. Various criteria are required to be met to make a document accessible, including document reading order, tagging, accessible links, alt text, title and language.

PDF accessibility criteria can be found in “[Appendix A: PDF Accessibility](#)” in this document.



## 5.0 CITY OF VAUGHAN WEBSITE CONTENT GOVERNANCE

The City’s current governance structure is decentralized, meaning each department has staff who have access to uploading content to the website. They are known as “contributors.” The same department will have one or more “approvers” who have the authority to approve content to webpages posted by the contributors. At this time, there are more than 450 contributors and approvers across the City.

A decentralized model means each department’s web section AODA compliance is the responsibility of the department managing their subsite. Corporate and Strategic Communications assists departments with content development and accessibility compliance when required.

## 6.0 IMPLEMENTATION PLAN FOR ACHIEVING CONTENT ACCESSIBILITY ON VAUGHAN.CA – PAGE CONTENT

### 6.1 Plan

There are more than 450 contributors and approvers across the organization who have access to editing and approving departmental page content and uploading documents on vaughan.ca.

A crucial step in achieving website WCAG 2.0 AA compliance relies on existing website contributors and approvers – who will be required to be trained and tasked with the responsibility to ensure all content and documents are accessible within their section. The rollout of this plan will occur over the course of 2021. The accessibility principles outlined in this document will not change between platforms (Sharepoint 2013 and Sharepoint 2016), and this plan will be relevant moving forward.

### 6.2 Inform and empower contributors

This stage will involve action on making the website accessible through the multiple staff contributors. This implementation includes:

- A mandatory training video – including a how-to document, will be required for all website contributors to ensure they understand how to make pages accessible
- A monthly Siteimprove Accessibility Report will be provided by a contributor in each group and distributed to each section (department)
- A clean up of each section’s pages and documents (deletion and updating) by contributors

### 6.3 Sustain

All contributors will be responsible for ensuring that their section’s pages are kept accessible and up to date. Through monthly reports via Siteimprove, sections will be responsible for ensuring their PDFs and pages are deemed AODA compliant. Corporate and Strategic Communications (CSC), the Office of the Chief Human Resources Officer (HR) and the Office of the Chief Information Officer (OCIO) will monitor and assess content and document pages that do not meet accessibility requirements where necessary.

## 6.4 Implementation plan

Tactic	Details	Timing	Team
<b>Plan</b>			
<b>Develop and finalize Website Content Accessibility Plan</b>	Develop and finalize	<b>Q1 2021</b>	CSC
<b>Add to the City's current Accessibility Plan</b>	Update the current Accessibility Plan to include provisions around making the website accessible	<b>Q1 2021</b>	CSC/HR
<b>Inform</b>			
<b>Socialize and gain approval on the Website Content Accessibility Plan with CSC/OCIO/HR</b>	Socialization and feedback	<b>Q1 2021</b>	CSC/ OCIO/ HR
<b>Socialize and gain approval with SLT-E and the City Manager</b>	Communication and buy-in	<b>Q2 2021</b>	CSC
<b>Development of Training Material and Resources</b>	Film video and get resources together for the website	<b>Q2 2021</b>	CSC
<b>Email 1 to contributors and approvers</b>	First email notifying that AODA website accessibility is in effect and brief that more instructions will be forthcoming	<b>Q3 2021</b>	CSC
<b>Email 2 to contributors and approvers 2</b>	Second email notifying of training	<b>Q1 2021</b>	CSC
<b>Email 3 to contributors and approvers 3*</b>	Third email notification of website clean-up instructions (content and PDF)	<b>Q2 2021</b>	CSC
<b>Initial Siteimprove Accessibility Reports</b>	Accessibility reports for each section mailed out	<b>Q2 2021</b>	CSC/OCIO
<b>Ongoing emails and correspondence, as required</b>	Communications and touch-points with contributors and approvers, where required	<b>Ongoing</b>	CSC/ OCIO/ HR

<b>Implement</b>			
<b>Training for contributors and approvers</b>	Train all contributors and approvers on <ul style="list-style-type: none"> <li>AODA website requirement</li> <li>Making pages (content) accessible</li> <li>Making PDFs/Forms accessible**</li> <li>Reminder to check Siteimprove Accessibility reports</li> </ul>	<b>Q3 2021</b>	CSC
<b>Section clean-up all departments</b>	All departments to clean up content and make PDFs/forms accessible**	<b>Q3/Q4 2021</b>	CSC/OCIO/ HR All contributors and approvers
<b>Sustain</b>			
<b>Monthly Siteimprove accessibility reports</b>	Contributors will be responsible to produce a Siteimprove report to ensure accessibility continues to be met	<b>Q3 2021 and ongoing</b>	All contributors and approvers
<b>Monitoring of webpages and content where required</b>	OCIO and CSC with the assistance of the Accessibility Co-ordinator will monitor and reach out to contributors for remediation where required	<b>Ongoing</b>	CSC/ OCIO/ HR
<b>Continual training resources</b>	Ongoing training and resources for staff who are new and make PDFs or contributors/approvers of the website	<b>Ongoing</b>	CSC/ OCIO/ HR
<b>Insert in City Manager email? eNewsletter?</b>	A blurb on website accessibility tips and tricks for all staff or interesting facts	<b>Ongoing</b>	CSC
<b>Ongoing emails and correspondence with contributors and approvers, as required</b>	Communications and touch-points with contributors and approvers, where required	<b>Ongoing</b>	CSC/ OCIO/ HR

*\*happening at the same time as training*

*\*\*remediation assistance from a third-party may be required*

# APPENDIX A

## PDF ACCESSIBILITY

The following criteria should be met for every PDF to ensure accessibility, no matter what is present in the content of the document:

### PDF content

- **Tagging** is in order [WCAG criterion 1.3.1](#)
  - Document contains all informational content in the tag structure [WCAG 2.0 criterion 1.3.1](#)
  - Document has all non-standard tags appropriately mapped to standard Adobe tags [WCAG 2.0 criterion 4.1.2](#)
  - Document has all the text within the tags correctly formatted (free from line breaks and split words) [WCAG 2.0 criterion 4.1.1](#)
  - Document has paragraph tags that accurately represent visual paragraphs [WCAG 2.0 criterion 1.3.1](#)
- **Reading order** in the tag structure is accurate and logical and the tags match the order in which they should be read [WCAG 2.0 criterion 1.3.2](#)
- **Language** of the document is correct [WCAG 2.0 criterion 3.1.1](#)
- **Title** is filled out in the Document Properties [WCAG 2.0 criterion 2.4.2](#)
- **Bookmarks** are accurate for those greater than nine pages in length [WCAG 2.0 criterion 2.4.5](#)
- **Colour contrast:** information is conveyed by methods other than colour alone [WCAG 2.0 criterion 1.4.1](#) and all text (with the exception of logos) have a contrast ratio of 4.5:1 or greater no matter the size [WCAG 2.0 criterion 1.4.3](#)
- Document **fully passes** the Microsoft Office and Adobe Accessibility Checker [WCAG 2.0 criterion 4.1.1](#)
- Document is **free from content that flashes** more than three times per second [WCAG 2.0 criterion 2.3.1](#)
- Document is **free from review-related content** carried over from Microsoft Office or other editing tools such as comments, tracked changes or embedded speaker notes [WCAG 2.0 criterion 1.3.1](#)
- Document has **text that can be resized** and considered readable when magnified to 200 per cent [WCAG 2.0 criterion 1.4.4](#)

If the PDF document has other features, the following must be considered:

### Forms

- All form fields correctly tagged [WCAG 2.0 criterion 3.3.2](#)
- All form fields contain understandable labels and tool-tips [WCAG 2.0 criterion 3.3.2](#)
- The tool-tips contain all formatting requirements that will be automatically flagged as an error [WCAG 2.0 criterion 3.3.2](#)
- Required fields programmatically set [WCAG 2.0 criterion 3.3.1](#)
- Tab order of the form fields logical? [WCAG 2.0 criterion 1.3.2](#)

### Headings

- Text intended to act as a visual heading tagged with the heading tags (H1 through H6) [WCAG 2.0 criterion 1.3.1](#)
- Heading tags follow a logical hierarchical progression (do not skip heading levels) [WCAG 2.0 criterion 1.3.1](#)
- Heading tags used only on text that defines a section of content [WCAG 2.0 criterion 1.3.1](#)
- Heading text accurately describes the sectional content [WCAG 2.0 criterion 2.4.6](#)

### Images

- All images conveying information tagged as figures and included in the tag structure [WCAG 2.0 criterion 1.3.1](#)
- All images conveying information have alt text that provides the same level of understanding a visual user would gain [WCAG 2.0 criterion 1.1.1](#)
- All decorative images tagged as artifact/background? [WCAG 2.0 criterion 1.1.1](#)
- Complex images have an alternate accessible means of understanding? [WCAG 2.0 criterion 1.1.1](#)
- Document is free from images of text? (Picture of an informational table, screenshot of text from another source, etc.) [WCAG 2.0 criterion 1.4.5](#)
- Groups of related images tagged in a way assistive technology users would understand [WCAG 2.0 criterion 1.1.1](#)

### Links

- Links tagged correctly in the tag structure (Contain visual link text and link OBJR within the Link tag) [WCAG 2.0 criterion 1.3.1](#)
- Links distinguished by a method other than colour [WCAG 2.0 criterion 1.4.1](#)
- All link text can be understood out of context. If not, a generic link has sufficient context [WCAG 2.0 criterion 2.4.4](#)

## Lists

- All visual lists tagged correctly with the List, List Item (LI), and Body tags [WCAG 2.0 criterion 1.3.1](#)
- The number of items in the tag structure match the number of items in the visual list [WCAG 2.0 criterion 1.3.1](#)
- Nested lists appropriately nested in the tag structure [WCAG 2.0 criterion 1.3.1](#)

## Other common elements

- Any nonstandard text (glyph) is tagged in an accessible manner [WCAG 2.0 criterion 1.1.1](#)
- Optical Character Recognition (OCR) is successfully performed on a scanned image document [WCAG 2.0 criterion 1.4.5](#)
- The language is appropriately set for all foreign words or phrases [WCAG 2.0 criterion 3.1.2](#)
- The table of contents is tagged with appropriate tags (table of contents item) [WCAG 2.0 criterion 1.3.1](#)
- All internal links table of contents entries are functioning correctly (if linked) [WCAG 2.0 criterion 2.4.5](#)
- Citations and footnotes/endnotes are tagged with appropriate tags (reference, note) [WCAG 2.0 criterion 1.3.1](#)

## Tables

- The document uses table tags only for data tables [WCAG 2.0 criterion 1.3.1](#)
- The table structure in the tag tree matches the visual table layout [WCAG 2.0 criterion 1.3.1](#)
- All header cells are tagged with the TH tag. Are all data cells tagged with the TD tag [WCAG 2.0 criterion 1.3.1](#)
- All Header cells contain text [WCAG 2.0 criterion 1.3.1](#)
- Merged cells are correctly spanned with Colspan and/or Rowspan [WCAG 2.0 criterion 1.3.1](#)
- Data tables with one set of both column and row headers appropriately use the scope to associate to data cells [WCAG 2.0 criterion 1.3.1](#)
- Data tables with more than one set of column and/or row headers appropriately use id/headers to associate to data cells [WCAG 2.0 criterion 1.3.1](#)

## Sample of updated suggested wording in Website Plan:

### Accessible websites and web content accomplishments to date:

- Addition of “Accessibility” link to a page with resources or alternative format requests on every page
- Addition of “Accessible formats or communication supports are available upon request.” at the bottom of every page on vaughan.ca
- Advised and trained website contributors in other departments on how to make documents and their webpages accessible
- Championed AODA website requirements and accessibility best practices across the organization
- Refreshed and reorganized entire website service/department sections to improve usability and accessibility
- Conceptualizing and developing a plan for website content accessibility and compliance for the organization which will carry the City through to AODA website compliance for 2021 and beyond
- Retention of eSolutions group to conduct comprehensive, proactive training of multiple staff members across the organization on how to make documents accessible – primarily PDFs for posting online
- All PDFs posted online beginning Q3 and Q4 2020 are AODA compliant
- Proactive vs. reactive approach
- Corporate and Strategic Communications team is tasked with the responsibility of ensuring all PDFs from partners and departments are accessible
- Empower the Communications Advisor, External and Website Content Management to deny posting unless documents are accessible

### Planned action:

In accordance with the AODA, WCAG 2.0 AA standards:

- Develop and execute a Website Content Accessibility Plan across the organization
- Ensure development of upcoming website platform – Content Management Systems
- Use guiding principles in the development of new corporate intranet applications as outlined by the Ontario Government’s new Online Design Program standard, which specifies compliance with international accessibility guidelines, W3C WCAG 2.0 Level AA
- Update and reconsider documents and processes to outline roles and responsibilities regarding content compliance and governance for the new website platform
- Follow the mandated AODA guidelines and Province of Ontario IT solutions that support obligated Private Sector and Broader Public Sector organizations in compliance initiatives
- Partner with the Accessibility Coordinator and, in collaboration with operating divisions, provide guidelines to all staff to ensure public documents and media are readily available in alternate accessible formats
- Expand corporate awareness of requirements for compliance with Information and Communication Standards of AODA

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