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Town of Aurora

## 2018 Annual Accessibility Update

Corporate Services

### Introduction

The Town of Aurora is dedicated to the continuous improvement of accessibility within the community, and achieving the goals set out by the Accessibility for Ontarians with Disabilities Act (A.O.D.A). The development of the Town of Aurora's Multi-Year Accessibility Plan 2018 - 2024 illustrates how the Town will implement the legislative requirements of the A.O.D.A by identifying, removing, and preventing barriers for residents, employees, and visitors.

The plan is established in compliance with the requirements in the Integrated Accessibility Standards Regulation (I.A.S.R). The plan is based on best practice research, input from the Town's 2014 - 2018 Accessibility Advisory Committee and Town staff, and is organized around the following standards:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

### A.O.D.A Compliance

The A.O.D.A is the law that sets out a process for developing, implementing and enforcing accessibility standards that government, businesses, non-profits and public sector organizations must follow to become more accessible. These laws and standards are intended to make Ontario open to everyone by helping to reduce and remove barriers.

As a designated public sector organization the Town of Aurora is legally required to file an accessibility compliance report every two years. The next compliance report is due by the end of 2019. In 2017 the Town reported compliance with all five standards.

### 2018 Accessibility Highlights

#### Customer Service

The Town of Aurora is committed to providing excellent customer service for all residents, employees and visitors with disabilities. The Customer Service Standard under the I.A.S.R requires the Town to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to support this requirement.

## **Customer Service Outcomes**

- Continue to complete mandatory A.O.D.A training, including customer service training for staff, volunteers and third parties to gain resources and tools on how to better assist a customer with a disability.
- Receive and respond to feedback about in which goods, programs, services and facilities are provided to persons with disabilities.
- Continue providing accessible processes for receiving feedback.
- Continue providing service disruption notices in a timely manner.
- Continue to ensure that people with disabilities receive goods and services of the same quality and within the same timeline as others and benefit equally from customer service initiatives.

## **Customer Service Accomplishments**

- Provided a fully accessible portable washroom at Aurora's Ribfest with the purpose of giving people with disabilities the opportunity to fully participate in local events and festivals.
- Better representation of persons with disabilities on the Accessibility Advisory Committee, more diverse involvement from the community.
- Participation in various accessibility related activities including National AccessAbility Week and International Day of Persons with Disabilities.

## **Information and Communications**

The Information and Communications Standard under the I.A.S.R requires the Town to communicate and provide information in ways that are accessible to people with disabilities.

## **Information and Communications Outcomes**

- Ensuring that Town processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports.
- Continue to arrange for accessible formats and communication supports by consulting with the person making the request to determine suitable accessible formats or communication supports in a timely manner at no additional cost.
- Continue to inform the public of the availability of accessible materials and provide accessible formats and communication supports upon request.
- Continue to evaluate and remediate the Town's website and web content to conform to Web Content Accessibility Guidelines (W.C.A.G) in accordance with the timelines set out by the I.A.S.R.
- Continue to evaluate and remediate the Town's website and web content to exceed accessibility compliance requirements by providing the appropriate frameworks, tools, guidelines and training for all Town staff.

## **Information and Communications Accomplishments**

- Comprehensive review of Town processes, policies, website and web content to identify gaps with meeting compliance in the legislation. A new strategy was developed to work towards compliance.

## **Employment**

The Town of Aurora is committed to creating an inclusive environment with equality for all who work, live and play here. The Employment Standard under the I.A.S.R sets out accessibility requirements that the Town must follow to support the recruitment and accommodation of employees with disabilities.

### **Employment Outcomes**

- Continue to ensure all employees and successful applicants with disabilities are informed of available supports and accommodations.
- Continue to ensure all applicants are informed of available accommodations during the recruitment, assessment, and the selection processes.
- Continue to consult with employees to provide and arrange for accessible formats and communication supports upon request.
- Continue to provide employees individualized workplace emergency response information upon request.
- Continue to maintain a return-to-work process and provide individual documented accommodation plans for employees with disabilities as required.
- Continue to ensure the needs of employees with disabilities considered for the purposes of performance management, career development, advancement, and redeployment.
- Continue preparing individualized accommodation and emergency response plans for Town employees with disabilities.
- Continue to conduct employee equity surveys to inform workforce planning priorities through data-informed decision making.

### **Employment Accomplishments**

- In October of 2018 the Town of Aurora signed The Inclusion Charter for York Region. The Charter is a community initiative that brings together businesses, community organizations, municipalities, police services, hospitals school boards, conservation authorities and agencies with a common commitment to create an inclusive environment with equality for all who work, live and play in York Region.

## **Transportation**

The Transportation Standard of the I.A.S.R sets out the requirements to prevent and remove barriers to make public transportation and related services more accessible. Both the Town of Aurora and the Regional Municipality of York share this Standard. York Region is responsible for and creates action items for removing barriers and specialized transportation services. While the Town is not responsible for all components of the

Transportation Standard, the Town has obligations under the Duties of Municipalities and Taxi Cabs.

### **Transportation Outcomes**

- Continue to consult with the Accessibility Advisory Committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.
- Ensure that owners and operators of licensed taxicabs are prohibited from:
  - charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip.
  - charging a fee for the storage of mobility aids or mobility assistive devices.
- Ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.
- Ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

### **Design of Public Spaces**

The Design of Public Spaces Standards of the I.A.S.R provides technical requirements that ensure newly constructed or redeveloped public spaces are designed to allow for people with disabilities to move through and use amenity spaces comfortably.

### **Design of Public Spaces Outcomes**

- Prioritize and retrofit existing built environment barriers at recreational trails, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking, and facilities.
- Improve the accessibility of public spaces and workplaces by incorporating accessible design during renovations and redevelopments of recreational trails, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking and facilities.
- Continue to prevent and remove barriers within Town recreational trails, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking and facilities.
- Maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance.
- Respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation.

### **Design of Public Spaces Accomplishments**

- Door operator installed to create independence to enter the Stronach Aurora Recreation Complex pool viewing gallery.
- Installation of appropriate signage and wayfinding system directing patrons to the appropriate Departments and/or areas located within Town Hall.
- Installation of Universal Washroom, 2nd Floor Aurora Public Library

- Installation of vestibule entrances to the Aurora Public Library, Aurora Family Leisure Complex, and the Aurora Seniors Centre.