

Accessibility Advisory Committee Meeting Agenda

Wednesday, November 8, 2017 4 p.m.

> Holland Room Aurora Town Hall

Public Release November 1, 2017



Town of Aurora Accessibility Advisory Committee Meeting Agenda

Date: Wednesday, November 8, 2017

Time and Location: 4 p.m., Holland Room, Aurora Town Hall

1. Approval of the Agenda

Recommended:

That the agenda as circulated by Legislative Services be approved.

2. Declarations of Pecuniary Interest and General Nature Thereof

3. Receipt of the Minutes

Accessibility Advisory Committee Meeting Minutes of October 4, 2017

Recommended:

That the Accessibility Advisory Committee meeting minutes of October 4, 2017, be received for information.

4. Delegations

5. Matters for Consideration

Recommended:

1.

- 1. That the memorandum regarding Capital Accessibility Initiatives 2018-2024 be received; and
- 2. That the Accessibility Advisory Committee provide direction in prioritizing Capital Accessibility Initiatives for 2018-2024.

2. Memorandum from Senior Policy Planner

Re: Site Plan Application (Submission 3) MBH Aurora Lodging GP Limited Northeast Corner of Goulding Avenue and Eric T. Smith Way Part of Lot 1, Registered Plan 65M-4324 Part 1, Plan 65R-35666 File Number: SP-2017-04

(Full-size drawings will be available at the meeting.)

Recommended:

- That the memorandum regarding Site Plan Application (Submission 3), MBH Aurora Lodging GP Limited, Northeast Corner of Goulding and Eric T. Smith Way, Part of Lot 1, Registered Plan 65M-4324, Part 1, Plan 65R-35666, File Number: SP-2017-04, be received; and
- 2. That the Accessibility Advisory Committee provide comment regarding the Site Plan Application (Submission 3).

6. Informational Items

- 7. New Business
- 8. Adjournment



Town of Aurora Accessibility Advisory Committee Meeting Minutes

Date:	Wednesday, October 4, 2017
Time and Location:	4 p.m., Leksand Room, Aurora Town Hall
Committee Members:	Tyler Barker (Chair), John Lenchak (Vice Chair), James Hoyes, Gordon Barnes, Jo-anne Spitzer, and Councillor John Abel (departed 4:30 p.m.)
Member(s) Absent:	None
Other Attendees:	Chris Catania, Accessibility Advisor, and Nicole Trudeau, Council/Committee Secretary

The Chair called the meeting to order at 4 p.m.

1. Approval of the Agenda

Moved by Gordon Barnes Seconded by John Lenchak

That the agenda as circulated by Legislative Services be approved.

Carried

2. Declarations of Pecuniary Interest and General Nature Thereof

There were no declarations of pecuniary interest under the *Municipal Conflict of Interest Act.*

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Accessibility Advisory Committee Meeting Minutes Wednesday, October 4, 2017

3. Receipt of the Minutes

Accessibility Advisory Committee Meeting Minutes of September 6, 2017

Moved by Gordon Barnes Seconded by James Hoyes

That the Accessibility Advisory Committee meeting minutes of September 6, 2017, be received for information.

Carried

4. Delegations

None

5. Matters for Consideration

- 1. Memorandum from Senior Policy Planner
 - Re: Site Plan Application, Time Development Group, 4 Don Hillock Drive, Lot 1, Registered Plan 65M-3974, (Northeast corner of Leslie Street and Don Hillock Drive), File Number: SP-2017-07

Staff provided an overview of the site plan application, and the Committee reviewed the site plan and drawings and discussed accessibility standards to be considered as part of the site plan application.

Moved by James Hoyes Seconded by John Lenchak

- That the memorandum regarding Site Plan Application, Time Development Group, 4 Don Hillock Drive, Lot 1, Registered Plan 65M-3974, (Northeast corner of Leslie Street and Don Hillock Drive), File Number: SP-2017-07, be received; and
- 2. That the following Accessibility Advisory Committee comments regarding the Site Plan Application be considered by staff:
 - (a) Request for a power door operator at the main entrance;

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Wednesday, October 4, 2017	

- (b) Request for a barrier-free path of travel extending from the lobby/reception/waiting area on the ground floor to the inside of each accessible suite and other public use areas including accessible turning spaces, doorway and corridor widths, counter height and signage, and power door operators; and
- (c) Request for accessible suites to have a barrier-free design, including accessible light and electrical switches, platform beds suitable for Hoyer lift transfers, and fire or emergency alarms with light, colour and pulse characteristics.

Carried

2. Memorandum from Planner

Re: Site Plan Application (Submission 3), Markangel Real Estate Assets Inc., 55 Eric T. Smith Way, Lot 6 and Part of Block 11, Registered Plan 65M-4324, File Number: SP-2016-06

Staff provided an overview of the site plan application, and the Committee reviewed the site plan and drawings and discussed accessibility standards to be considered as part of the site plan application.

Moved by Gordon Barnes Seconded by Jo-anne Spitzer

- That the memorandum regarding Site Plan Application (Submission 3), Markangel Real Estate Assets Inc., 55 Eric T. Smith Way, Lot 6 and Part of Block 11, Registered Plan 65M-4324, File Number: SP-2016-06, be received; and
- 2. That the following Accessibility Advisory Committee comments regarding the Site Plan Application (Submission 3) be considered by staff:
 - (a) Request for curb cuts for accessible parking spaces; and
 - (b) Request for the applicant to provide the main level floor plan for all four (4) buildings, through a fourth submission of the application, to be circulated for comment by the Committee.

Carried

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6. Informational Items

Extract from Council Meeting of September 12, 2017
 Re: Accessibility Advisory Committee Meeting Minutes of June 7, 2017

Moved by John Lenchak Seconded by Gordon Barnes

1. That the Extract from Council Meeting of September 12, 2017, regarding the Accessibility Advisory Committee meeting minutes of June 7, 2017, be received for information.

Carried

7. New Business

Staff reminded the Committee that the formal opening of the Queen's Diamond Jubilee Park will take place on Tuesday, October 10, 2017, at 5:30 p.m.

Tyler Barker provided an update on the status of the accessible washroom trailer which is now in use.

8. Adjournment

Moved by Gordon Barnes Seconded by Jo-anne Spitzer

That the meeting be adjourned at 4:55 p.m.

Carried

Committee recommendations are not binding on the Town unless adopted by Council.

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100 John West Way Box 1000 Aurora, Ontario L4G 6J1 **Phone:** 905-727-3123 ext. 4212 **Email:** ccatania@aurora.ca www.aurora.ca Town of Aurora Corporate Services

Memorandum

Date: November 1, 2017

To: Accessibility Advisory Committee

From: Chris Catania, Accessibility Advisor

Re: Capital Accessibility Initiatives 2018-2024

Recommendations

- 1. That the memorandum regarding Capital Accessibility Initiatives for 2018-2024 be received for information; and
- 2. That the Accessibility Advisory Committee provide direction in prioritizing Capital Accessibility Initiatives for 2018-2024.

Background

Since 2003, The Town of Aurora has maintained an Accessibility plan as part of the legislative requirement under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This plan which outlines the organization's strategy to prevent and remove barriers is reviewed and updated on an annual basis. The Accessibility plan contains a list of completed accessibility items to date (Appendix A), a list of recommended accessibility items to address (Appendix B), and the Town's Implementation plan of the AODA (Appendix C).

Staff have compiled a list of all current recommended accessibility initiatives (Appendix B) previously approved by the Aurora Accessibility Advisory Committee. Each accessibility initiative has been assigned a "Target Completion Date" for the Committee to review, prioritize and provide additions up to the year 2024. The Accessibility Plan will be reviewed and receive final approval from Council. Once approved, staff will budget an appropriate amount of funds for the removal of barriers and expected completion of these initiatives.

Attachments

2018-2024 Accessibility Plan Appendix



Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed
01-2010	<i>Physical</i> Lack of accessibility ramps for Town Events	Purchased portable wheelchair ramps to be used at Town Events/Functions as needed	\$100 One (1) ramp purchased from Aurora Seniors Centre wood shop for low- cost solution	Corporate Services, Infrastructure & Environmental Services	2010
02-2010	Communication Lack of signage to advise availability of listening devices in Council Chambers	Purchased proper signage to advertise devices available in Council Chambers	N/A	Corporate Services, Infrastructure & Environmental Services	2010
03-2010	Communication Lack of signage for TTY availability at Town Hall location	Purchased of proper signage to advertise devices available	N/A	Corporate Services, Infrastructure & Environmental Services	2010
04-2010	<i>Physical</i> Lack of accessible exterior entrance at Pine Tree Potters Guild at Library location (basement level)	Accessible ground (basement) level access to exterior door on south entrance (requires no-step entrance)	Completed via Facilities/Parks Budgets Re-graded area and added asphalt path of travel	Infrastructure & Environmental Services	2010

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Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed
05-2010	<i>Attitudinal</i> Lack of accessibility knowledge and available information for local businesses	Built relationship with Chamber of Commerce to educate local businesses about AODA and inclusion of Customers with Disabilities	N/A PowerPoint presentation on file with Accessible Customer Service booklet	Corporate Services, Accessibility Advisory Committee	2011
06-2010	<i>Physical</i> Poor access to Parks Office - large steep staircase for public to use to reach Parks staff on 2 nd level at Scanlon location	Installed door buzzer at bottom of stairs for patrons to ring for staff, and convex mirror to be placed at the top of stairs to enhance security for staff and to better determine if patrons need assistance	\$200 Doorbell and convex mirror installed Improved signage installed	Corporate Services, Infrastructure & Environmental Services, Parks & Recreation Services	2011
07-2010	<i>Physical</i> Lack of automatic door opener at main (south) entrance of Town Hall	Installed automatic door opener at main (south) entrance	\$2,500 Parts and labour	Infrastructure & Environmental Services	2011



Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed
08-2010	<i>Attitudinal</i> Lack of awareness of disability sensitivity among Town user groups who rent Town facilities	Developed "Got Access" A Guide for an Accessible Aurora, providing customer service awareness material geared towards user groups	\$5,000 Design & Print	Corporate Services, Administration	2014
10-2010	Communication Lack of accessible formats available for observing election debates	Provided electronic note- taker service for accessibility to deaf or hard of hearing residents attending debates (upon request)	\$160/two-hour meeting Mileage	Corporate Services	2010
12-2010	Communication Lack of closed captioning for Movie Nights presented at Aurora Town Library	Town Youth program staff offer closed captioned movies on specific nights (upon request)	N/A Closed captioning available with movie; would need to be programmed or activated on play system at location	Corporate Services, Parks & Recreation Services	2011
13-2010	Communication Poor acoustics/ sound system in Council Chambers	Retrofitted current acoustics and PA/microphone system	Facilities rectified situation as of April 2011. Costs associated with Infrastructure & Environmental Services	Corporate Services, Infrastructure & Environmental Services, Administration	2011

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Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed
14-2010	<i>Physical</i> Wheelchair ramp in Council Chambers is too narrow and not big enough for power wheelchairs or scooters; does not have hand rails on both sides; does not meet current building code	Reconfigured public seating area by removing small section of moveable chairs at back row (by bi- fold doors) and designated a section for patrons with wheelchairs or scooters	\$500 Minimal cost for stencil/marking of carpet tiles to designate area Clearly marked carpeted area with universal accessibility symbol to designate wheelchair section along back row	Corporate Services, Infrastructure & Environmental Services	2011
15-2010	<i>Physical</i> Lack of appropriate elevator at AFLC Some patrons refuse to use current lift because of its old technology and confined space (lift technology, very confined space, with moving walls, operated by a key/button system, is a lift <u>not</u> an elevator)	Retrofit for replacement of lift with a regular elevator that does not require a "key" operator	Capital project \$125,000 approved by Council; item transferred to Infrastructure and Environmental Services (IES) as Facilities Capital Project item completion of the Community Use for Youth space at the AFLC	AAC, Corporate Services, Infrastructure & Environmental Services, Parks & Recreation Services	2015

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Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed
16-2010	<i>Physical</i> Lack of direct path of travel from fitness centre to pool at AFLC	Redesign corridors/change rooms in conjunction with renovation of AFLC	Parks & Recreation funded item as part of Community Space for Youth AFLC renovation	AAC, Corporate Services, Infrastructure & Environmental Services, Parks & Recreation Services	2015
17-2010	Communication & Physical Lack of signage at 3 rd floor Town Hall washrooms directing patrons to location of accessible washrooms (on 1 st and 2 nd floors)	Purchased and installed appropriate signage	\$250 Temporary signs & sign holders	Infrastructure & Environmental Services	2011
19-2010	Attitudinal & Communication Lack of knowledge among Corporate Town employees regarding location of available accessibility resources within municipal buildings and Town-operated programs	Developed "Got Access" Accessibility Resource Guide for Town staff and patrons	\$5,000 Design & Print	Corporate Services, Administration	2014



Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed
20-2010	Communication Lack of awareness of availability of accessibility support for all Town Events and/or functions (upon request)	Advertised and incorporated as part of event material where people can direct inquiries or ask for assistance for accessibility	Costs vary depending on type of request received i.e. services in kind or operating supplies	Corporate Services, Administration	2012
21-2010	Communication Lack of community outreach to increase accessibility awareness	Outreach plan created by AAC and Accessibility Advisor Held annual events, information fairs, etc.	N/A	Corporate Services, Accessibility Advisory Committee, Administration	2011
22-2010	<i>Attitudinal</i> Lack of accessibility awareness among Taxicab operators	Awareness training for Taxicab operators	\$600/Training	Corporate Services, Accessibility Advisory Committee	2012
23-2010	Communication & Physical Lack of adequate signage at AFLC indicating accessible entrance location	Improved signage	\$50/sign Signage installed	Infrastructure & Environmental Services	2011

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Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed
24-2010	Communication Visual difficulties of Town-written material from Finance	Improved font size and set-up of tax and water bills	N/A Costs associated with set- up and mail out	Financial Services, Corporate Services	2012
26-2010	<i>Physical</i> No clear accessible viewing area at AFLC rink for patrons to view skating events	Space redesigned, barrier free access Chairs removed if applicable	Parks & Recreation funded item as part of Community Space for Youth AFLC renovation	AAC, Corporate Services, Infrastructure & Environmental Services, Parks & Recreation Services	2015
27-2010	Communication No formal Affordable and Accessible Housing Policy in Official Plan	Included Affordable and Accessible Housing Policy in Official Plan	N/A	Corporate Services	2010
01-2011	Physical & Communication Lack of Audible Pedestrian Signal (APS) for busy intersection at Orchard Heights and Yonge St	Installed APS at recommended intersection in collaboration with York Region	\$50,000 Retrofit cost due to condition of intersection and current poles	Corporate Services, Infrastructure & Environmental Services, Region of York Transportation Department	2012

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Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed
02-2011	<i>Physical & Attitudinal</i> Snowplows dumping snow within resident driveways – creating barriers for residents with disabilities to enter/exit their paths of travel	Windrow removal program for residents with disabilities that identify removal is an issue Driver sensitivity training provided. Included training for IES staff and sub- contractors used for plowing. Corporate Accessibility Training removing & preventing barriers	conducted in-house with minimal cost for materials	Corporate Services, Infrastructure & Environmental Services	2011
03-2011	<i>Physical & Systemic</i> Lack of disability support at Town Special Events as required	Additional staff made available when Accessibility Advisor is unable to attend (unrealistic to have one/same person attend all Events) Staff submitted accessibility request when support required for Town Events	Cost – N/A Staff allowed to 'flex' time and adjust 8:30-4:30 work week when Events are pre-planned	All Departments	2011

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Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed
04-2011	Attitudinal & Communication Lack of accessibility knowledge among user groups	Established accessible information on policies, permits, conditions & regulations	N/A	Corporate Services, Parks & Recreation Services	2016
06-2011	<i>Physical</i> Lack of safe access from bus stop across road from SARC drive- way entrance	Location of bus stop moved to facilitate safe crossing at traffic intersection Wellington/Leslie Streets	N/A	Corporate Services, Infrastructure & Environmental Services, Region of York Transportation Department	2012
07-2011	<i>Physical</i> Lack of access to the Cenotaph for people with mobility issues	Included ramp access to Cenotaph along path/stairway. Design features include Design of Public Space standards	\$20,000	Corporate Services, Parks & Recreation Services	2014



Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed
01-2012	<i>Physical & Communication</i> Lack of Amplification System in the Town Hall Committee Rooms (i.e. Leksand/Holland Rooms	Hearing Induction Loop System installed in Holland/Leksand Rooms for Public Meetings	\$5,000	Corporate Services, Infrastructure & Environmental Services	2012
02-2012	<i>Physical</i> Lack of Access into the Lap Pool of SARC	Installed permanent hydraulic lift onto the Lap Pool	\$6,000	Corporate Services, Infrastructure & Environmental Services	2012
03-2012	<i>Physical</i> Lack of Access through the back door of the Council Chambers	Installed automatic door and distress paddles	\$2,500	Corporate Services, Infrastructure & Environmental Services	2012
04-2012	<i>Physical</i> Lack of Access into the Accessible Washrooms of the Family Change room in the SARC	Installed automatic door and distress paddles	\$12,000	Corporate Services, Infrastructure & Environmental Services	2012

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Item #-Year Added	em #-Year Added Type of Barrier to Accessibility		Associated Costs	Department Responsible	Year Completed	
Communication report access Accessibility that m		Included subsection on all reports highlighting any accessible considerations that may identify, remove, and prevent barriers	N/A	Corporate Services	2016	
06-2012	<i>Physical & Communication</i> Lack of Amplification System in the West Mackenzie Room of the Aurora Seniors Centre	Hearing Induction Loop System installed in West Mackenzie Room for Public Meetings & Events	\$3,500	Corporate Services, Infrastructure & Environmental Services	2012	
07-2012	<i>Physical & Communication</i> Lack of Audible Pedestrian Signal & Curb Cuts (APS) for Yonge & Wellington, and Yonge & St. John's Side road	Installed APS at recommended intersections in collaboration with York Region	\$50,000 Retrofit cost due to condition of intersection and current poles	Corporate Services, Infrastructure & Environmental Services, Region of York Transportation Department	2012	

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Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed	
Physical signad Lack of appropriate pa accessible signage pt		Accessible way-finding signage required to meet accessible needs for patrons specifically using public areas of recreational facilities	\$5,000	Corporate Services, Infrastructure & Environmental Services, Parks & Recreation Services	2012	
09-2012	<i>Physical & Attitudinal</i> Lack of seating in Bus Shelters	Installed accessible seating in all Bus Shelters	Region of York, and YRT funded project	Corporate Services, Infrastructure & Environmental Services, Region of York Transportation Department	2012	
10-2012	<i>Physical</i> Intersection of Conover & Riveridge Blvd traffic circle has sidewalk heaving causing lip between road and sidewalk	Replacement and re- pouring of curbing/sidewalk around the traffic circle of the intersection	\$13,000	Corporate Services, Infrastructure & Environmental Services	2013	



Item #-Year Added	to Accessibility		Associated Costs	Department Responsible	Year Completed	
11-2012			\$3,000	Corporate Services, Infrastructure & Environmental Services	2016	
12-2012	<i>Physical</i> Lack of Picnic Tables in Parks accessible to various mobility aids	Incorporated Capital replacement of tables with accessible picnic tables in strategic high traffic areas		Corporate Services, Parks & Recreation Services	2013	
13-2012	<i>Physical</i> Lack of accessible Park Paths and Accessible Playground equipment	Any new parks/trails to meet the IAS Design of Public Spaces Standard for accessibility. Included Queens Diamond Jubilee Park and 2C development	\$50,000 Funds used in Capital for new /retrofit as per the Parks & Recreation Master Plan	Corporate Services, Parks & Recreation Services	2016	
14-2012	PhysicalInvestigated requirementsN/Lack of Change tables in Aquatic Centre change roomsInvestigated requirementsN/G SARC & AFLC to determine space, placement, and quantity. Family change-room has accessible stalls/rooms with accessible benches for proper transfersN/		N/A	Corporate Services, Infrastructure & Environmental Services, Parks & Recreation Services	2013	

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Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed	
15-2012	15-2012 <i>Communication</i> A Lack of TTY at municipal buildings		\$300/phone	Corporate Services	2012	
16-2012	<i>Physical</i> Lack of Parking on the street with Accessibility Parking Permit (Overnight, No stopping zones, etc.)	Reviewed existing By-law. Determined that it would provide inequalities and is winter liability for clearing of roads	N/A	Corporate Services		
17-2012	Communication Lack of accessibility on website for people with dyslexia, learning & visual impairments	The Town is proceeding to launch a new website (WCAG Level A) platform with increasing accessible features. Interim solution installed "BrowseAloud" accessible website software.	Website platform funded by Administration. Accessible software, \$2,500/year	Corporate Services, Financial Services, Administration	2012	
18-2012	<i>Physical</i> Cable trip hazard for all patrons entering front gates of Special Events i.e. Ribfest	Purchased cable protector ramps allowing barrier free access	\$2,500	Corporate Services	2012	

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Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed
20-2012	20-2012 Communication Pr tak Lack of accessible red formats available for ac observing election ha debates att		Cost \$250 per two-hour meeting/service, plus mileage cost to service provider	Corporate Services	2014
21-2012	<i>Physical</i> Lack of access along sidewalks/walkways that display Election Signs	Provided education to Candidates proper sign placement in accordance with sign By-Law. By-Law Staff enforced, removed, relocated that impeded physical access	N/A	Corporate Services	2014
01-2013	<i>Physical</i> Intersection of Yonge & Henderson Street YRT Bus Platform has sidewalk heaving causing lip between road and sidewalk	Replacement and re- pouring of curbing/sidewalk around the bus stop of the intersection	\$20,000	Corporate Services, Infrastructure & Environmental Services, Region of York Transportation	2014
02-2013	<i>Physical</i> Lack of Access to rear of AFLC Arena and Aquatic Change rooms	Replacement of rear entrances with censored automatic doors	\$25,000	Corporate Services, Infrastructure & Environmental Services,	2015

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Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed	
03-2013 <i>Physical</i> Lack of adapted weight training equipment in Club Aurora Fitness Centre		Capital expenditure of adapted universal weight training station	\$15,000	Corporate Services, Parks & Recreation Services,	2015	
04-2013	Communication & Physical Lack of Audible Pedestrian Signal (APS) for busy intersection at Aurora Heights and Yonge St	Installation of APS at recommended intersection in collaboration with York Region	\$75,000 retrofit cost due to condition of intersection and current poles	Corporate Services, Infrastructure & Environmental Services, Region of York Transportation	2016	
05-2013	Communication Lack of fixed Audio/Visual Systems in Committee Boardrooms	Installation of fixed Audio/Visual System in Leksand, Holland, and Tannery Rooms with capability for Hearing Assist, CART, etc.	\$200,000	Corporate Services, Infrastructure & Environmental Services, Financial Services	2017	
06-2013	Physical Lack of Access throughout ACC Arenas and Corridors Installation of paddle/censored automatic doors openers elimina barriers to those mobility disabilit		\$25,000	Corporate Services, Infrastructure & Environmental Services,	2015	

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Item #-Year Added	tem #-Year Added Type of Barrier to Accessibility		Associated Costs	Department Responsible	Year Completed	
D7-2013Physical Replacement and repouring of curbing/sidewalk around the traffic circle of the intersectionIntersection of Conover & Borealis Ave traffic circle has sidewalk heaving 		\$15,000 Corporate Services, Infrastruct & Environmental Services		2014		
08-2013	Communication Lack of Visual/Audio Emergency System Detectors in Town Hall meeting rooms for the public	Installation of horn/strobe alarms in Leksand, Holland, Tannery Rooms and Council Chambers	\$500/device plus installation	Corporate Services, Infrastructure & Environmental Services	2014	
		\$100,000	Corporate Services, Parks & Recreation Services,	2016		



Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed	
02-2015	015PhysicalInstallation of paddle/censored automatic doors & openers eliminated 		\$45,000	Corporate Services, Infrastructure & Environmental Services,	2016	
03-2015	<i>Physical</i> Lack of Evacuation Access to those in multi-level facilities	Updated Fire Safety Plans and Emergency Safety Protocols for Staff and Patrons in Municipal Facilities	N/A	Corporate Services, Parks & Recreation Services, Infrastructure & Environmental Services	2017	
04-2015	<i>Physical</i> Lack of Accessible Water Fountain and Bottle Fill stations in Municipal Facilities	Installation of "ADA", cooled water bottle and drinking fountain stations at ACC, AFLC, SARC, Library & Town Hall	\$30,000 Capital from IES	Corporate Services, Parks & Recreation Services, Infrastructure & Environmental Services	2016	
06-2015			\$5,000	Corporate Services, Infrastructure & Environmental Services	2017	

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Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed	
<i>Physical</i> Lack of awareness/knowledge of accessibility requirements/upgrade s to existing facilities		Conducted Facility Audits to all Facilities to identify gaps, end of life cycle components that impact barrier free access. Identified elements will be used to help build the Accessibility Plan for accessible upgrades	\$30,000 in conjunction with IES	Corporate Services, Infrastructure & Environmental Services	2017	
01-2016	<i>Physical</i> Lack of Access to JOC Washrooms, Change rooms, and Work Bays	Installation of paddle/censored automatic doors & openers eliminated barriers to those with mobility disabilities	\$35,000	Corporate Services, Infrastructure & Environmental Services,		
03-2016	Communication & Physical Lack of Accessible signage for Universal Washrooms, 2 nd Floor Aurora Public Library	Installation of appropriate way-finding signage at location in consultation with Aurora Public Library staff.	\$1,000 Operating	Corporate Services, Infrastructure & Environmental Services	2017	
Lack of Access to Pool eliminate barri		Installation of censored automatic door to eliminate barriers to those with mobility disabilities	\$5,000	Corporate Services, Infrastructure & Environmental Services,	2017	

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Item #-Year Added	Type of Barrier to Accessibility	Solution	Associated Costs	Department Responsible	Year Completed
09-2016	<i>Physical</i> Lack of Access to entrance of ACC #1 & ACC #2 from parking lot	Created paved surface to grade where designed curb cuts are located for appropriate safe, accessible routes of travel	\$200,000 (IES)	Corporate Services, Infrastructure & Environmental Services,	2017
10-2016	<i>Physical</i> Lack of a Fully Inclusive and Accessible Municipal Park	Development and Creation of Queens Diamond Jubillee Park	\$325,000 (Parks)	Corporate Services, Parks & Recreation Services,	2017





Item #-Year Added	Type of Barrier to Accessibility	Proposed Solution	Associated Costs	Department Responsible	Status of Project Item	Target Year Completion
11-2010	Communication Lack of captioning option for Council meetings Broadcasted	Captioning to be included for streaming of Council & Committee meetings with Council A/V upgrade	\$15,000/year	Corporate Services, Administration	No enforcement under CRTC that captioning is required for community programming	2017
18-2010	Communication & Physical Lack of appropriate signage and way- finding system directing patrons to the appropriate Departments and/or areas located within Town Hall	Hire consultant to investigate potential solutions for a visual way-finding system for Town Hall	\$50,000	Corporate Services, Infrastructure & Environmental Services,	Visual way-finding system should be delayed until org. review and space analysis complete Possible interim solution would be to have GIS staff develop Town Hall map with legend to be available at all entrances and Dept. counters	2017





Item #-Year Added	Type of Barrier to Accessibility	Proposed Solution	Associated Costs	Department Responsible	Status of Project Item	Target Year Completion
25-2010	<i>Physical</i> Counters at Town Hall do not include lower counter cuts for people using mobility devices	Install accessible Reception counters at all Town Hall Departments	42,000 \$7,000/each	AAC, Infrastructure & Environmental Services, Corporate Services	As of January 1, 2016 all service counters, queuing lines, and waiting areas must be accessible as per IASR Design of Public Space Standards	2018
05-2011	<i>Physical</i> Increase accessibility in Council Chambers	Re-design and construct barrier-free Council Chambers	Cost estimated at \$250/square foot	Corporate Services, Infrastructure & Environmental Services	Retain architect to determine design and feasibility relating to the Ontario Building Code (OBC) in conjunction with Town Hall refresh	2022
19-2012	<i>Physical & Vision</i> Lack of accessible lighting in Town parks that host/run events	Determine high traffic areas and conduct needs assessment of accessible lighting or lack thereof	\$50,000/Machel Park in association with Parks Department	Corporate Services, Parks & Recreation Services	Safety issue for patrons entering/exiting park facilities & events due to lack of lighting	2017

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Item #-Year Added	Type of Barrier to Accessibility	Proposed Solution	Associated Costs	Department Responsible	Status of Project Item	Target Year Completion
01-2015	Communication & Physical Lack of Audible Pedestrian Signal (APS) for busy intersection at Kennedy and Yonge St	Installation of APS at recommend ed intersection in collaboration with York Region	\$75,000 retrofit cost due to condition of intersection and current traffic poles	Corporate Services, Infrastructure & Environmental Services, Region of York Transportation	Capital replacement costs \$75,000 per intersection per year prioritizing need of traffic intersection	2018
05-2015	<i>Physical & Vision</i> Lack of accessible lighting in Town parks that host/run events	Determine high traffic areas and conduct needs assessment of accessible lighting or lack thereof	\$100,000/ Lambert Willson Park/Arboretum in association with Parks Department		Safety issue for patrons entering/exiting/traveling park facilities due to lack of lighting	2018





Item #-Year Added	Type of Barrier to Accessibility	Proposed Solution	Associated Costs	Department Responsible	Status of Project Item	Target Year Completion
02-2016	Communication & Physical Lack of Audible Pedestrian Signal (APS) for busy intersection at Murray and Yonge St	Installation of APS at recommend ed intersection in collaboration with York Region	\$75,000 retrofit cost due to condition of intersection and current traffic poles	Corporate Services, Infrastructure & Environmental Services, Region of York Transportation	Capital replacement costs \$75,000 per intersection per year prioritizing need of traffic intersection	2017
04-2016	<i>Physical</i> Lack of Access to Universal Washrooms, 2 nd Floor Aurora Public Library	Installation of paddle/cens ored automatic doors & openers eliminated barriers to those with mobility disabilities	\$10,000	Corporate Services, Infrastructure & Environmental Services		2018





Item #-Year Added	Type of Barrier to Accessibility	Proposed Solution	Associated Costs	Department Responsible	Status of Project Item	Target Year Completion
05-2016	<i>Physical</i> Lack of Access to Yonge Street Vestibule Entrance, First Floor Aurora Public Library	Installation of censored automatic door sliders eliminated barriers to those with mobility disabilities	\$20,000	Corporate Services, Infrastructure & Environmental Services		2019
06-2016	<i>Physical</i> Lack of Access to Vestibule Entrance Aurora Seniors Centre	Installation of censored automatic door sliders eliminated barriers to those with mobility disabilities	\$20,000	Corporate Services, Infrastructure & Environmental Services		2018
08-2016	<i>Physical</i> Lack of Access to Victoria Hall entrance	Installation of permanent ramp	\$20,000	Corporate Services, Infrastructure & Environmental Services,		2018

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Appendix C – Town of Aurora Implementation Plan 2018-2024 Accessibility for Ontarians with Disabilities Act Integrated Accessibility Standards, Ontario Regulation 191/11 IASR

Topic and Implementation Date	Detail of What is Required	Action
General		
ss 1 - 2 Purpose,	application and definitions	
Establishment of Accessibility Policies January 1, 2013 COMPLIANT	 3 (1) Develop policies in regards to how we plan on working towards an accessible municipality as per the AODA (2) Write a statement of organizational commitment to meet the needs of people with disabilities, in a timely manner (3) (a) Write one or more written documents describing it's policies (b) Make the written documents available to the public, and provide them in an accessible format when requested 	 Staff Report summarizes plan and amends current Accessible Customer Service Policy made by way of the following Council adoption on September 15, 2009: Additional IASR Policy The Town of Aurora describes that as an organization "it is committed and guided by the four core principles of Dignity, Independence, Integration, and Equal Opportunity and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms, and the Accessibility for Ontarians with
		All Council reports are publically available and posted on the Town of Aurora website.
Accessibility	4 (1) (a) Develop a multi-year accessibility plan which shows how the municipality will prevent	4 (1) Assigned to the Accessibility Advisor, a draft of the multi- year accessibility plan will be reviewed with the AAC.



Appendix C – Town of Aurora Implementation Plan 2018-2024 Accessibility for Ontarians with Disabilities Act Integrated Accessibility Standards, Ontario Regulation 191/11 IASR

Plans January 1, 2013 COMPLIANT	 and remove barriers as per the AODA (b) Post plan on the Town of Aurora's website, provide in an accessible format when requested (c) Review/update plan at least once every five years (2) Review/update the accessibility plans in consultation with people with disabilities and the AAC (3) (a) Prepare a status report (annually) discussing the progress the municipality has taken in regards to clause (1) (b) Post the status report on the Town of Aurora's website, and provide in an accessible format when requested 	4(2) Town of Aurora holds an annual public input Forum. 4(3) Town of Aurora AAC & Council reviews accessibility plans Status reports are publically available and posted on the Town of Aurora website.
Procuring or Acquiring goods, services or facilities January 1, 2013 COMPLIANT	 5 (1) Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities (2) An explanation must be provided, upon request if it is not practicable to the above clause 5 (1) 	An amendment to the Purchasing By-law. By-Law 5500-13, 25.1- 25.2 has a section specifically referencing the AODA as follows: 25. ACCESSIBILITY CONSIDERATIONS 25.1 The Town is committed to giving people with disabilities the same opportunity to access Town Goods and Services and allowing them to benefit from the same Services, in the same place and in a similar way as other customers. Pursuant to the provisions of the AODA and s. 5(1) of O. Reg. 191/11, as amended, the Town shall incorporate accessibility design, criteria, and features when procuring or acquiring Goods,

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Appendix C – Town of Aurora Implementation Plan 2018-2024 Accessibility for Ontarians with Disabilities Act Integrated Accessibility Standards, Ontario Regulation 191/11 IASR

		Services, or facilities, except where it is not practicable to do so. Programs, Goods, Services, facilities, etc. should be accessible to persons with disabilities (visible and invisible), including (without limitation): hearing loss, vision loss, physical or mobility related impairments, temporary disabilities, learning, speech, language, cognitive, psychological, psychiatric, intellectual and developmental disabilities, allergies, and multiple chemical sensitivities.
		25.2 If it is determined not to be practicable to incorporate accessibility design, criteria, and features when Purchasing Goods, Services, or facilities, the Department Head responsible for any such Procurement shall, upon request, provide an explanation.
s 6 Self Service K	iosks	
Training	7(1) Training must be provided on the	Communication sent out to all current employees using Town of
January 1, 2014	requirements of the accessibility standards in regards to the AODA and the Human Rights	Aurora traditional communications channels. All existing employees received AODA Integrated Accessibility Standards Bagulation and Human Diabta Code "duty to accommodate"
COMPLIANT	Code as it pertains to people with disabilities to, (a) All employees and volunteers	Regulation and Human Rights Code "duty to accommodate" training. Information regarding the Accessibility for Ontarians with
	(b) All people who participate in developing the organization's policies	Disabilities Act included in Town orientation which is provided to every Town of Aurora employee. Additional training on specific
	(c) All people who provide goods, services or	elements of the Integrated Standard that are applicable to
	facilities on behalf of the Town of Aurora	specific employees provided to those employees, as for

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Appendix C – Town of Aurora Implementation Plan 2018-2024 Accessibility for Ontarians with Disabilities Act Integrated Accessibility Standards, Ontario Regulation 191/11 IASR

 (2) The training will be appropriate to the duties of the employees, volunteers and other people (3) Every person will be trained as soon as practicable (4) Training will be provided if there are any changes to the policies, on an ongoing basis (5) The municipality must keep a record of the training provided, including the training dates and the number of people who participated 	example all Supervisors will receive training on the Employment Standards and all applicable staff requiring procurement will receive training on the General Requirement. The Town of Aurora has a protocol in place for managing employee training records.
training provided, including the training dates	

Information and Communications Standards

Feedback January 1, 2014 COMPLIANT	11(1) All processes for receiving and responding to feedback must be accessible to people with disabilities,(2) Accessible formats and communication supports must be provided in an accessible format when requested(3) Notify the public about the availability of accessible formats and communication supports	Information about how to make information accessible included in staff training. Communications (Hard Copy or Electronically via website) with the public include information regarding available accessible formats.
Accessible Formats and Communication Supports	12 (1) Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request, (a) in a timely manner	Currently, the "Accessible Customer Service Policy" includes provisions that the Town of Aurora provides equal treatment to people with disabilities with respect to the use and benefit of Town services, programs, goods, information and facilities and that no additional fees are charged because of or related to the



January 1, 2015 COMPLIANT	 (b) at a cost that is no more than the regular cost charged to other persons (2) The municipality must consult with the person making the request in determining the suitability of an accessible format or communication support. (3) Notify the public about the availability of accessible formats and communication supports 	disability. Notification provided on Home page of the Town's website
Emergency Procedure, Plans or Public Safety Information January 1, 2012 COMPLIANT	 13(1) Emergency procedures, plan or public safety information are provided to the public, the information must be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request. (2) Emergency procedures, plans or public safety information must be available to the public 	13(1) The Town of Aurora has an extensive Emergency Response Plan with community partners who are able to assist in the event of an emergency. Information is provided to the public by way of the Town of Aurora website and Town of Aurora publications. This plan is available in an accessible format and/or with appropriate communication supports upon request.
Accessible Websites and Web Content WCAG 2.0 Level	14(1) Internet and intranet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, and shall do so in accordance with the schedule set out in	New Town of Aurora website platform launched in early 2014 and is WCAG Level A as required by Accessibility Advisor to Communications Manager
A January 1, 2014 ONGOING	this section 14(2) Internet websites and web content must conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level	(Documented in: Web Platform Strategy – RFP Fall, 2012). Corporate Templates formatted to WCAG guidelines. Accessible Communications Guidelines drafted to train all applicable staff in appropriate content for documents and websites meeting

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WCAG 2.0 Level AA January 1, 2021 PENDING	AA. Exceptions Apply	accessibility needs.
ss 15 - 18 Specifi Public Libraries January 1, 2013 COMPLIANT	c to Education and Training Bodies 19(1) Access to or arrange for accessible materials where they exist (2) Information about the availability of accessible materials publicly available and shall provide the information in accessible format or with appropriate communication supports, upon request (3) Library boards may provide accessible formats for archival materials, special collections, rare books and donations	 Aurora Public Library have accessible materials and services that include: Kurzweil 1000 & 3000 (scanning, writing, reading software) ZoomText (Magnifying software) JAWS (Screen reading software) Duxbury Braille Translator Large print, Audio books, Electronic books Mosio text messaging software



Employment Standards

ss 20 - 21 Scope, interpretation and schedules

Recruitment January 1, 2014	22 Notify employees and the public about the availability of accommodation for applicants with disabilities during recruitment process	An accessibility tagline added to all job advertisements effective January 2014, advising applicants of the availability of accommodations during the recruitment process.
COMPLIANT		
Recruitment, Assessment or Selection Process January 1, 2014 COMPLIANT	 23(1) During the recruitment process, notify job applicants that accommodations are available upon request in relation to the materials or processes to be used. (2) The employer will consult with the applicant and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to their disability. 	Town of Aurora Recruitment policies and process are compliant with all applicable legislation, including but not limited to the Accessibility for Ontarians with Disabilities Act, the Employment Standards Act, the Ontario Labour Relations Act, the Human Rights Code, the Municipal Freedom of Information and Protection of Privacy Act. Applicants who are selected to proceed to the interview stage will be advised of the availability of accommodations during the recruitment process. Applicants must meet the occupational requirements of the position available to proceed to the interview stage.
Notice to Successful Applicants January 1, 2014	24 When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	The standard offer letter has been amended to notify the successful applicant of Town of Aurora policies for accommodating employees with disabilities.

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COMPLIANT		
Informing Employees of Supports January 1, 2014 COMPLIANT	 25(1) Inform employees of its policies used to supports employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. (2) Provide the information required to new employees as soon as practicable after they begin employment (3) Provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. 	Town of Aurora has a Return to Work Policy and an established practice for the application of that policy. An update on the AODA Integrated Standard provided to all current employees using our traditional communications channels. All new employees receive the information as part of their offer and onboarding process. In 2013, AODA Training has included an education component on the Integrated Accessibility Standard for Employment.
Accessible Formats and Communication Supports for Employees January 1, 2014 COMPLIANT	 26(1) Where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace (2) Consult with the employee making the request in determining the suitability of an accessible format or communication support 	Current practice is to respond to the unique requests for information from individual employees in a way that meets all of their needs, including those for accessible formats. The Town of Aurora has procedures, including "Modified Work Duties" in the Return to Work policy and its implementation is inherently individualized and customized to each employee's particular circumstances.

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Workplace Emergency Response Information January 1, 2012 COMPLIANT	 27(1) Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. (2) Provide the workplace emergency response information to the person designated by the employer to provide assistance (3) Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability. (4) Review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies 	Communication sent out to all current employees using Town of Aurora traditional communications channels. Employees who have self- identified as requiring emergency response assistance or information are asked to complete a brief information/request support form and then meet with an HR representative, chosen "designee" to develop an appropriate individualized evacuation and emergency response plan. Any new employees moving forward will have this introduced upon their initial HR orientation.
Documented Individual Accommodatio n Plans	28(1) Develop a written process for the development of documented individual accommodation plans for employees with disabilities.	Town of Aurora procedures on "Modified Work Duties" and its established processes include detailed documentation for all individual accommodation plans. A Return to Work policy also includes written details and descriptions of the individual
	(2) The process for the development of documented individual accommodation plans	accommodation.



January 1, 2014 COMPLIANT	 shall include eight prescribed elements. (3) Individual accommodation plans shall, (a) if requested, include any information regarding accessible formats and communications supports provided (b) include individualized workplace emergency response information (c) identify any other accommodation that is to be provided. 	Where applicable, CUPE is involved in the development of individual accommodation or return to work plans. All information gathered and used in this process is protected in accordance with MFIPPA and other applicable legislation.
Return to Work Process January 1, 2014 COMPLIANT	 29(1)(a) Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; (b) document the process (2) The return to work process will, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; (b) use documented individual accommodation plans (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any 	Town of Aurora procedures on "Modified Work Duties" and its established processes include detailed documentation for all individual accommodation plans. A Return to Work policy also includes written details and descriptions of the individual accommodation. Where applicable, CUPE is involved in the development of individual accommodation or return to work plans. All information gathered and used in this process is protected in accordance with MFIPPA and other applicable legislation.



	other statute.	
Performance Management January 1, 2014 COMPLIANT	30(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as the individual accommodation plans, when using its performance management process in respect of employees with disabilities	Employees whose performance may be impacted by a possible disability are referred to Human Resources who assists in assessment and development of an action plan if appropriate to do so. Information included in Supervisory Training and noted when this standard is discussed between the Human Resources Manager and Accessibility Advisor. Performance Review policy has been updated to reflect accommodations given to those with disabilities
Career Development and Advancement January 1, 2014 COMPLIANT	31 An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities	Unless a vacant position is identified through the modified work duties as being a suitable accommodation for an individual employee, all Town of Aurora positions are posted and filled through a job competition. Competition includes the provision of suitable accommodations to candidates with a disability.
Redeployment January 1, 2014 COMPLIANT	32 An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	The Town of Aurora has procedures for Modified Work Duties and a Return to Work Policy.
ss 33 – 73 Conventional and Specialized Transportation Service Providers		

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ss 74 – 77 School Transportation and Ferries

Transportation Standards – Duties of Municipalities and Taxi Cabs

Accessible Taxicabs January 1, 2013 COMPLIANT	 79(1) Consult with its municipal accessibility advisory committee, the public and persons with disabilities to determine the proportion of on- demand accessible taxicabs required in the community. (2) Identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan. 	 79(1) Agenda Item for information & recommendation at AAC February 2012. Public Input received at Accessibility Forum June 2012. 79(2) Accessible Taxi Driver Training in effect for all licensed Brokers/Operators in the Town of Aurora. Training includes taxi drivers who transport persons with disabilities. Staff Report to AAC November 2012 detailed proportionate number of "ondemand" accessible cabs.
Accessible Taxicabs July 1, 2012 s. 80(1) COMPLIANT s. 80(2) COMPLIANT	 80(1) Any municipality that licenses taxi cabs shall ensure that owners and operators of taxicabs are prohibited, (a) from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; (b) from charging a fee for the storage of mobility aids or mobility assistive devices (2) Ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab. (3) Ensure that owners and operators of taxicabs 	 80(1) Town of Aurora Licensing By-Law 4258-01.P, schedule 13 is revised to reflect these changes. 80(2) (3) The Manager of By-Law Enforcement has been notified of these requirements and has implemented the requirements. Revisions to By-Law 4258-01.P, schedule 13 have been made.



make available vehicle registration and
identification information in an accessible format
to persons with disabilities who are passengers

Design of Public Space Standards

ss 80.1 - 80.5 Definition, Application and Schedules

		-
Recreational Trails & Beach Access Routes January 1, 2016 ONGOING	80.6 – 80.15 This applies to new constructed and redeveloped recreational trails that an obligated organization intends to maintain. Obligated organizations must consult with the public and persons with disabilities. Municipalities must also consult with their municipal accessibility advisory committees.	The Town of Aurora will review and update current processes to make sure the accessibility requirements of the Design of Public Spaces Standards are applied where applicable, to new or redeveloped projects. The Town will update procurement procedures and guidelines, where needed, to reflect the requirements for public spaces. Town staff informed about the public spaces requirements.
		The Town will consult with the public, persons with disabilities and Accessibility Advisory Committee
Outdoor Public Use Eating Areas January 1, 2016 ONGOING	 80.16 – 80.17 Obligated organizations, shall ensure that where they construct or redevelop outdoor public use eating areas that they intend to maintain, the outdoor public use eating areas meet the following requirements: 1. A minimum of 20 per cent of the tables that are provided must be accessible to persons 	The Town of Aurora will review and update current processes to make sure the accessibility requirements of the Design of Public Spaces Standards are applied where applicable, to new or redeveloped projects. The Town will update procurement procedures and guidelines, where needed, to reflect the requirements for public spaces. Town staff informed about the public spaces requirements.

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	using mobility aids by having knee and toe clearance underneath the table and in no case shall there be fewer than one table in an outdoor public use eating area that meets this requirement.	
	2. The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable.	
	3. Tables that are accessible to persons using mobility aids must have clear ground space around them that allows for a forward approach to the tables	
Outdoor Play Spaces	80.18 – 80.20 When constructing new or redeveloping existing outdoor play spaces, obligated organizations, shall consult on the	The Town of Aurora will review and update current processes to make sure the accessibility requirements of the Design of Public Spaces Standards are applied where applicable, to new or
January 1, 2016	needs of children and caregivers with various	redeveloped projects. The Town will update procurement
ONGOING	disabilities and shall do so in the following manner:	procedures and guidelines, where needed, to reflect the requirements for public spaces. Town staff informed about the
	1. Large organizations must consult with the public and persons with disabilities.	public spaces requirements and is applying "Annex H" Accessibility Playground Guidelines.
	2. Municipalities must also consult with their municipal accessibility advisory committees	The Town will consult with the public, persons with disabilities and Accessibility Advisory Committee



	When constructing new or redeveloping existing play spaces that they intend to maintain, obligated organizations, other than small organizations, shall, (a) incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design of outdoor play spaces; and (b) ensure that outdoor play spaces have a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space	
Exterior Paths of Travel	80.21 – 80.31 This applies to newly constructed and redeveloped exterior paths of travel that are	The Town of Aurora updated current processes (i.e. Site Plan Manual) to make sure accessibility requirements of the Design of
January 1, 2016	outdoor sidewalks or walkways designed and constructed for pedestrian travel and are	Public Spaces Standards are applied where applicable, to new or redeveloped projects. The Town updated procurement
COMPLIANT	intended to serve a functional purpose and not to provide a recreational experience	procedures and guidelines, where needed, to reflect the requirements for public spaces. Town staff informed about the public spaces requirements.
Accessible Parking	80.32 – 80.39 Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they	The Town of Aurora will review and update current processes (i.e. Site Plan Manual) to make sure the accessibility requirements of the Design of Public Spaces Standards are



January 1, 2016 COMPLIANT	intend to maintain, the off-street parking facilities meet the requirements set out in this Part	applied where applicable, to new or redeveloped projects. The Town will update Zoning By-law #2213-78 and designated disabled parking By-law 4574-04.T where needed, to reflect the requirements for public spaces. Town staff informed about the public spaces requirements.
Obtaining Services January 1, 2016 ONGOING	 80.40 – 80.43 Obligated organizations shall meet the requirements set out in this Part in respect of the following: 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas. 	The Town of Aurora will review and update current processes to make sure the accessibility requirements of the Design of Public Spaces Standards are applied where applicable, to new or redeveloped projects. The Town will update procurement procedures and guidelines, where needed, to reflect the requirements for public spaces. Town staff informed about the public spaces requirements.
Maintenance January 1, 2016 ONGOING	 80.44 obligated organizations, shall ensure that their multi-year accessibility plans include the following: 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order 	The Town of Aurora will review and update procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards. The Town will also review and update procedures for dealing with temporary disruptions when these accessible elements are not functional.



Customer Service Standards ss 80.45 Scope and interpretation		
COMPLIANT		
Use of Service Animals and Support Persons January 1, 2010 COMPLIANT	 80.47 (2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. (4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises 	The Town of Aurora ensures access of all patrons to any municipal facility with use of assistive devices, service animals and support persons. Any support person, use of service animal and/or assistive devices are not charged a fee for the assistance for the person with a disability.
Notice of Temporary Disruptions	80.48 If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular	The Town of Aurora provides Notice of Service disruptions for any good, service, and/or facility that is disrupted. This is accomplished through templates for hard copy, press release



January 1, 2010 COMPLIANT	facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public	and on-line distribution.
Training for Staff, etc. January 1, 2010 COMPLIANT	80.49 In addition to section 7, Every provider shall ensure that every employee, volunteer, third part contractor receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities	All employees, volunteers, and third party contractors receive Accessible Customer Service training. Information regarding the Accessibility for Ontarians with Disabilities Act included in Town orientation which is provided to every Town of Aurora employee. Additional training on specific elements of Accessible Customer Service include assistive devices, support animals, support persons, notice of service disruptions and processes for feedback. The Town of Aurora has a protocol in place for managing employee training records.
Feedback Process Required January 1, 2010 COMPLIANT	 80.50 Every provider shall establish a process for receiving and responding to, (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3) 	The Town of Aurora provides avenues for processes of feedback. All customer service counters provide feedback forms. Corporate Website provides electronic options for feedback among others. Feedback is processed with Accessibility Advisor and documented for follow-up and any action deemed necessary.



Format of Documents January 1, 2010 COMPLIANT	 80.51 If a provider is required to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons 	The Town of Aurora provides alternative formats and communication supports to persons with disabilities at no additional charge and in a timely fashion taking in account with the person's accessibility needs. Notice is provided on corporate documents and on the website.

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100 John West Way Box 1000 Aurora, ON L4G 6J1 **Phone:** 905-727-3123 Ext. 4342 **Email**: ffilipetto@aurora.ca **www.aurora.ca**

Planning and Building Services

INTERNAL MEMORANDUM

DATE: October 27, 2017

- **TO:** B. Butler, Planning and Building Services
 - S. Sample, Planning and Building Services
 - G. Greidanus, Parks, Recreation and Cultural Services
 - J. Van Scheyndel, Corporate Services
 - S. Stein, Central York Fire Services
 - C. Catania, Accessibility Advisory Committee
- **FROM:** Fausto Filipetto, Planning and Building Services

Re: Site Plan Application (Submission 3) MBH Aurora Lodging GP Limited Northeast Corner of Goulding Avenue and Eric T. Smith Way Part of Lot 1, Registered Plan 65M-4324 Part 1, Plan 65R-35666 File Number: SP-2017-04

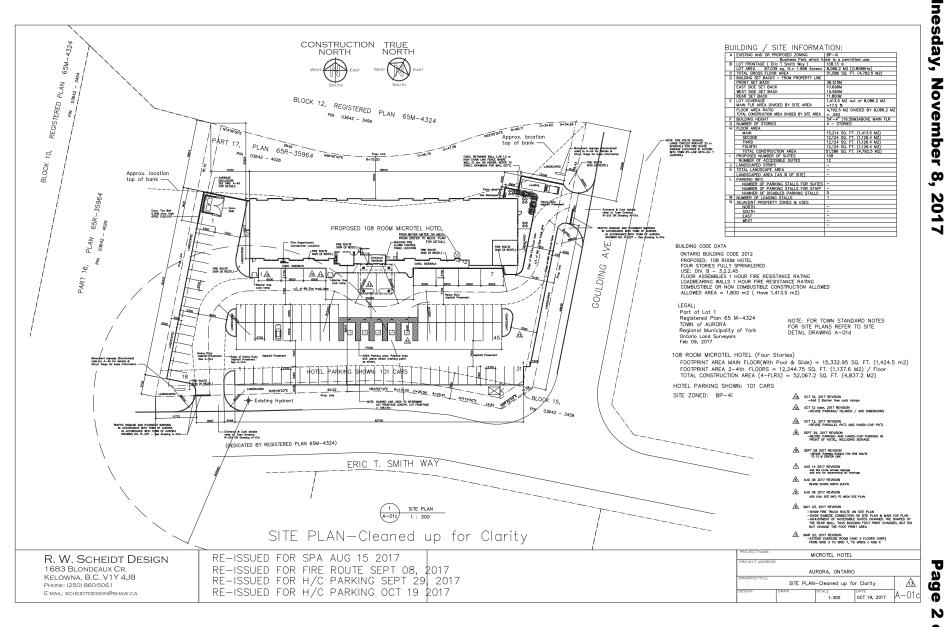
Attached please find the third submission of the above noted site plan application for your review. Please review this proposal and provide us with your comments and/or any recommended revisions that you may require by **Monday**, **November 6**, **2017**.

Should you have any questions regarding the above, please feel free to contact me.

Yours truly,

Fausto Filipetto, B.A.A., M.C.I.P., R.P.P. Senior Policy Planner Planning and Building Services

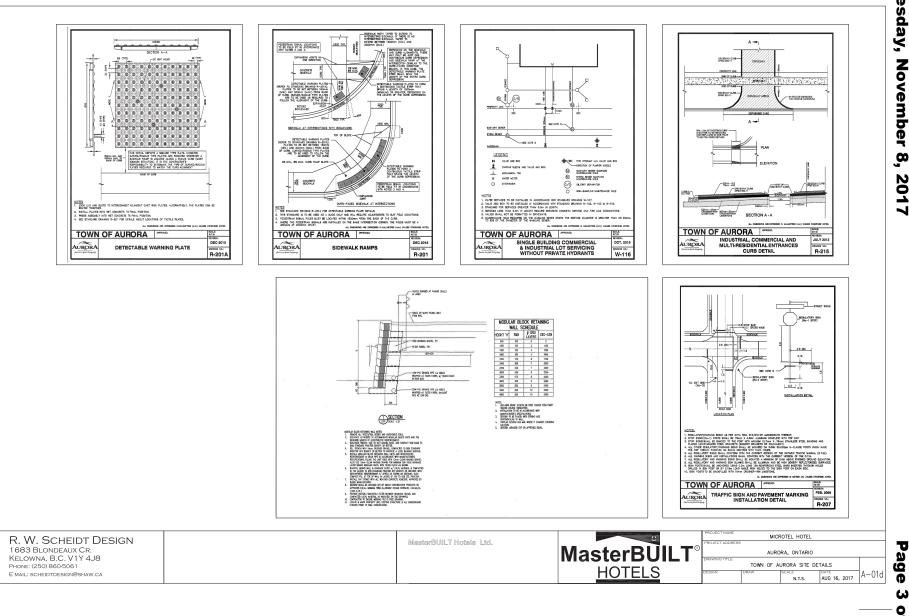
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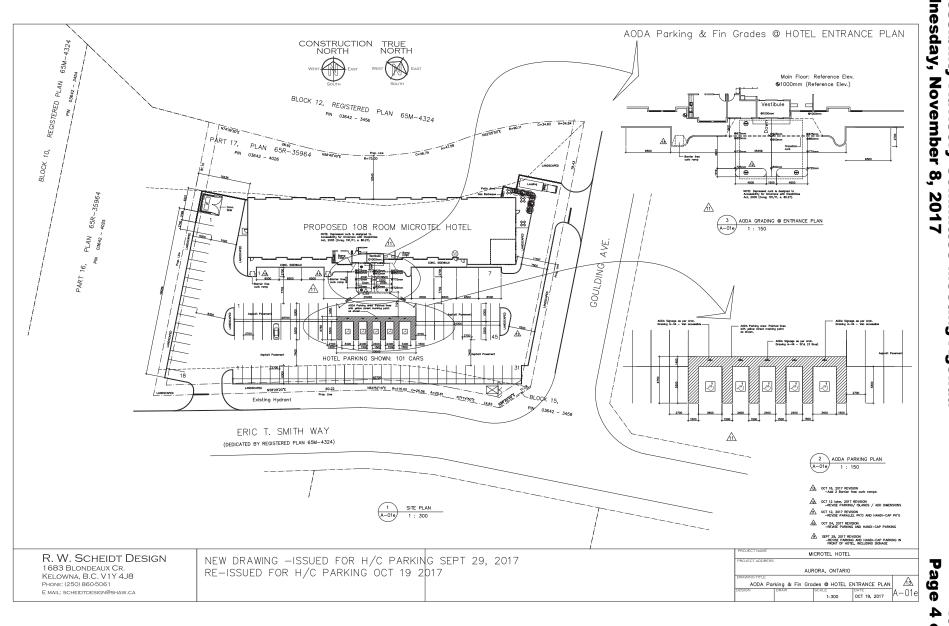
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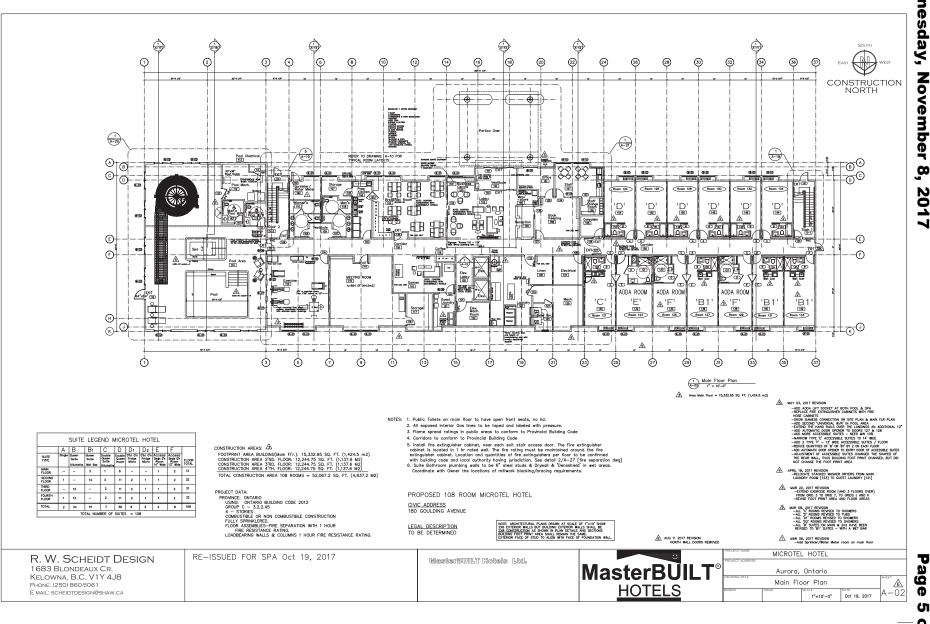
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Accessibility Advisory Committee Meeting Agenda Wednesday, November 8, 2017

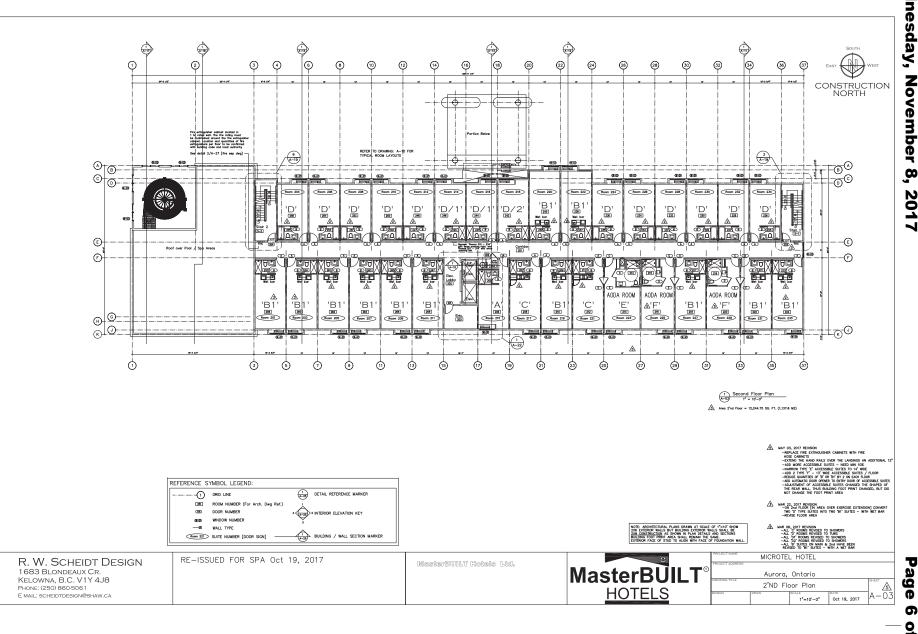
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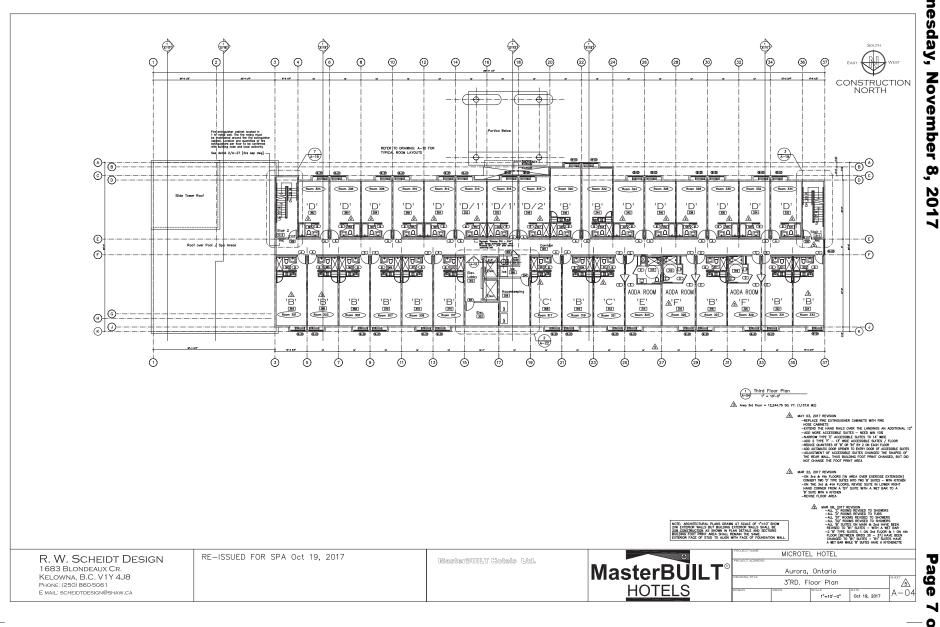
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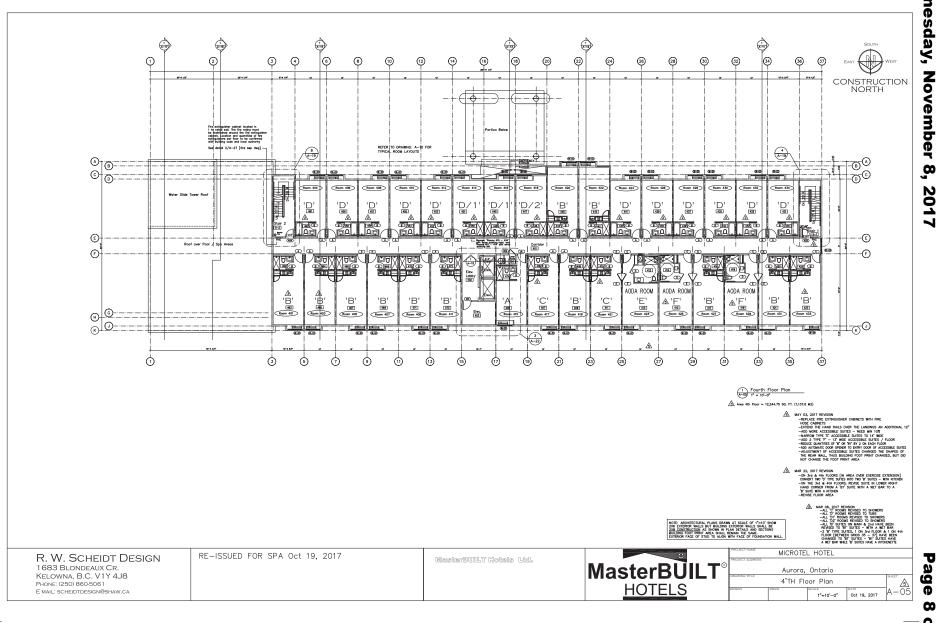
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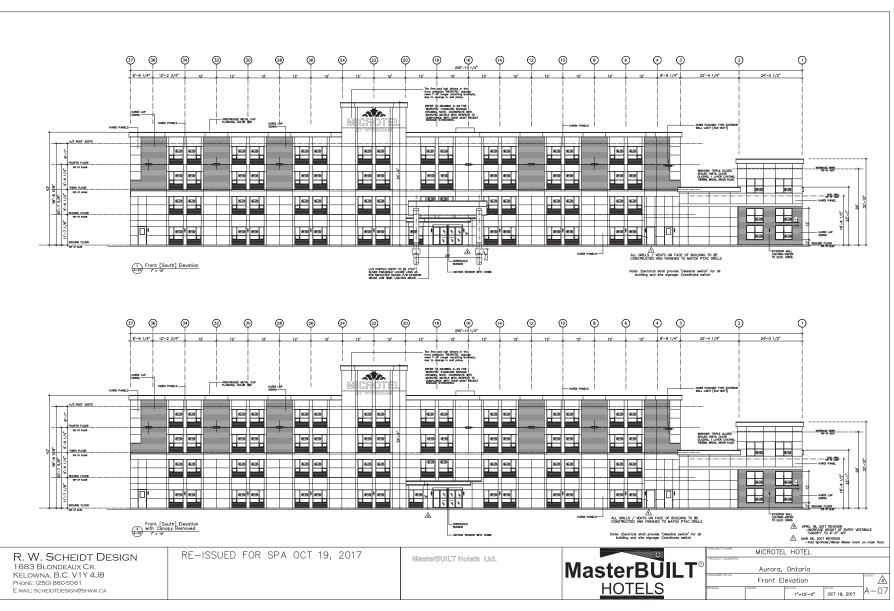


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Accessibility Advisory Committee Meeting Agenda Wednesday, November 8, 2017

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