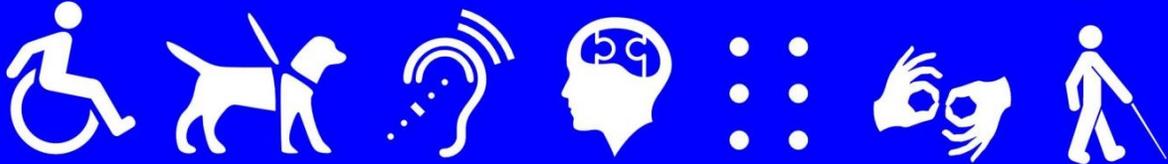


Accessible Whitby



Town of Whitby Accessibility Plan 2019 – 2022

The Corporation of the Town of Whitby is committed to providing an accessible environment in which residents, visitors and employees have equitable access to municipal programs, services and facilities in a way that respects the dignity and independence of each individual.

The municipality is dedicated to ensuring that all legislated obligations under the Accessibility for Ontarians Disabilities Act are met and that compliance with these standards is maintained.

Table of Contents

Executive Summary.....	3
Why accessibility is good for Ontario.....	4
Objectives of the Accessibility Plan	5
Highlights from Accessibility Plan 2016-2018	6
Accessible Customer Service Standard.....	7
General Requirements.....	9
Information and Communications Standard.....	10
Employment Standard.....	12
Transportation Standard.....	12
Design of Public Spaces Standard and Built Environment	14
The Town of Whitby Accessibility Advisory Committee.....	22
Accessibility Staff Working Group	24
Consultation Activities.....	25
Review and Monitoring Process	25
Communication of the Accessibility Plan.....	25
Provincial Legislation	26
Ontarians with Disabilities, 2001 (ODA)	26
The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)	26
Accessibility Standards	27

Executive Summary

The Town of Whitby Accessibility Plan 2019-2022 outlines the initiatives the Town intends to achieve to ensure compliance with the Province’s accessibility legislation. As a designated public sector organization, the Town of Whitby is required to have and make public a multi-year accessibility plan.

The multi-year accessibility plan creates a road map for the organization to demonstrate to its customers how it intends to increase accessibility. The plan puts into action an organization’s commitment to accessibility. The intent of the Provincial requirement is that obligated organizations develop a multi-year accessibility plan, outlining their strategies to identify, prevent and remove barriers to accessibility. In the development of the Town of Whitby’s accessibility plan, each Accessibility Standard Regulation enacted by the Province must be included and addressed. Once developed, organizations must maintain their Accessibility Plan.

The Accessibility for Ontarians with Disabilities Act (AODA) is a law that sets out a process for developing and enforcing accessibility standards. Accessibility Standards Regulations are laws that government, businesses, non-profits and public sector organizations must follow to become more accessible.



Participants at Whitby's Open Streets Event

Why accessibility is good for Ontario

Why Accessibility is good for Ontario

ac'ces'si'bil'i'ty [ak-ses-uh-bihleetee] noun

Accessibility simply means giving people of all abilities opportunities to participate fully in everyday life.

now

1 in 7 people in Ontario have a disability,
that's **1.85 million** Ontarians.

1 in 7



soon

By 2036, that number will rise to
1 in 5 as the population ages.

1 in 5



Customers with disabilities are a growing market no business can afford to overlook.



In the next 20 years, an aging population
and people with disabilities will represent
40% of total income in Ontario

— that's **\$536 Billion.**

360,000

Ontario businesses and organizations affected by
Ontario's accessibility law. It helps them meet
the needs of people with disabilities and
attract their growing spending power.

**A more accessible Ontario is good for
our economy and our communities.**



Improved accessibility in Ontario can help generate up to:

\$9.6 Billion in new retail spending **& \$1.6 Billion** in new tourism spending



Objectives of the Accessibility Plan

This plan describes the measures that the Town will use to identify, remove and prevent barriers for persons with disabilities to access the facilities, programs and services of the Town of Whitby.

The 2019 - 2022 Accessibility Plan includes:

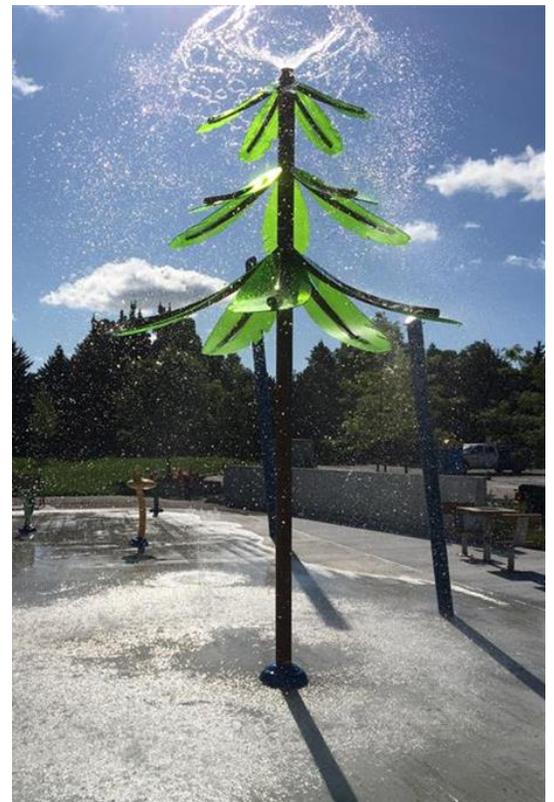
- Highlight of accomplishments from the 2016 – 2018 Accessibility Plan;
- Actions to be taken to comply with the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11;
- Measures the Town will be taking in 2019 – 2022 to identify, remove and prevent barriers to persons with disabilities within their programs, services and facilities;
- The monitoring process for the Accessibility Plan; and,
- The actions planned to communicate the 2019-2022 Accessibility Plan to the public.



Bridge connecting White Oaks neighbourhood to Jeffery Park

Highlights from Accessibility Plan 2016-2018

- The Whitby Public Library introduced Core Customer Service Competencies, that include:
- “Demonstrate comfort assisting library users with disabilities and accommodating special needs:
 - Understand and apply the accessibility principles of dignity, independence, integration and equal opportunity.
 - Assist and communicate with persons with a disability in a manner that is respectful, helpful and accommodating.
 - Be familiar with and recommend appropriate accessibility supports, and adaptive and assistive devices and alternate formats available through the library.
 - Provide or arrange to provide accessible formats and communication supports for persons with disabilities, taking into account the person’s accessibility needs, and provided related learning opportunities.
- Provided assisted listening devices at service counters, in meeting rooms and other identified Town facilities through a grant from the Federal Enabling Accessibility Fund;
- Provided emergency evacuation chairs in multi-level Town facilities and improvements to means of egress from Town facilities during emergency situations through a grant from the Federal Enabling Accessibility Fund;
- Redeveloped Jeffery Park, creating a bridge connection between the White Oaks neighbourhood, installing an accessible playground and splash pad; and
- Implemented a new recreation program registration system to improve accessibility and ease of online registration and bookings.



Action Plan

Accessible Customer Service Standard

2019

- Whitby Public Library - To provide staff development opportunities to ensure that staff have the tools to deliver library service in a way that respects the dignity and independence of each individual;
- Whitby Public Library - To promote Centre for Equitable Library Access services for patrons with print disabilities;
- Whitby Public Library - To continue to engage with community partners such as Autism Awareness Durham, Alzheimer Society, Abilities Centre, CNIB to ensure accessible and inclusive library services;
- Corporate Communications Division – To collaborate with Accessibility Advisory Committee to promote a community accessibility survey;
- Clerks Department – To review the implementation of customer feedback boxes;
- Corporate Communications Division – To develop and implement a community engagement strategy and action plan;
- Corporate Communications Division – To develop and implement a volunteer strategy and action plan;
- Recreation Division – To monitor and review of inclusion services membership and programs to identify areas for enhancement;
- Recreation Division – To review of Recreation subsidy program and usage levels to maintain most robust subsidy program in Region of Durham;
- Corporate Communications Division – To develop and implement a special events plan and policy that improves access for all residents to special events hosted by the Town of Whitby;
- Seniors Services – To provide Seniors Education on availability and how to use public transportation services;
- Fire Services – To develop a new pro-active education programs are being developed to focus on reducing risks, along with an evaluation of existing programs being delivered to the community; and
- Fire Services – To collaborate with Corporate Communications Division and Senior Services to develop a Fire Safety for Seniors Campaign.

2020

- Whitby Public Library - To provide staff development opportunities to ensure that staff have the tools to deliver library service in a way that respects the dignity and independence of each individual;
- Whitby Public Library - To promote Centre for Equitable Library Access services for patrons with print disabilities;
- Recreation Division – To monitor and review of inclusion services membership and programs to identify areas for enhancement;
- Clerks Department – To review of how customer service is provided to identify how customer service could be made more accessible and available to all residents;
- Corporate Communications Division – To develop and implement a community survey;
- Corporate Communications Division – To develop and implement phase two of the community engagement strategy; and
- Seniors Services – To expand programming services through partnership with Taunton Mills Seniors Centre.

2021

- Clerks Department – To implement findings of customer service review to make more accessible and available to all residents;
- Whitby Public Library - To provide staff development opportunities to ensure that staff have the tools to deliver library service in a way that respects the dignity and independence of each individual;
- Whitby Public Library - To promote Centre for Equitable Library Access services for patrons with print disabilities; and
- Recreation Division – To monitor and review of inclusion services membership and programs to identify areas for enhancement.

2022

- Clerks Department – To implement findings of customer service review to make more accessible and available to all residents;
- Whitby Public Library - To provide staff development opportunities to ensure that staff have the tools to deliver library service in a way that respects the dignity and independence of each individual;
- Whitby Public Library - To promote Centre for Equitable Library Access services for patrons with print disabilities; and

- Recreation Division – To monitor and review of inclusion services membership and programs to identify areas for enhancement.

General Requirements

2019

- Accessibility Coordinator – To develop the 2019-2022 Accessibility Plan for Council approval in consultation with the Accessibility Advisory Committee and Accessibility Working Group;
- Accessibility Coordinator – To review and update corporate Accessibility policies and procedures, to ensure compliance with changes to Accessibility legislation;
- Accessibility Staff Working Group – To review in consultation with the Accessibility Advisory Committee to update the Corporate Statement of Commitment to ensure it continues to outline the Town’s priority and commitment to Accessibility;
- Accessibility Coordinator – To provide a status report to Council on the Accessibility Plan and post to the Town’s website; and
- Accessibility Coordinator - To work with Chief Administrative Officer to file 2019 Provincial Compliance report.

2020

- Accessibility Coordinator – To provide a status report to Council on the Accessibility Plan and post to the Town’s website.
- Accessibility Coordinator – To provide updated training materials to ensure training appropriate per position to Human Resources Department.

2021

- Accessibility Coordinator – To provide a status report to Council on the Accessibility Plan and post to the Town’s website; and
- Accessibility Coordinator - To work with Chief Administrative Officer to file 2021 Provincial Compliance Report.

2022

- Clerks Department – To develop and implement a barrier-free Municipal Election in 2022, including consultation with the Accessibility Advisory Committee;
- Accessibility Coordinator – To provide a status report to Council on the

Accessibility Plan and post to the Town's website; and

- Accessibility Staff Working Group – To work in consultation with the Accessibility Coordinator and the Accessibility Advisory Committee to develop the Town's Accessibility Plan for 2023 – 2026.

Information and Communications Standard



Whitby Public Library - Central Branch

2019

- Whitby Public Library - To provide access to or arrange for access to accessible materials where they exist, for physical and digital collections;
- Corporate Communications Division – To develop and implement a brand refresh project;
- Corporate Communications Division – To collaborate with Technology and Innovations Services and Accessibility Coordinator to develop and implement a new accessible style guidelines and templates, including training for staff;
- Technology and Innovation Services - To collaborate with Accessibility Coordinator to investigate new technologies for Accessible document checking;
- Corporate Communications Division - To collaborate with the Clerks Department and Technology and Innovation Services for the creation of online forms moved to a single platform for ease of administration and modification;
- Purchasing Division – To update purchasing policy and procedure,

including accessibility requirements; and

- Corporate Services – To introduce a new enterprise purchasing and budgeting program.

2020

- Corporate Communications Division – To develop and implement an internal communications plan;
- Accessibility Coordinator, Technology and Innovations Services and Corporate Communications Division to re-establish the Clerical Lead Group;
- Whitby Public Library - To provide access to or arrange for access to accessible materials where they exist, for physical and digital collections;
- Accessibility Coordinator and Corporate Communications Division – To collaborate with identified staff to complete a Corporate Wayfinding Signage Study; and
- Corporate Communications Division - To collaborate with Technology and Innovation Services and Accessibility Coordinator to continue to develop and improve accessible corporate templates and styles and training;
- Human Resources – To collaborate with Corporate Communications Division, Technology and Innovation Services and Accessibility Coordinator to incorporate the training for accessible template use through short online videos into the Town’s Learning Management System;

2021

- **Compliance required for January 1, 2021:** All public websites and web content posted after January 1, 2012 must meet Web Content Accessibility Guidelines 2.0 Level AA;
- Technology and Innovation Services – Website refresh project;
- Whitby Public Library - To provide access to or arrange for access to accessible materials where they exist, for physical and digital collections;
- Technology and Innovation Services - To implement new technologies for Accessible document checking;
- Technology and Innovation Services - To collaborate with Corporate Communications Division and Accessibility Coordinator and to develop

appropriate training package for staff; and

- Human Resources - To collaborate with Technology and Innovation Services, Corporate Communications Division and Accessibility Coordinator, to provide corporate training on Accessible documents more frequently so that staff have the proper tools to ensure all information and communications are fully accessible.

2022

- Corporate Communications Division, Technical and Innovation Services and Accessibility Coordinator – to review and implement annual training sessions for staff on accessible template use, style guide and plain language writing; and
- Whitby Public Library - To provide access to or arrange for access to accessible materials where they exist, for physical and digital collections;

Employment Standard

2019

- Human Resources Division - To implement final phase of the attendance support program, including management training and staff awareness, resulting in improved attendance at work.
- Human Resources Division – To develop physical/cognitive demands descriptions for various jobs throughout the Town to assist in decision-making regarding appropriate accommodations required by staff due to physical and or mental health restrictions.

2020

- Human Resources Division – To hire a consultant to conduct a mental health review of the Town.

2021

- Human Resources Division – To review of all corporate employment policies and procedures on an as needed basis to ensure that the Town remains current with legislative standards and presents no barriers to persons with disabilities.

Transportation Standard

2019

- By-law Services Division – To ensure all taxicabs are equipped with

tariff cards that provide contact information for By-law Services and indicate how customers can contact with concerns related to taxi service or fares charged; and

- By-law Services Division – To collaborate with Corporate Communications Division to promote through the Town’s website and a public education campaign for complaints related to taxi service or fares be directed to By-law Services.

2020

- By-law Services Division – To engage with the public, people with disabilities and the Accessibility Advisory Committee to consult on the on-demand taxi service within Whitby;
- By-law Services Division – To provide an annual status update and recommended changes for taxis with plans and progress in meeting the community’s needs for accessible taxis to the Accessibility Coordinator;
- By-law Services Division - To provide a report annually to the Accessibility Advisory Committee a summary of data collected from customer complaints and annual inspections; and
- Accessibility Coordinator – to include status update to Council through the annual Accessibility Plan Status report on meeting on-demand taxi needs for Whitby and feedback received.

2021

- By-law Services Division – To develop a strategy to ensure that recommendations stemming from the consultation in 2020 are developed and implemented;
- By-law Services Division - To provide a report annually to the Accessibility Advisory Committee a summary of data collected from customer complaints and annual inspections; and
- Accessibility Coordinator – to include status update to Council through the annual Accessibility Plan Status report on meeting on-demand taxi needs for Whitby and feedback received.

2022

- By-law Services Division – To engage with the public, people with disabilities and the Accessibility Advisory Committee to consult on the on-demand taxi service within Whitby;
- By-law Services Division - To provide a report annually to the Accessibility Advisory Committee a summary of data collected from

customer complaints and annual inspections; and

- Accessibility Coordinator – to include status update to Council through the annual Accessibility Plan Status report on meeting on-demand taxi needs for Whitby and feedback received.

Design of Public Spaces Standard and Built Environment

2019

- Planning and Development Department - To provide all Site Plans to the Accessibility Advisory Committee for review and comment;
- Facilities and Parks Divisions – To provide all site plans and projects to the Accessibility Advisory Committee for comment at design phase and prior to tendering and building, as per legislative requirements;
- Planning and Development Department - To ensure Accessibility and universal design is incorporated within all of Whitby Urban Design Guidelines;
- Planning and Development Department - To ensure addition of Accessible statements within Comprehensive Block Plans and Urban Design Plans;
- Planning and Development Department - To ensure universal design consideration within all site plan proposals;
- Planning and Development Department - To proactively provide Accessible materials and direction to development proponents;
- Parks Division – To replace paving stones at Whitby Public Library main branch to remove tripping hazard;
- Parks Division – To install an Accessible path to 1855 Innovation Hub;
- Facilities Division - 1855 Innovation Hub – To complete renovation of building to include power door openers, accessible meeting and breakout areas, accessible washrooms, accessible kitchen and appliances;
- Facilities Division- To install of two new door openers at Iroquois Park Sports Centre;
- Facilities Division – To completion of Town Hall renovations including accessible customer service areas and accessible door operators;
- Facilities Division – To install a two stage fire alarm at the Civic Recreation Complex;

- Parks Division – To update Accessible Playground Distribution Strategy to meet current legislative requirements and include promotional program to advise the community of the availability of accessible playgrounds in Whitby;
- Parks Division – To develop an Accessible ball diamond at Willow Park, in partnership with Durham Challenger Baseball;



Accessible Baseball Diamond - Willow Park

- Facilities and Parks Division – To renovate and increase accessibility of the Pringle Creek Park field house and washroom facilities;
- Parks Division – To update Parkland Development and Open Space Policy;
- Parks Division – To develop a Brooklin Memorial Park Master Plan;
- Parks Division – To update the Whitby Parks and Open Space Master Plan;
- Facilities Division – To hold consultations for the Whitby Civic Complex;
- Parks Division – To develop and retro-fit parks and playgrounds as identified through the Accessible Playground Distribution Strategy, projects include:
 - Central Park and Playground;
 - Deverell Playground;
 - Willowbrook Playground;
 - Valleywood Park (New Park Development);
 - Jeffery Leash Free Dog Park - Accessible Pathway Construction.

- Parks Division – To develop and retrofit trails as identified and prioritized through the Town’s cycling and leisure trails plan, projects include:
 - College Downs Park Pathway including extension to Garden Multi-Use Path;
 - Hydro Electric Power Corridor Manning Rd. to William Stephenson Dr.;
 - Heber Down to Country Lane;
 - Lynde Creek Trail (Henry to Brock);
 - Lynde Creek Trail (Twin Streams to Rossland);
 - Whitburn Trail;
 - Rest Stop, Bench and litter receptacle installations to existing trail network;
 - Waterfront Trail LCBO Boardwalk Repairs.

2020

- Facilities Division – To complete accessibility renovations to the cat adoption area of the Whitby Animal Services Centre;
- Planning and Development Department - To ensure Accessibility and universal design is incorporated in the Downtown Secondary Plan Update;
- Planning and Development Department - To continue providing all site plans to the Accessibility Advisory Committee for review and comment;
- Parks Division – To develop and retro-fit parks and playgrounds as identified through the Accessible Playground Distribution Strategy, projects include:
 - Davies Playground;
 - Ennisclare Playground;
 - Grass Park and Playground;
 - Guthrie Playground;
 - Hannam Playground;
 - Heathwood Park (New Local Park Development);
 - Mattamy Park (New District Park Development);

- Shirley Scott Park.
- Parks Division – To develop and retro-fit trails as identified and prioritized through the Town’s cycling and leisure trails plan, projects include:
 - Country Lane to Coronation;
 - Hydro Electric Power Corridor Trail (Longwood Park to Thickson);
 - Lynde Creek Trail (Bonacord to Dundas);
 - Lynde Creek Trail (Rossland to Bonacord);
 - Pringle Creek Open Space (Bradley Dr. to Pringle Creek Park);
 - Pringle Creek Open Space (Wynfield Park to Garden);
 - Pringle Creek Trail Rehab;
 - Waterfront Trail Upgrades and Renovations - South Blair to Thickson;
 - Waterfront Trail Upgrades and Renovations - Thickson to Boundary Road;
 - Rest Stop, Bench and litter receptacle installations to existing trail network.
- Parks Division – To develop a Cullen Central Park Master Plan;
- Parks Division – To develop and implement a Parks Trails Wayfinding Signage Design;
- Parks Division – To develop and implement Parks and Urban Forestry Analysis and Strategy;
- Facilities Division – To complete renovations and an addition to Fire Hall 2 (Manning Road), including safe storage of personal protective equipment (bunker gear, helmets, etc.), full male/female facilities, bunker gear cleaning facilities;
- Facilities Division – To complete Civic Recreation Complex Family Change Room Renovations, including the addition of two fully accessible change stalls and barrier-free washroom and shower facilities;
- Facilities Division – To upgrade the Civic Recreation Complex Health Club Audio System;
- Facilities Division – To install accessible counters at the Whitby Seniors Activity Centre;
- Public Works - Active Transportation Plan – improving connectivity by

defining priority corridors and linkages, including identifying future network of trails and sidewalks;

- Public Works - Downtown Whitby Pedestrian Safety Plan – looking at new mid-block crossings to make downtown more walkable and accessible;
- Public Works - Parking Study – Master Plan – looking at future municipal parking needs and creating more parking in the Downtown including Accessible parking stalls;
- Public Works - Traffic By-law – update the to the current Traffic By-law, including the development of an on-street accessible parking stall standard.
- Public Works - Garden – Dundas to Julie Payette Public School - Extension of existing Multi-Use Path
- Public Works - RR12 Brock – Victoria to Consumers - Pedestrian component of bridge works over Hwy 401
- Public Works - RR 22 Victoria - Brock to South Blair - Provision of Multi-Use Path in south Boulevard
- RR 25 Consumers - Thickson to Oshawa - Provision of Multi-Use Path in north Boulevard
- Public Works - RR 3 Winchester - Anderson to Garrard - Provision of Multi-Use Path in south Boulevard
- Public Works - RR 4 Taunton - Coronation Rd to Baycliffe Dr - Provision of Multi-Use Path in south boulevard
- Public Works - Garden St. - Dryden to Taunton - Provision of Multi-Use Path in west boulevard
- Public Works - Brock Street between Taunton and Rossland - Provision of Multi-Use Path in east boulevard
- Public Works - Rossland – Cochrane St to Brock - Provision of Multi-Use Path in north boulevard between Cochrane Street and Brock Street
- Public Works - Rossland – CP Rail Bridge - CP Bridge Widening to accommodate future Multi-Use Path on south side of Rossland Road
- Public Works - Des Newman Blvd - Provision of paved shoulder facility and/or Multi-use path
- Public Works - Rossland Road - Provision of Multi-use Path in South boulevard between Lake Ridge Road and Otter Creek Trail

- Public Works - Coronation Road - Provision of paved shoulder facility and/or Multi-use path
- Public Works - Anderson - Solmar to Taunton - Improvements to intersection to accommodate cycling facilities
- Public Works - Dundas St – Des Newman to Jeffrey - Provision of Multi-Use Path in south boulevard (subject to BRT and DRT comments)
- Public Works - RR 22 Victoria - Home Depot to Oshawa - Provision of Multi-Use Path in south boulevard
- Public Works - RR 22 Victoria - South Blair to Thickson - Provision of Multi-Use Path in south boulevard
- Public Works - Brock Street – Rossland to Curling Club - Provision of Multi-Use Path in east boulevard

2021

- Planning and Development Department - To ensure Accessibility and universal design is incorporated in all future Urban Design initiatives;
- Facilities Division – To hold consultations and begin the design phase for the Whitby North Sports Complex;
- Parks Division – To renovate and increase accessibility of the Rotary Centennial Park washroom facilities;
- Parks Division – To develop and retro-fit parks and playgrounds as identified through the Accessible Playground Distribution Strategy, projects include:
 - Brooklin Memorial Park Redevelopment;
 - Cullen Central Park Redevelopment (Phase 2);
 - Greenfield Park - Playground;
 - Heard Park - Playground;
 - Lazy Dolphin - (New Local Park Development);
 - Lynde House Museum - Playground;
 - Powell Park - Playground;
 - Rotary Centennial Park and Playground;
 - Spencer Community Centre Playground;
 - TFP Whitby - (New District Park Development);
 - Whitby Optimist Park - Parking Lot Improvements;

- Parks Division – To develop and retro-fit trails as identified and prioritized through the Town’s cycling and leisure trails plan;
 - Lynde Creek Trail - Taunton to Twin Streams.
- Public Works - installing/planning for sidewalk on Annes Street (on the west side), Cassels Road (missing section at Durham Street), Baldwin Street north of Garden Street and Charles Street.

2022

- Facilities Division – To continue to develop designs for the North Sports Complex;
- Planning and Development Department - To ensure Accessibility and universal design is incorporated in Future Urban Design initiatives;
- Facilities Division – To construct a new fire hall in the South West Brooklin area to respond to calls for emergency assistance within a four-minute travel time of this new hall location;
- Facilities Division – To construct an interagency training complex to be constructed along with the South West Brooklin Fire Hall to improve the services provided to the community from all fire hall locations;
- Facilities Division – To make modifications to identified Town facilities to ensure emergency areas of egress;
- Parks Division – To develop and retro-fit parks and playgrounds as identified through the Accessible Playground Distribution Strategy, projects include:
 - Chelseahill – (New Local Park Development);
 - Hobbs Park – Playground;
 - Lion’s Promenade – Parking Lot Expansion;
 - Palmerston Park – Playground;
 - Phillips-Kozaroff Park – Playground;
 - Vipond Park – Playground;
 - Wallace Park – Playground;
- Parks Division – To develop and retro-fit trails as identified and prioritized through the Town’s cycling and leisure trails plan;
 - Brooklin Lions Trail – Pond to St Thomas (New Trail Section);
 - Brooklin Lions Trail – to Roybrook Ave (New Trail Section);

- Brooklin Lions Trail Rehab;
- Burns St to Rosedale Park (New Trail Section);
- Cullen Central Park Trail Connections;
- Cullen to Heber Down (East Field Route) w/ Bridge (New Trail Section);
- Deverell Park to Thickson Road (New Trail Section);
- Hydro Electric Power Corridor Trail – Ashburn to Hwy 407 (New Trail Section);
- Manning Trail Open Space (Bassett Park to Anderson)
- McClintock Trail (New Trail Section);
- Rossland to Dryden to Morningstar (New Trail Section);
- Scott Trail Rehab (Hazelwood Park to Manning).

Preventative and Emergency Maintenance of the Accessible Elements

- Service Contracts – The Town maintains annual service contracts to ensure equipment and
- Town of Whitby Asset Management Plan
- Budget Access – emergency /purchasing policy
- Emergency Communications plan
- Operations Parks Staff – complete documented monthly and annual inspections all playground equipment.
- Annual Emergency Management Exercise

Accessibility Advisory Committee

Mandate:

The role of the Accessibility Advisory Committee (AAC) is to advise and help council carry out its responsibilities under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Section 29 of the AODA describes three main activities for the AAC:

1. Advising municipal council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and other matters for which the council may seek its advice.
2. Review site plans and drawings described in section 41 of the Planning Act that the committee selects, including all municipal projects.
3. Perform all other functions specified in the regulations.

Responsibilities:

The Accessibility Advisory Committee (AAC) is responsible to provide advice to municipal Council to plan for accessibility on a wide range of municipal processes.

1. Provide input to staff reports on the following issues;
 - Reviewing official plans
 - Reviewing zoning by-laws
 - Reviewing site plans; and
 - Reviewing plans of subdivision and condominium
2. Participate in consultations with municipal departments on the requirements outlined in the Integrated Accessibility Standards Regulation (IASR):
 - When establishing and updating the Town's multi-year accessibility plan;
 - When developing design criteria related to the construction, renovation or placement of elements contained within the Design of Public Spaces regulation;
 - When determining the proportion of on-demand accessible taxicabs required in the community;
 - On the need, location and design of on-street parking when building new or making major changes to existing on-street parking;

- Before building new or making major changes to existing recreational trails to help determine particular trail features;
 - On the needs of children and caregivers with various disabilities in their community when building new or making major changes to existing outdoor play spaces;
 - On the design and placement of rest areas along exterior path of travel when building new or making changes to existing exterior paths of travel.
3. Provide advice on budget for accessibility; and
 4. Provide advice to help plan for and promote accessible voting for municipal elections.



Participating with ParaSport Ontario Basketball

Accessibility Staff Working Group

The Accessibility Working Group is comprised of senior staff from each department, including Public Library. The Accessibility Working Group lead by the Accessibility Coordinator, work in consultation to develop an implementation strategy to ensure the Town meets all legislated obligations under the Integrated Accessibility Standards Regulation. This includes but is not limited to the development and implementation of:

- The Town's multi-year Accessibility Plan, next plan required in 2019 (2019-2022);
- Corporate Accessibility policies and procedures; and
- Identification, Prevention and Removal of barriers to the Town's goods, services and facilities.

The Accessibility Working Group also serves as an internal liaison to provide information, by operating as a point of contact for their respective departments. Each Department must consider accessibility and barrier removal from two perspectives:

- what has been done in the past to address and remove barriers
- what formal process would be developed in the coming years and beyond to identify and remove barriers

Each member of the working group is responsible for:

- being the liaison for their department, sharing information from the working group with their department and sharing departmental information with the working group;
- contributing departmental projects to the work plan;
- implementing the targets and actions identified in the accessibility plan;
- attending and participating at meetings; and
- working with their department to ensure tasks are completed to ensure timelines are met.

Accessibility Working Group members will attend Accessibility Advisory Committee meetings, as required, to respond to requests for information and disseminate relevant information to their respective departments.

Consultation Activities

Municipal staff and the Accessibility Advisory Committee (AAC) have been consulted throughout the development of this plan, with draft versions circulated for review and comments.

Information will be communicated to Town staff and the public on the progress of accessibility initiatives through reports to the Accessibility Advisory Committee, staff working committee and through annual staff reports presented to Council.

Review and Monitoring Process

With Council's approval of the Accessibility Plan, staff will monitor the progress made on the actions required in the Plan on a monthly basis. The Accessibility Coordinator will advise the AAC on the progress on the implementation of the Plan regularly.

In terms of updating the Accessibility Plan, an annual progress report via a staff report to Council and posted on the Town's website for community information. The Town's Accessibility Plan developed every four years, with the understanding, as legislative requirements change; priorities within the Plan may also change. Any changes or new legislative requirements are to be communicated through the annual progress report.

Communication of the Accessibility Plan

The Accessibility Plan is posted on the Town's website and copies, including alternative Formats and Communication supports, will be made available, upon request.

Key Contact for this Plan:
Michele Cotton, Accessibility Coordinator
accessibility@whitby.ca
905 430-4300 Ext. 7331



Provincial Legislation

[Ministry for Seniors and Accessibility](#)

Helping seniors and people with disabilities stay independent, active, and socially connected. We are also helping seniors stay safe and making Ontario more accessible for everyone and promoting the benefits of age-diverse, accessible workplaces and communities where everyone is able to participate.

Ontario is the first province and one of the first jurisdictions in the world to enact specific legislation establishing a goal and time-frame for accessibility. It is also the first jurisdiction to legislate accessibility reporting and to establish standards so people with disabilities can participate more actively in their communities. This is how the government is making Ontario more accessible by 2025.

Ontarians with Disabilities, 2001 (ODA)

The [Ontarians with Disabilities Act, 2001](#) established to improve access and opportunities for people with disabilities. The legislation applies to all provincial and municipal governments, school boards, colleges and universities and hospitals.

Note: On a day to be named by proclamation of the Lieutenant Governor, the remainder of this Act is repealed by the Statutes of Ontario, 2005, chapter 11, section 42. See: 2005, c. 11, s. 42.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) is a law that sets out a process for developing and enforcing accessibility standards. Persons with disabilities and industry representatives work together with the government to develop the standards.

Implementing and enforcing these standards will help us reach our goal of an accessible Ontario by 2025.

Accessibility Standards

The [Integrated Accessibility Standards Regulation, Ontario Regulation 191/11](#) is law that government, businesses, non-profits and public sector organizations must follow to become more accessible. They help organizations identify and remove barriers to improve accessibility for people with disabilities in five areas of daily life:

Customer service standard

To help remove barriers for people with disabilities so they can access goods, services or facilities.

Information and communications standard

To help organizations make their information accessible to people with disabilities.

Transportation standard

To make it easier for everyone to travel in the Province.

Employment standard

To help make hiring and employee support practices more accessible.

Design of public spaces standard

To help organizations make new and redeveloped outdoor public areas accessible.

More Information on the Accessibility Laws:

Ministry for Seniors and Accessibility

601A-777 Bay Street
Toronto, ON M7A 2J4

Toll-free: 1-866-515-2025

Or 416-849-8276

TTY/Teletypewriter (for people with hearing disabilities):

1-888-335-6611 or 416-326-0148

Fax: 1-416-325-9620

accessibility@ontario.ca