

Accessible Whitby



Town of Whitby Accessibility Plan 2018 Status Update

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.

Project Highlights from 2018

- Completed renovation the customer service counters at the Municipal building to provide improved customer service to persons with disabilities;
- Re-established the Accessibility Staff Working Group to rejuvenate the commitment to accessibility throughout the corporation;
- Implemented a learning management system for staff to access to training modules and increase efficiencies for training;
- Continue to enhance the partnerships with the Accessibility Advisory Committee, the Seniors Committee of Council and the Ethno-cultural and Diversity Committee to implement inclusivity initiatives within Whitby; and
- Developed a Terms of Reference for a Signage and Wayfinding study to hire a consultant and work with appropriate Departments to develop a Town standard for all signage and wayfinding.

Accessible Customer Service Standard

Proposed Project	Status
Review and update corporate feedback; identify improved ways customers can access and provide feedback to the Town.	Project under review
Review and develop standards using Provincial planning tools to ensure all Town of Whitby events are fully accessible to all community members.	Project under review
Promotion of Town of Whitby Access program to financially disadvantaged individuals to ensure accessible recreation program opportunities for all residents.	Ongoing
Create a partnership with the Accessibility Advisory Committee and the Seniors Committee of Council to develop and implement Age-Friendly Accessible initiatives within Whitby.	Ongoing partnership
Continue to enhance the partnerships with the Accessibility Advisory Committee, the Seniors Committee of Council and the Ethno-cultural and Diversity Committee to implement inclusivity initiatives within Whitby.	Hosted an awareness event on inclusion. Continue to work in partnership on future initiatives to create a more inclusive community.

General Requirements

Proposed Project	Status
Develop and implement a three-year training cycle to ensure all staff are informed of all relevant changes to the Accessibility legislation and corporate policies	Project under review
Review and update the Corporate Statement of Commitment to ensure it continues to outline the Town's priority and commitment to accessibility	Project to be completed in 2020 in partnership with the Accessibility Advisory Committee and Staff Working Group.
Work with Accessibility Staff Working Group to develop the Town's Accessibility Plan for 2019 – 2022.	Project underway
Review and update corporate Accessibility policies and procedures, to ensure compliance with changes to Accessibility legislation;	Project to be completed in 2020

Information and Communications Standard

Proposed Project	Status
Continue to develop corporate templates for documents to ensure information and communications materials are created in an accessible format, as per Town policy;	Ongoing
Develop Terms of Reference for a Signage and Wayfinding study, working with appropriate Departments to develop a Town standard for all signage and wayfinding; and	Complete
Website Steering Committee to identify appropriate processes, software and direction to move the Town website towards the legislated accessibility requirements.	Project reprioritized for 2019
Website Steering Committee to work with staff in the re-development or re-launch of the Town's website to improve usability and meet accessibility requirements	Project reprioritized for 2019

Proposed Project	Status
Website Steering Committee to develop a website policy, procedures and standard to ensure all information and communications material posted to the Town website is fully accessible in compliance with the WCAG requirements	Project reprioritized for 2019
Review and develop template or standard for all Town of Whitby forms, ensuring they are fully accessible and fillable on-line	Project reprioritized for 2019
Complete the Signage and Wayfinding study; develop design standards for the Town and an implementation plan	Project to be conducted in 2020
Develop a monitoring tool for ensuring all Town documents, information and communications materials are fully accessible	Project reprioritized for 2019
Implement the signage plan, replacing and installing new signage throughout the Town;	Project dependent upon outcome of Signage and Wayfinding Study to be completed in 2020
Continue to monitor information and communications on Town website to ensure compliance with accessibility requirements;	Ongoing

Employment Standard

Proposed Project	Status
Develop and implement a plan to ensure all staff are aware of the availability of individual emergency response plans;	Human Resources to develop a work plan to ensure all staff are completing and updating their requirements for emergency response plans
Continue to ensure employment practices including, job postings, interviews and selection processes are fully accessible; and	Ongoing
Continue to improve the workplace accommodation awareness and availability among all staff.	Human Resources to develop a work plan to continue and improve staff awareness of the availability of workplace accommodations

Proposed Project	Status
Implement a learning management system to ensure staff have access to training modules and increase efficiencies for training	Complete
Investigate opportunities to update job descriptions for Town positions.	Project underway

Transportation Standard

Proposed Project	Status
Clerks Department to consult on the number of accessible taxis needed in your community. Consultation to include the Town's AAC and the public, including persons with disabilities	Complete
Clerks Department to develop a feedback process for residents and visitors who would like to report taxi service concerns or issues	Project to be addressed in next accessibility plan.
Provide status update to Council through the annual Accessibility Status report on meeting on-demand taxi needs for Whitby and feedback received.	By-law changes to increase the number of accessible taxis each company provides and the introduction of Transportation Network Companies (ex. Uber and Lyft); including Accessibility funds, to be provided in lieu of accessible service.

Design of Public Spaces Standard

Proposed Project	Status
Update Town of Whitby Accessibility standards documents to meet Design of Public Spaces legislated requirements; present to Council for adoption; <ul style="list-style-type: none"> • provide training to appropriate staff; 	Project under review
Continue to complete facility audits, including parks and playgrounds	Project dependent upon adoption of new accessibility standards

Proposed Project	Status
Annual projects (sidewalk maintenance, road resurfacing, road reconstruction, new installations) that include sidewalk reconstruction to be completed as per Town standards with tactile plates at intersections and concrete modifications to meet the AODA requirements;	Ongoing project that will continue each year
Continue to develop and retro-fit parks and playgrounds as identified through the Accessible Playground Distribution Strategy, projects include:	Ongoing project that will continue each year, specific project updates provided below:
Heathwood District Park	Project delayed by external projects
Whitby Optimist Park - Soccer Field / Parking Lot Addition	Project Deferred
Prince of Wales - Soccer or Baseball Field Addition	Project deferred
Baldwin South Parkette (Upperview)	Construction 2018
Country Lane Park tennis courts	Project deferred
Cullen Park (Bocce & Pickleball)	Construction 2018
Jeffery Park Playground and splash pad	Construction 2019
Continue to develop and retrofit trails as identified and prioritized through the Town's cycling and leisure trails plan, projects include:	Ongoing project that will continue each year, specific project updates provided below:
Brooklin Lions Pathway	New benches added, surfacing to be completed at later date
Hydro Electric Power Corridor Trail (Dundas Street to Nichol Ave)	Complete
Heber Down to Country Lane	Project underway
Lynde Creek Trail (Burns Street West to Michael Blvd Opening)	Project under review
Lynde Creek Trail (Henry Street to Brock Street)	Project delayed by external projects
Lynde Creek Trail (Twin Streams to Rossland)	Project delayed by external projects
McClintock Trail	Project deferred

Proposed Project	Status
Pringle Creek Open Space (Bradley Drive to Pringle Creek Park)	Construction 2020
Pringle Creek Open Space (Wynfield Park to Garden)	Construction 2020
Vanier Park (Phase 2)	Project Deferred
Waterfront Trail LCBO Boardwalk	Project delayed by external projects
Waterfront Trail (Gordon to South Blair)	Project delayed by external projects
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	Project Deferred