

COMMITTEE OF THE WHOLE - DECEMBER 7, 2010

CITY OF VAUGHAN ACCESSIBILITY PLAN (REVISED 2010) AND UPDATE ON ACCESSIBILITY STANDARDS UNDER THE AODA

Recommendation

The Commissioner of Community Services, the Chief Information Officer and Director of Corporate Communications, in consultation with the Senior Management Team, the Technical Advisory Committee and members of the Vaughan Accessibility Advisory Committee recommend:

- 1) That the City of Vaughan Accessibility Plan (Revised 2010) be approved.

Contribution to Sustainability

N/A

Economic Impact

Costs associated with the continuous improvements outlined in the City's Accessibility Plan (Revised 2010) will be included in the various departmental operating and capital budget submissions. Any additional and future requirements will be included in the budget process for the corresponding year.

Communications Plan

The final approved Accessibility Plan (Revised 2010) will be posted on the City's website and will also be available in alternate formats upon request.

Purpose

The Purpose of this report is to obtain Council approval for the City of Vaughan Accessibility Plan (Revised 2010) in order to post the updated plan on the City's website by year end, as mandated by the Ontarians with Disabilities Act, 2001 (ODA) and to provide an update on the Accessibility Standards under the Accessibility for Ontarians with Disabilities Act (AODA).

Background - Analysis and Options

Vaughan is now Canada's fastest growing municipality amongst those with populations greater than 100,000. It has grown from 65,000 people in 1986 to over 289,203 in 2010. The City is diverse. More than 70 languages are spoken within its borders. As it grows, the City knows it needs to understand and meet the needs of persons with disabilities. Estimates indicate that about one in seven persons in Canada will experience a disability during their lives. That translates to about 40,000 people in a population of 280,000. It is also a concern in light of an expected population of about 430,000 by 2031.

To address the particular needs of such a large group of citizens requires Vaughan's accessibility planning to be inclusive, well-structured, professional and transparent.

In 2001, the Ontario Government introduced the Ontarians with Disabilities Act 2001 (ODA). The purpose of this Act is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.

The ODA requires all Ontario municipalities to:

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

In 2005, the government passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The purpose of this Act is to benefit all Ontarians by:

- developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and
- providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy, in the development of the accessibility standards.

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

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

On January 1, 2008, the first standard, Customer Service, became law (Reg. 429/07). This standard sets out requirements that organizations must follow to ensure accessible customer service for persons with disabilities. The Accessibility Standards for Customer Service Policy was later developed and adopted by Council on May 5, 2009.

The proposed Information and Communications standard outlines requirements for organizations to create, provide and receive information and communications in ways that are accessible for people with disabilities.

The proposed Employment standard will require organizations to provide accessibility across all stages of the employment life cycle, including recruitment, retention, career development and return-to-work.

The proposed Transportation standard will make it easier for people to travel in Ontario, including people with disabilities, older Ontarians and families traveling with children in strollers.

The Built Environment standard will break down barriers in buildings and other structures for people with disabilities by proposing requirements in areas such as entrances, doorways and ramps, parking spaces, signs and displays and recreation (e.g. parks and trails).

On May 31, 2010, the Minister of Community and Social Services announced the development of an Integrated Accessibility Regulation under the AODA harmonizing the Information & Communications, Employment and Transportation standards. The compliancy timelines range from 2011 to full compliancy in 2025.

The government will determine how best to align the Customer Service standard and the Integrated Accessibility Regulation in 2013 when the Customer Service standard is reviewed in accordance with the AODA. Information regarding how the requirements for the Built Environment standard will be integrated into the regulation will be made available by the Ministry at a later date.

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 accordance

with the legislation, Council created the Vaughan Accessibility Advisory Committee (VAAC) in the Fall of 2002. The coordination of the initiatives within the accessibility plan was achieved through the Technical Advisory Committee (TAC) comprised of departmental representatives, Vaughan Fire and Vaughan Public Libraries.

In accordance with the ODA, the plan is to be updated on a yearly basis. The TAC has met and prepared the revised plan as in Attachment 1.

Corporate Achievements highlighted in the 2010 Accessibility Plan include:

- Customer Service & Respectful Workplace & Workplace Violence training delivered to all City staff
- Accessibility Standards met by reviewing plans for new Civic Centre and addressing physical barriers
- Installation of TEXTNET service and purchase of “Ubi-Duo” device for counter service
- Dedicated section for Accessibility on City website
- Provincial Emergency Preparedness Guides for People with Disabilities and Special needs (1200 copies) delivered throughout City buildings
- Development/implementation of new standard for accessible playground safety surfacing within City
- Accessible park amenities at North Thornhill Community Centre/District Park
- Accessible Swing and rubber safety surfacing – Sonoma Heights District Park
- Kleinburg Library – modifications (which meet or exceed current standards) to achieve accessibility consisting of installation of sliding doors, lower service counter heights, elevator lift and accessible washrooms
- Bathurst Clark Library – service desk replaced with lowered service counter to allow easier access; elevator lift installed for wheelchair access
- Al Palladini Community Centre – installation of new larger accessible elevator lift
- Summer camp programs now barrier free resulting in 50% participation rate increase and an increased specialized general programs – increase of 8%
- Water wheelchairs now available in all City pools resulting in increased participation rate

Relationship to Vaughan Vision 2020/Strategic Plan

This report is consistent with the priorities previously set by Council and the necessary resources will be included in the various departmental operating and capital budgets as required.

Specifically, the recommendations of this report support the following Vaughan Vision 2020 initiative:

Pursue Excellence in Service Delivery – develop a Corporate Accessibility Plan: through the identification and removal of barriers for persons with disabilities in accessing programs, services, facilities and infrastructure.

Regional Implications

There are no regional implications.

Conclusion

Accessibility is one of Vaughan’s strategic initiatives and the City will continue its efforts to identify and remove barriers and lay the foundation for a barrier-free, inclusive community.

The Vaughan Accessibility Advisory Committee has been very supportive and is very appreciative of the work accomplished to date by the City on accessibility planning.

The Accessibility Plan and the pending Integrated Accessibility Regulation 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.

Attachments

1. City of Vaughan Accessibility Plan (Revised 2010)

Report prepared by:

Rose Tucci, Administrative Coordinator, ext. 8780

Respectfully submitted,

Marlon Kallideen
Commissioner of Community Services

Dimitri Yampolsky
Chief Information Officer

Madeline Zito
Director of Corporate Communications

THE CORPORATION OF THE CITY OF VAUGHAN

ACCESSIBILITY PLAN

UPDATED - 2010

Ontarians with Disabilities Act, 2001



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ACKNOWLEDGMENTS

Council and the City's senior management team thank City staff for their work in preparing this plan. Appreciation is also extended to the Vaughan Accessibility Advisory Committee for its guidance. We also thank those members of the public and organizations serving persons with disabilities who have provided comments during the plan's formation.

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

Purpose

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

The **ODA** requires all Ontario municipalities to:

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

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

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

On June 13, 2005, the government passed the ***Accessibility for Ontarians with Disabilities Act, 2005 (AODA)***.

Purpose

Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by:

- (a) developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and
- (b) providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards. 2005, c. 11, s. 1.

The AODA:

- makes Ontario the first jurisdiction in Canada to develop, implement and enforce mandatory accessibility standards
- applies to both the private and public sectors.

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

- customer service (compliance necessary as of January 2010)
- employment
- information and communications
- transportation
- built environment (buildings and other structures)

The first standards developed and put into law were the accessibility standards for customer service. Vaughan currently has a policy incorporating its accessible customer service standards, developed and approved in 2009.

Independent Review of the AODA

In June, 2009, Charles Beer, independent reviewer, was appointed by the Ontario government to conduct a review of the AODA as mandated by the Act. His report was to include his findings and recommendations for improving the effectiveness of the Act and regulations. The review also included consultation with the public and, in particular, persons with disabilities. His report was completed and submitted to the Ministry in February, 2010.

One of Charles Beer's key recommendations was to harmonize the remaining standards. He states in his report:

“Harmonization of the existing standards — both the customer service regulation and the four proposed standards — is an immediate priority that should be undertaken prior to releasing the remaining accessibility standards regulations. The purpose of harmonization is to ensure that the five standards are viewed holistically, making it easier to understand how they fit together and how to comply.”

On May 31, 2010, the Ontario government announced that it will harmonize the employment, information and communications and the transportation standards into one streamlined regulation – the **Integrated Accessibility Regulation**. It is believed that over time, all standards will eventually be harmonized into this proposed regulation.

Integrated Accessibility Regulation under the Accessibility for Ontarians with Disabilities Act, 2005.

The proposed Integrated Accessibility Regulation is intended to align and phase-in requirements of the information and communications, employment and transportation accessibility standards, while making Ontario more accessible and reducing regulatory burden for obligated organizations.

The proposed regulation will prescribe requirements in the three key areas:

(1) Accessibility requirements:

- a. general – requirements that will apply to all standards in the proposed regulation
- b. information and communications
- c. employment
- d. transportation

(2) Compliance enforcement initiatives:

- e. administrative monetary penalties
- f. designation of a tribunal to hear appeals under the Accessibility for Ontarians with Disabilities Act, 2005

(3) Timelines for compliance with accessibility standards between 2011 and 2025

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

Accessibility Directorate of Ontario
Ministry of Community and Social Services
Suite 601a, 777 Bay Street
Toronto, ON
M7A 2J4

Telephone: 1-866-515-2025
TTY: 416-325-3408
TTY Toll Free: 1-800-268-7095
Fax: 416-325-3407

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

The 2010 Accessibility Plan

The City's accessibility planning process has been set out in the Vaughan Vision 2020. Accessibility is one of Vaughan's strategic initiatives, which means it has a high priority in all planning. The City has developed accessibility plans since 2003.

The Vaughan Accessibility Plan 2010 was prepared using information submitted by City of Vaughan departments. Information and statistics have also been gathered from the Region of York, Vaughan Accessibility Advisory Committee members, and from organizations who serve people with disabilities (e.g. the Canadian Hearing Society).

The Vaughan Accessibility Plan 2010 highlights the following:

- *corporate achievements in the area of accessibility*
- *strategies, phased in over the next few years, which City of Vaughan departments will undertake to ensure that inclusion for all residents and staff can be realized*

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

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

DESCRIPTION OF VAUGHAN

Vaughan is now Canada's fastest growing municipality amongst those with populations greater than 100,000. It has grown from 65,000 people in 1986 to 289,203 in 2010.

The City is diverse. More than 70 languages are spoken within its borders. As it grows, the City knows it needs to understand and meet the needs of persons with disabilities. Estimates indicate that about one in seven persons in Canada will experience a disability during their lives. That represents a significant number in Vaughan (about 40,000 currently). It is also a concern in light of an expected population of about 430,000 by 2031.

- Vaughan encompasses the communities of Woodbridge, Kleinburg, Maple and Thornhill
- 81% of the population is under the age of 55 and median age is 35.9 years, compared to the provincial average of 39 years.
- Median household income in 2006 Census was \$86,616 compared to the Ontario median household income of \$60,455.

A Community that Cares

Canadian Family magazine recently declared Vaughan the fourth 'best and coolest city' in Canada in which to raise a family. Vaughan was awarded high marks for its excellent schools, low crime rate, convenience to shopping and entertainment, well-maintained parks and roads and quiet neighbourhoods. It was also cited for its "community feel," along with its "easy access" to big-city life. Keeping a "community feel" in a city of 280,000 people is an achievement. But Vaughan is also known as a caring community, a fact that came across clearly during the City's effective and humane response to the 2009 tornado. When it comes to accessibility, that close, caring relationship continues. Vaughan works closely with its disability community through the Vaughan Accessibility Advisory Committee.

A Good Place to do Business and Work

More than 9,000 businesses are located in Vaughan. These businesses employ about 165,000 people. The most recent Statistics Canada figures show the city gained 25,000 jobs between 2001 and 2006, a growth rate of 22.2 per cent and the highest of any city in Canada. While that is laudable, it is just a statistic if you are a person with a disability looking for work. It remains critical not to lose sight of the need for accessibility in employment for persons with disabilities.

A City that Plans: For its entire People



Smart cities plan well ahead. The City of Vaughan is doing just that. Vaughan Tomorrow is a four-year process to create a blue-print for the city's growth. It involves Vaughan Vision 2020, an environmental master plan, a new Official Plan review and functional master plans for transportation, water and waste water, financial planning, employment, parks and recreation and a master fire plan.

Accessibility planning is no exception. In addition to its annual accessibility plans, Vaughan launched its Accessible Standards for Customer Service Standard policy in 2009. The policy gives substance to the City's commitment to operate with excellence in accessible customer service for all citizens. Accessibility planning is an essential part of Vaughan's future. By planning for a better quality of life for those persons with disabilities, Vaughan is doing the right thing – for all its citizens.

VAUGHAN ACCESSIBILITY WORKING GROUPS

Vaughan Accessibility Advisory Committee (VAAC)

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

Vaughan Accessibility Advisory Committee Members
David DiPaola, Chair
John Scaini, Vice-Chair
Daniella DeGasperis
Jeff Massi
Peter Pallotta
Meenu Sikand
Patricia Teixeira
Angelo Tocco
Members of Council
Mayor Linda D. Jackson (ex-officio)
Regional Councillor Gino Rosati
Staff
Jeff Peyton, Buildings & Facilities
Melissa Rossi, Policy Planning & Urban Design
Maira Wilson, Development Planning
Mihaela Neagoe, Recreation & Culture
Viviana Precopi, Recreation & Culture
Nicolino Brusco, Enforcement Services
Gloria Hardyck, City Clerks

The Technical Advisory Committee (TAC)

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

Technical Advisory Committee Members	Department
Rosa Siino	Public Works
John Faubert	Buildings & Facilities
Jeff Peyton	Buildings & Facilities
Todd Coles	City Clerks
Marjie Fraser	Parks & Forestry
Jason Inwood	Parks Operations
Jeffrey Childs	Parks Services
Paul Gardner	Parks Development
Tony Magliocchi	Development/Transportation Engineering
Ziad Yassi	Development/Transportation Engineering
Tom Ungar	Engineering Services
Moira Wilson	Development Planning
Melissa Rossi	Policy Planning/Urban Design
Mihaela Neagoe	Recreation & Culture
Vivianna Precopi	Recreation & Culture
Roy McQuillin	City Manager's Office
Demetre Rigakos	Human Resources
Sandy Vanderwerff	Vaughan Public Libraries
John Caruso	Fire & Rescue Services
Sharon Walker	Fire & Rescue Services
Frank Fazzari	Information & Technology Management
Rose Tucci	Information & Technology Management
Asad Chughtai	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 SMT members are as follows:

Senior Management Team Members	
Clayton Harris	City Manager
Barbara Cribbett	Commissioner of Finance and City Treasurer
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

Estimates suggest that about one in seven people in Vaughan have some form of disability. That translates to about 40,000 people in a population of 280,000. To address the particular needs of such a large group of citizens requires Vaughan’s accessibility planning to be inclusive, well-structured, professional and transparent.

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

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

A Model of Collaboration

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

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

The Background

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

Municipal accessibility plans

- 11. (1) 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).

Contents

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

Same

- (3) The accessibility plan shall include,
- (a) a report on the measures the municipality has taken to identify, remove and prevent barriers to persons with disabilities;
 - (b) the measures in place to ensure that the municipality assesses its proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities;
 - (c) a list of the by-laws, policies, programs, practices and services that the municipality will review in the coming year in order to identify barriers to persons with disabilities;
 - (d) the measures that the municipality intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities; and
 - (e) all other information that the regulations prescribe for the purpose of the plan. 2001, c. 32, s. 11 (3).

Commitment to Accessibility Planning

The City of Vaughan is committed to:

- *the provision of quality programs and services to all of its citizens*
- *the identification and removal of physical barriers to existing and new facilities*
- *the participation of people with disabilities in the development and review of its 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 to create an accessible community by 2025. The Annual Accessibility Plan and the Accessibility Standards are tools to help the City

achieve that goal. The Plan and Standards identify how the City will create a barrier-free community with universal access to its programs, services and facilities.

Every person with a disability should have:

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

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

Objectives

The objectives of the Vaughan Accessibility Plan are to:

- respond to the priority needs of persons with disabilities
- outline corporate accomplishments in creating an accessible, barrier-free environment
- outline the City of Vaughan's commitment to accessibility through the development of the Vaughan Accessibility Plan that:
 - *identifies the barriers to accessibility and inclusion as they pertain to various municipal services*
 - *describes suggested improvements each department can make to improve accessibility and inclusion in the services they provide*
 - *identifies the strategies each department will undertake to achieve their goals as outlined for the period covered*
- communicate the objectives and accomplishments of the Vaughan Accessibility Advisory Committee
- identify corporate accessible customer service goals and objectives in order to remove barriers to customer service in areas, such as:
 - Operational practices
 - Policies and procedures
 - Communications
 - Training

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

- raised public awareness through public events and activities during the yearly celebrations of the National Access Awareness Week and the International Day of Persons with Disabilities
- in partnership with YRT Mobility Plus organized the public consultation meeting "Improving our services with you"
- recommended and provided consultancy with the installation of the TEXTNET in Access Vaughan
- participated to the Accessibility Forums in York Region and Peel Region
- provided public information and education during Canada Day and Winterfest
- in collaboration with the Recreation and Culture Department and York Support Services Network organized the "Transition Fair"
- participated to the York Region Accessibility Breakfast meetings

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.
- Addressed architectural barriers by installing a new larger accessible elevator at Al Palladini Community Centre
- Addressed architectural and physical barriers at Kleinburg Library by redesigning and implementing the installation of a new entrance, installing an elevator and accessible washrooms.
- Audited fire alarm systems at community centres to determine system capabilities. Strobes can be integrated into the existing systems. Component parts are ordered with an installation scope to be developed.
- Accessibility awareness training completed by all Building and Facilities staff.

Parks Development

- North Thornhill Community Centre/District Park – implementation of this innovative, high quality district park provides significant opportunities for inclusiveness through numerous accessible park amenities;
- Development and implementation of a new standard for accessible playground safety surfacing (wood carpet engineered mulch) in all new playground projects within the City of Vaughan;
- Design and installation of a new accessible swing and rubber safety surfacing at Sonoma Heights District Park.

Parks and Forestry Operations

- Implemented a procedure to notify SMT, Members of Council, Access Vaughan and Departmental Clerical staff of snow blockage disruptions.
- Partnered with Community Services Directors to Implement a Departmental Inclement Weather Procedure for closure of Community Centers
- Provide handicap portable washrooms service for special events
- Provide an extensive sidewalk inspection program to address discontinued sidewalks in Parks
- Communicate Flooding issues in Parks by installing Flood warning signs
- Implemented phase one of a GPS tracking program designed to allow instant communication of the status of snow clearing operations.

Recreation & Culture

- Introduced on-line registration;
- Addressed *attitudinal* barriers through provision 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, i.e., Abilities Shine Together Celebrations in honour of National Access Awareness Week – May 30 to June 6, 2010;
- Addressed *access/physical* barriers through purchase of equipment in the City of Vaughan's fitness centres (i.e., MOTMed adaptive movement system at Father Ermanno Bulfon Community Centre); provision of staff support and Leisure Buddies for children / youth and adults with disabilities in recreational programs and day camps;
- Addressed *physical* barriers in the summer camp by changing camp locations to accessible facilities;
- Addressed *physical* barriers by replacing all water wheelchairs in pools city wide;

- Partnered with agencies and organizations in order to provide options of specialized programs for individuals with disabilities; facilitate drop-in program for youth and adults with disabilities;
- Provided coop opportunities to students with special needs in the community centres;
- Provided staff support to the Vaughan Accessibility Advisory Committee to assist them in their initiatives;
- Addressed *employment* barriers by providing part-time employment to individuals with disabilities;
- Addressed *communication* barriers for persons hard of hearing by purchasing the *Williams Sound multichannel FM System* as well as the *Ubi-Duo*, a communication device which enables persons who are hard of hearing to communicate instantly, face-to-face with persons who do not have a hearing impairment – the Ubi-Duo displays type-to-text simultaneously on two screens in real time;
- Addressed *policy/financial* barriers by developing the “RecAssist” policy.

ECONOMIC/TECHNOLOGY DEVELOPMENT AND COMMUNICATIONS

Access Vaughan

- Addressed language barriers by installing the “Language Line” service
- Addressed communication barriers for callers and visitors that are deaf or hard of hearing by installing “TEXTNET” and by purchasing the “Ubi-Duo” device for counter service.
- Addressed staff awareness by ensuring all staff attended the Customer Service Training for Disability Awareness

Corporate Communications

- Created a dedicated website section on Accessibility to inform the public and staff about ongoing accessibility initiatives and plans
- Improved ease-of-use and navigation of website by creating “information buckets”, large icons that link to sites and that require less precise mouse movements.
- Expanded use of video clips on corporate website as alternative to the printed word.
- Increased font sizes on corporate business cards to improve legibility.

- Promoted accessibility features of new City Hall, including wide aisles, ramps, automatic doors and low counter heights.
- Provided a registration form for accessibility assistance at all major City events.
- Developed draft Style Guide, including plain language recommendations. Under review.
- Promotion of Character Community Week and core value of inclusiveness through media relations and internal communications activities.
- Promotion of online access to budget plans, developed to enhance civic engagement. Important to citizens with mobility issues.
- Promotion of National Access Awareness Week through media relations and internal communications activities.
- Supported International Day of Persons with Disabilities with media relations and internal communications activities
- Training of Corporate Communications staff on Vaughan's Customer Service Standard for Accessibility
- Participation in the development of the Customer Service Standard for Accessibility (e.g. alternate formats, feedback mechanisms).

Information and Technology Management

- Implemented PDF accessible files for Intranet 2010
- Training of Information and Technology Management staff on Vaughan's Customer Service Standard for Accessibility
- Participation in the development of the Customer Service Standard for Accessibility (e.g. alternate formats, feedback mechanisms)
- 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

- Public Works staff received Awareness Training Fall of 2009. Refresher training and training for new staff is ongoing.
- Mobility/physical barriers have been addressed. Maintenance of the program continues as follows:
 - ✓ Repairing/replacing sidewalks
 - ✓ Continuing to provide a residential driveway windrow clearing program
 - ✓ Repairing potholes in accordance with Ministry regulations
- Respiratory barriers have been addressed and continue to be addressed by
- Providing regular street sweeping and flushing programs
- Using Regenerative Air Sweepers (dustless street sweepers) which facilitate in the lowering/elimination of particulate matter in the environment
- Applying dust suppressants on a regular basis as required to help people with allergies.

FINANCE AND CORPORATE SERVICES

Purchasing

- Customer service standards training completed by all staff members and contractors accessibility training is incorporated in standard bid templates starting January 1, 2010.
- Bid results can be viewed online and listened over purchasing telephone message.

LEGAL AND ADMINSTRATIVE 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 barriers by providing accessible voting equipment for the advance voting;
- Addressed barriers by ensuring that all voting locations were accessible
- Provide all documents (i.e. Council and Committee Agendas, Minutes, Extracts) on the internet to provide them in an accessible electronic format

Human Resources

- Addressed awareness/sensitivity training by providing updated “Respectful Workplace & Workplace Violence” to all City employees throughout 2010.
- Delivered accessibility training with respect to the customer service regulation to all City employees in 2009 and continuing in 2010 with refresher training.
- Completed Early and Safe Return to Work procedure that identifies the process of assisting injured or ill employees re-integrate into the workplace and accommodate any functional or cognitive limitations.
- Implemented postings of all opportunities for employment at all of the City’s Recreation facilities

- Provided support to the City's election team in ensuring that voting was accessible to all members of the community

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".
- Staff undertook Accessibility for Customer Service Training (2009).

FIRE AND RESCUE

Fire – Emergency Planning Program

- Provincial Emergency Preparedness Guide for People with Disabilities and Special needs is being distributed at the Civic Centre, Community Centres and at community events. Over 1200 guides have been distributed since it was issued in early 2009.
- An electronic version of the above guide is posted on the City's website and Vaughan on Line
- The City uses the following media sources to issue information in an emergency: Radio, Television, door to door notification, loud speaker, messages on autoattendent, website, newspapers and mobile signs.
- Emergency shelter plans are in develop that identify space for people with disabilities and special needs, shelter signage in written and pictograms. Draft plan for Chancellor developed, exercised and under revision.
- Program has a generic email address for citizens to make inquiries at fireemergencymanagment@vaughan.ca
- Conducted an emergency shelter exercise in 2008 that included persons with disabilities, special needs and service animals acting as evacuees.
- First draft of a personal preparedness presentation for people with disabilities and special needs developed.

Fire and Rescue Services

- Electronic ads placed on Viva /YRT buses throughout York Region delivering fire safety messages and tips.
- Placed Radio Ads on a Multicultural station and its affiliate in Punjabi dialect to deliver smoke alarm requirements
- Live presentation of fire safety tips and messaging on CTV afternoon news.

- Three part series produced with City T.V. regarding smoke alarms, grease fires, home inspections and practicing a fire escape plan
- 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

- Sliding doors installed at both Kleinburg and Bathurst Clark libraries.
- Handicap accessible washroom added to Kleinburg library.
- Elevator lift added to Kleinburg for wheelchair access.
- Funding approved for purchase of assistive technologies, including adaptive hardware and software such as text enlarging workstations, voice activated information retrieval, synthetic speech access, and telecommunication devices for persons with visual, hearing and/or learning impairments.
- Check-out desks replaced at both Kleinburg and Bathurst Clark libraries with lowered surfaces to allow easier access for physically impaired persons.
- 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.
- 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.

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.

OFFICE OF THE CITY MANAGER

The City Manager is the head of the City's administration. Providing direction and working with the Commissioners, the City Manager is responsible for providing recommendations and advice to Council on strategic, administrative and policy matters relating to the operation and administration of the City. Responsibilities contained in the City Manager's Office include Strategic Planning, Operational and Compliance Audit and Corporate Policy development. Information Technology, Vaughan Fire & Rescue, Economic Development and Corporate Communications also report directly to the City Manager.

The implementation of the Accessibility Plan is a priority for the corporation. The following measures will be reviewed annually: identification of specific projects or initiatives 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 the Accessibility Plan itself.

The City Manager's Office is committed to the Plan and will facilitate and support its implementation.

COMMUNITY SERVICES

Building & Facilities

The Building & Facilities Department is responsible for providing office and plant accommodation for all City of Vaughan employees, security, and maintenance of City buildings and construction of new buildings. The Building & Facilities Department is also responsible for the maintenance and operation of recreational facilities, community centres, and heritage properties.

The Buildings section operates, maintains and is responsible for the security of all City of Vaughan owned buildings, including the City of Vaughan Civic Centre, the Joint Operations Centre, heritage buildings, fire stations, libraries and community centres.

The Buildings section also provides planning, design and construction of new City of Vaughan owned buildings and for the renovations of existing buildings. In addition, they provide technical and design support in the installation of sports field lighting, walkway lighting and water play features and maintenance once installation is completed.

The Facilities section is responsible for the operation of the community centres and recreation facilities. This includes the maintenance and cleaning of the facilities, the operation of pools, indoor and outdoor arenas and related equipment.

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 facilities	Physical	Conduct audits and review universal design features for City of Vaughan facilities and services	Greater independence, integration and accessibility for residents	Revise and enhance the existing accessible audit checklist.	Q4-2011 and continuous annual audits
Access to public washrooms and various public areas within the buildings	Physical	Install auto door openers where not currently installed, install automatic flush toilets, touch-less faucets where currently not installed, painted door frames in contrasting colours	Improved access to all areas of the buildings	Standard of design reference to City of London standards & when the AODA Built Environment are put into effect. Renovation projects will have the improvements incorporated into the design and project scope.	In progress and continuous phasing in with a goal of completing all buildings where applicable.
Sloping ramp at GAWCC	Physical	Installation of an additional handrail on	Improved access for people with disabilities	Obtain quotes for supply and installation	4 th Qrt, 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
		south side at the sloped ramp at GAWCC			
Fire alarm systems not accessible for deaf, deafened and hard of hearing persons	Physical	Convert audio portion of fire alarm system to add a visual warning	Improved safety feature for deaf, deafened and hard of hearing persons.	Components for installation have been obtained by B & F. Obtain quotes for installation and conversions. Install strobe lights. Components ordered Fall, 2010	Q3-2011
Access to washroom counters and family change rooms and fixtures	Physical	Modify counter heights, adjustable mirrors, soap dispensers, basin and faucets	Counters and sinks to be installed at lower height, wheel chair will fit under. Change tables accessible lowered to suitable height.	Modify existing millwork, install new counters, mirrors and fixtures. Continuous renovation projects will have the improvements incorporated into the design and project scope.	In progress and continuous phasing in with a goal of completing all buildings where applicable.
Accessible sidewalks, ramps, parking facilities, and ramps at the city's facilities	Physical	Replacements of uneven surfaces, install tactile strips at curb cuts, door entries.	Increased mobility , smoother surfaces for wheelchairs, , indicators for change of walking heights and path to doors	Standard design for walkways. Renovation projects will have the improvements incorporated into the design and project scope.	In progress and continuous phasing in with a goal of completing all buildings where applicable.
Signage improvement to property, main entrances, locations within the buildings and facilities or amenity	Communication / Physical	Larger directional signs at entry points, washrooms doors, direction to service counters, apply Braille where applicable	Improve directional signage for people with disabilities	Implement larger and improved positioning of facilities main signage with contrasting colours.	Continuous phasing in with a goal of completing all buildings where applicable.
Service counters not accessible for persons with disabilities. Counters too high and not suitable for	Physical	Modify and reconfigure the service counters where possible. Install new counters where	Lowering sections of service counters and providing additional seating will accommodate wheel chairs and care givers and patrons	Design underway Summer 2010, tendering in Fall 2010 for APCC, GAWCC and MCC. All service counters to be	Q3- 2011 Continuous phasing in with

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
wheelchairs or assistive devices.		required.	with walking devices.	modified or replaced. Continuous renovations and new projects will have the standards incorporated into the design and project scope.	a goal of completing all buildings where applicable.

Parks Development

The Parks Development Department is responsible for designing and constructing high quality, safe and functional parks, open spaces/trails, play areas and sports facilities for 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
Inaccessible Playgrounds (Play Equipment and Safety Surface)	Physical	All new playgrounds are designed with accessible features. Through the playground replacement program, continue to retrofit for compliance with accessibility guidelines and ensure accessible safety surfacing is implemented.	Increase Accessibility and Integration	Continue to ensure all new playground equipment have accessible components integrated into the design. Continue to ensure all new safety surfacing is comprised of material that facilitates accessibility. Undertake a City wide audit of play precincts and structures and develop a replacement program specific to accessibility.	Q4/2010 Continuous annual audit
Trails which have slopes and/or material	Physical	Enhance trail accessibility through the use of	Increase Accessibility to more sections of	Continue to construct accessible	Continuous

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
rendering them inaccessible		appropriate surfacing materials. Design trails with appropriate slopes that facilitate accessibility (where topography permits)	trails	trails where topography permits. Undertake a City wide audit of trails and develop mapping of areas that are not currently accessible in order to facilitate a retrofit program.	annual audit

Parks and Forestry Operations

Parks and Forestry Operations Department maintains Parks and Trees, to achieve an aesthetically beautiful and consistent service delivery to our residents. This includes the maintenance of over 750 hectares of parks and open spaces, 200 playgrounds and numerous trail systems. In addition the department clears snow from City parking lots and sidewalks, maintains city cemeteries.

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, cracked or missing sidewalks in parks causing disruption in continuous accessibility	Physical	Repairs of uneven surfaces, cracks	Increased mobility for people for with physical disabilities.	Continue to inspect all park sidewalks utilizing inspection sheets and schedule repairs under annual contract.	Continuous annual audit.

<p>Flooding in Parks causing disruption in continuous accessibility</p>	<p>Physical Information/Communication</p>	<p>Enhance signage and implement communication procedure.</p>	<p>People with physical disabilities will know in advance of a service disruption.</p>	<p>Signs will be enhanced to provide more detail to Park Users including contact information.</p> <p>Access Vaughan and Parks and Forestry clerical staff are being notified of service disruption so they can address inquiries.</p> <p>Next step developed a communication plan with Accessibility Committee to communicate disruption.</p>	<p>Q2-2011</p>
<p>Snow storms preventing access to sidewalks and COV parking lots causing disruption in continuous accessibility</p>	<p>Physical</p>	<p>Better communication to advise of service disruption.</p>	<p>People with physical disabilities will be provided an opportunity to find an alternate route.</p>	<p>Implement GPS system on all sidewalk units and plow trucks to provide immediate information of the status snow clearing operations by location. Pending 2011 budget approvals</p> <p>Continue to work with Community Services to initiate the CS Inclement Weather procedure.</p>	<p>Q4-2011</p>

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 departmental information for people with disabilities.	Informational / Communication	Implement corporate standards that are developed for printed material and other materials in the development of departmental informational material. (Recreational Guide, brochures, registration forms, etc.)	People with different types of disabilities will be able to access departmental information.	Incorporate/ implement corporate standards for departmental printed and other materials (PDF, large print) including the website and communicate standards to staff.	Q2/11.
Awareness of accessibility issues.	Attitudinal/ Informational	Host and promote events that raise awareness in the community for persons with disabilities	Increase community and staff awareness and knowledge	Continue to promote and celebrate National Access Awareness Week and International Day of Persons with Disabilities and other events in Vaughan.	Continuous annual audit.
Equipment and instruction in programs for people with disabilities.	Physical/ Access/ Attitudinal	Audit equipment and programs.	Better inclusion in programs for individuals with disabilities.	Continue to purchase adaptive equipment as required for program delivery. Train staff in program adaptation. Develop special needs reference manual for staff.	Continuous annual audit. Q2/11

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 specialized programs for persons with disabilities.	Access	Develop and implement new specialized programs	People with disabilities have the option to choose programs according to their needs	Increase partnership with community organizations and offer programs for all ages or disability types in: camps general programs, aquatics etc.	Continuous annual audit.
Access to corporate and departmental events.	Access	Accommodate disability-related needs to departmental events.	People with disabilities will have access independently to departmental events.	Create accessible guidelines using AODA guidelines for departmental events and communicate them to staff.	Q3/11
Employment and volunteer opportunities for people with disabilities.	Employment	Increase opportunities for people with disabilities to obtain employment and volunteer experiences.	Improve the quality of life and opportunities for people with disabilities	Increase opportunities for seasonal part-time jobs for persons with disabilities through the purchase of assistive technology. (i.e. Williams FM multi-sound system and UbiDuo). Increase training opportunities for people with disabilities through leadership programs and duty modifications for volunteers (i.e. Leaders By Example and TEACH program)	Continuous annual audit.

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 benefits of active and healthy lifestyle choices for persons with disabilities.	Informational	Communicate healthy and active lifestyles benefits and opportunities to improve quality of life for people with disabilities.	Improve the quality of life for persons with disabilities	Develop and communicate educational and awareness programs to key groups through partnerships with community service organization.	Q2/11 Continuous annual audit.

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.

Please note **All Physical and Structural barriers previously identified will be addressed upon relocation to new Civic Centre. Also staff awareness training to provide assistance to others when required was completed through the Customer Service training - 2009

<u>Barriers to Accessibility</u>	<u>Barrier Type</u>	<u>Suggested Improvements</u>	<u>What will be gained by removing or preventing the barrier (Indicators of Success)</u>	<u>Strategy for Completion (Please outline detailed plan)</u>	<u>Completion Date</u>
No priority ranking for customers who call back if they are disconnected or if they hang up	Technological	Install priority ranking program or determine an appropriate time for the correct person	Improve the ability of customers with disabilities to have inquiries and problems	Develop procedures for staff awareness training Staff may record information and time that appropriate staff person can return the	Q4 – 2009 – Complete - All Staff trained on Disability

<u>Barriers to Accessibility</u>	<u>Barrier Type</u>	<u>Suggested Improvements</u>	<u>What will be gained by removing or preventing the barrier (Indicators of Success)</u>	<u>Strategy for Completion (Please outline detailed plan)</u>	<u>Completion Date</u>
after they have been placed on hold for too long by another department		to contact the customer	successfully dealt with Improved customer service and satisfaction	customer's call Investigate opportunity with ITT to implement Top of the Queue function	Awareness
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	Q2 – 2010 – Complete – Textnet and Ubi Duo installed at Access Vaughan
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	As Required
Copier does not	Physical	Relocate copier or	Staff can more quickly	Relocate copier if required	To be

<u>Barriers to Accessibility</u>	<u>Barrier Type</u>	<u>Suggested Improvements</u>	<u>What will be gained by removing or preventing the barrier (Indicators of Success)</u>	<u>Strategy for Completion (Please outline detailed plan)</u>	<u>Completion Date</u>
have adjacent shelf or table space to place items for copying		other furniture to create space for a small shelf / table to be placed adjacent to copier	and independently organize materials and use equipment		addressed at new Civic Centre
Photo copier/ printer is too high to access the paper feed and to see the controls for persons in wheelchairs	Physical Technological	Review accessibility features of manufactured products prior to purchasing Controls and paper feed should not exceed 34" (863mm) high*	Improve the ability of staff with physical disabilities to use equipment independently	Develop procedures for staff awareness training of when and how to offer assistance. Replace copier if needed When replacing the existing copier, consider accessibility features	As Required
Handle on staff locker is awkward to operate	Physical	Install locker with easy to open doors with lever or D shaped handles	Easy and independent access for persons with various physical disabilities	Develop procedures for staff awareness training	To be addressed at new Civic Centre
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	To be addressed at new Civic Centre
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	To be addressed at new Civic Centre
Narrow pathways	Physical	Provide storage	Improve the ability to	Develop procedures for staff awareness training	To be

<u>Barriers to Accessibility</u>	<u>Barrier Type</u>	<u>Suggested Improvements</u>	<u>What will be gained by removing or preventing the barrier (Indicators of Success)</u>	<u>Strategy for Completion (Please outline detailed plan)</u>	<u>Completion Date</u>
and shortage of storage space create areas where some filing cabinets cannot be reached by persons in wheelchairs or other assistive devices		elsewhere, remove excess items	reach required materials and supplies and improve maneuverability space and safety		addressed at new Civic Centre
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	As Required
Telephones are not equipped with auditory caller ID for persons with low vision	Technological	Include telephones with this feature as staff requires them	Staff with visual limitations will be able to operate telephones more effectively	Replace if required by staff	As Required

<u>Barriers to Accessibility</u>	<u>Barrier Type</u>	<u>Suggested Improvements</u>	<u>What will be gained by removing or preventing the barrier (Indicators of Success)</u>	<u>Strategy for Completion (Please outline detailed plan)</u>	<u>Completion Date</u>
Office computers lack accessibility features	Technological	Reasonable accommodation will be made for staff if required	Staff will be able to deal with assigned duties	Replace if required by staff	As Required
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	To be addressed at new Civic Centre

Corporate Communications

The Corporate Communications Department supports Council and the Corporation by providing communications products, services and advice; producing special events in support of Corporate initiatives; and facilitating internal communications to increase employee engagement.

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 consistent communication and profile of accessibility in communication products	Human	<p>Council Priorities should mention accessibility as a key project (under Councillor Rosati)</p> <p>Vaughan Tomorrow can add an accessibility component</p> <p>More frequent references in key speeches by Mayor and Council</p> <p>Success Report 2011 should give this high profile</p>	Commitment to accessibility becomes more visible	<p>Modifications to websites mentioned and</p> <p>Councillor Rosati to take lead in key speeches (he is Council Lead on Vaughan Accessibility Advisory Committee)</p>	<p>Website modifications in Q1 2011</p> <p>Ongoing speech references</p>
Lack of an Accessible Information and Communication Standard	Human and Technical	Development of a Standard that will comply with Ministry requirements	Policies and procedures to ensure accessible information and communications across the Corporation	Multi-departmental development	Q1 2011
Lack of Plain Language in key publications	Human	Get senior management approval of CAMA	Better understanding of City policies and procedures, increased staff productivity	Presentation to senior management	Q 1 2011

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
		best practice plain language initiative	(see CAMA examples)		
Lack of visual profile of persons with disabilities in communications	Informational		Increased visual profile acknowledges persons with disabilities as members of the community	Incorporate images of persons with disabilities in key reports and in new Civic Centre	Ongoing
Need for regular communication to build awareness of sensitive language priorities	Informational	Periodic e-blast side-bar section featuring reminders of sensitive language (e.g. persons with hearing loss, not hard-of-hearing). Don't just use during special events such as National Access Awareness Week. Post full list of tips on Accessibility Site (which should have some icon prominence on main page)	Continuous re-enforcement of need to use sensitive language in citizen interactions		Q4 2011
Need for formal proclamation of National Access Awareness Week	Informational	No formal proclamation exists	Shows City support in formal way	Alert Clerk's office and compose	Q1 2011

Economic Development Department

The Economic Development Department's core responsibilities effectively satisfy customer needs by creating and maintaining business development and business retention initiatives which ultimately promotes vibrant economic growth increasing the flow of capital into the community and the circulation within the community.

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.

Please note **All Physical and Structural barriers previously identified will be addressed upon relocation to the new Civic Centre bldg. Also staff awareness training to provide assistance to others when required was completed through the Customer Service training - 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
Entrance					
1. No automatic door opener	**Physical Information Communication	Install automatic door opener As a temporary solution inform staff to provide assistance to others	Ease of access for persons with mobility limitations	Install automatic door openers Staff awareness training to provide assistance to others when required	**See Note Above

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
		when required			
2. 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	**See Note Above
3. 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 the floor	Improved ability to distinguish the glass doors and walls	Install continuous colour strip Staff awareness training to provide assistance to others when required	**See Note Above
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	**See Note Above
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	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	**See Note Above

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
		with accessible equipment			
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 by persons in wheelchairs	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 Staff awareness training to provide assistance to others when required	**See Note Above
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	**See Note Above
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	**See Note Above
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	**See Note Above

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
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 at least, 3'-0" wide X 5'-0" deep (914mm X 1524 mm)* or preferred 5'-0" (1524mm)* diameter turning radius	Improve safe and easy access for persons with wheelchairs and/or service animals	Move furniture where necessary or move to a larger room	**See Note Above
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 (<i>Staff training – Customer Service Standard – completed in 2009</i>)	**See Note Above
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 (Staff training – Customer Service completed in 2009 – Customer Service standard)	**See Note Above
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	Make reasonable accommodations Replace with height adjustable desks if required	**See Note Above

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
			periods		
The filing cabinets are not in a contrasting colour to the walls	**Physical	Replace with cabinets that are a contrasting colour to their surroundings	Persons with low vision will be better able to see cabinets and avoid walking into them	Staff awareness training to provide assistance to others when required	**See Note Above
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	As 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	As required
Office Computers					
Office computers lack accessible software and features for persons who are blind, have mobility/dexterity limitations or other	Technological	Provide reasonable accommodation to staff if required	Improve the ability of staff with disabilities to use computers independently and effectively	Reasonable accommodations will be provided to staff if required	As 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
disabilities					
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	**See Note Above
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 Visual alarms to be addressed in new office location	**See Note Above
Interior Signage					
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	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	**See Note Above

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
		lettering			
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, to be addressed in new office location	**See Note Above
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 are hard of hearing	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	As required
City of Vaughan Website					
Website does not meet W3C guidelines The website does not include the following features: colour contrast option; large font size option; screen	Technological	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	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	Implemented PDF accessible files for Intranet 2010 Implement PDF accessible files for City website by 2011 Comply with W3C guidelines according to the AODA mandate 2014	Target dates: 2014 –for new internet websites and web content 2021 – for existing internet

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>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 ability to book all or most City services on-line where appropriate</p>		<p>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>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>		<p>websites and content</p> <p>Timelines as per new Proposed Integrated Reg.</p>
<p>Plain language alt labels and descriptions</p> <p>Logical site navigation</p> <p>The ability to book all or most City services on-line where appropriate</p>				<p>Timelines as per new Proposed Integrated Regulation</p>	<p>Target dates:</p> <p>2014 –for new internet websites and web content</p> <p>2021 – for existing internet websites and content.</p>
<p>Corporate Emergency and Fire and Life</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
Safety Evacuation Plans					
Limited awareness on evacuation procedures for staff in assisting persons with disabilities during emergency situations	Information Attitudinal (Awareness)	Provide staff training on how to interact and communicate with persons who have different disabilities and on how to assist them in a manner that is safe for all persons	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,	Ongoing

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	City Wide Goal to have all material accessible to the public and website 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	City Wide Goal 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	Q4/2011
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	New standard to be developed Q4/2011
Signs are not designed for people with a visual disability (font size, colours,	Communication	Replacement of signage at Trails, walkways entrances and Storm water management ponds	Enhanced safety for visually impaired pedestrians Warning signs to be	Updating of engineering standards and design criteria to include larger fonts to be easy to read by persons with low vision	Working on Terms of Reference to update standards

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
etc.)		warning signs	more visible for persons with low vision		And design Criteria Q4/2011
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	City wide goal 2010 Achieved Further Training in the future to keep up-to-date with latest ODA regulations and requirements
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 Storm water management pond	New standard to modify the old standard Q4/2011

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	Completed and to be implemented as required.
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	Completed and to be implemented as required.
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	Completed and to be implemented as required.
Ensure that facilities selected for Public Information Centres and other public meetings are accessible to people with disabilities	Physical	Ensure that the facilities and restrooms are wheelchair friendly	Safer pedestrian and wheelchair movement	Select meeting facilities that are wheelchair friendly.	Completed and being considered for Public Meetings.
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	Completed and being implemented by Construction Services as 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
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	Completed. Retrofits to be completed over the next several years
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 name blades	Enhanced safety for visually impaired pedestrians and enhanced ability to identify streets for motorists and emergency services	Updating of engineering standards to include oversize street name blades and include in new construction/retrofit in older areas	In Progress Implementation to commence in 2011 (subject to Council approval of the 2011 Capital budget) Implementation to be phased over the next three years (Q4/2013).
No accessible traffic signals at intersections	Architectural	Retrofit of traffic signals at intersections with pedestrian countdowns and "chirping" features	Enhanced safety for persons with disabilities and the elderly	Include pedestrian countdowns and "chirping" features in new traffic signals and retrofit in older areas	In Progress Implementation to commence in 2011 (subject to Council approval of the 2011 Capital budget) Implementation to be phased over the next three years (Q4/2013).

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 Training for all Engineering Services staff	Communication	Implement training	Improve communication skills with people with disabilities	Pursue in house training through Human Resources	Completed.

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
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Communication materials (Pamphlets, Brochures & Solid Waste Calendars to the public at the Front Desk	Information	Review and provide updated communication materials	More effective communication with the public	Notices to be large print, and may include various font sizes, contrast colours	City Wide Goal to have all material accessible to the public and website Ongoing
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	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 Two Units Owned. 1 Purchased in 2009 & 1 in 2010
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

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	4 th Qtr 2010 (New City Hall)

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
New staff requires accessibility training on	Attitudinal	Training opportunities	Ongoing compliance with the regulation and	Ensure training opportunities are available and communicated to department heads so that new	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
the customer service regulation and existing staff will require refresher training.			improved ability to communicate with and deliver services to persons with disabilities	staff members and staff that require refresher training can attend. Human Resources will continue to provide training on the customer service regulation g to ensure all new staff are trained and that existing staff have an opportunity to attend refresher training.	
Review recruiting policy and interviewing process noting anticipated new employment regulation	Attitudinal	Policy / Procedures	Compliance with new employment regulation	Review new employment regulation once finalized and develop action plan to ensure Human Resources staff and City staff comply with its requirements	Ongoing

PLANNING

The Planning Division is responsible for the City's Building Standards Department, Policy Planning 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.

Planning enables the City to establish goals and objectives for growth and development and finds ways to achieve them.

Policy Planning Department

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

In collaboration with the parks, development planning, engineering, building standards, cultural services and economic development disciplines the department identifies and assesses a wide range of land use, urban design, heritage and environmental requirements. Staff employs a comprehensive package of planning policies to address such matters as: community plans and area studies that incorporate built form and public realm considerations such as open space, streets, blocks, land use and massing, pedestrian and bicycle networks, built and natural heritage.

While also considering the environment; transportation planning; population and demographics with a focus on transit oriented development, complete pedestrian friendly communities and city building.

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

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

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

Development Planning Department

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

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

Urban Design

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

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

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

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

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.

Building Standards Department

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

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

Services:

- Plans Examination/Permits
 1. Zoning
 2. Architectural/Structural
 3. Plumbing/heating
- Inspections
- Provision of Information/Reports/Statistics/Comments
- Committee of Adjustment Comments and Attendance

- Responses to Lawyers Inquiries/Letters

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 services requiring special assistance 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.	On-going efforts to meet City-wide protocol to address 'Special Assistance' completed in Sept 2009, along with mandatory staff training (Q4/2011)
Public documents, e.g., pamphlets, guidelines and	Physical	Change of fonts. Explore duplicate publication in large	Greater accessibility of information / better	Work with Corporate Communications and the City Manager's Office.	On-going efforts to meet City-wide

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
studies.		print formats and alternative mediums such as on audio tapes, CD's, etc.	informed public.		protocol to address 'Special Assistance' completed in Sept 2009, along with mandatory staff training. (Q4/2011)
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 employees as per request.	On-going (Q4/2011)
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 Department offices.	On-going (Q4/2011)
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.	On-going (Q4/2011)
Readability & clarity of	Information	Improved	Increase visual	Will be addressed in New Civic Centre. Interim	On-going

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, directional signs		access/less directional inquiries	communication	solutions include adding visible signage at counter and corridor to increase visual communication.	(Q4/2011)
Skilled personnel/sensitivity training in dealing with persons with disabilities	Communication	Sensitivity Training	Staff will be better equipped to deal with persons with disabilities	Training Program	Completed - Mandatory training provided to all staff September 2009. (Q4/2009)
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.	Will be addressed in New Civic Centre. Interim solutions are on-going.	On-going (Q4/2011)
Lack of assistive hearing devices	Technological	Investment in assistive hearing devices.	Easier to communicate with customer and address their needs.	Will be addressed in New Civic Centre. Interim solutions are on-going.	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)	On-going efforts to meet Corporate protocol for “Alternate Formats of Communications Standards”. (Q4/2011)
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	On-going (Q4/2011)
Zoning By-laws for	Information /	Review existing	Address accessible	City-wide Parking Study currently underway,	On-going

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
Parking	Human	provisions.	parking needs.	Provincial Committees are also addressing this issue as part of the Accessibility for Ontarians with Disabilities Act (AODA).	(Q4/2011)
Awareness of accessibility issues and technologies that should be incorporated into Site Plan Review process (coordination with other departments).	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. Future changes to the Building Code anticipated to enhance accountability requirements.	BUILT ENVIRONMENT RECOMMENDATIONS SENT TO THE MINISTRY AND OUT FOR PUBLIC CONSULTATION. CHANGES ANTICIPATED FOR 2011 OR 2012. THESE CHANGES MAY RESULT IN SIGNIFICANT ENHANCEMENTS TO PART 3.8 OF THE ONTARIO BUILDING CODE.	On-going (Q4/2011)
Departmental Entrance/Exit Doors	Physical	Install automatic door openers.	Ease of movement when entering or existing department (and building)	Will be addressed in new Civic Centre. Interim solutions include internal staff audit of area.	On-going (Q4/2011)
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.	Incorporate a review for Accessibility Planning as part of the Official Plan Review process.	Policies incorporated throughout New Official Plan September 7, 2010 (Q4/2011)

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 evening, to accommodate work or travel schedules	Ongoing
Practice/policy	Attitudinal	Increase Communication	Increased awareness of staff to the needs of	Will provide staff with an introduction to the information to effectively and respectfully serve	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
		Information	persons with disabilities through staff participation in inclusivity training	<p>persons with disabilities</p> <p>Fire recruits will receive training on human rights and workplace harassment policies</p> <p>New employees/management staff receives orientation to corporate human rights policies and disability awareness sensitivity training</p>	
Customer feedback	Policy/practice	Informational, Physical, Technological, Communicational	<p>Increased awareness of fire safety for persons with disabilities</p> <p>Continuous incorporation of practices in development of all new products</p>	<p>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</p> <p>This is also a more accessible form of communication for some people with disabilities</p>	Ongoing
Communication Technology	Technological, Communication-al	Accessible information on the website	Increased awareness of fire safety for persons with disabilities	<p>Implementation of a web site providing an e-mail address for the public to submit complaints or questions</p> <p>Creation of an information pamphlet that is handed out</p>	Ongoing
Update the Fire Safety Plan	Practice	Review of Fire Safety plan city wide	Assurance of implementation of evacuation procedures	Development of standard procedure to evacuation of endangered citizens. Co-operative initiative by Building and Facilities and Health and Safety Divisions.	Ongoing

FIRE AND RESCUE SERVICES – EMERGENCY PLANNING

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

The program is responsible for maintaining the mandatory elements of an emergency management program in accordance with the Emergency Management and Civil Protection Act. These elements include public education and awareness, emergency plans and procedures, staff training, exercises, emergency information, community risk analysis and identification of critical infrastructure.

The program is also responsible for coordinating with all business units to develop, implement, maintain and evaluate Business Continuity Plans.

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 Non Emergency	Informational	Public Education and Print Materials	Persons with disabilities make preparations and plans to manage during an emergency situation	Distribution of Provincial Emergency Preparedness Guide for People with Disabilities and Special Needs at community events and City buildings Development of a public education presentation on emergency preparedness for people with disabilities and special needs. Review in house developed literature on emergency preparedness and revise to meet accessibility standards.	Ongoing First draft completed Sept 2010 To be initiated Q4/10
Information/ Communication to public during an emergency	Informational, technology	Accessible information on website, through media outlets, telecommunications and print	Situational awareness of the emergency and actions to take for persons with disabilities to ensure their safety	Utilize multiple communications sources to convey emergency messages. (Component of Crisis Communications Plan)	Ongoing
Plans/Practices/ at Emergency	Physical	Develop Emergency shelter plans that	Persons with disabilities are accommodated in	Develop emergency shelter plans and procedures, including designated space for	

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
Shelters		include provisions for persons with disabilities and special needs	emergency shelters	<p>persons with disabilities and special needs for each community centre identified as an emergency shelter</p> <ul style="list-style-type: none"> <input type="checkbox"/> Chancellor CC draft developed and exercised Q3/10 <input type="checkbox"/> North Thornhill CC to be initiated Q4/10 <input type="checkbox"/> Dufferin Clark CC to be initiated Q4/10 <input type="checkbox"/> Al Palladini CC to be initiated Q4/10 <input type="checkbox"/> Rosemount CC to be assessed and evaluated for emergency shelter potential Q4/10 <input type="checkbox"/> Maple CC to be initiated in Q3/11 <input type="checkbox"/> Garnet Williams CC to be initiated in Q3/11 <input type="checkbox"/> Father Ermanno Bulfon CC to be initiated in Q1/12 <input type="checkbox"/> Vellore Village CC to be initiated in Q2/12 	<p>Q2/2011</p> <p>Q3/2011</p> <p>Q3/11</p> <p>Q4/11 TBD based on assessment</p> <p>Q4/12 Q2/13</p> <p>Q3/13</p> <p>Q1/14</p>
Communication Technology	Technological, Communication-al	Accessible information on the website	Increased awareness of emergency preparedness for persons with disabilities	Implementation of a web site providing an e-mail address for the public to submit questions	Ongoing

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 Develop budget request for assistive devices	Ongoing
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	Check-out desks lowered	Improved access/usage	Renovation plans for circulation desks to include lowered top configuration.	Completed at 3 locations
Entry to Library	Physical	Replace pull/push doors with sliding doors	Improved access/usage	Identify libraries currently not able to provide barrier free access to library; seek funding approval for renovation	Completed at 5 locations

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
Fire Alarms	Communication	Add strobe lights to fire alarms for hearing impaired	Improved safety measures	Change existing building fire alarms; make recommendation to Buildings and Facilities for budget	Completed at 4 locations