

PRIORITIES AND KEY INITIATIVES COMMITTEE - APRIL 23, 2012

CITY OF VAUGHAN ACCESSIBILITY PLAN (REVISED 2011)

Recommendation

The Commissioner of Community Services, the Technical Advisory Committee and members of the Vaughan Accessibility Advisory Committee recommend:

- 1) That the City of Vaughan Accessibility Plan (Revised 2011) be approved.

Contribution to Sustainability

N/A

Economic Impact

Costs associated with the continuous improvements outlined in the Accessibility Plan (Revised 2011) 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 2011) 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 2011) in order to post the revised plan on the City's website, as mandated by the Ontarians with Disabilities Act, 2001 (ODA).

Background - Analysis and Options

Accessibility Plans are a requirement under the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). 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 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. It also requires all Ontario municipalities to prepare annual accessibility plans in consultation with people with disabilities and to make these plans available to the public.

The ODA also requires that the City of Vaughan establish an Accessibility Advisory Committee to advise on the preparation, implementation and effectiveness of the City of Vaughan's Accessibility Plan. Council appointed the Vaughan Accessibility Advisory Committee (VAAC) in the fall of 2002.

The purpose of the AODA is to develop, implement and enforce standards for accessibility related to goods, services, facilities, employment, accommodation and buildings. Its goal is to make Ontario accessible by 2025.

The mandatory standards under the AODA are:

- Customer Service Standard (passed as law - Regulation – 429/07)
- Integrated Accessibility Regulation (IASR) #191/11, consisting of:
 - Information and Communications
 - Employment
 - Transportation
- Built Environment

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

The next three standards – information and communications, employment, and transportation – have been combined under one regulation, the Integrated Accessibility Standards Regulation – (IASR) #191/11. This is now law and the requirements are being phased in between 2011 and 2025. An accessibility standard for the built environment (buildings and outdoor spaces) is in development and not yet law.

The AODA will eventually replace the ODA. However, until the Province repeals the ODA, the City must comply with both acts simultaneously.

The attached Accessibility Plan was prepared using information submitted by City of Vaughan departments through the Technical Advisory Committee (TAC). The TAC is a staff working group comprised of departmental representatives and Vaughan Public Libraries. 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 City of Vaughan Accessibility Plan (Revised 2011) 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*

Corporate Achievements highlighted in the City of Vaughan Accessibility Plan (Revised 2011) include:

- The recruitment, appointment and orientation of the 2011-2014 Vaughan Accessibility Advisory Committee
- The Annual National Access Awareness Week event that took place in collaboration with the VAAC
- Four new neighbourhood parks – Eagles Landing, Venice Gate, Twelve Oaks and Carville Mill – implementation of innovative parks that provide opportunities for inclusiveness through accessible park amenities.
- Provided accommodation to a significant number of staff and candidates who required accommodation for recruitment/employment
- Addressed Attitudinal barriers by creating accessible formats & communications using AODA guidelines for departmental events and communicating them to staff
- Addressed Attitudinal barriers by developing special needs reference manual for Recreation program staff (IAS – Employment Standard-Training)
- Implemented PDF accessible files for City's internet, located in the Business homepage (www.vaughan.ca/business; all website info can be read by audio programs.
- PDF accessible files have been implemented for City's intranet
- Developed a standard typography guideline for Economic Development Dept. business publications to improve visual accessibility
- In partnership with York Region, emergency preparedness for people with disabilities & special needs information has been incorporated into the new Region wide-emergency preparedness guide book

- The City utilizes a variety of media sources to issue information in an emergency: radio, television, door to door notification, loud speaker, messages on auto attendant, website, newspapers and mobile signs.
- Continued compliance, monitoring and promotion of the Accessibility Standards for Customer Service Regulation through new employee orientation and integration into customer service operations of each departments

The 2011 Accessibility Plan reflects the ongoing commitment to make the City inclusive and accessible. In 2012 departments will continue to plan and implement accessibility initiatives in order to remove barriers to programs, services and facilities throughout the City and meet the accessibility requirements of the IASR at the same time.

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 assessing programs, services, facilities and infrastructure.

Regional Implications

There are no Regional implications.

Conclusion

The City of Vaughan is committed to the implementation of initiatives that continue to make us an inclusive and accessible municipality where people of all abilities have the chance to fully achieve their potential. 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.

Attachments

1. City of Vaughan Accessibility Plan (Revised 2011)

Report prepared by:

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Respectfully submitted,

Marlon Kallideen
Commissioner of Community Services

THE CORPORATION OF THE CITY OF VAUGHAN

ACCESSIBILITY PLAN

REVISED - 2011

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.

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Vaughan, ON
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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

About the Ontarians with Disabilities Act, 2001 (ODA)

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

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

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

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

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

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

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

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

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

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

- customer service
- employment

- information and communications
- transportation
- built environment (buildings and other structures)

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

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

The next three standards – information and communications, employment, and transportation – have been combined under one regulation, the Integrated Accessibility Standards Regulation - #191/11. This is now law and the requirements are being phased in between 2011 and 2025.

An accessibility standard for the built environment (buildings and outdoor spaces) is in development and not yet law.

Ontario's Integrated Accessibility Standards Regulation - IASR

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

The three standards contained in the IASR – information and communications, employment and transportation – should make it easier for more people with disabilities to go about their daily lives.

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

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

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

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

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

The 2011 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 2011 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 2011 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 The current population estimate of 303,058 (*Source: York Region, September 30, 2011*)

Vaughan is a multicultural city with the growing communities of Concord, Kleinburg, Maple, Thornhill and Woodbridge. 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 (approximately 43,294 currently). It is also a concern in light of an expected population of about 416,600 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 Good Place to do Business and Work

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

Over 9,000 businesses are located in Vaughan, employing 160,000 people. Manufacturing, construction and wholesale are the largest economic sectors. The most recent Statistics Canada census figures show the City gained 25,000 jobs between 2001 and 2006 - a growth rate of 22.2%, which is the highest of any city in Canada.

It remains critical not to lose sight of the need for accessibility in employment for persons with disabilities. Private businesses must comply with the Customer Service regulation by January 1, 2012.

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	
Meenu Sikand, Chair	
Josie Fedele, Vice-Chair	
Francesco Alaimo	
Daniella DeGasperis	
Michelle Brown	
Peter Pallotta	
Teresa Di Nardo	
Frank Maggisano	
Angelo Tocco	
Bob Santos	
Members of Council	
Mayor Maurizio Bevilacqua (ex-officio)	
Councillor Rosanna DeFrancesca	
Staff	
Mary Realì, Director of Recreation and Culture	
Mihaela Neagoe, Active Living Co-ordinator/Special Needs/Volunteer Development City Wide	
Rose Tucci, Administrative Co-ordinator, ITM	
Rose Magnifico, Assistant City Clerk	

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
Jeff Peyton	Buildings & Facilities
Todd Coles	City Clerks
Marjie Fraser	Parks & Forestry
Jason Inwood	Parks Operations
Jeffrey Childs	Parks Services
TBD	Parks Development
Tony Magliocchi	Development/Transportation Engineering
Ziad Yassi	Development/Transportation Engineering
Jack Graziosi	Engineering Services
Maira 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
Rose Tucci	Information & Technology Management
Frank Fazzari	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
Marlon Kallideen	Commissioner of Community Services
Janice Atwood-Petkovski	Commissioner of Legal and

	Administrative Services
Barbara Cribbett	Commissioner of Finance and City Treasurer
John MacKenzie	Commissioner of Planning
Paul Jankowski	Commissioner of Engineering and Public Works

ACCESSIBILITY PLANNING PROCESS

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

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

The City's leadership role in achieving full accessibility is critical. A long-range commitment and effective planning send a clear signal to other sectors (e.g. the private and not-for-profit) that accessibility matters. 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	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,

Barrier Type	Barrier Definition	Examples of where to look for barriers for people with disabilities
	labels, computer screens, etc.	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

- Raising accessibility awareness through hosting events, presentations to schools and community partners during the National Access Awareness Week
- Collaborate to the organization of the Annual Bocce tournament during Youth Week
- Made recommendations related to the need for improved accessibility within the services provided by the Recreation and Culture Department

CORPORATE ACHIEVEMENTS

COMMUNITY SERVICES

Building and Facilities

- Addressed architectural barriers by Incorporating Accessibility Standards well beyond those that are in the current building code through consultation with the City of London, which at the time was one of the leaders in Municipal Accessibility, as well as researching other international accessibility standards for the construction of the new Civic Centre; and,
- Addressed architectural barrier by installing an additional hand railing beside the sloped ramp at Garnet A. Williams Community Centre lobby to pool/fitness/meeting rooms level; and,
- Addressed physical barriers by 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; and,
- Addressed architectural barriers by installing a new larger dependable lift at Al Palladini Community Centre; and,
- Addressed architectural and physical barriers at Kleinburg Library by redesigning and implementing the installation of a new entrance, installing a lift and installing accessible washrooms: and,
- Addressed architectural barriers by removing the rough flagstone flooring at Garnet A. Williams Community Centre and replacing it with smoother

- Audited fire alarm systems at community centres to determine system capabilities. Strobe lights are being integrated into the existing systems. Installations are underway and will be completed by the end of 2011; and,
- Accessibility awareness training completed by all Building and Facilities staff.

Parks Development

- Four new neighbourhood parks, Eagles Landing, Venice Gate, Twelve Oaks and Carville Mill – implementation of innovative, high quality neighbourhood parks that provide significant opportunities for inclusiveness through numerous accessible park amenities. These include numerous seating opportunities at all sites, games tables with only 3 fixed seats at Twelve Oaks, accessible swings, depressed concrete curbs and playground ramps at several of the parks.
- Continued implementation of the new standard for accessible playground safety surfacing (wood carpet engineered mulch) in all new playground precincts within the City of Vaughan. Four new parks opened with another 5 in advanced stages of planning and construction.
- Requested Proof of Customer Service Accessibility Training as part of Consultant Prequalification so we can be assured that Landscape Architectural consultants have the requisite training.
- Sonoma Heights Artificial Turf Soccer field was converted from turf to artificial making it an accessible field.
- All department staff have received Customer Service Accessibility training.
- Continue to design parks to allow for easy access and movement in park sites including consideration to slopes and path width.
- Continue to strive for accessible trail design and trail layout options that allow access by all wherever possible.
- Installation of way finding signage at Maple Nature Reserve and Elder's Mills scheduled for Winter 2011/2012 weather permitting.

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

- Addressed attitudinal barriers by developing special needs reference manual for Recreation program staff.
- Addressed attitudinal barriers by creating accessible guidelines using AODA guidelines for departmental events and communicate them to staff.
- 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 and key lifts 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 co-op 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;

ECONOMIC/TECHNOLOGY DEVELOPMENT AND COMMUNICATIONS

Access Vaughan

- Improved the ability to reach materials and supplies and improve maneuverability space and safety.

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 screen has been installed in the Finance 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 or by a voice message through the purchasing telephone message centre.
- As per new clause in our bids, “Contractors and their staff who interact with the public on behalf of the Corporation of the City of Vaughan shall be required to be appropriately trained on “Accessibility Standards for Customer Service”. Contractors”

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 refresher training on “Respectful Workplace, Workplace Violence and Accessibility” to all City employees who required it as well as to all new employees throughout 2011.

- Reviewed new standards and determined gaps with existing programs/procedures.
- Reviewed new standards and presented information on standard and existing City programs and procedures to Accessibility Advisory Committee.
- Worked with Accessibility advisory committee to gather input as to how best to meet the new standards and how to improve existing programs/procedures.
- Provided diversity training to select human resources and management staff as a pilot with a view to implementing throughout the organization.
- Provided accommodation to a significant number of staff and candidates who required accommodation for recruitment and employment purposes.

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

- In partnership with the Region, emergency preparedness for people with disabilities and special needs information has been incorporated into the new Region wide-emergency preparedness guide book. Over 2950 were distributed this year.
- 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 North Thornhill Community Centre was developed, exercised and under revision.
- Program has a generic email address for citizens to make inquiries at PrepE@vaughan.ca
- PrepE Facebook page developed that includes information on emergency preparedness for people with disabilities and special needs.

Fire and Rescue Services

- The VFRS continues to participate in many City of Vaughan functions, delivering fire safety messages to the community.
- Hand out of age appropriate items that have safety messaging on them... Items such as fire hats, colouring books, spatulas, ice scrapers, lunch and grocery bags.
- Launch of Project Zero
- 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 the Dufferin Clark Library.
- Initiated renovation of two small, original washrooms into one large handicap accessible washroom with parent and child needs for the Woodbridge Library.
- Purchase completed 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. To be installed at our Pierre Berton and Bathurst Clark libraries in Q1/12.

- Adjusted shelving widths at all libraries as necessary to accommodate minimum aisle widths as per accessibility standards.
- Completed addition of strobe lights to fire alarms in Woodbridge, Pierre Berton and Bathurst Clark libraries. All library locations now have strobe lights attached to fire alarms to help the hearing impaired.
- 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, overdue 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 of Vaughan is committed to providing quality services and programs to all of its citizens and it's important that these services are accessible to everyone. The Accessibility Plan represents the City's strategy for ensuring universal access by all residents to our facilities and services.

The implementation, facilitation and annual review of the Plan is a priority for the Office of the City Manager. We are proud of the City's achievements to date. City staff continue to investigate new opportunities in accessibility, such as the recently implemented *Textnet* and *Ubi-duo*; technologies which have increased the accessibility of persons who are hard of hearing.

As head of the City's administration, the City Manager ensures that the Accessibility Plan objectives are given high priority and that as an organization we continue to ensure the inclusion of all our citizens.

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 City Hall, 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

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 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.
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.	Installations are underway with completion by the end of 2011	Q4-2011
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

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
					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	Physical	Modify and reconfigure the service counters	Lowering sections of service counters and providing additional	All service counters to be modified or replaced. Continuous renovations and	Service counters at GAWCC,

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. Counters too high and not suitable for wheelchairs or assistive devices.		where possible. Install new counters where required.	seating will accommodate wheel chairs and care givers and patrons with walking devices.	new projects will have the standards incorporated into the design and project scope.	MCC and APCC were completed, Sept. 2011.

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	Increase Accessibility and Integration	Continue to ensure all new playground equipment have accessible components integrated into the design. Continue to ensure all new	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
		replacement program, continue to retrofit for compliance with accessibility guidelines and ensure accessible safety surfacing is implemented.		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.	
Trails which have slopes and/or material rendering them inaccessible	Physical	Enhance trail accessibility through the use of appropriate surfacing materials. Design trails with appropriate slopes that facilitate accessibility (where topography permits). Communication with the public about trail.	Increase Accessibility to more sections of trails	Continue to construct accessible 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. On off road routes provide signage and/or other strategies indicating the surfacing, length, exit points and information about slope	Continuous annual audit Continuous for the future as funding permits

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.	
Parks and other public spaces installed prior to the new accessibility guidelines may have restrictive areas	Physical	Review spaces being updated and maximize accessibility as budget and site conditions allow.	Increase accessibility and integration within older parks and other public open spaces	When updating parks and other public open spaces make decisions that will increase accessibility through slope, path width, materials, seating and other opportunities.	Continuous ongoing

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.

Flooding in Parks causing disruption in continuous accessibility	Physical Information/Communication	Enhance signage and implement communication procedure.	People with physical disabilities will know in advance of a service disruption.	<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>Parks Operations notifies Access Vaughan and Parks and Forestry clerical staff of service disruption so they can address inquiries, this is communicated via email and verbal confirmation of any flooding events. For periods of flooding that are extreme, the PFO website is updated.</p> <p>Existing signage continues to be utilized in the event of flooding.</p>
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Snow storms preventing access to sidewalks and COV parking lots causing disruption in continuous accessibility	Physical	Better communication to advise of service disruption.	People with physical disabilities will be provided an opportunity to find an alternate route.	<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>Implementation of GPS system on all sidewalk units and plow trucks continues to be put forward for budget approval - submitted in 2012 budget. Presently there are 14 of the 42 sidewalk units equipped with GPS.</p>
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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.	Completed

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 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. Continue to provide current standards' training to staff.	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
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.	Completed

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
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	<p>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).</p> <p>Increase training opportunities for people with disabilities through leadership programs and duty modifications for volunteers (i.e. Leaders By Example and TEACH program)</p>	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 I and awareness programs to key groups through partnerships with community service organization.	Continuous annual audit.
New! 2012 Support opportunities to provide welcoming, inclusive and supportive social environments to help increase the number of people with disabilities in active programs.	Access/ Physical	Develop active partner exercise programs.	Improve the quality of life for persons with disabilities.	Create a physical activity tool kit for social support workers and health workers to enable clients to access active opportunities in the community.	Q2/12.

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! 2012 Access to active lifestyles for people with mental health conditions.	Access/ Attitudinal	Increase opportunities and participation of groups..	Improve access and quality of life	Host annual focus groups to determine gaps that exist, find solutions and review the results of the previous initiatives. Include special initiatives and programs on the City's website, and link to support agencies and community organizations to encourage greater inclusion.	Continuous annual audit.
New! 2012 Access to departmental information for people with disabilities	Informational/ Communication	Develop and implement training materials.	Accessible documents	Develop training resource manual for staff on how to create accessible documents	Q3/12

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.

<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 after they have been placed on hold for too long by another department	Technological	Install priority ranking program or determine an appropriate time for the correct person to contact the customer	Improve the ability of customers with disabilities to have inquiries and problems successfully dealt with Improved customer service and satisfaction	Develop procedures for staff awareness training Staff may record information and time that appropriate staff person can return the customer's call Investigate opportunity with ITT to implement Top of the Queue function	Q4 – 2009 – Complete - All Staff trained on Disability Awareness
No TTY or	Technological	Install TextNet	Fast and effective	Consider installing TextNet or another	Q2 – 2010 –

<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>
TextNet for customers who are deaf or hard of hearing		for real-time texting communication	communication with customers who are deaf or hard of hearing and who have access to electronic texting devices such as TTY and Internet	real-time electronic communication system that is accessible to staff, and the public	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	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

<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>
walker, wheelchair or poor vision to maneuver					
Copier does not have adjacent shelf or table space to place items for copying	Physical	Relocate copier or other furniture to create space for a small shelf / table to be placed adjacent to copier	Staff can more quickly and independently organize materials and use equipment	Relocate copier if required	As required
Photo copier/ printer is too high to access the paper feed and to see the controls for persons in wheelchairs	Physical Technological	Review accessibility features of manufactured products prior to purchasing Controls and paper feed should not	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

<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>
		exceed 34" (863mm) high*			
Handle on staff locker is awkward to operate	Physical	Install locker with easy to open doors with lever or D shaped handles	Easy and independent access for persons with various physical disabilities	Develop procedures for staff awareness training	Individual lockers in City Hall are part of the new desk set-up but do not have any levers or handles. Adjust as required.
Top shelf in locker is too high for persons in wheelchairs or person of short stature to reach	Physical	Install locker with storage units below	Increase reachable and useable storage space	Develop procedures for staff awareness training	Each station has an individual locker area with a shelf. Adjust as required.

<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>
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	Desktop height is not adjustable with new stations and appropriate keyboard trays for stand/sit have not yet been installed.
Narrow pathways and shortage of storage space create areas where some filing cabinets cannot be reached by persons in wheelchairs or	Physical	Provide storage elsewhere, remove excess items	Improve the ability to reach required materials and supplies and improve maneuverability space and safety	Develop procedures for staff awareness training	Complete

<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>
other assistive devices					
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	No Fire Extinguisher in Access Vaughan department.

Corporate Communications

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

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
Lack of accessibility in communication products	Informational	Use of font size control option on new City website	Improved visual accessibility to website information	Add font size control on each web page	Q3 2012
Lack of alternate formats of communication	Technical	Use of HTML coding (readable) on all new City web pages	Website information can be read by audio programs.	Provide Content Management training to limit heavy reliance on PDF files.	Q2 2012
Lack of alternate formats of communication	Technical	Expanded use of video clips on corporate website as alternative to the printed word	Improved visual accessibility to website information	Establish in-house video production capability	Q3 2012
Lack of communication standard	Informational	Develop draft Style Guide including inclusive	Creating a standard of inclusivity	Draft and issue inclusive language guidelines	Q4 2012

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
		terminology			
Lack of alternate communications formats	Technical	Use of Closed Caption on Vaughan TV (City Hall monitors)	Improved visual accessibility to broadcast information	Expand internal broadcast procedures	Q3 2012

Economic Development Department

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

Information and Technology Management

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

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

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

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

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

Barriers to accessibility	Barrier type	Suggested improvements	What will be gained by removing or preventing the barrier (indicators of success)	Strategy for completion (please outline detailed plan)	Completion date
City of Vaughan website					
Website and intranet does not currently meet W3C guidelines.	Technological	The integrated accessibility standard – regulation 191/11 (AODA) will form law for website accessibility for the province of	Adhering to W3C guidelines and the information and communication standards will improve the ability of persons with various disabilities who have	Implemented PDF accessible files for intranet 2010 - COMPLETED Implement net new PDF accessible files for city website by 2012. Moving forward all PDFs will be in an accessible format; will be the new standard. Comply with W3C guidelines according to the AODA mandate	Timelines as per integrated accessibility standard – (IASR) - reg. 191/11 (AODA) All 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
		Ontario and must be adhered to.	computers along with internet connections to access city information and services. 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		websites/content WCAG 2.0 level AA by 2021

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	Information	Review and	More effective	Notices to be large	Completed,

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
materials (procedures, design criteria, and standards) to the public at the front desk		provide updated communication materials	communication with the public	print, and may include various font sizes, contrast colours, and Braille upon request from the public	Subject to ongoing review and revised as required.
Limited communication tools for deaf and hard of hearing at public meetings	Communication	Communication enhancements for deaf and hard of hearing at public meetings	More effective communication for deaf and hard of hearing persons attending meetings	Provision of sign-language interpreters and assistive listening devices upon request	Completed
Limited accessibility to facilities for public meetings	Physical – mobility	Ensure that facilities selected for public meetings are accessible to people with disabilities	Safer pedestrian and wheelchair movement	Select meeting facilities that are wheelchair friendly	Completed
Accessibility for residents to homes in areas under construction	Physical – mobility	Ensure that contractors/developers will clear and maintain access for homeowners at all	Safer vehicle, pedestrian and wheelchair movement along sidewalks	Inclusion of accessibility requirements in subdivision agreements and site plans to	Completed Administered through subdivision

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
		times and during constructions		maintain sidewalk access all the time	agreements
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	Completed Concrete sidewalk with directional lines OPSD 310.030
Signs are not designed for people with a visual disability (font size, colours, etc.)	Communication	Develop new signage at trails, walkways, entrances and storm water management ponds warning signs	Enhanced safety for visually impaired pedestrians Warning signs to be more visible for persons with low vision	Updating of engineering standards and design criteria to include larger fonts to be easy to read by persons with low vision	Ongoing New standards to be completed in Q3/2012
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	Completed Periodic training by hr department for updates with the latest ODA

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
					regulations
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	Completed Concrete sidewalk with directional lines OPSD 310.030

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, Subject to ongoing review and revised 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.

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
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 currently implemented by construction services as required.
Incorporation of directional lines in sidewalks at intersections for the visually	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

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
impaired					in conjunction with capital road projects.
Replacement of existing street name blades with oversize street name blades at signalized intersections	Architectural	Review street signage at signalized intersections and replace the existing street names blades	Enhanced safety for visually impaired pedestrians and enhanced ability to identify streets for motorists and emergency services	Updating of engineering standards to include oversize street name blades and include in new construction/retrofit in older areas	In progress. Implementation commenced in 2011 and will be phased over the next two years. (anticipated completion date of Q4/2012)
No accessible traffic signals at intersections	Architectural	Retrofit of traffic signals at intersections with pedestrian countdowns and "chirping"	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 2013 (subject to council approval of the 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
		features			capital budget). Implementation to be phased over two years (anticipated completion date of Q4/2014)
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

Public works related services to ensure public health and safety. Seasonal services include street sweeping, application of dust suppressants, snow removal and leaf / yard waste

The public works department is responsible for the operation and maintenance of city-owned roads, bridges, sidewalks, water mains, sanitary sewers, storm sewers and watercourses and the collection of residential waste. The Department maintains the City's infrastructure and provides waste collection.

Other services provided by the Department include:

- Road Maintenance Services: Winter road plowing & salting operations; street sweeping; application of dust suppressants on rural roads; 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
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	Completed, subject to ongoing review and revised as required

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	Regenerative air sweepers (dustless street sweepers) which facilitate in the lowering/elimination of particulate matter in the environment.	Safer pedestrian and wheelchair movement, as well as reduced respiratory problems from the dust	Continue with street sweeping and flushing program on a regular basis. Purchase new street sweepers that meet stringent pm standards for dust control	Ongoing Two units owned. 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 allergy/respiratory problems.	Continue to apply dust suppressants seasonally, as required	Ongoing

FINANCE AND CORPORATE SERVICES

Purchasing Services

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 Library Board and are mandatory for all City and Library departments.

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

The purchasing services front counter at New City Hall is appropriately designed for Wheel chair accessibility. Prior barrier has been removed.

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 the customer service regulation and existing staff will require refresher training.	Attitudinal	Training opportunities	Ongoing compliance with the regulation and improved ability to communicate with and deliver services to persons with disabilities	Included as part of the orientation/on-boarding program. Semi-annual training opportunities for all staff. Ensure training opportunities are available and communicated to department heads so that new staff members and staff that require refresher training can attend.	Ongoing
Review recruiting policy and interviewing process noting anticipated new employment regulation	Attitudinal	Policy / Procedures	Compliance with new employment regulation	Review new standards as it relates to employment and develop action plan to ensure Human Resources.	Ongoing
Review new provincial standards	Legislative/ Compliance	Program /Procedures	Compliance and enhanced accessibility	Review existing programs and processes to determine gaps with new standards	Complete
Compare standards with existing	Legislative/ Compliance	Program/ Procedures	Compliance and enhanced	Develop suggestions and recommendations throughout	In Progress

Barriers to Accessibility	Barrier Type	Suggested Improvements	What will be gained by removing or preventing the barrier (Indicators of Success)	Strategy for Completion (Please outline detailed plan)	Completion Date
programs/procedures			accessibility	consultation with stakeholder groups	
Availability of knowledge related to barriers	Attitudinal	Programs / Procedures	Compliance and enhanced accessibility	Present opportunities to Accessibility Advisory Committee and seek input	December, 2011
Emergency Notification	Awareness of barriers	Seek input from individuals who require direct support in case of emergency	Ensure the safety of all employees during an emergency	Develop form to gather required information and work with employee, supervisor and fire warden to ensure appropriate emergency plans are implemented	January 2012

PLANNING

The planning division consists of the city's building standards department, policy planning department and the development planning department. Together, these three departments plan, regulate and oversee 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.

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 land use, open space, streets, blocks, massing, pedestrian and bicycle networks, and built and natural heritage. The Policy Planning Department takes into consideration the environment, transportation planning, population and demographics, while focusing on transit oriented development, complete pedestrian-friendly communities and city building.

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

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

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

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

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 and environmental and economic considerations, which provide for healthy communities. Through this process, interests and objectives of individual property owners are balanced with the greater interests and objectives of the City.

The Development Planning Department 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 Ontario Municipal Board Hearings as directed by Council.

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

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 the Ontario Building Code and other applicable law, providing the ultimate level of client service achievable in a timely, cost-effective and consistent manner, and in an environment which is accessible, progressive and fair.

Services:

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

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. Make public meetings accessible to the public <i>after</i> non-statutory and statutory public meetings by recording audio and/or video and posting podcasts, videos, etc. In a convenient location.	Ongoing efforts to meet city-wide protocol to address 'special assistance' (completed in Sept. 2009), along with mandatory staff training (ongoing)
Public documents, e.g., pamphlets, guidelines and studies.	Physical	Change of fonts. Explore duplicate publication in large print formats and alternative mediums such as on audio tapes, CDs, etc.	Greater accessibility of information / better informed public.	Work with corporate communications and the city manager's office.	Ongoing efforts to meet city-wide protocol to address 'special assistance' completed in Sept. 2009, along with mandatory staff training. (ongoing)

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
Usability of workstations	Physical	Assisting with individual's mobility/alleviate physical and emotional stress of staff; improved ability to work.	Ergonomic keyboards, mouse, chairs, desks, telephone, storage and files.	Has been addressed in new city hall. Building and work stations designed to universal accessibility standards.	Q1/2011
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.	Has been addressed in new city hall. Building and work stations designed to universal accessibility standards.	Q1/2011
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	Has been addressed in new city hall. Building and work stations designed to universal accessibility standards.	Q1/2011

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
			equipment).		
Readability & clarity of signs, directional signs	Information	Improved access/less directional inquiries	Increase visual communication	New city hall has partially addressed this with displays and department signage at counters. Better signage in corridors to increase visual communication to be determined by corporate communications.	Ongoing (Q4/2012)
Skilled personnel/sensitivity training in dealing with persons with disabilities for new staff	Communication	Sensitivity training	Staff will be better equipped to deal with persons with disabilities	Training program for all staff within commission hired after September 2009. (mandatory training was completed by all staff as of September 2009)	Ongoing (as new staff are hired)
Designated seating areas for customers waiting to be served (with barrier-free seats, coat racks, etc.).	Physical/architectural	Architectural modifications	Reduce stress level of customers/customer satisfaction.	Barrier-free seating to be added by counter area. Timing, safety/architectural details will need to be determined with other departments.	Ongoing (Q4/2012)
Lack of assistive hearing devices	Technological	Investment in assistive hearing devices.	Easier to communicate with customer and address their	Interim solutions are on-going. This will need to be addressed within it.	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
			needs.		
Publication – small print	Information	Provide alternative formats (Braille, large print) for all public documentation (opas, by-laws, etc).	Easier to read / greater number of visually impaired will be able to access documentation.	Corporate communications to determine font and size. Some information provincially regulated and cannot change (i.e., permit application form).	Ongoing efforts to meet corporate protocol for “alternate formats of communications standards”. (ongoing)
Lighting at public counter	Physical	Provide additional or brighter lighting at front counter	Increase visibility for those who are visually impaired.	Has been addressed in new city hall. Building and work stations designed to universal accessibility standards.	Q1/2011
Zoning by-laws for parking	Information / human	Review existing provisions.	Address accessible parking needs.	City-wide parking study currently underway. Provincial committees are also addressing this issue as part of the accessibility for Ontarians with disabilities act (AODA) and any new standards will be incorporated in the updated zoning by-law.	Q4/2012
Awareness of accessibility	Policy/practice	Review existing	Incorporate accessibility	Built environment recommendations sent to the ministry and out for public	Q4/2012

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
issues and technologies that should be incorporated into site plan review process (coordination with other departments.		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.	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.	consultation. Changes anticipated for 2011 or 2012. These changes may result in significant enhancements to part 3.8 of the Ontario building code, while others may require changes to other legislation such as the planning act.	
Departmental entrance/exit doors	Physical	Install automatic door openers.	Ease of movement when entering or exiting department (and building).	Have been installed where necessary in new city hall.	Q1/2011

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
Ensure proactive provisions address 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.	<p>The new official plan addresses accessibility throughout its entirety. Accessibility is integrated into several policies in chapter 9: building a great city, including section 9.1.1.11, as follows:</p> <p>To design for universal physical access throughout the public realm through the creation of an integrated network of public spaces that are universally accessible, including sidewalks and walkways with unobstructed pathways, curb cuts at corners of all public streets, and infrastructure that supports people with visual and hearing impairments, such as textured paving and audible crosswalks.</p>	Q4/2011
Lower portion of front counter is obstructed with various materials, thereby eliminating	Physical	Ensure staff are aware of the purpose for lower counter height and that area is kept	Keeping the counter clear will ensure the planning department is maintaining barrier-free customer	Accessibility training for new staff and front counter staff; corporate reminders; departmental input for front counter staff.	Q4/2011

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
usefulness as an accessibility amenity.		free of obstructions.	service.		

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

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

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
		that include provisions for persons with disabilities and special needs	emergency shelters	<p>needs for each community centre identified as an emergency shelter</p> <ul style="list-style-type: none"> Chancellor CC draft developed and exercised Q3/10 North Thornhill CC to be initiated Q4/10 Dufferin Clark CC to be initiated Q4/10 Al Palladini CC to be initiated Q4/10 Rosemount CC to be assessed and evaluated for emergency shelter potential Q4/10 Maple CC to be initiated in Q3/11 Garnet Williams CC to be initiated in Q3/11 Father Ermanno Bulfon CC to be initiated in Q1/12 Vellore Village CC to be initiated in Q2/12 	<p>Q2/2011</p> <p>Q4/2011</p> <p>2012</p> <p>2012</p> <p>Under review</p> <p>2013</p> <p>2013</p> <p>2014</p> <p>2014</p>
Communication Technology	Technological, Communication-	Accessible information on	Increased awareness of	Implementation of a web site providing an e-mail address for the public to	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
	al	the website	emergency preparedness for persons with disabilities	submit questions	

VAUGHAN PUBLIC LIBRARIES

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

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	Improved access to information/usage	Collection development: talking books, and large print materials and descriptive videos AODA: Text enlarging workstations, voice activated information retrieval	Ongoing Q1/2012

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
		formats			
Access to materials	Communication	Review materials	Improved access/usage	Option to check materials independently at express checkouts Voice activated information retrieval and synthetic speech access	Q4/2012 Q1/2012
Computer workstation screen	Technological	Purchase 17 inch monitor, ergonomic mouse	Improved usage/ productivity/Reduced eye strain	17 inch monitors standard – to be replaced as per current replacement schedules	Q4/2013
Facility Access	Communication		Improved access/usage	Braille included on directional signage and elevator buttons	Completed at PBRL; Q4/2014
Interior Reconfiguration	Physical	New carpets; Improved wheel-chair accessibility to stacks, displays, furniture for computer use	Improved access/usage	Review of Bathurst Clark Resource Library; make recommendation to the Board and submit for funding in the capital budget process. Addition of AODA workstation	Q4/2014
Wheelchair accessibility	Physical	Check-out desks lowered	Improved access/usage	Renovation plans for circulation desks to include lowered top configuration.	Completed at 3 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
					Dufferin/Wood-bridge slated for 2012; Maple/Ansley – 2013
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; Review feasibility for remaining 2 locations
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	Fully completed at all locations in Q3/2011