

COMMITTEE OF THE WHOLE - APRIL 20, 2009

CITY OF VAUGHAN ACCESSIBILITY PLAN (REVISED 2009) AND THE ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

Recommendation

The Commissioner of Community Services and the Director of Recreation and Culture, in consultation with the Senior Management Team, the Technical Advisory Committee and the Vaughan Accessibility Advisory Committee recommend:

- 1) That the City of Vaughan Accessibility Plan (revised 2009) and the Accessibility Standards for Customer Service Policy be approved; and,
- 2) That this report be received for information.

Economic Impact

Costs associated with the continuous improvements outlined in the Accessibility Plan (revised 2009) and the implementation of the Accessibility Standards for Customer Service Policy are included in the 2009 operating and capital budget submissions.

Communications Plan

The Corporate Communications Department will develop a communication plan that will include, but not be limited to the website, media, public events, and publications.

The Human Resources Department will be introducing the Accessibility for Customer Service Policy to City of Vaughan staff through training sessions commencing Fall 2009.

The policy will be available to the public on the City's website and also as a hard copy through the Clerk's Department upon request.

Purpose

The purpose of this report is to obtain Council's approval for the revised City of Vaughan Accessibility Plan and the Accessibility Standards for Customer Service Policy as required under the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Background - Analysis and Options

With persons with disabilities representing a significant part of our population, the Province of Ontario has promised to ensure that all of Ontario is barrier free by 2025. According to the Participation and Activity Limitation Survey (PALS) - Statistics Canada 2006, approximately 4.4 million (14.3%) Canadians have some form of disability. Not all disabilities are visibly apparent. With a population of approximately 983,056 as of December 31, 2007, York Region is the third fastest growing Census Division in Canada. In 2006 it was estimated that 140,000 residents in York Region have a disability. This is projected to increase.

From 2001 to 2006 the population growth in the City of Vaughan increased by 31.2%. It can be estimated that approximately 14% (37,800 residents) are either living with a disability or will become disabled at some point during their life. Therefore, it is essential that the City of Vaughan continue to commit to the process of integration by developing and implementing resources that eliminate barriers to the various programs and services this municipality offers to its citizens.

Accessibility Plan (revised 2009)

The City of Vaughan, under the ODA, was required to establish an accessibility committee and to have an accessibility plan that addresses the identification, removal and prevention of barriers to persons with disabilities in its by-laws, policies, programs, practices and services in the following ways:

- report on the measures that the municipality has taken to identify, remove and prevent barriers to persons with disabilities;
- describe the measures in place to assess proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities;
- list 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;
- describe the measures that the municipality intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities; and
- make the accessibility plan available to the public.

In accordance with the legislation, Council created the Vaughan Accessibility Advisory Committee (VAAC) in the Fall of 2002, and also approved the Vaughan Accessibility Plan "Creating Barrier Free Communities" in the Fall of 2003. The coordination of the initiatives within the accessibility plan was achieved through the Technical Advisory Committee (TAC) comprised of departmental representatives, and Vaughan Public Libraries.

In accordance with the ODA, the plan is to be updated on a regular basis. The TAC has met and prepared the revised plan as in Attachment 1. This plan includes revisions and actions taken in previous years. The revised plan also identifies actions and initiatives that will be undertaken by the municipality in the coming years. Some highlights of the revised plan are:

- accessible customer service standards;
- staff training;
- facility audits and recommended retro-fits;
- barrier free playground equipment;
- accessible information;
- increased access to fitness centres.

Accessibility Standards for Customer Service Policy

Under the AODA, the Province has identified accessibility standards in five important areas of our lives:

1. Customer Service;
2. Information and Communications;
3. Transportation;
4. Employment;
5. Built Environment.

Ontario's first accessibility standard, the customer service standard, came into effect on January 1, 2008. The standard states what businesses and other organizations must do to make the provision of their goods and services more accessible to people with disabilities. The legal requirements of the accessibility standards for customer service are set out in two Ontario Regulations under the AODA. Ontario Regulation 429/07 states the requirements of the customer service standard, and Ontario Regulation 430/07 exempts organizations that have fewer than 20 employees (unless the organization is a designated public sector organization) from certain documentation requirements of the standard.

Ontario Regulation 429/07 applies to the City of Vaughan and therefore, to fully implement the new requirements the following need to be addressed:

- Develop and/or amend policies, practices and procedures that are consistent with the core principles of independence, dignity, integration and equality of opportunity that are to be communicated to all staff;
- Train staff, including temporary or contract, volunteers and any persons involved in developing policies, practices and procedures on the provision of goods and services on the customer service regulation;
- Review all current training materials to ensure they meet the requirements of the regulation;
- Provide information contained in a document in a format that takes into account a person's disability;
- Enabling the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods and services;
- Develop corporate policies addressing the use of service animals and support persons for persons with disabilities;
- Develop a standardized communication strategy that would address the issue of temporary disruption of a particular facility or service used by a person with a disability;
- Establish a process for people to provide feedback on the provision of goods and services to people with disabilities, as well as a process to respond to any feedback and action taken upon a complaint.

To comply with the above, the Recreation and Culture Department, in consultation with the TAC, developed the corporate customer service policy, Accessibility Standards for Customer Service Policy as provided in Attachment 2.

The second standard is the accessible information and communications standard. Comments were submitted to the Provincial committee for review and consideration in February 2009. The committee will submit a final proposed standard to the government for consideration as law. It is anticipated that the ITM Department and Corporate Communications Department, in consultation with the TAC, will develop the corporate standards and present them to Council.

The third standard is the transportation standard. This standard will help consumers, businesses and government to share a common understanding of how public transportation can be accessible to people with disabilities. It is available on the Ministry of Community and Social Services website for information and comment until March 31, 2009. Funds have been included within the Engineering Department's 2009 Capital Budget to retain a consultant to determine engineering services requirements to ensure compliance with the AODA as well as to develop a draft implementation budget and timeline. It is anticipated that Engineering and Public Works, in consultation with the TAC, will bring forth a report outlining how Vaughan will comply with the standard.

The fourth standard is the employment standard. The goal of the proposed standard is help employers create equal employment opportunities for people with disabilities. The proposed standard sets out specific requirements for the recruitment, retention and accommodation of people with disabilities. The Commissioner of Legal and Administrative Services will review the standard and provide comments to the Ministry of Community and Social Services by May 22, 2009. It is anticipated that the Human Resources Department, in consultation with the TAC, will bring forth a report outlining how Vaughan will comply with the standard.

In terms of the remaining standard, the built environment, committee members have been selected by the Province and have been meeting since 2007. It is anticipated that recommendations from this committee will be submitted to the Ministry by the end of March to be

followed up by a consultation process likely through September 2009. Upon release of the standards for the built environment, the Buildings and Facilities Department, in consultation with the TAC, will bring forth a report outlining how Vaughan will comply with the standard.

Relationship to Vaughan Vision 2020/Strategic Plan

Reference specific initiative report relates to:

In consideration of the strategic priorities related to Vaughan Vision 2020, the report will provide

- **STRATEGIC GOAL:**
Pursue Excellence in Service Delivery; and Enhance and Ensure Community Safety, Health and Wellness – To deliver high quality services and promote health and wellness through removal of barriers for persons with disabilities in accessing programs, services, facilities and infrastructure.

This report is consistent with the priorities previously set by Council and the necessary resources have been included in the 2009 Budget, and any additional and future requirements will be included in the budget process for the corresponding year.

Regional Implications

There are no regional implications.

Conclusion

Although the accessibility topic has grown in prominence as a factor in the governance in the City of Vaughan, the biggest changes will take place during the next several years. The Accessibility Plan (revised 2009) and the Accessibility Standards for Customer Service Policy will significantly influence the manner in which services and products are purchased and delivered, how operational and capital budgets will be determined, and how human resources are recruited and trained.

The attached reports ensure the City of Vaughan is in compliance with the legislations. The Accessibility Plan is in compliance with the ODA and the Accessibility Standards for Customer Service Policy is in compliance with the AODA.

Attachments

1. City of Vaughan Accessibility Plan (revised 2009)
2. Accessibility Standards for Customer Service Policy

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Respectfully submitted,

Marlon Kallideen
Commissioner of Community Services

ACCESSIBILITY PLAN

"CREATING BARRIER FREE COMMUNITIES-UPDATE 2009"

Ontarians with **D**isabilities **A**ct, 2001

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ACKNOWLEDGMENTS

The Corporation of the City of Vaughan would like to thank City staff and community representatives for their work in preparing the new Vaughan Accessibility Plan – *“Creating Barrier Free Communities-Update 2009”*.

Special thanks to the members of the Vaughan Accessibility Advisory Committee and the Accessibility Directorate of Ontario office through the Ministry of Community and Social Services for their guidance, support and resources in the preparation of this Plan.

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A copy of Vaughan’s Accessibility Plan can be found on the City of Vaughan’s website at www.vaughan.ca.

This publication is available in alternative formats upon request.

INTRODUCTION

Background

In 2001, the Ontario government brought forth legislative changes in the municipal sector with the implementation of accessibility planning by putting into action the *Ontarians with Disabilities Act, 2001* (ODA). The purpose of the ODA is to facilitate barrier free access to programs, services and facilities within municipalities for residents and staff with disabilities through the identification, removal, and prevention of barriers.

The Vaughan Accessibility Plan has been prepared using information submitted by City of Vaughan departments concerning their level of access and barrier free services, if applicable. As well, information included in this document has been gathered from external sources including information and statistics from the Region of York and the Vaughan Accessibility Advisory Committee.

With the introduction of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), the planning requirement of an annual accessibility plan as mandated by the ODA, remains in place. The ODA is expected to be repealed when all standards under the AODA are in place.

The purpose of the AODA is to develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities by January 1, 2025. The standards are as follows:

- Customer Service
- Information and Communications
- Built Environment
- Employment
- Transportation

Standards will address areas that pose major barriers for people with disabilities. A barrier could be:

- a physical barrier
- an architectural barrier
- an information or communications barrier
- an attitudinal barrier
- a technological barrier
- a policy or a practice

The City's accessibility planning process has been set out in the Vaughan Vision 2020 and has been identified as a strategic initiative in order to achieve the requirements set out by the ODA and AODA comprising the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.

Given the legislative mandate and timelines provided by the Province, city-wide initiatives have been established:

- development of an Accessibility Standards for Customer Service Policy;

- development of accessibility customer service operational procedures for: training, feedback process, communication and disruption in service;
- development of a communication strategy; and
- development of accessibility training program.

The Vaughan Accessibility Plan represents 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; and,
- corporate goals and objectives for Accessible Customer Service.

The City of Vaughan is committed to the integration and inclusion of residents with disabilities to city programs, services, and facilities. The City of Vaughan will continue to work with the community to identify and remove existing barriers while continuing to lay down the foundation necessary for a barrier free integrated community.

Description of the City Of Vaughan

Since its incorporation as a city in 1991, Vaughan has become one of Canada's fastest-growing municipalities. It has developed rapidly over the past few decades and is comprised of a wide range of residential neighbourhoods, commercial shopping districts, and corporate centres. The City of Vaughan has been very successful in attracting new businesses and creating opportunities for existing businesses to expand.

The City of Vaughan is situated in Southern Ontario, one of Canada's most densely populated areas. The City of Vaughan has a population of approximately 260,000 and encompasses the communities of Woodbridge, Kleinburg, Maple and Thornhill. Vaughan is part of the Greater Toronto Area (GTA) and is on the northern boundary of Canada's largest city, Toronto.

Persons with disabilities represent a significant and growing part of our population. According to the participation and Activity Limitation Survey (PALS)-Statistics Canada 2006, approximately 4.4 million (14.3%) Canadians have some form of disability. This number has increased by 21.2% from 3.3 million in 2001.

Since 1971, York Region's population increased by 22.4% between the years 2001 and 2006*. With a population about 983,056 as of December 31, 2007**, York Region is the third fastest growing Census Division in Canada. From 2001-2006 the population growth in the City of Vaughan increased by 31.2%.

According to these statistics, many individuals are living with a disability or will become disabled at some point in time during their life; therefore, it is essential that the City of Vaughan continue to commit to the process of integration by developing and implementing barrier free access to the various programs and services this municipality offers to its citizens.

*Source: Statistics Canada 2006
 **Source: York Region Population Estimate, Planning and Development Services Department 2008

Providing opportunities to all individuals within the community will help to enhance their abilities to live independently as contributing citizens. Giving opportunities to develop life skills through employment and leisure activities enhances an individual's quality of life and thus productivity. All individuals have the right to inclusion. By creating a barrier free community, the concept of inclusion is operational and thus has a positive effect on future prosperity in the City of Vaughan.

City of Vaughan – Strategic Plan (Vaughan Vision 2020)

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 – *Leadership, Innovation, Fairness, Respect, Inclusivity, Integrity, Transparency, Accountability*

Vaughan Accessibility Working Groups

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. This group of individuals takes an active role in change. Their interests collaboratively guide the development of an accessible, barrier free community. They act as advisors to Council, advising members on the accessibility of municipal buildings and services.

The following individuals are Council appointed members of the Vaughan Accessibility Advisory Committee:

Vaughan Accessibility Advisory Committee Members
David DiPaola – Chair
John Scaini – Vice Chair
Daniela DeGasperis – Member
Gina Mastrogiuseppe – Member
Jeff Massi – Member
Patricia Teixeira - Member
Meenu Sikand - Member
<i>Members of Council</i>
Linda D. Jackson, Mayor (ex-officio)
Gino Rosati, Regional Councillor
<i>Support Staff:</i>
Monika Piil, Recreation and Culture Department
Mihaela Neagoe, Recreation and Culture Department
Wayne McEachern, Planning Department
Farhad Jalilli, Urban Design
Lilian Pagnanelli, Recording Secretary

Objectives of the Vaughan Accessibility Advisory Committee are:

- To advocate for change in the identification, removal and prevention of barriers faced by persons with disabilities in the City of Vaughan facilities and services.
- Advise in the development of the City of Vaughan's Accessibility Plan.
- Identify the challenges and accessibility needs within the community.
- Address accessibility needs of the community.
- Undertake accessibility projects in the community.

Technical Advisory Committee (TAC)

The primary role of the Technical Advisory Committee is to facilitate the development of the Accessibility Plan; obtain staff input into the development of the plan process; and, to communicate internally and externally on matters related to accessibility.

The following individuals and departments represent the Technical Advisory Committee:

Accessibility Plan Technical Advisory Committee Members	Department
Marilyn Adams	Public Works
Liz Baer	Corporate Communications
John Faubert	Building and Facilities
Todd Coles	City Clerk
Marjie Fraser	Parks and Forestry Operations
Paul Gardner	Parks Development
Tony Magliocchi	Development / Transportation Engineering
Tom Ungar	Engineering Services
Monika Piil	Recreation and Culture
Wayne McEachern	Policy Planning / Urban Design
Roy McQuillin	City Manager's Office
Demetre Rigakos	Human Resources
Mihaela Neagoe	Recreation and Culture
Jeff Peyton	Building and Facilities
William Robinson	Engineering and Public Works
Lisa Moran	Vaughan Library Services
John Caruso	Fire and Rescue Services
Frank Di Palma	Information Technology Services
Farhad Jalilli	Development Planning
Asad Chughtay	Purchasing
Brigid LaManna	Access Vaughan

Senior Management Team (SMT)

The role of SMT 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. The following individuals and departments are members of SMT:

Senior Management Team Members	Department
Michael DeAngelis	City Manager
Clayton Harris	Deputy City Manager / Commissioner of Finance and Corporate Services
Marlon Kallideen	Commissioner of Community Services
Bill Robinson	Commissioner of Engineering and Public Works
Janice Atwood-Petkovski	Commissioner of Legal and Administrative Services
John Zipay	Commissioner of Planning

ACCESSIBILITY PLANNING PROCESS

Accessibility Planning in the City of Vaughan

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) is to improve opportunities for individuals with disabilities. It is through the identification of barriers by the municipality and subsequent removal of these barriers that communities are made more accessible to the public and its employees. The accessibility planning process allows municipal departments to identify barriers; develop a process to remove these barriers; and, subsequently prevent future barriers so that individuals in society can fully participate in everyday activities.

The ODA outlines the following mandate for municipalities to follow:

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

- “11. (1) Each 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).
- (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).

- (4) A municipality shall make its accessibility plan available to the public. 2001, c.32, s.11(4)."

For more information regarding the ODA and 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: www.AccessON.ca

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 annual 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, through the Vaughan Accessibility Plan, to create an accessible community, ensuring the integration and participation of its citizens. The Plan will identify how the City of Vaughan 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.

It is the collaborative efforts of the City of Vaughan and Vaughan residents to ensure that accessibility is being achieved and a barrier free community is developed.

Objectives

The objectives of the Vaughan Accessibility Plan are to:

- communicate the objectives and accomplishments of the Vaughan Accessibility Advisory Committee;
- 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 the suggested improvements each department can make to improve accessibility and inclusion in the municipal services they provide to the residents of the City of Vaughan; and,
 - identifies the strategies each department will undertake to achieve their goals as outlined for the period.
- 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; and,
 - Training

BARRIER DEFINITIONS

Barrier Type / Definition

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 & 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, Water craft (e.g. ferries), Trains, Cars, Aircraft and Van
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, web sites, 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
Attitudinal Barriers	Discriminatory behaviours	Staff who do not know how to communicate with people with disabilities; staff who are reluctant to provide service
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

ACHIEVEMENTS

Vaughan Accessibility Advisory Committee

- Recommended and supported the renaming of Springside Park to Brett J. Yerex Park for his dedication and hard work in supporting accessibility in Vaughan.
- Provided assistance with the City of Vaughan's Accessibility Plan.
- Provided assistance with the training for the Technical Advisory Committee on the Accessibility Standards for Customer Service Policy.
- An advocate for more wheelchair accessible parking spaces for both municipal facilities and businesses.
- Undertook a Playability Accessibility Audit of Mackenzie Glen Park and Building Audits at Garnet A. Williams Community Centre and Father Ermanno Bulfon Community Centre.
- Provided public information and education on Accessibility in Vaughan through public events such as: Information Fair for Persons with disabilities; Inclusive Recreation Workshop and the International Day of Persons with Disabilities.
- Participated in the ODA and AODA orientation session training for the Technical Advisory Committee.
- Participated in the "Emergency Preparedness Training for People with Special Needs".
- Recommended that the Council recognize the National Access Awareness week, which was endorsed by Council.

Corporate Achievements

COMMUNITY SERVICES

Building and Facilities

- Addressed architectural barriers by considering the City of London's Facility Accessibility Design Standards for the construction of the new Civic Centre; and,
- Addressed physical barriers by reviewing, installing open button doors or sliding doors, ramps for wheelchair access and handrails installed to entrances in major community centres, pools, public washrooms and libraries.

Parks Development

- Addressed physical barriers by having accessible play structures and installing play precincts, water play precincts in all new District parks and Regional level parks, provided disabled parking spaces in appropriate locations in District parks and Regional level parks;
- Addressed access/physical barriers by reviewing park signs retrofit/replacement of old deteriorating signage, park walkway systems; new design for accessible ramps and stairs; installing accessible swings and swing precinct in selected neighborhood parks.
- New parks vetted through York Region's Police program –"Crime Prevention Through Environmental Design" (CPTED) for safety and security.
- Researched, investigated and implemented new accessible playground safety surface (wood carpet engineered mulch).
- Trails are designed to minimize slopes and maximize accessibility.

Recreation and Culture

- Introduced on-line registration for recreational programs;
- Addressed attitudinal barriers through provision of disability awareness/sensitivity and specialized training for full time staff, volunteers, part-time staff in fitness centres, preschool and summer camps;
- Addressed the informational barriers by hosting and organizing public accessibility awareness events such as the Information Fair for Persons with disabilities and the Inclusive Recreation Workshop during the National Awareness Week and the International Day for Persons with Disabilities;
- Addressed access/physical barriers through purchase of equipment in the City of Vaughan's fitness centres; provision of staff support and Leisure Buddies for children/youth and adults with disabilities in recreational programs and day camps;
- Partnered with agencies and organizations such as: YSSN, VITA, VIA, YSACL in order to provide options of specialized programs for individuals with disabilities; facilitate drop-in program for youth and adults with disabilities;
- Addressed physical barriers in the summer camp by changing camp locations to accessible facilities;
- Provided employment opportunities to persons with disability by hiring two summer students;
- Provided coop opportunities to students with special needs in the community centres; and,
- Provided staff support to the Vaughan Accessibility Advisory Committee to assist them in their initiatives.

ECONOMIC/ TECHNOLOGY DEVELOPMENT AND COMMUNICATIONS

Access Vaughan

- Addressed language barriers by installing the “Language Line” service.

Corporate Communications

- Reviewed communication tools and plans to ensure they are sensitive to the needs of people with disabilities and accessibility concerns.
- Supported launch of vaughanradio.ca and development of streaming audio (audio dissemination of Council meetings), making Council meetings more accessible remotely to those with mobility constraints or visual impairments.
- Allocation of parking spaces for those with disabilities for all special events and use of accessible parks for these events.
- Development of multiple media materials to communicate Vaughan Vision, including public meetings, website material, brochure, posters, etc.
- Promotion of Vaughan’s core value of inclusivity in key communications, notably the Vision and Strategic Report and such publications as the Perspectives insert for the Globe and Mail.
- Promotion of public engagement in the development of accessibility plans through Vaughan’s Success Reports.
- Promotion of characteristic of inclusiveness as an important individual and organization trait through the Character Communities initiative.

Information and Technology Management

- Touch screens have been installed in the City Clerk’s Department so that people with physical difficulties can access property assessment information.
- Addressed technological barriers by retrofitting computer screens, computer mice for City employees.

ENGINEERING AND PUBLIC WORKS

Development and Transportation

- Customer Service Management System (CSMS) implementation. Ongoing monitoring of customer inquiries to enhance continuous improvement.
- Identification of barrier free access to some buildings; site plan review is an on-going process.
- Disabled parking spaces – it is an on-going process which is part of the site plan review process.

- Confirmation of a suitable gutter height at curb depressions that will allow easy access from street to sidewalks without causing a barrier for motorized scooters and without causing early deterioration of the concrete.
- Highly visible signs in standard locations.
- Street lighting improvements and installation via a 5-year program to upgrade the street lighting in the old sections of the City and bring it to safe and acceptable levels.

Public Works

- Addressed physical/mobility barriers by repairing and/or replace sidewalks; providing a residential driveway windrow clearing program to those with medical needs and assisted residents by plowing sidewalks during heavy snowfalls; repaired potholes in accordance with Ministry of Transportation regulations;
- Addressed respiratory barriers by providing mechanical street sweeping and flushing program and by applying dust suppressants on a regular basis as required to help people with allergies.

FINANCE AND CORPORATE SERVICES

Financial Services

- Addressed information/communication barriers by simplifying and highlighting key information on tax bills for the public; by electronically delivering the tax bills.

Purchasing

- Addressed access/physical barriers by posting all tenders on ETN; make documents available to registered/subscribed bidders; mailing original documents upon request;
- Addressed communication/information barriers by accessing the bid results; by posting and/or communicating the bid results on voice bulletin board & ETN, phone and website;
- Specifications as they relate to accessibility for "Goods and Services" and construction projects made. The Purchasing Services Department reviews and discusses specifications with the client departments for all requests for procurement for future "Goods and Services" and construction needs with a view to providing access for persons with disabilities.

LEGAL AND ADMINISTRATIVE SERVICES

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;
- Addressed physical barriers by providing rental wheelchair services at the Civic Centre;
- Addressed visual barriers by providing voting equipment to the polling stations;
- Recommended captioning for the Council Chambers in the new Civic Centre.

Human Resources

- Addressed policy/practices barriers by reviewing the recruitment and retention practices;
- Addressed awareness/sensitivity training by providing “Respectful Workplace & Workplace Violence” to all City employees.

PLANNING

- Addressed physical barriers by reviewing the construction plans to the new Civic Centre in order to meet accessibility standards;
- Addressed architectural, physical barriers to the actual Civic Centre by finding interim solutions;
- Staff part of the “Accessible Built Environment Committee Standards”.

FIRE AND RESCUE

- The division partnered with “A” channel in the production of “When Seconds Count”, a four part series on smoke alarms and their effectiveness and “Everyone Goes Home”, a public service announcement with focus on the importance of practicing your home escape plan.
- Increased school participation in the “Risk Watch Program”.

VAUGHAN PUBLIC LIBRARIES

- Automatic doors installed to library entrance ways and handrails installed for easy-to-use stairs.
- Zoom technology installed to make computers more accessible to visually impaired users.

- Improved access to information – collection development: talking books, descriptive videos, closed captioned videos, high interest books, and low vocabulary books; account information available in person, over the telephone and online; notification about hold pick up, overdues and renewals via telephone or Email Notification.
- Computer workstation mouse retrofitted to be ergonomically shaped and retrofit computer screens – 17 inch screens to enhance visual field; databases available online in each location or remotely via library website; downloadable resources such as eAudio and eVideo available remotely via library website; audio capability with adjustable volume/personal headphones available for loan or purchase; large font and low graphic capabilities on the library's website.
- Homebound services available for customers who cannot visit library and service animals and support persons welcome at all locations.

CONCLUSION

While numerous achievements are documented in this report, the City is aware that not all barriers have been identified or removed. Efforts will continue so that participation in the community of residents with disabilities will not be limited due to disability related barriers.

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 *"Creating Barrier Free Communities - update 2009"*.

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.

DEPARTMENTAL ACCESSIBILITY PLANS

OFFICE OF THE CITY MANAGER

The City Manager is the city's lead administrator. Working with the Deputy City Manager and Commissioners, the City Manager is responsible for providing recommendations and advice to council on strategic, administrative and policy matters relating to the operation of the city. Responsibilities contained in the City Manager's Office include Strategic Planning, Operational and Compliance Audit and Corporate Policy development. The Vaughan Fire & Rescue Department, the Economic Development Department and the Corporate Communications Department also report to the City Manager.

The implementation of the Accessibility Plan will be an ongoing priority for the corporation. The following measures will be reviewed annually: identification of specific projects or measures during the annual business planning and budgeting process for each affected department; monitoring and reporting on the implementation of the planned measures; and ultimately, the periodic updating of Vaughan Vision's strategic initiatives.

The City Manager's Office will facilitate and support the implementation of the plan through its Strategic Planning, Operational and Compliance Audit and Corporate Policy functions.

CIVIC CENTRE

Various barriers have been identified at the existing Civic Centre. The physical and architectural barriers will be assessed and addressed on a "As Needed Basis". Any corrections required will be carried out as a temporary measure that best meets the requirements to correct any items that are deemed necessary and where other accommodations can be made.

The new Civic Centre currently under construction will meet accessibility requirements to comply with the building code in affect when the building permit was issued. The new Civic Centre will be occupied during the spring of 2010.

COMMUNITY SERVICES

Building and Facilities

The Building and Facilities Department oversees the planning, design, and construction, as well as the operation and maintenance of all City of Vaughan owned buildings. This includes community centres, heritage buildings, fire stations and libraries.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Limited access to facilities and services	Physical	Conduct audits and review universal design features for City of Vaughan facilities and services	Greater independence, integration and accessibility for residents	Audit standard and template Develop an audit checklist for City of Vaughan buildings Conduct facility and building audits	In progress
Access to public washrooms and various public areas within the buildings	Physical	Doors to be electromechanically fitted, install automatic flush toilets, touch-less faucets, painted door frames in contrasting colours, enlarged	Free and unobstructed access to all people with disabilities	Standard of design; i.e., currently in process for Block 10 CC.	In progress

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
		water closets where currently not installed			
Sloping ramp at GAWCC is too steep	Physical	Install handrails at the sloped ramp	Improved access for people with disabilities	Obtain quotes for supply and installation	2010
Fire alarm systems for deaf and hard of hearing persons	Physical	Install strobe lights	Improved safety feature for hearing impaired	Obtain quotes for installation and conversions and convert audio portion of fire alarm system	2009
Inaccessible washrooms, counters, family change rooms and fixtures for persons with disabilities	Physical	Modify counter heights, adjustable mirrors, soap dispensers	Persons in wheelchairs will have access to the counters and it will fit under	Modify the existing ones where feasible, install new counters, mirrors and fixtures	2015
Limited accessible signage to properties, main entrances, locations within the buildings and facilities or amenities	Informational / Physical	Larger directional signs at entry points, washrooms doors, direction to service counters, apply Braille where applicable	Improved identification, directing of patrons to the amenity	Larger signage, contrasting colours, identify directions within the building, install Braille in elevators and door openers	2015
Service counters too high	Physical	Reconfigure the service counters	Lowering of service counters and providing additional seating will accommodate wheel chairs and care givers and patrons with walking devices	Redesign and obtain quotes from millwork contractors	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Awareness of ODA and AODA legislation	Communication	Regular training for staff	Increased knowledge of staff	Through HR Department, provide training to staff	2009-2010

Parks Development

The Parks Development Department is responsible for providing high quality, safe and functional open spaces, parks, play areas and sports fields for the public. With over 500 hectares of open space, the Parks Department provides park planning and development projects.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Accessible play structure, play precinct and safety surface access	Physical	Provide or improve accessible play structures and surfaces in new District parks, Regional parks, neighborhood parks and retrofit program	Increase accessibility and integration	Create an asset management plan and GIS Database inventory of parks and open spaces to identify problem areas New designs to ensure standards are met	
Trails	Physical	Provide or improve trail accessibility. Provide signage indicating level of accessibility, distance and exit points	Increase accessibility	Create an asset management plan and GIS Database inventory of parks and open spaces to identify problem areas New designs to ensure standards are met	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Outdoor vegetation	Physical	Provide or improve planting schemes in parks for safety and accessibility CPTED evaluation of each park (if funding approved for inventory/ staff)	Increase accessibility	Create an asset management plan and GIS Database inventory of parks and open spaces to indentify problem areas New designs to ensure standards are met	
Accessibility of Public Meetings	Physical/ Communication	Ensure all locations are accessible, allow service animals, provide sign language interpreters and listening assistive devices upon request	Increase accessibility/ communication	In conjunction with Building and Facilities establish a complete list of fully accessible buildings in which to host public meetings	
Information of accessible Parks	Communication	Update website which identifies all accessible parks in Vaughan and percentage of accessible components. i.e.: playground equipment, play surface, restrooms and seating areas	Increase accessible information and communications	Develop with ITM Department, comment option on website for feedback and report barriers	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Accessible built environment	Physical	Audit washroom facilities in district Parks	Increase accessibility	In conjunction with Building and Facilities ensure restroom facilities are accessible	
Accessibility awareness	Communication	Provide staff with training	Increase awareness	Provide staff with training for communicating with persons with a disability and universal design	
Designing for accessible parks and open spaces	Physical/ Architectural	Ensure standards are met with all new designs and retrofits	Increase accessibility and awareness	Review of design for new park, open space and trail development by staff and consultants	
Disruption of services	Communication	Ensure any disruptions of services to costumers are reported	Compliance with the regulation and improved services to persons with disabilities	Enhance the Parks Development communication strategy including notices to Access Vaughan and website	

Parks and Forestry Operations

The Parks and Forestry Operations Department maintains over 750 hectares of parks and open spaces, 200 playgrounds and numerous trail systems in addition to a wide variety of sports fields throughout the City.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Limited front desk and directional signage for persons with sight impairments at: JOC, East District, West District and Horticulture Section	Information	Larger directional signs at entry points, washrooms doors, direction to service counters, apply brail where applicable	Improved identification , directing of patrons to the amenity	Larger signage, contrasting colours, identify directions within the building, install Braille in elevators and door openers	2015
Sidewalk Repairs (parks)	Physical	Annual repairs of uneven surfaces, cracks	Increased mobility, smoother surfaces for wheelchairs and persons using canes, walkers, etc.	Standard design for walkways	Yearly
Non accessible Playgrounds	Physical	Retro-fit of existing non-accessible play structures	Increased access for park users	Providing accessible components to existing structures and ensuring new structures meet accessibility directives	2015
Public meetings and events	Physical/ Communication	Select locations which are accessible and accommodate service animals and devices Provide alternate forms of communication upon request	Improved accessibility and communication	In conjunction with Building and Facilities, establish a list of fully accessible buildings in which to host public meetings and events Provide communications in alternate languages and formats as requested	2010

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Weather and storm related events preventing access to sidewalks and parklands	Physical	Post Service Disruption Notice	Less stress and negative impact on site users who may not be able to use alternate means of transit Provide opportunity to find alternate route or make other arrangements	Utilize Service Disruption Notices on site, utilize city webpage and possible hot-line to communicate message	2010

Recreation and Culture

The Recreation and Culture Department offers recreational programs and cultural services 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.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Access to recreation and culture printed materials-format and language	Informational	Review all printed materials (Recreational brochure, registration forms, etc.)	People with disabilities will be able to access Department's information	Practice guidelines will be developed for printed materials and alternative formats (PDF, large print and others) as requested	2009-2010
Customer feedback on accessibility issues within programs and services	All	Review recreation and culture customer feedback materials	Increased level of service	Review department customer feedback tools including specific questions regarding services to persons with disabilities	2009-2010

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Access to Recreation and Culture web information for people with disabilities	Technological Informational	Review and update recreation and culture web information	People with disabilities will be able to access information more easily and readily	Incorporate technology in order to assist people with disabilities to access web information	2009-2010
Limited awareness with respect of ODA and incorporation of accessible customer service into daily practices	Practice Informational Attitudinal	Review and update all training materials	Increase awareness and staff will be able to better serve and understand the need of people with disabilities	Develop internal training material with information pertinent to ODA and ACSR	On-going
Limited public accessibility awareness	Attitudinal		Increase community and staff awareness and knowledge	Promote to all municipal staff the Disability Awareness Week and International Day of Persons with Disabilities	
Limited adaptive equipment in summer camps	Physical	Audit the summer camp equipment	Better inclusion in the camp activities for children with limited gross and fine motor skills	Purchase adaptive equipment	2009-2010
Equipment in need repair/replacement in pools	Physical			Replace water wheelchairs	
Limited access to recreational programs for persons with disabilities with one-on-one support	Policy/ Financial	Seek funding through fundraising, donation, etc	Persons with disabilities with limited income will have better access to recreational activities	Develop subsidy policy	2009-2010

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Need for more specialized programs for persons with disabilities	Access		People with disabilities have the option to choose programs according to their needs	Increase partnership with community organizations and offer pilot programs for all ages or disability type in: camps general programs, aquatics	

ECONOMIC/ TECHNOLOGY DEVELOPMENT AND COMMUNICATION

Access Vaughan

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

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
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	Technological	Install priority ranking program or determine an appropriate time for the correct person to contact the customer	<p>Improve the ability of customers with disabilities to have inquiries and problems successfully dealt with</p> <p>Improved customer service and satisfaction</p>	<p>Develop procedures for staff awareness training</p> <p>Staff may record information and time that appropriate staff person can return the customer's call</p> <p>Investigate opportunity with ITT to implement Top of the Queue function</p>	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
No TTY or TextNet for customers who are deaf or hard of hearing	Technological	Install TextNet for real-time texting communication	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	Consider installing TextNet or another real-time electronic communication system that is accessible to staff, and the public	
Equipment and Furnishings within Access Vaughan					
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	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	
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	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
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	
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	
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	
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	
Narrow pathways and shortage of storage space create areas where some filing	Physical	Provide storage elsewhere, remove excess items	Improve the ability to reach required materials and supplies and improve maneuverability space	Develop procedures for staff awareness training	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
cabinets cannot be reached by persons in wheelchairs or other assistive devices			and safety		
Office Telephones within Access Vaughan					
Office telephones have small key pads with poor colour contrast leaving numbers difficult to distinguish	Technological	Replace with telephones with larger key pads in contrasting colours	Improve speed and accuracy using telephones for staff with low vision	Replace if required by staff	
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	
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	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Controls & Operating Mechanisms & Switches within Access Vaughan					
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	

Corporate Communication

Corporate communication department supports the City's communications with residents, local businesses, and media by facilitating an accurate, timely and consistent information flow, and providing advice as appropriate; supports day-to-day operational needs of the corporation by providing pro-active communications advice, products and services; and facilitates and ensures consistent and accurate communications with employees.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Lack of accessibility standards to guide	Human and Financial	Produce Style Guide to facilitate	Increased civic engagement through increased	Develop Style Guide via consultant	Q4

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
production of materials		production of graphic standards that will guide City graphic designs (print and electronic material that is accessible to persons with disabilities) (e.g. the use of colour contrast techniques to assist persons with depth perception issues and colour blindness)	accessibility of published materials		
Complicated documents from the City of Vaughan that the public has difficulty understanding	Human and Financial	Produce Plain Language Guide and introduce plain language standards for the Corporation	Increased clarity of all corporate documents, which has a productivity gain AND a positive impact on the accessibility of documents with all members of the public	Use consultant to develop based on best practices in municipal sector	Q2
Full public access to Council meetings	Human and Financial	Streaming video in New Civic Centre	Increased access of residents and staff to Council meetings remotely	Streaming video will be featured in new Civic Centre in 2010	2010
Lack of information on accessibility features of events in Parks and	Human and Financial	Develop accessibility information and	Assists persons with disabilities to know whether or not a park or facility is	Post information on website and in event brochures identifying fully accessible parks and	Q2

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Facilities		accessibility signs for City website for events	accessible	accessibility features of special events	
Lack of written policies and procedures for accessibility in Corporate Communications	Human and Financial	Review existing policies and procedures for accessibility improvements	Ensure all communication policies reflect accessibility concerns	Special focus on key areas such as emergency management communications	Q4
Lack of training on accessibility priorities for Corporate Communications staff	Human and Financial	Provide Corporate Communications staff with sensitivity training	Awareness among staff of how to communicate with persons with disabilities and some of the myths and realities surrounding disabilities	Part of all-staff training through IT and HR	2009
Lack of accessibility features on corporate website	Human and Financial	Research priorities in web accessibility with Accessibility Committee	Increased public access to content on primary City communication channel and for staff to key internal tool	Focus on high demand improvements and reflect Style Guide accessibility features	2009
Lack of consistent support for persons with disabilities in pictorial media	Human	Encourage departments to represent people with disabilities pictorially and verbally in communication products (Success report, Recreation Guide can show	Reflect the core value of inclusiveness	Show the people we serve as a Corporation (invisibility encourages stigma)	2009

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
		those with mobility/visual impairments)			
Lack of consistent and visible leadership	Human	Build public awareness of some of the myths and realities of disabilities	Increasing awareness shows leadership by City in building an inclusive community	Website, media coverage	Q2

Economic and Development Technology

Economic & Technology Development is dedicated to encouraging economic and technology growth 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 labour force and fiscal responsibility to meet the needs of the future. The creation of a "Smart City" will solidify Vaughan's place into the next century. In addition, the department is also responsible for the management of Voice Communication Systems for the City of Vaughan, Vaughan Hydro and Vaughan Public Libraries. The department also has the mandate to explore and recommend technology solutions to reduce costs and increase the efficiency of service delivery for the City of Vaughan.

Information and Technology Management

The Information & Technology Management (ITM) Department is mandated to play a leadership role in enabling the effective use of information and technology in all departments of the City, so that the established department business objectives and corporate strategic objectives are realized. A key success factor in helping the ITM Department with its mandate is building collaborative partnerships with the City departments.

The ITM Department is organized into three (3) business units, each with a particular focus and specific responsibilities:

Business Solutions: focus on identifying opportunities for delivery and deployment of new business solutions for all City departments.

Technical Services: focus on maintaining a reliable, secure, scalable and cost-effective corporate computing and telecommunications infrastructure.

Clients Services: focus on providing support and assistance to clients in the use of corporate computer and telephone facilities.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Entrance					
No automatic door opener	Information Communication Physical	Install automatic door opener As a temporary solution inform staff to provide assistance to others when required	Ease of access for persons with mobility limitations	Staff awareness training to provide assistance to others when required Install automatic door openers	
Lack of shelter over exterior doorways	Physical	Install shelter over main entrance	All persons, especially persons with disabilities, will benefit from protection from the elements	Staff awareness training to provide assistance to others when required	
Glass doors and walls are disorienting for guide dogs and persons of low vision	Physical	The CNIB recommends running a continuous strip of a contrasting colour 100mm wide and 1.35 meters* from	Improved ability to distinguish the glass doors and walls	Install continuous colour strip Staff awareness training to provide assistance to others when required	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
		the floor			
Interior Doors					
Doors knobs are inadequate and are difficult to open for persons with disabilities	Physical	Replace door knobs with lever style door handles	Improve the ability to open doors independently	Awareness of staff to offer assistance to persons when required	
Equipment and Furnishings					
Printer and fax machines are positioned too high for persons in wheelchairs	Physical	Where equipment has been placed on top of a work counter relocate equipment so that it is reachable within 47" (1200mm)* of the floor or replace with accessible equipment	Improve the ability of persons using assistive devices or persons of short stature to be able to use equipment independently	Staff awareness training to provide assistance to others when required Move and/or replace equipment if required	
Printer and fax machines do not have a space adjacent to them for staff to organize their items for copying	Physical	Provide small tables adjacent to fax machines and printers Nearby working surfaces should be no higher than 34" (864mm)* for use	Improve the ability of staff with disabilities to organize materials quickly	Move equipment to a space where it can accommodate a table Ensure a clear floor space of 3'-0" wide X 4'-0" long (914mm X 1219mm)* adjacent to equipment for wheelchair users	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
		by persons in wheelchairs			
Upper draws of filing cabinets are too high to be reached by persons in wheelchairs	Physical	Drawers should not exceed 34" (864mm)* high to be identified and reached by persons in wheelchairs	Improved ability of persons using assistive devices and persons of short stature to identify and reach files	Staff awareness training to provide assistance to others when required	
Filing cabinet drawers are too heavy to open for persons with limited strength and grip	Physical	Staff awareness training to provide assistance to others when required	Staff are able to access items that they need	Staff awareness training to provide assistance to others when required	
Labels on storage units and filing cabinets are difficult to read for persons with vision limitations	Information/ Communication	Provide labels in large font with clear print, contrasting colours and raised lettering and/or provide hand held magnifier	Files can be identified independently by persons with low vision	Staff awareness training to provide assistance to others when required Provide hand held magnifier and raised lettering labels if required	
Some offices do not have sufficient maneuvering space for persons with assistive devices and service animals	Physical	Move furniture and/or remove extra chairs from offices if required Minimum maneuvering space	Improve safe and easy access for persons with wheelchairs and/or service animals	Move furniture where necessary or move to a larger room	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
		at least, 3'-0" wide X 5'-0" deep (914mm X 1524 mm)* or preferred 5'-0" (1524mm)* diameter turning radius			
Some shelves in common storage cabinets are too high to be reached by persons using assistive devices	Physical	Ensure that all items are placed on middle shelves and place duplicate items on higher shelves	Improve the ability of persons using wheelchairs and persons of short stature to be able to access items independently	Awareness of staff to offer assistance to persons when required	
Upper shelves in common storage rooms are too high for persons using assistive devices	Physical	Place as many items as possible on shelves of a height between 54" (1350mm) and 15.5" (400mm)*	Persons using assistive devices, persons of short stature and persons who have difficulty bending will be able to reach items independently.	Awareness of staff to offer assistance to others when required	
Desktops are not height adjustable	Physical	Replace with desks that are capable of height adjustments	Persons who are unable to sit for long periods of time will be able to work more comfortably for longer periods	Make reasonable accommodations Replace with height adjustable desks if required	
The filing cabinets are not in a	Physical	Replace with cabinets that are a	Persons with low vision will be better able to	Staff awareness training to provide assistance to others when required	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
contrasting colour to the walls		contrasting colour to their surroundings	see cabinets and avoid walking into them		
Office Telephones					
Staff telephones are not equipped with large print key pads, with raised lettering	Technological	Replace with telephones equipped with keypads with large clear print in contrasting colours and raised lettering	Improve the ability and efficiency of persons with low vision to use the telephone independently	Replace current telephones if required	
Staff telephones are not equipped with auditory caller ID notification	Technological	Replace with telephones equipped with auditory caller identification notification and other auditory cue options	Improve the ability of persons with low vision to use the features of the telephone independently	Replace current telephones if required	
Office Computers					
Office computers lack accessible software and features for persons who are	Technological	Provide reasonable accommodation to staff if required	Improve the ability of staff with disabilities to use computers independently and	Reasonable accommodations will be provided to staff if required	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
blind, have mobility/dexterity limitations or other disabilities			effectively		
Controls and Operating Mechanisms					
Electrical receptacles and outlets are too low	Physical	All essential controls/outlets used by staff should be mounted no lower than 18" (457mm) and no higher than 4'-0" (1219mm)* from the floor	Improve the ability of staff to use controls and outlets independently	Staff awareness training to provide assistance to others when required	
No visual alarms on premises	Technological	Install visual alarms in visible locations throughout the department including washrooms, computer lab and storage rooms	Improve the ability of persons who are hard of hearing or deaf to evacuate during an emergency	Staff awareness training to provide assistance to others when required	
Interior Signage					

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Interior signage on doors and adjacent to offices is too high	Information Communication Physical	If required move department signage to a height of between 4'-0" and 5'-0" (1219mm and 1534mm)* from the floor, in large, clear print, contrasting colours and raised lettering	Persons using wheelchairs will be better able to identify the appropriate rooms independently	Awareness of staff to offer assistance to persons who require it Lower and replace signage if required	
No clearly identified reception desk showing visitors whom to approach for assistance	Information Communication	Place sign in large, clear font with contrasting colours stating receptionist desk	Improved ability of visitors to locate receptionist	Place "receptionist" sign on desk	
Board Room					
The board room is not equipped with assistive listening devices	Technological	The need for assistive listening devices such as induction loops, FM systems or infra-red systems is unlikely due to the small size of the room but may be required if meeting with persons who	Assistive listening devices may improve the ability of persons who are hard of hearing to participate in meetings	Provide reasonable accommodation for staff and visitors if required	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
		are hard of hearing			
City of Vaughan Website					
<p>Website does not meet W3C guidelines</p> <p>The website does not include the following features: colour contrast option; large font size option; screen reader (preferably with PDF capabilities); HTML option for all documents; text only option ; large clear print ; information in contrasting colours; uncluttered appearance; plain language labels and descriptions; logical site navigation; the</p>	Technological	<p>The Information and Communication Standards, when they are released as a regulation by the Provincial Government of Ontario, will form law for website accessibility for the province of Ontario and must adhered to</p> <p>At this time, the proposed standards refer to W3C WCAG - Web Content Accessibility Guidelines 2.0 (WCAG 2.0)</p>	<p>Adhering to W3C guidelines and the upcoming provincial Information and Communication Standards will improve the ability of persons with various disabilities who have computers along with internet connections to access City information and services</p> <p>If made accessible, the City's website provides a service channel that could be accessible to persons with disabilities at times and locations that they find convenient and accessible</p>		

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
ability to book all or most City services on-line where appropriate					
Plain language labels and descriptions Logical site navigation The ability to book all or most City services on-line where appropriate					
Corporate Emergency and Fire and Life Safety Evacuation Plans					
Limited awareness on evacuation procedures for staff in assisting persons with disabilities during emergency	Information Attitudinal (Awareness)	Provide staff training on how to interact and communicate with persons who have different disabilities and on how to	Improved ability of staff and visitors with disabilities to safely evacuate the premises in an emergency situation	Staff awareness training to provide assistance to others without jeopardizing their own safety	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
situations		assist them in a manner that is safe for all persons			

ENGINEERING AND PUBLIC WORKS

Development/Transportation Engineering

The Development/Transportation Division 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, impact assessments.

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

- Review and comment on draft plan of subdivision development and site plan applications (municipal servicing and transportation);
- Prepare and administer subdivision agreements;
- Review and approve construction drawings;
- Class Environmental Assessments;
- Master Environmental & Servicing Plans including Block Plans;
- Long term infrastructure planning;
- Water and sanitary sewer modeling and demand forecasting.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Communication materials (Procedures, Design Criteria, and Standards) 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, and Braille upon request from the public	Ongoing
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	Ongoing
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	Ongoing
Accessibility for residents to homes in areas under construction	Physical – mobility	Ensure that contractors/developers will clear and maintain access for homeowners at all times and during constructions	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	Ongoing
Sidewalks are not marked properly for people with a visual disability	Physical	Incorporation of directional lines in sidewalks along commercial driveways	Enhanced safety for visually impaired pedestrians	Updating of engineering standards and design criteria to include directional lines at new commercial driveways	Ongoing

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Signs are not designed for people with a visual disability (font size, colours, etc.)	Communication	Replacement of signage at Trails, walkways entrances and Stormwater 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
Awareness training for all Development/Transportation Engineering staff	Communication /Attitudinal	Through Human Resources Department offer 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	2010
Existing and future sidewalk construction standards to consider proper marking	Physical	Update design standards of sidewalk marking at intersections, curb depressions with visual tactile marking at crossings in new subdivisions	Enhanced safety for persons with visual disabilities	Include walkways to parks, trails and sidewalk that lead to Stormwater management pond	Ongoing

Engineering Services

The Engineering Services Department is responsible for the planning, design, review, construction and records management of Municipal Infrastructure including Capital Projects involving roads, sidewalks, guiderails, culverts, bridges, street lighting, water mains, sanitary and storm sewers, traffic signals and traffic calming.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Communication materials to the public for Public Information Centres and other public meetings	Information	Review communication materials	More effective communication with the public	Notices to be large print, and may include Braille upon request from the public	Ongoing
When releasing information to the public, continue to use multiple methods such as print media (local papers), mailed and/or hand delivered notices	Communication	Review Communication Materials and adjust to suit target audience	More effective communication with the public	Notices to be large print, and may include Braille upon request from the public	Ongoing
Communication enhancements for the deaf and hard of hearing at Public Information Centres and other public meetings	Communication	Use public address systems and/or sign language interpreter as required	More effective communication with the public	Provision of sign-language interpreters and assistive listening devices upon request	Ongoing
Ensure that facilities	Physical	Ensure that the	Safer pedestrian and	Select meeting facilities that are wheelchair	Ongoing

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
selected for Public Information Centres and other public meetings are accessible to people with disabilities		facilities and restrooms are wheelchair friendly	wheelchair movement	friendly.	
Accessibility by residents to homes in areas under rehabilitation and/or construction	Physical	Provide notice of disruption and duration Provide alternate means of access	Safer vehicle, pedestrian and wheelchair movement	Inclusion of accessibility requirements in tender documents for construction projects	Ongoing
Incorporation of directional lines in sidewalks at intersections for the visually impaired	Architectural	Incorporated in the City Design Standards	Enhanced safety for visually impaired pedestrians	Updating of engineering standards to include directional lines at intersections and include in new construction/retrofit in older areas	Ongoing
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	2009 (subject to Council approval in 2009 Capital Budget)
No accessible traffic signals at intersections	Architectural	Retrofit of traffic signals at intersections with	Enhanced safety for persons with disabilities and the	Include pedestrian countdowns and "chirping" features in new traffic signals and retrofit in older areas	Ongoing

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
		pedestrian countdowns and "chirping" features	elderly		
Awareness Training for all Engineering Services staff	Communication	Implement training	Improve communication skills with people with disabilities	Pursue in house training through Human Resources	2010

Public Works

The Public Works Department is responsible for the operation and maintenance of city-owned roads, bridges, sidewalks, 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 snow removal and leaf / yard waste collection.

Other services provided by the Department include:

- Road Maintenance Services: Winter road plowing & salting operations; street sweeping; streetlight maintenance; general road repairs; roadside ditch maintenance; culvert installations; and curb & sidewalk repairs;
- Water / Wastewater & Drainage: Water distribution; water testing & sampling;
- Cleaning & maintenance of sanitary sewers, storm sewers, and storm water management ponds;
- Solid Waste Management: Collection of residential garbage, recycling, leaf & yard waste material, large appliances & source separated organics; Promotion & Education materials; implementation of new diversion programs and initiatives. Sale of blue boxes, green bins, kitchen catchers, composters.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Broken and uneven sidewalks	Architectural		Safer pedestrian and wheelchair movement	Repair/replace sidewalk	Ongoing – every year
Windrows across end of driveways	Architectural		Safer pedestrian and wheelchair movement	Continue to provide a residential driveway windrow clearing program to those with medical needs	Ongoing (winter)
Debris on roadways	Architectural and respiratory		Safer vehicle, pedestrian and wheelchair movement, as well as reduced respiratory problems from the dust	Continue with street sweeping and flushing program Purchase new street sweepers that meet stringent PM standards for dust control	Ongoing Tentatively 2009
Holes in road	Architectural		Safer pedestrian and wheelchair travel	Repair potholes in accordance with Ministry of Transportation's regulations	Ongoing
Excessive dust on unpaved roads	Architectural and respiratory		Reduced complaints from residents with respiratory problems.	Continue to apply dust suppressants seasonally, as required	Ongoing
Awareness Training for all Public Works staff	Communications		Improve communication skills with people with disabilities.	Pursue in house training through Human Resources	2010

FINANCE AND CORPORATE SERVICES

Purchasing

The Purchasing 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 are mandatory for all City and Library departments.

Purchasing Services is divided into two divisions, Contract Services Division, and Supplies and Services Division.

The Contract Services Division is responsible for all Capital and construction related activities.

The Supplies and Services Division is responsible for all supplies, services, information technology services and equipment, fleet vehicles and equipment necessary for the operation of the municipality.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Front counter not accessible for people in wheelchair	Physical	Front Counter adjustment to accommodate Wheel chair customers	Enhanced accessibility for all	Redesign the front counter for department in new civic centre	2010

LEGAL AND ADMINISTRATIVE SERVICES

Human Resources

The Human Resources Department 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 & Retention Programs, Health & Wellness Programs, Employee Relationships 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.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
<p>No TTY or Text Net for customers who are deaf Customers must use Bell Relay which involves a third party</p>	<p>Technological</p>	<p>Install TexNet for immediate 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</p>	<p>Train staff to use TextNet</p>	
<p>Recruitment Policy</p>	<p>Policy</p>	<p>The City of Vaughan is an equal opportunity employer It is our policy to recruit and select applicants for employment solely on the basis of their qualifications, with emphasis on selecting the best-</p>	<p>Improved communication</p>	<p>Communicate with Manager of employee relationships/Director of Human Resources to revise Policy</p>	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
		<p>qualified person for the job</p> <p>Vaughan does not discriminate against applicants based on race, colour, religion, sex, national origin, disability or any other status or condition protected by applicable federal or local law</p>			
Support to employees with disabilities	Policy	<p>Human Resources Staff are knowledgeable about the legal requirements and procedures to accommodate employees with disabilities</p> <p>However, no formal policy exists on accommodating employees with</p>	Improved communication and a commitment by senior leadership of the organization	Draft policy on accommodating injured/ill employees or employees who are disabled	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
		disabilities			
Persons who require training under the standard have not yet received the required training	Attitudinal	Develop and Deliver the required training	Compliance with the regulation and improved ability to communicate with and deliver services to persons with disabilities		

PLANNING

Policy Planning

Policy Planning Section includes 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 disciplines the department identifies and assesses a wide range of land use, urban design and heritage requirements. Staff employs a comprehensive package of planning policies to address such matters as: community plans and area studies that address open space, streets and blocks, and pedestrian and bicycle networks, appropriate built form and public realm, built and natural heritage; the environment; transportation planning; population and demographics; and commercial and employment areas.

The department fosters a culture of active participation with its citizens, 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 2007, which recognizes the importance of "Safeguarding our Environment", and through preserving, protecting, and enhancing environmental stewardship through responsible leadership and innovative policies, practices and education.

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 including the Brownfield Statute Amendment Act, Oak Ridges Moraine Conservation Plan, Greenbelt Plan, and Source Water Protection, and works closely with other levels of government and agencies on the development of environmental policy including the Region of York, Province of Ontario, and the Toronto and Region Conservation Authority.

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

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 development. In this context the Building Standards Department is committed to ensuring reasonable compliance with building 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
 1. Zoning
 2. Architectural/Structural
 3. Plumbing/heating
- Inspections
- Provision of Information/Reports/Statistics/Comments

Responses to Lawyers Inquiries/Letters

Development Planning

Development Planning Department staff is responsible for the planning and general design of the City through the land use planning process. Land use planning enables the City to establish goals and objectives for growth and development and finds ways to achieve them. This is accomplished keeping in mind important social issues, 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 performs the following functions:

Development Planning

The Development Planning staff provides planning input and information with respect to current land use issues and undertakes the review and processing of a variety of development applications, Official Plan, Zoning, Subdivision, Condominium, Part Lot Control and Site Plans submitted to the municipality. 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 Department actively pursues citizen input. Public comment is solicited on all specific applications as well as policy changes to the Official Plan. Citizen input to such change is welcomed as a vital part of the planning process in Vaughan and is essential to good planning.

Urban Design

Working together in consultation with the Development 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 Development Planning Department, also review environmental enhancement aspects of development applications to ensure appropriate landscape protection and enhancement of environmental features in the municipality, including liaising with environmental and conservation authorities with respect to conservation land management and protection.

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.

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.

The Planning Commission is responsible for the City's Building Standards Department, Policy Planning/Urban Design Department and the Development Planning Department. Together, these three departments plan and regulate development throughout the City. This includes preparing and recommending long-term plans for various areas to Council for approval, as well as the day-to-day administration of development and building permit applications and implementation of current plans and zoning by-laws.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	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 service can be provided upon request	Increased/easier community participation	Develop language to be inserted in all department communications/notices Insert telephone number or contact information in all notices to give customers opportunity to request additional services for accessibility	
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	
Awareness of accessibility issues and technologies that should be incorporated into Site Plan Review process (coordination with other departments involved in review process is	Communication	Research opportunities to amend by-laws and guidelines to include accessibility as a requirement for approvals	Better designs and accessibility throughout community	Coordinate through staff training	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
required)					
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	Will be addressed in new Civic Centre Interim solutions will include liaising with Human Resources & Building Standards for re-organizing cubicle to accommodate employee as per request	
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	Will be addressed in new Civic Centre Interim solutions include internal staff audit of areas requiring removal of obstacles within the Planning Commission offices	
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, rolls of architectural drawings)	Will be addressed in new Civic Centre Interim solutions include internal staff audit of areas requiring removal of obstacles within the Planning Commission offices	
Readability & clarity of signs, directional signs	Information	Improved access/less directional inquiries	Increase visual communication	Will be addressed in New Civic Centre. Interim solutions include adding visible signage at counter and corridor to increase visibility	
Skilled personnel/	Communication	Sensitivity Training	Staff will be better	Training Program	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
sensitivity training in dealing with persons with disabilities			equipped to deal with persons with disabilities		
Designated rooms for customers waiting to be served (with barrier-free seats, coat closet and racks)	Physical/ Architectural	Architectural Modifications	Reduce Stress level of customers/Customer Satisfaction	On-going	
Lack of assistive hearing devices	Technological	Investment in assistive hearing devices	Easier to communicate with customer and address their needs	On-going	
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 size Some information provincially regulated and cannot change (i.e. permit application form)	
Lighting at public counter	Physical	Provide additional or brighter lighting at front counter	Increase visibility for those who are visually impaired	On-going component of Building Approval Process	
Zoning By-laws for Parking	Information/ Human	Review existing provisions	Address Accessible Parking Needs	City-wide Parking Study currently underway, Provincial Committees are also addressing this	

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Site Plan Review Process	Policy/Practice	Review existing processes and design projects and provide directions to architects and engineers to focus on barrier free Plan review & site inspections for proposed construction Department reviews for code compliance and zoning compliance design	Incorporate Accessibility planning in future plan reviews Ensure proper measures are taken to proactively plan for future development	issue as part of the AODA ONTARIO BUILDING CODE IN PLACE, MAY REQUIRE ADDITIONAL TRAINING	
Ensure proactive provisions addresses Accessibility Planning at the Official Plan Level	Policy/Practice	Incorporate a review for Accessibility Planning as part of the Official Plan Review process	Ensure that Vaughan's new Official Plan incorporates aspects of Accessible Planning (through ODA and AODA) in its Planning Policies	Incorporate a review for Accessibility Planning as part of the Official Plan Review process	

FIRE AND RESCUE

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 254 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 and every citizen so the quality of their lives, through service, is enriched.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Information/Communication to public	Informational	Public/Education Meetings		Reference in public notices, to special assistance available for members of the public including a TTY reference number Use of accessible locations that address items of great public interest late in the day or in the	Ongoing

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
				evening, to accommodate work or travel schedules	
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 effectively and respectfully serve persons 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, Communication-al	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

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
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	2009

VAUGHAN PUBLIC LIBRARIES

The Vaughan Public Libraries (VPL) serves the information, cultural, learning and leisure needs of an increasingly diverse population, offering every member of our community full access to all our services.

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	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 Collection development: Adult Basic Literacy Collections, high interest/low vocabulary	Ongoing
Access to materials	Communication	Review materials	Improved access/usage	Option to check materials independently at Express Checkout Stations	Completed at 6 locations
Computer workstation screen	Technological	Purchase 17 inch monitor, ergonomically shaped mouse	Improved usage/productivity/Reduced eye strain	17 inch monitors standard at all locations as per replacement schedules/text size can be adjusted	Ongoing

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
				Develop budget request for assistive devices	
Door access	Physical	Improved access to washrooms at all service points with automatic open button	Improved access	Site visits; evaluate and recommend changes to Building & Facilities for budget consideration	Completed 6 locations
Facility Access	Communication		Improved access/usage	Braille included on directional signage and elevator buttons	Completed at PBRL
Interior Reconfiguration	Physical	Improved wheelchair accessibility to stacks, displays, furniture for computer use	Improved access/usage	Review of Bathurst Clark Resource Library and Ansley Grove Library; make recommendation to the Board and submit for funding in the capital budget process	
Wheelchair accessibility	Physical		Improved access/usage	Wheelchair accessible ramps, washroom facilities, and elevators (where applicable)	Completed at 6 locations

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT, 2005

Ontario Regulation 429/07



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VISION, MISSION AND COMMITMENT

Vision

The City of Vaughan is 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

The mission of the City of Vaughan is citizens first through service excellence.

Commitment

The City of Vaughan shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
- City employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.

BACKGROUND

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessibility Standards for Customer Service Regulation. It came into effect on January 1, 2008. This standard details specific requirements for all service providers.

In general, providers must deliver service in a way that respects the dignity and independence of people with disabilities. Providers must also integrate services and provide equal opportunities for persons with disabilities to access those services.

PURPOSE

The purpose of this Accessibility Standards for Customer Service Policy is to fulfill the requirements set out in Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005, to establish policy for the City of Vaughan for governing the provision of its goods or services to persons with disabilities.

SUMMARY OF STANDARD REQUIREMENTS

The following is a summary of requirements for the Accessibility Standards for Customer Service Policy:

1. Establish policies, practices and procedures on providing goods and services to people with disabilities.
2. Use reasonable efforts to ensure that policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Set a policy on allowing people to use their own personal assistive devices to access our goods and use our services and about any other measures our organization offers (assistive devices, services, or methods) to enable them to access our goods and use our services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises we own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
6. Permit people with disabilities who use a support person to bring that person with them while accessing good or services in premises open to the public or third parties.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on to access or use our goods or services are temporarily disrupted.
9. Train staff, volunteers, agents and any other people who interact with the public or other third parties on our behalf on a number of topics as outlined in the customer service standard.
10. Train staff, volunteers, agents and any other people who are involved in developing our policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
11. Establish a process for people to provide feedback on how we provide goods or services to people with disabilities and how we will respond to any feedback and take action on any complaints. Make the information about the feedback process readily available to the public.
12. Document in writing all our policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.
13. Notify customers that documents required under the customer service standard are available upon request.

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14. When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.

ADOPTION

Adopted by Council this th day of , 2009 by By-law No. 2009-

COMPLIANCE

This Accessibility Standards for Customer Service Policy shall apply to every person who deals with members of the public or other third parties on behalf of the City of Vaughan, whether the person does so as an employee, agent, volunteer or otherwise.

Non-Compliance

Failure to comply with this Accessibility Standards for Customer Service Policy may result in disciplinary action up to and including termination.

DEFINITIONS

Active Living Coordinator - Special Needs/Volunteer Development

The City of Vaughan designate who liaises with persons with disabilities in the community and ensures the inclusive provision of recreation and culture programs and services.

Assistive Devices

An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

Disabilities

As per the Ontario Human Rights Code, disability means:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b. a condition of mental impairment or a developmental disability;
- c. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. a mental disorder or;
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

Employees

Every person who deals with members of the public or other third parties on behalf of the City of Vaughan, whether the person does so as an employee, agent, volunteer or otherwise.

Persons with Disabilities

Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code.

Service Animals

Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

Support Persons

Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

REDUCTION/TEMPORARY SUSPENSION OF SERVICES

This Accessibility Customer Service Standards policy may not apply during any period "Declared Emergency" as defined under the Emergency Management and Civil Protection Act. In the event that the City declares an emergency, there would be little impact on the Accessibility Customer Service Standards Policy other than a reduction or suspension of overall day-to-day services provided by the City.

Any reduction or suspension of services would be dictated by the nature and scale of the emergency and the resources allocated. (The impacts of the emergency may destroy telecommunications systems; result in travel restrictions that would prevent interpreters from being able to respond to our requests and closure of facilities.)

PROVISION OF DOCUMENTATION

The City of Vaughan shall upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service Policy to any person.

PRACTICES AND PROCEDURES

To implement this Accessibility Standards for Customer Service Policy, City departments shall:

- establish practices and procedures in collaboration with Persons with Disabilities;
- evaluate practices and procedures in collaboration with Persons with Disabilities;
- revise practices and procedures as required on providing goods and/or services to persons with disabilities.

PROVISION OF GOODS AND SERVICES

The City of Vaughan Accessible Customer Service Policy follows four core principles:

1. **Dignity**
2. **Independence**
3. **Integration**
4. **Equal Opportunity**

What can you do to help people with disabilities access our services?

- Ask how you can help;
- Offer a variety of methods of communication and how to interact with customers;
- Understand the nature and scope of the service you offer; and,
- Train staff.

What types of assistive devices are available to people with disabilities at our facilities?

- Wheelchair ramps at building entrances and in all pools;
- Wheelchair accessible public washrooms and change rooms, including showers, at recreation facilities;
- Wheelchair pool lifts at Woodbridge Pool and Vellore Village Pool;
- Apex Accessible Fitness Equipment at Al Palladini, Father Ermanno Bulfon, Garnet A. Williams and Maple Fitness Centre;
- Trail Rider at Vellore Village Community Centre;
- ON Wave Phonic Ear and Headphones (3) at Civic Centre;
- Shure Receiver/Amplifier at Civic Centre; and
- MOTomed viva 2 at Father Ermanno Bulfon Community Centre.

Support Persons and Service Animals

Support people assist people with disabilities in a variety of ways, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a volunteer, friend or relative who will assist and support the customer.

Service animals and support persons offer independence and security to many people with various disabilities. "Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety."

Some laws generally prohibit animals in certain areas- such as food preparation areas; however service animals are permitted in most public situations.

Best practices and procedures for Customer Service:

- Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.
- Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with disability.
- When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with a disability to remove the animal from the area or refuse access to goods or services. Other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with a disability.
- Persons with disabilities may be accompanied by their support person while accessing goods and/or services. Support persons are non-participants allowed free admission to the goods and/or services being accessed by the person with a disability they are accompanying. If an amount is payable by a support person for admission to the premises or in connection with a person's presence at the premises, notice shall be given in advance about the amount, if any, payable in respect of the support person.

Physical Disabilities

Physical disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors, and paralysis. Physical disabilities may be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. A physical disability may affect an individual's ability to:

- Perform manual tasks such as holding a pen, turning a key or grip a door knob;
- Move around independently;
- Control the speed or coordination of movements;
- Reach, pull or manipulate objects; and,
- Have strength or endurance.

Best practices and procedures for Customer Service:

There are many types and degrees of physical disabilities, and not all require a wheelchair. It may be difficult to identify a person with a physical disability.

Tips for serving customers who have physical disabilities:

- Speak normally and directly to your customer. Don't speak to someone who is with them
- People with physical disabilities often have their own way of doing things. Ask if they would like help.
- Wheelchairs and other mobility devices are part of a person's personal space. Don't touch, move or lean on them.
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.).
- Keep ramps and corridors free of clutter.
- If a counter is too high or wide, step around it to provide service.
- Provide seating for those that cannot stand in line.
- Be patient. Customers will identify their needs to you.

Deaf, Deafened and Hard of Hearing

Hearing loss may cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf, deafened, or hard-of-hearing may be unable to:

- Use a public telephone;
- Understand speech in noisy environments; and,
- Pronounce words clearly enough to be understood by strangers.

Best practices and procedures for Customer Service:

Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

Tips for serving customers who have hearing disabilities:

- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Always ask how you may help. Don't shout. Speak clearly.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make

sure you have been understood.

- Face the person and keep your hands and other objects away from your face and mouth.
- A person who is deaf people may use a sign language interpreter to communicate- always direct your attention to the person who is deaf, not the interpreter.
- Any personal (e.g. financial) matters should be discussed in a private room to avoid other people overhearing.
- If the person uses a hearing aid, try to speak in an area with few competing sounds.
- If necessary, write notes back and forth to share information.

Deaf-Blindness Disabilities

Deaf-Blindness disabilities are a combination of hearing and vision loss. The result for a person who is deaf-blind is significant difficulty accessing information and performing daily activities. Deaf-blindness interferes with communication, learning, orientation and mobility. People who are deaf-blind communicate using various sign language systems, Braille, telephone devices, communication boards and any combination thereof. Many people who are deaf-blind use the services of an Intervener who relays information and facilitates auditory and visual information and acts as a sighted guide.

Best practices and procedures for Customer Service:

Most people who are deaf-blind will be accompanied by an intervener, a professional who helps with communicating.

Interveners are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

Tips for serving customers who are deaf-blind:

- Do not assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Do not touch or address the service animals – they are working and have to pay attention at all times.
- Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency.
- Understand that communication can take some time- be patient.
- Direct your attention to you customer, not the Intervener.

Vision Disabilities

- Disabilities reduce one's ability to see clearly. Vision disabilities can include a loss of peripheral or side vision, or a lack of central vision, which means the person cannot see straight; very few people are totally blind. Many have limited vision such as tunnel vision, where a person only sees ahead. Some can see the outline of objects while others can see the direction of light. Vision loss may result in:
 - Difficulty reading or seeing faces;
 - Difficultly maneuvering in unfamiliar places;
 - Inability to differentiate colours or distances;
 - A narrow field of vision;
 - The need for bright light, or contrast; and,

- Night blindness.

Best practices and procedures for Customer Service:

Vision disabilities may restrict your customers' abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability. Others may use a guide dog or white cane.

Tips for serving customers who have vision disabilities:

- Verbally identify yourself before making physical contact.
- If the person uses a service animal- do not touch or approach the animal- it is working.
- Verbally describe the setting, form, location as necessary.
- Offer your arm to guide the person. Do not grab or pull.
- Never touch your customer without asking permission, unless it is an emergency.
- Don't leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location.
- Don't walk away without saying good-bye.

Intellectual Disabilities

Intellectual disabilities affect a person's ability to think and reason. It may be caused by genetic factors such as Downs Syndrome, exposure to environmental toxins, such as Fetal Alcohol Syndrome, brain trauma or psychiatric disorders. A person with an intellectual disorder may have difficulty with:

- Understanding spoken and written information;
- Conceptual information;
- Perception of sensory information; and,
- Memory.

Best practices and procedures for Customer Service:

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has this disability unless you are told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect.

Tips for serving customers who have an intellectual or developmental disability:

- Do not assume what a person can or cannot do.
- Use clear, simple language.
- Be prepared to explain and provide examples regarding information.
- Remember that the person is an adult and unless you are informed otherwise, can make their own decisions.
- Be patient and verify your understanding.
- If you can't understand what is being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Speak directly to your customer, not to their companion or attendant.

Speech Disabilities

Speech disabilities involve the partial or total loss of the ability to speak. Typical disabilities include problems with:

- Pronunciation;
- Pitch and loudness;
- Hoarseness or breathiness; and,
- Stuttering or slurring.

Best practices and procedures for Customer Service:

Some people have problems communicating. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express oneself or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

Tips for serving customers with speech or language impairments:

- If possible communicate in a quiet environment;
- Give the person your full attention. Don't interrupt or finish their sentences;
- Ask them to repeat as necessary, or to write their message;
- If you are able, ask questions that can be answered 'yes' or 'no';
- Verify your understanding; and,
- Have patience, respect and willingness to find a way to communicate are your best tools.

Learning Disabilities

Learning disabilities include a range of disorders that effect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability have average or above average intelligence, but take in and process information and express knowledge in different ways. Learning disabilities can result in:

- Difficulties in reading;
- Problem solving;
- Time management;
- Way finding; and,
- Processing information.

Best practices and procedures for Customer Service:

- Learning disabilities are generally invisible and ability to function varies greatly- respond to any requests for verbal information, assistance in filling in forms and so on with courtesy.
- Allow extra time to complete tasks if necessary.

Mental Health Disabilities

Mental health disabilities include a range of disorders; however, there are three main types of mental health disability:

- Anxiety;
- Mood; and,
- Behavioral.

People with mental health disabilities may seem edgy or irritated; act aggressively; be perceived as pushy or abrupt; be unable to make a decision; start laughing or get angry for no apparent reason.

Best practices and procedures for Customer Service:

- Treat each person as an individual. Ask what would make him/her the most comfortable and respect his/her needs to the maximum extent possible.
- Try to reduce stress and anxiety in situations.
- Stay calm and courteous, even if the customer exhibits unusual behavior, focus on the service they need and how you can help.

Smell Disabilities

Smell disabilities may involve the inability to sense smells or a hypersensitivity to odours and smells. A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

Touch Disabilities

Touch disabilities may affect a person's ability to sense texture, temperature, vibration or pressure. Touch sensations may be reduced or heightened resulting in a hypersensitivity to touch, temperature, or the opposite, numbness and the inability to feel touch sensations.

Taste Disabilities

Taste disabilities may limit the experience of the four primary taste sensations; sweet, bitter, salty and sour. A person with a taste disability may be unable to identify spoiled food or noxious substances.

Other Disabilities

Other disabilities result from a range of other conditions, accidents, illnesses and diseases including ALS, asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.

Disabilities are not always visible or easy to distinguish.

TERMINOLOGY – SPEAKING ABOUT DISABILITIES

The following is an excerpt from the *Ministry of Community and Social Services*.

[http://www.mcsc.gov.on.ca/mcsc/english/how/howto_choose.htm]

“Words can influence and reinforce the public’s perception of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction. Here are some general tips that can help make your communication and interactions with or about people with all types of disabilities more successful.

- Use *disability* or *disabled*, not *handicap* or *handicapped*.
- Never use terms such as *retarded*, *dumb*, *psycho*, *moron* or *crippled*. These words are very demeaning and disrespectful to people with disabilities.
- Remember to put people first. It is proper to say *person with a disability*, rather than *disabled person*.
- If you don’t know someone or if you are not familiar with the disability, it’s better to wait until the individual describes his/her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.

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The following preferred words and phrases will help you choose language that is neither demeaning nor hurtful. People with disabilities prefer these terms:

INSTEAD OF	PLEASE USE
Afflicted by cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis. Person who has arthritis, etc. Person with a disability.
Aged (the)	Seniors
Autistic	A person with autism. A person who has autism.
Birth defect, congenital defect, deformity	A person who has a congenital disability. A person with a disability since birth.
Blind (the), visually impaired (the)	A person who is blind. A person with a vision disability. A person with vision loss. A person with a visual impairment. A person with low vision.
Brain damaged	A person with a brain injury. A person with a head injury.
Confined to a wheelchair, wheelchair bound	A person who uses a wheelchair.
Crazy, insane, lunatic, psycho, mental, mental patient, maniac, neurotic, psychotic, unsound mind, schizophrenic	A person with a mental health disability. A person who has depression. A person with schizophrenia.
Cripple, crippled, lame	A person with a disability. A person with a mobility impairment.
Deaf (the), hearing impaired (the)	A person who is deaf (person with profound hearing loss who communicates using sign language.) A person who is deafened (deaf later in life.) A person who is hard of hearing (person with hearing loss who communicates primarily by speech.) A person with a hearing loss. When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf."
Deaf and dumb, deaf mute	A person who is deaf without speech.
Deaf-Blind (the)	Person who is deaf-blind (person who has any combination of visual and auditory impairments.)
Differently Abled	A person with a disability.
Disabled (the)	People with disabilities.

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INSTEAD OF	PLEASE USE
Elderly (the)	Seniors, older adults.
Epileptic	Person who has epilepsy.
Fits, spells, attacks	Seizures.
Handicapped (the)	Person with a disability. The term handicapped may be used when referring to an environmental or attitudinal barrier as in "a person who is handicapped by a set of stairs leading to the entrance."
Hidden disability	Non-visible disability.
Invalid	Person with a disability.
Learning disabled, learning disordered, the dyslexics	A person with a learning disability or people with learning disabilities.
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	A person with an intellectual disability. A person with a developmental disability.
Midget, Dwarf	A person of short stature. A person who has a form of dwarfism. A little person. A person diagnosed with "Achondroplasia, SED, or what ever their specific diagnoses is", a form of dwarfism.
Mongoloid, Mongolism	Person with Down Syndrome. One can use this terminology only when it is directly relevant. A person with an intellectual or developmental disability.
Normal	Person who is not disabled. Person who is able bodied. Specifically, a person who is sighted, a hearing person, a person who is ambulatory.
Patient	Person with a disability. The word patient may be used when referring to a relationship between and medical professional and a client.
Physically challenged	Person with a physical disability.
Spastic	Person who has muscle spasms.
Stutterer	A person with a speech impairment or impediment.
Victim of/suffers from/ stricken with cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis, etc. Person with a disability.
Visually impaired (the)	A person with a visual impairment. A person with low vision. A person with vision loss. A person with a vision disability.

For additional information visit the *Ministry of Community and Social Services* website at [<http://www.mcsc.gov.on.ca/mcsc>]

ADMISSION FEES – ADVANCE NOTICE

In the event that admission fees are charged, advance notice concerning what admission, if any, would be charged to a support person shall be posted in a conspicuous place.

PLANNED DISRUPTION IN SERVICE - NOTICE

It is possible that from time to time, there will be disruptions in service, such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruption in service is planned and expected, the City will provide notice and will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available.

In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

UNEXPECTED DISRUPTION IN SERVICE - NOTICE

In the event of an unexpected disruption in service, notice may be provided in a variety of ways and will be done as quickly as possible. The City will provide notice and will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available.

In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

TRAINING

- Every provider of goods or services shall receive training on the following:
 - a. purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*;
 - b. City policies, practices and procedures relating to the requirements under Ontario Regulation 429/07 – Accessibility Standards for Customer Service;
 - c. how to interact and communicate with persons with various types of disability;
 - d. how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
 - e. how to use equipment or devices available on the provider’s premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability; and,
 - f. what to do if a person with a particular type of disability is having difficulty accessing the provider’s goods or services.
- Every person who deals with the public on behalf of the City of Vaughan, including third parties i.e. employees, agents, volunteers, management.
- Current employees, agents, volunteers, management, etc. shall receive training by January 1, 2010.
- New employees, agents, volunteers, management, etc. shall receive training as soon as “practicable”, after being assigned.
- Ongoing training on changes to policies, procedures, and new equipments shall be provided.
- The method and amount of training shall be geared to the trainee’s role in terms of accessibility.

Training Records

Training records shall be kept, including the dates when the training is provided, content of training and the number of individuals to whom the training was provided.

FEEDBACK

Feedback from our customers gives the City of Vaughan opportunities to learn and improve. The City of Vaughan recognizes the right of our customers to make a complaint, compliment or make suggestions on ways to improve our services.

To assist the City of Vaughan in ensuring that the delivery of goods and service to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback.

REVIEW AND AMENDMENTS

The Active Living Coordinator - Special Needs/Volunteer Development shall be responsible for the review process and any subsequent amendments to this policy document. Review and amendments shall take place within the **first year of each term of Council**.

SAMPLE FORMS

1. Notice – Admission Fees
2. Notice – Expected Service Disruption
3. Notice – Unexpected Disruption in Service
4. Notice – Training Record
5. Pamphlet - Understanding Accessible Customer Service



NOTICE

ADMISSION FEES

Admission fee shall be charged to a "support person" accompanying persons with disabilities. The cost will be \$_____.

DEFINITIONS:

- **"Persons with Disabilities"** shall mean those individuals that have a disability as defined under the Ontario Human Rights Code.
- **"Support persons"** shall mean any person whether a paid professional, volunteer, family member, friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.



NOTICE SERVICE DISRUPTION

There will be a scheduled service disruption at the _____. The disruptions will be from _____ until _____.

These disruptions include:

- _____
- _____

The following alternative services are available:

On behalf of the City of Vaughan, we would like to thank you for your patience in this matter.

For questions or additional information contact:
phone #; email, and fax#



NOTICE SERVICE DISRUPTION

There is currently an unexpected service disruption. The estimated time of the service disruption will be from _____ to _____.

These disruptions include:

- _____
- _____

The following alternative services are available:

On behalf of the City of Vaughan, we would like to thank you for your patience in this matter.

For questions or additional information contact:
phone #; email, and fax#



CUSTOMER FEEDBACK FORM

Thank you for visiting a City of Vaughan facility. We value all of our customers and strive to meet everyone's needs.

Your feedback is important to us. By answering the following questions you will help our organization to better assist you.

1	Date and time of your visit:	
2	Did we respond to your customer services needs today?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Was our customer service provided to you in an accessible manner?	<input type="checkbox"/> Yes <input type="checkbox"/> Somewhat <input type="checkbox"/> No (please explain below)
4	Did you encounter any problems in accessing our goods and services?	<input type="checkbox"/> Yes (please explain below) <input type="checkbox"/> Somewhat (please explain below) <input type="checkbox"/> No

Please add any other comments you may have:

Contact information (optional):

Thank you,
Management



comments

we welcome any comments

What if a person with a disability has a suggestion or comment on how we deliver services?

The City of Vaughan welcomes any comments on the provision of goods or services to people with disabilities. Comments can be directed to:

The City Clerks office

Email: clerks@vaughan.ca

Telephone: 905.832.2281

Mail: City of Vaughan, 2141 Major Mackenzie Drive, Vaughan, ON L6A 1T1

The comments will be reviewed by staff, and where applicable by the Vaughan Accessibility Advisory Committee (VAAC). An annual report on the nature and results of the comments and feedback will be made by the Active Living Coordinator – Special Needs/Volunteer Development to the VAAC.

CS09026

Accessible Standards for Customer Service Policy

The City of Vaughan provides goods or services to all residents, including those with disabilities. Reasonable efforts will be made to ensure the following:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- Persons with disabilities will be given an opportunity - equal to that given to others - to obtain, use and benefit from the goods and services.
- Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services. If an amount is payable by a support person for admission to the premises or in connection with a person's presence at the premises, notice shall be given in advance about the amount payable.
- Persons with disabilities may be accompanied by their guide dog or service animal unless the animal is excluded by law. Where a service animal is excluded by law, other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with a disability.



A complete copy of the City of Vaughan Accessibility Standards for Customer Service Policy is available upon request by contacting the City Clerks office.



accessibility

accessible standards for customer service



the background

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Provincial legislation enacted to improve accessibility. The AODA mandates accessibility of goods, services, facilities, accommodation, employment, buildings, structures and premises in public, private and voluntary sectors.

AODA Accessibility Standards

- customer service (Reg.On.429/07)
- information and communication
- transportation
- build environment
- employment

The first of five Accessibility Standards is Customer Service detailing specific requirements for all service providers regarding provision of goods and services for person with disabilities. Such as:

- reviewing policies, practices and procedures
- training staff including temporary or contract and volunteers
- providing information in an alternate format
- use of assistive devices, services animals and support persons
- developing a communication strategy for temporary disruption
- feedback process

All of the above will help pave the way for persons with disabilities to access goods and services and create a barrier free community by 2025.

CUSTOMER SERVICE



accessibility can produce big smiles



Vision The City of Vaughan is 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 The mission of the City of Vaughan is citizens first through service excellence.



City of Vaughan Commitment

The City of Vaughan is committed to using reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles;

- The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
- That City employees, when communicating with a person with a disability, shall do so in a manner that takes into account the person's disability.



Vaughan Accessibility Advisory Committee (VAAC)

- VAAC is an Advisory Committee of the City of Vaughan.
- VAAC has been working on barrier free solutions since 2003 and will continue by expanding these initiatives out to the community.
- VAAC follows and is guided by the Ontarians with Disabilities Act (ODA) and Accessibility for Ontarians with Disabilities Act (AODA).
- VAAC provides advice to City of Vaughan Council, staff and its community on matters related to accessibility.
- VAAC creates awareness and promotes a barrier free Community.