Accessibility Advisory Committee Meeting Agenda

Wednesday, April 3, 2019
7 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 March 6, 2019

Recommended:

That the Accessibility Advisory Committee meeting minutes of March 6, 2019, be received for information.

4. Delegations

5. Matters for Consideration
1. Memorandum from Accessibility Advisor
   Re: Town of Aurora Accessibility Plan 2018 to 2024

   **Recommended:**

   1. That the memorandum regarding Town of Aurora Accessibility Plan 2018 to 2024 be received; and

   2. That Accessibility Advisory Committee provide comments regarding the Town of Aurora Accessibility Plan 2018 to 2024.

6. Informational Items

2. Memorandum from Max Le Moine, Accessibility Advisory Committee Member
   Re: National AccessAbility Week Proposal

   Presentation to be provided by Max Le Moine, AAC Member

   **Recommended:**

   1. That the memorandum and presentation regarding National AccessAbility Week Proposal be received for information.

3. Memorandum from Accessibility Advisor
   Re: Wildlife Park Trails

   **Recommended:**

   1. That the memorandum regarding Wildlife Parks Trail be received for information.

4. Memorandum from Accessibility Advisor
   Re: 2019 Community Recognition Awards

   **Recommended:**

   1. That the memorandum regarding 2019 Community Recognition Awards be received; and
2. That the Accessibility Advisory Committee members be encouraged to
submit nominations for the 2019 Community Recognition Awards.

7. Adjournment
The Town of Aurora
Accessibility Advisory Committee
Meeting Minutes

Date: Wednesday, March 6, 2019
Time and Location: 4 p.m., Holland Room, Aurora Town Hall
Committee Members: John Lenchak (Chair) (arrived 4:15 p.m.), Hailey Reiss (Vice Chair), Matthew Abas, Gordon Barnes, Max Le Moine, Jo-anne Spitzer, Councillor Rachel Gilliland, and Mayor Tom Mrakas (ex-officio)
Members Absent: None
Other Attendees: Ivy Henriksen, Manager of Customer Service, Robin McDougall, Director of Community Services, Techa van Leeuwen, Director of Corporate Services, Matt Zawada, Accessibility Advisor, Michael de Rond, Town Clerk, and Nicole Trudeau, Committee Coordinator

The Town Clerk called the meeting to order at 4:05 p.m.

1. **Appointment of Committee Chair and Vice Chair**

   The Town Clerk opened the floor to nominations for the Chair and Vice Chair of the Accessibility Advisory Committee for the 2018-2022 Term.

   Jo-anne Spitzer nominated John Lenchak as Chair. There being no other nominations, John Lenchak was appointed Chair of the Committee.

   Matthew Abas nominated Hailey Reiss as Vice Chair. There being no other nominations, Hailey Reiss was appointed Vice Chair of the Committee.

   John Lenchak assumed the Chair at 4:25 p.m.
2. Approval of the Agenda

Moved by Councillor Gilliland
Seconded by Jo-anne Spitzer

That the agenda as circulated by Legislative Services be approved. Carried

3. Declarations of Pecuniary Interest and General Nature Thereof

There were no declarations of pecuniary interest under the Municipal Conflict of Interest Act, R.S.O. 1990, c. M.50.

4. Receipt of the Minutes

None

5. Delegations

(a) Michael de Rond, Town Clerk
Re: Advisory Committee Member Education and Training

Mr. de Rond provided an overview of advisory committees to educate and train members of the Committee on roles and responsibilities, procedural matters, accountability and transparency.

During the presentation, Mr. de Rond discussed the Town’s Procedure By-law respecting the proceedings of meetings, and changes made to the local accountability and transparency framework with the Town’s Code of Conduct for Local Boards.

Moved by Councillor Gilliland
Seconded by Jo-anne Spitzer

That the comments of the delegation be received for information. Carried
(b) Matt Zawada, Accessibility Advisor
Re: Accessibility for Ontarians with Disabilities Act (AODA) and Site Plan Training

Mr. Zawada provided the Committee with accessibility standards, policies and procedures including the provincial statute and regulation for accessibility, the annual Accessibility Plan for the Town, Accessibility Standards for Customer Service for Persons with Disabilities – Town Policy No. 63 and Integrated Accessibility Standards Policy – Town Policy No. 69.

In addition to the training materials, Mr. Zawada also provided available dates for the Committee to attend accessibility training in March.

Moved by Councillor Gilliland
Seconded by Jo-anne Spitzer

That the comments of the delegation be received for information.

Carried

6. Matters for Consideration

1. Memorandum from Director, Community Services
Re: Library Square Design

Staff introduced the consultants, David Leinster of The Planning Partnership, and Thomas Nemeskeri of RAW Design Inc., who presented an overview of the interior and exterior features of the Library Square Design including the addition to the Church Street School, section elevations, programming (skating rink and water feature), accessible parking (off-street and on-street parking) and the current project schedule.

The consultants, staff and the Committee discussed revisions made to the Library Square Design, to address comments made by the Committee at the Accessibility Advisory Committee on May 9, 2018, including accessible pedestrian routes, and the number and location of accessible parking spaces. The Committee made new comments concerned with increasing parking overall, including a more finalized parking strategy in future submissions, as
well as future submissions with greater detail on exterior paths of travel through green spaces next to proposed accessible parking and drop off areas.

Moved by Gordon Barnes  
Seconded by Councillor Gilliland

1. That the memorandum regarding Library Square Design be received for information.

Carried

7. Informational Items

2. Memorandum from Accessibility Advisor  
Re: Sidewalk on Kitimat Crescent

Staff provided an overview of the design, construction and installation of a sidewalk on Kitimat Crescent, including school travel planning, traffic management, accessible public spaces, public consultation and feedback, and the location of the proposed sidewalk with regard to existing sidewalks and Aurora Heights Public School.

The Committee expressed support and encouraged the construction and installation of a sidewalk on Kitimat Crescent, as a safe and accessible exterior path of travel for pedestrians.

Moved by Jo-anne Spitzer  
Seconded by Councillor Gilliland

1. That the memorandum regarding Sidewalk on Kitimat Crescent be received for information.

Carried

3. Memorandum from Accessibility Advisor  
Re: Municipal Diversity and Inclusion Charter

Staff provided an overview of the Inclusion Charter for York Region, including endorsing organizations, international recognition and annual updates, as the Town joined The Regional Municipality of York in endorsing the Inclusion Charter for York Region on October 2, 2018.
The Committee was encouraged to visit www.york.ca/inclusiveyr for more information on the Inclusion Charter of York Region including a full list of endorsing organizations and the Inclusion Charter Progress Report, an annual update that highlights the progress of the Inclusion Charter for York Region.

Moved by Councillor Gilliland  
Seconded by Jo-anne Spitzer

1. That the memorandum regarding Municipal Diversity and Inclusion Charter be received for information.  

Carried

4. Memorandum from Accessibility Advisor  
Re: Wildlife Parks Trail

Staff provided an overview of the technical requirements of the Wildlife Park Trail including the need for ramps on the trail, the average and maximum running slope of the trail, the surface of the trail and ramps, and the construction access plan.

The Committee requested more information including the location and design of rest areas or a dedicated level area that is intended for public use to allow persons to stop or sit, a topography map to see the natural features of the area, and the average and minimum trail and ramp width for an accessible exterior path of travel.

Moved by Councillor Gilliland  
Seconded by Max Le Moine

1. That the memorandum regarding Wildlife Parks Trail be received for information.  

Carried

8. Adjournment

The Committee agreed to change the time of the Accessibility Advisory Committee, from 4-6 p.m. to 7-9 p.m., beginning with the next Accessibility Advisory Committee meeting on April 3, 2019.
Moved by Max Le Moine
Seconded by Jo-anne Spitzer

That the meeting be adjourned at 5:55 p.m.

Carried
Memorandum

Date: April 3, 2019
To: Accessibility Advisory Committee
From: Matt Zawada, Accessibility Advisor
Re: Town of Aurora Accessibility Plan 2018 to 2024

Recommendation

1. That the memorandum regarding Town of Aurora Accessibility Plan 2018 to 2024 be received for information.

2. That the Accessibility Advisory Committee provide comments regarding the Town of Aurora Accessibility Plan 2018 to 2024.

Background

The Town of Aurora is dedicated to the continuous improvement of accessibility within the community, and achieving the goals set by the Accessibility for Ontarians with Disabilities Act (AODA). The 2018-2024 Town of Aurora Accessibility Plan outlines new accessibility initiatives, profiles past achievements which have improved accessibility, and reflects the Town’s commitment to the successful implementation of the AODA standards.

By working closely with Aurora’s 2015-2018 Accessibility Advisory Committee, the Town of Aurora will acquire a better understanding of what residents and businesses have to say about the services we deliver. In addition to this important feedback, prioritization has been given to legislative and non-legislative initiatives helping further shape the 2018-2024 Accessibility Plan.

Moving forward, the Town of Aurora has built a solid foundation that will allow the municipality to advance and strengthen its commitment to improving accessibility for all. The Town is committed on continuously meeting standards for Information & Communication, Employment, Transportation, Design of Public Spaces, and Customer
Service. By developing initiatives in these key areas, Aurora continues to identify, remove and prevent barriers that create a more inclusive community to live, work, and play.

Attachments

Attachment #1 – Town of Aurora Accessibility Plan 2018 to 2024
The Town of Aurora is dedicated to continuously improving accessibility within the Town and achieving the goals outlined in the Accessibility for Ontarians with Disabilities Act (AODA).

This Accessibility Plan outlines new accessibility initiatives, profiles past achievements and reflects the Town’s commitment to the successful implementation of AODA standards.
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Contact Information

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100 John West Way, Box 1000
Aurora, Ontario L4G 6J1

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Toll free: 1-800-269-3753
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This document is available in an Accessible Alternate Format by request.
Message from Staff

The Town of Aurora is dedicated to the continuous improvement of accessibility within the community, and achieving the goals set by the Accessibility for Ontarians with Disabilities Act (AODA). The 2018-2024 Town of Aurora Accessibility Plan outlines new accessibility initiatives, profiles past achievements which have improved accessibility, and reflects the Town’s commitment to the successful implementation of the AODA standards.

By working closely with Aurora’s 2015-2018 Accessibility Advisory Committee, the Town of Aurora will acquire a better understanding of what residents and businesses have to say about the services we deliver. In addition to this important feedback, prioritization has been given to legislative and non-legislative initiatives helping further shape the 2018-2024 Accessibility Plan.

Moving forward, the Town of Aurora has built a solid foundation that will allow the municipality to advance and strengthen its commitment to improving accessibility for all. The Town is committed on continuously meeting standards for Information & Communication, Employment, Transportation, Design of Public Spaces, and Customer Service. By developing initiatives in these key areas, Aurora continues to identify, remove and prevent barriers that create a more inclusive community to live, work, and play.

If you have questions, comments, or concerns about accessibility within the Town of Aurora, please feel free to contact me at 905-727-3123 ext. 4392 or at accessibility@aurora.ca

Sincerely,

Ivy Henriksen
Manager of Access Aurora, Customer Service
Message from the Chair of the Accessibility Advisory Committee

It is my pleasure, on behalf of the Accessibility Advisory Committee, to present the 2018-2024 Accessibility Plan for the Town of Aurora. This committee is dedicated to working with local members of Town Council, as well as members of the community, to further inclusion and barrier-free access in our town. In the words of former Lt. Governor David Onley, “accessibility is not a privilege, it is a right.”

This report will review some of the Town of Aurora’s recent achievements in improving accessibility. These include such projects as: installation of automatic door openers, increased accessibility in the Town Hall Council Chambers and the opening of the fully accessible Queen’s Diamond Jubilee Park.

Looking to the future, our goals include: making the best use of the Internet to provide the community with information and the opportunity to provide feedback, and improving communication signage throughout Aurora relating to accessibility services in Town facilities.

The Town of Aurora has an opportunity to move beyond simple compliance with legislation, and demonstrate leadership throughout all of York Region. This committee pledges itself to this goal of a truly open, accessible, and inclusive Aurora.

Yours Sincerely,

Tyler Barker

Tyler Barker, Chair
Accessibility Advisory Committee
Introduction

Statement of Commitment

The Town of Aurora is committed to providing equitable treatment to people with disabilities with respect to the use and benefit of Town programs, services and facilities. The Town seeks to identify and remove barriers to accessibility and prevent the creation of new barriers. The Town is working to provide services in a manner that respects the dignity and independence of all Aurora citizens, our employees and visitors. The Town of Aurora is equally dedicated to ensuring that all AODA legislated obligations are met in a timely manner and that compliance with these standards is maintained.

Background

The purpose of the Town of Aurora’s Accessibility Plan is to demonstrate how the Town will be implementing the legislative requirements of the Ontarians with Disabilities Act (ODA) (2001), the Accessibility for Ontarians with Disabilities Act (2005) and to manage compliance with emerging AODA regulations related to the Corporation of the Town of Aurora. In addition, the Town recognizes that there is also a need for innovation outside of the legislation, and that additional initiatives are required to either prepare for forthcoming legislation or (in some cases) to work beyond the legislation to meet resident’s accessibility needs. The Town also recognizes that achieving these objectives requires a corporate-wide approach in order to identify, remove, and prevent barriers for residents, employees, and visitors.

Over the past several years, the Town of Aurora has undertaken a number of initiatives aimed at ensuring that the municipality remains as inclusive and barrier-free as possible. These include, but are not limited to:

- Developing Town of Aurora Accessibility Plans annually as part of the requirements of the Ontarians with Disabilities Act 2001 (ODA);
- Creation of a fully inclusive, accessible “Queen’s Diamond Jubilee Park”
- Providing Accessible Formats;
- Investing nearly $1,000,000 on accessibility retrofits in Town facilities, programs and services since 2002;
- Creating an accessible taxi training program;
- Training over 500 Town employees, volunteers, community partners and Town contractors on Accessibility, AODA and Human Rights;
- Providing Accessible Customer Service training to all staff beyond AODA parameters.
- Installing Audible Pedestrian Signals at main Town intersections;
Creating annual Accessibility events to highlight achievements and bring awareness to the importance of accessibility to Town services;
Meeting and maintaining compliance with all accessibility related legislation.

Guiding Principles
The guiding principles of the Town’s Accessibility Plan include:

- Working consultatively with the Accessibility Advisory Committee and other community members to ensure the actions identified in the accessibility plan is responsive to the needs of the community;
- Proactive and timely to meet the provincial compliance deadlines;
- Fiscally responsible by using provincial tools, templates and guides where applicable;
- Proactive to spread the cost of implementation over multiple years;
- Seeking efficiencies by training all existing staff only once;
- Ensuring that areas of accountability are clearly defined by implementing clauses by department; and,
- Developing support tools and templates to assist staff with implementation.

Structure and Governance
The responsibility for the implementation of the AODA falls within the Town’s Corporate Services Accessibility Office. Accountability for the Integrated Accessibility Regulation is a shared responsibility with various departments. The Accessibility Office has overarching responsibility for ensuring that respective clauses are executed according to legislative requirements pertaining to the service they deliver. For example:

- Accessible Taxis are led by Corporate Services;
- Website compliance is led by Corporate Communications;
- Employment requirements are led by Human Resources;
- Information and communication Supports is led by Corporate Communications;
- Procurement and Kiosks requirements are led by Financial Services; and,
- Design of Public Spaces are led by Operational Services

General clauses are led by the Corporate Services Department through the work of the Accessibility Office. Responsibilities of the Accessibility Office include, but are not limited to: development of the Corporate Accessibility Plan, implementing legislative consultation processes, working with all levels of government on accessibility-related issues, developing and reviewing policy, creating training modules and materials, and reporting on progress to the Executive Leadership Team, Accessibility Advisory Committee, and Council on all compliance reporting to the Province of Ontario.
Accessibility Advisory Committee

The Accessibility Advisory Committee, established November 2002, is a municipal requirement of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The Committee is comprised of a minimum of five (5) members, including: Three (3) members who are people with disabilities; One (1) Member of Council; and One (1) member who is a citizen volunteer, parent of a child with a disability, or professional from the stakeholder community.

Accessibility Committee Members:

- Tyler Barker – Chair
- John Lenchak – Vice Chair
- Councillor John Abel
- Gordon Barnes
- James Hoyes
- Jo-anne Spitzer

The purpose of the Accessibility Advisory Committee is to encourage and facilitate accessibility on behalf of all persons with disabilities by: promoting public awareness and sensitivity; encouraging co-operation among all service and interest groups to ensure an inclusive community for all persons; identifying and documenting relevant issues and concerns; improving access to housing, transportation, education, recreation, and employment which are all qualities of a five-star community; improving communication among all levels of government and service agencies to make recommendations regarding policy, procedure and legislation; to educate and champion needs that arise based on the Accessibility for Ontarians with Disabilities Act (2005); and recognizing that the needs of all persons, including persons with disabilities, are constantly changing.

Duties and Functions of the Accessibility Advisory Committee

The Committee assists Council by advising, reviewing, and making comments and recommendations of interest to/for people with disabilities, and dealing with community issues relevant to persons with disabilities.

Some of the items reviewed by the Committee include:

- Providing advice to Council each year regarding the preparation, implementation, and effectiveness of the municipal accessibility plan, and making recommendations on the outstanding accessible project list or items based on Council’s funding allocation for accessibility;
- Providing advice to Council and Staff for compliance purposes as per the Accessibility for Ontarians with Disabilities Act (2005);
• Establishing guidelines pertaining to accessibility, that staff may consider in the review of site plans and subdivision agreements (i.e., building accessibility, curb cuts on roadways, connectivity and barrier free path of travel);

• Commenting on selected designated accessible parking, including: ensuring convenience to the entrance, properly identified and signed as designated accessible parking; reviewing the total number of designated accessible parking spots in relation to the total number of parking spaces in new development; reviewing ways to improve the placement of existing designated parking within the Municipality; and suggesting ways to increase, wherever possible, on both public and private lands, the number of designated accessible parking spaces within the Municipality;

• Commenting on the accessibility for persons with disabilities to a building, structure, or premises or part of a building, structure or premises that the Municipality purchases, contracts or significantly renovates or for which a new lease is entered into (i.e. Aurora Town Hall, Joint Operations Centre & Aurora Family Leisure Complex);

• Commenting on the proposed and existing by-laws, services, practices, programs and policies of the Municipality and how they relate to the general public, including persons with disabilities;

• Commenting on how the needs of persons with disabilities can be better served through the Municipality’s purchasing of goods and services.

• Monitoring federal and provincial government directives and regulations and advising Council regarding same;

• Conducting research on accessibility issues; and,

• Liaising with other municipalities, Region of York, and local stakeholder groups on accessibility and disability issues/interests.
General Accessibility and Accessibility for Ontarians with Disabilities Act Implementation Plan

In addition to the AODA requirements, the Town is continuously working to increase accessibility for residents and visitors by creating additional non-legislated initiatives that support the goals set by Council in accordance with the AODA. Examples of this work include: Audible Pedestrian Signals; Increased Way-finding signage, Hearing Assist in meeting rooms, and increased accessible retrofits relating to the Design of Public Spaces Standard (Built Environment).

Legislated Goals

Customer Service

Maintain compliance with Accessible Customer Service Standard and continue to identify additional customer service enhancements as required:

- Provide accessible Customer Service training to staff, volunteers and third parties;
- Receive and respond to feedback about the manner in which goods or services are provided to persons with disabilities; and,
- Provide notice of service disruptions.

General Requirements

Meet and maintain compliance with the AODA IASR General requirement:

- Complete a review of all relevant Town of Aurora by-laws, policies, procedures and guidelines to reflect the requirements of the AODA Integrated Accessibility Regulation;
- Ensure the procurement of Town goods, services, facilities and kiosks include accessibility criteria and features; and,
- Provide training on the AODA Integrated Accessibility Regulation and the Human Rights Act to all employees, volunteers; all persons who participate in developing the organization’s policies; and all other persons who provide goods, services or facilities on behalf of the Town of Aurora.

Employment

Ensure the Town of Aurora’s employment policies and practices are inclusive of people with disabilities:
• Ensure all employees and successful applicants with disabilities are informed of available supports and accommodations;
• Ensure applicants with disabilities are informed of available accommodations during the recruitment, assessment and the selection processes;
• Consult with employees to provide and arrange for accessible formats and communication supports;
• Provide to employees, upon request, individualized workplace emergency response information;
• Maintain a return to work process and provide individual documented accommodation plans for employees with disabilities when required; and,
• Ensure the needs of the employees with disabilities are taken into account for the purposes of performance management, career development, advancement and redeployment.

Information and Communication Supports

Provide accessible information and communication to residents, visitors and employees:

• Ensure Town processes for receiving and responding to feedback are accessible to people with disabilities by providing for, or arranging for, the provision of accessible formats and communication supports;
• Upon request, provide accessible feedback and communication supports in consultation with the requestor, in a timely manner that takes into account the person’s accessibility needs and at no additional cost for all Town documents including emergency plans and public safety information;
• Ensure Town of Aurora website(s) and web content conform to the World Wide Web Consortium Guideline (WCAG) 2.0 initially at level A and increasing to Level AA in accordance with the timelines set out by the AODA Integrated Regulation; and,
• Inform the public of the availability and provide accessible materials where they exist and provide accessible formats and communication supports upon request.

Accessible Taxi Services

Ensure accessible taxi service is available to the public within the Town of Aurora:

• Consult with the Accessibility Advisory Committee and the public to determine the proportion of on-demand accessible taxicabs required in Aurora and demonstrate progress toward meeting that need;
• Ensure that no person with a disability is charged additional fees or is charged a fee for storage of mobility aids of mobility assistive devices; and,
• Ensure vehicle registration and identification is visible in accordance with Provincial legislation and is available in accessible formats for passengers with disabilities.
Design of Public Spaces (Built Environment)

The Town of Aurora will meet the requirements of (Ontario Regulation 191/11) under the Accessibility For Ontarians with Disabilities Act, 2005 (AODA) and, in particular, Part IV.1 Design of Public Spaces Standards (Accessibility Standards for the Built Environment) in relation to:

- Recreational trails/beach access routes;
- Outdoor public-use eating areas like rest stops or picnic areas;
- Outdoor play spaces, like playgrounds in municipal parks;
- Exterior paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals;
- Accessible parking on and off street;
- Service related elements such as service counters, fixed queuing lines and waiting areas; and,
- Scheduled preventative maintenance.

Non-Legislated Goals

In addition to the legislated goals under the AODA, the Town of Aurora is committed to additional initiatives that help ensure the Town is becoming increasingly barrier-free, including:

Customer Service

Hosting annual National Access Awareness Week events to inform the community about the accessibility of Town services and celebrate accessibility achievements.

Employment

- Conduct outreach with education institutions (elementary and high schools, colleges and universities), and Chamber of Commerce to promote employment opportunities to students with disabilities;
- Partner with agencies to help facilitate workplace experiences and promote employment opportunities for persons with disabilities;
- Track and monitor the percentage of accommodations provided to employees and applicants;
- Deliver training to employees to foster a respectful workplace (includes training on better understanding learning disabilities equity and diversity); and,
- Increase the completeness of the internal data base of persons with disabilities to reflect their representation in the workforce.
Information and Communication

- Increase hearing assist such as closed captioning to viewers of Rogers Cable TV/Streaming for meetings; (where possible for events)
- Increase function of Council Chambers projector screen to include C.A.R.T. or electronic note taking for public meetings; and,
- Increase accessibility in Town Hall with the addition of appropriate way-finding, tactile signage, assistive workstations and self-service kiosks.

Transportation

Training for staff and Taxi Owners/Operators licensed in Aurora consistent with the requirements of the AODA Integrated Accessibility Standards Regulation

Design of Public Spaces (Built Environment)

- Install Audible Pedestrian Program: Increase accessibility for pedestrians with retrofits and new development of Town intersections being equipped with Audible Pedestrian signals;
- Increase and retrofit facilities to include automatic door openers;
- Increase the number of accessible picnic tables throughout Town parks & facilities through regular life cycle management programs;
- Increase accessibility of Town facilities and parks through the auditing and implementation of an asset management plan based on approved budgets;
- Retrofit facilities with respect to: automatic door openers, washroom, passenger loading areas, parking, signs, ramps, reception desks, change rooms, kitchen, client counters, door widening, elevators, drinking fountains, telephones, stairs/railings/ramps, sidewalks/walkways, benches and picnic tables; and,
- Assist residents where needed with removal of windrows through partnerships.

Compliance Monitoring

The Accessibility Advisor shall monitor progress of this plan and shall coordinate and report on progress annually to the Accessibility Advisory Committee and Council through the Accessibility Plan. The Accessibility Advisor is responsible to report on Town compliance to the province, as per the provincial schedule.
Overview of 2009-2016 Accessibility Items and Barriers Removed

Several legislated and non-legislated improvements and community initiatives have increased opportunities for persons with disabilities to enjoy our beautiful Town.

Highlights of our Accomplishments include:

**Increased Awareness Across The Corporation**

- Continued awareness of the Accessible Customer Service standard ensuring that all residents and visitors with disabilities are treated with respect, dignity, inclusion and independence and are welcome at all of our facilities and municipal programs;
- In addition to the Accessible Customer Service Policy, there are several improvements in day-to-day procedures incorporating accessibility at various department counters. Staff is better equipped to assist customers with disabilities with resources that are available to them;
- Revised By-Law distinguishing pets from service animals allowing access into Town facilities, property, and programs;
- New Town employees and Members of Council receive AODA-related training, including disability awareness and sensitivity, to gain resources and tools on how to better assist a customer with a disability;
- As a condition of licensing, Taxi owners/operators provided AODA Customer Service training including requirements under the Integrated Accessibility Standard in respect to tariffs, registration and identification information;
- Municipal procurement process has incorporated AODA related requirements since 2009 and over the years, the Town has been more diligent and equipped to provide various supports to municipal vendors and contractors to assist them in their AODA compliance;
- Increased recruitment of diversity within Human Resource practices;
- Increased sensitivity training for Operators removing winter snow, lessoning windrows near residential driveways;
- Trained staff in conducting Built Environment accessibility audits that increase accessibility in facilities and open spaces (i.e. Victoria Hall);
- Keynote diversity/inclusion presentations including Canadian Paralympic Association “Changing Lives, Changing Minds” to Town staff working with children with disabilities;
- Staff support on the Town intranet providing “Accessible Resources” folder;
- Accessible Considerations included on all Council reports; and,
- “Got Access” corporate guide for an accessible Aurora booklet.
Removal of Physical Barriers

- Additional seating and respite bench areas set up in Municipal buildings including Town Hall;
- Final Completion of the Nokiidaa Trail connecting Aurora, Newmarket, and East Gwillimbury providing seamless access for all citizens;
- Support provided to “Doors Open” locations to assist with Accessibility including the loan of wheelchairs and a temporary ramp set up at Hillary House, Aurora’s National landmark;
- Addition of accessible ramps at the Cenotaph;
- Support provided for Remembrance Day including use of assistive devices;
- Creation of a fully inclusive and accessible Queen's Diamond Jubilee Park;
- Self-checkout units designed at the Aurora Public Library for mobility aids including wheelchair accessibility;
- Patient “Hoyer” lift for the Aquatics Department at the Stronach Aurora Recreation Complex and Aurora Family Leisure Complex. In addition, a permanent Aquatic hydraulic lift for access into the Lap Pool for users;
- Continued accessible wheelchair seating area offered in Council Chambers when needed for meetings (Interior Council ramp too cumbersome for some residents with disabilities);
- Paved trail pathway through Aurora Community Arboretum;
- Installation of accessible Water Fountains and Bottle Fill Stations at Facilities;
- A partnership with the IES Roads Crew and By-law was arranged to increase Accessible Parking Spots within the Town Park quadrant to assist accessible parking needs within this active area of Town;
- Bus Shelters re-designed to provide proper access and respite benches;
- IES Roads Crew marked intersections and curb cuts, including YRT platforms requiring maintenance creating seamless transitions between sidewalks and roadways for mobility aids;
- Installation of automatic door openers at main (south) Town Hall entrance and rear Council Chamber door;
- Slight modifications to Town Hall Council Chamber Ramps increasing turning radius for greater accessibility;
- Additional accessible picnic tables in parks to assist mobility devices;
- Installation of automatic door openers for washrooms, change rooms, and program areas at the Aurora Family Leisure Complex;
Installation of automatic door openers for Change rooms at the Stronach Aurora Recreation Complex;

Increased safe access from York Region Transit Bus stop across road from 1400 Wellington Street East entrance. Bus stop relocated for safer access to Stronach Aurora Recreation Complex;

Cable Tray Protectors purchased and provided for all major events to provide easier gate access and prevention of safety trip hazards;

Installation of accessible traffic circle at Riverridge/Conover Blvd built to Design of Public Space Standards;

Acquisition of accessible ramp for portable staging at Aurora Seniors Centre;

and,

Accessible pathways for accessing Machel Park to field events.

**Improved Communication with Visitors/Residents with Disabilities**

- The Town maintains an accessibility feedback form on the Town website encouraging residents and visitors with disabilities to communicate;
- A service disruption notice system is maintained with the Facilities division of each Municipal occupied building. This provides patrons extra notice when services are interrupted;
- Increased exposure within local media and newspapers highlighting disability tips and resources available within the Town;
- Accessible Customer Service information provided on Interim Property Tax Bills;
- All municipal Boards and Committee members received disability awareness training and booklets depicting Accessible Customer Service with patrons with disabilities;
- Emergency procedures, plans &/or public safety information is provided in an accessible format or with communication supports upon request;
- The Town has upgraded the corporate website to be accessible to WCAG Level A and includes BrowseAloud website software, the ability to enhance accessibility for people with mild vision impairments, learning difficulties and dyslexia;
- Corporate documents reformatted and structured for easy web content access on the Town’s website;
- Installation of Audible Pedestrian Signals (APS) with accessible sidewalk/curbing at the Intersections of Yonge/St. John Side road, Yonge/Orchard Heights,
Yonge/Aurora Heights, Yonge/Wellington, John West Way/Civic Square Gate, and Yonge/Golf Links Drive;

- Hearing Induction Loop System installed in the Aurora Seniors Centre (West Mackenzie Room), Aurora Public Library (Magna and Lebovic Rooms) and Aurora Town Hall (Council Chambers, Holland, Leksand, and Tannery Rooms) that provides amplification to those with hearing disabilities;
- Inclusions of an Ubi-Duo device at Access Aurora counter for easier 2-way communication;
- Installation of public TTY machines for Aurora Town Hall and Aurora Public Library;
- Increased “Way-finding contrasting” signage at Stronach Aurora Recreation Complex, Aurora Family Leisure Complex, Aurora Cultural Centre and Joint Operations Centre;
- Sign holders installed for Town Hall to increase accessibility of resources; and,
- Use of Tablet devices for residents/visitors/employees accessing documentation in a preferred accessible format.

Accessible Community Events & Community Engagement

- Mayor, Council, Town Staff and members of the community joined in celebrating International Day for Persons with Disabilities on December 3rd;
- Regular patrons with Disabilities continue to work on their health and wellness and engage the assistance of Fitness staff when needed at Club Aurora Fitness Centre and Indoor Track;
- Workplace experience program at the Club Aurora Fitness Centre and Parks Department for persons with intellectual disabilities;
- Children with disabilities able to access Town of Aurora Summer Camps and provided necessary 1 to 1 support. Guest speakers, training, integration toys and resources provided to staff for exceptional camper experience;
- The Town of Aurora partnered with the Region of York and the N6 Municipalities to hold an Accessibility Advisory Committee (AAC) Forum as part of National Access Awareness Week;
- Increase awareness of availability of accessibility support for all Town Events and/or functions (upon request). Advertise and incorporate as part of event material where people can direct inquiries or ask for assistance for accessibility;
- Several Town events included on-site accessibility support & accessibility parking for customers in attendance;
Community Recognition and Awards

- The Town of Aurora continues to be recognized as a leader in Accessibility within the York Region and GTA area. Several of our procedural documents have been recognized and adopted by other municipalities including our corporate Accessible Feedback form, Access logos, Corporate Accessibility Policies, Business Accessibility Checklist and Election Inspection Accessibility Audit sheet;
- Town of Aurora Annual Community Recognition Awards previously included an “Accessibility Award”. This was awarded to an individual or organization that makes a significant contribution to the elimination of barriers for people with disabilities. Now referred to as the Inclusion community award;
- Awarded Association of Municipal Clerks and Treasurers of Ontario, AODA Accessibility Champion 10th Anniversary Award;
- The Town of Aurora obtained Level 1 of the Excellence Canada Progressive Excellence Program. Achievement of this award required reviewing and redrafting Human Resources and Accessibility policies. This communication plan demonstrates to Excellence Canada that the Town is committed to continuous improvement;
- The Town of Aurora, where possible, provides a community experience program for people with disabilities; and,
• The Town of Aurora is 1 of 9 recipients in the Province of Ontario that received the Excellence Canada Ontario Accessibility Award for going above and beyond basic AODA compliance and for providing excellent accommodation for people with disabilities.

Legislated Requirements

General

• Accessibility Policies have been established to reflect the Town’s commitment in achieving the Accessible Customer Service Standard and Integrated Standards Regulation;
• An established a multi-year accessibility plan to identify, remove and prevent existing barriers for people with disabilities and indicate progress being made in accomplishing future legislative requirements;
• Accessibility features, services, and facilities are more inclusive to people with disabilities; and,
• Provide training on the Integrated Accessibility Standards Regulation (191/11) and Human Rights Code duty to accommodate people with disabilities.

Accessible Customer Service Standard

• New Town employees and Members of Council receive AODA-related training (including disability awareness and sensitivity) to gain resources and tools on how to better assist a customer with a disability; and,
• Establish processes for feedback and Notice of Service Disruptions.

Employment Standard

• Provide individualized workplace emergency response information to employees who have a disability and protocol in place for need of assistance; and,
• Make employment practices more accessible through recruitment, employees returning to work, employee accommodation, communication supports, performance management, career development and redeployment.

Information & Communications Standard

• The Town of Aurora website platform launched to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A;
• Corporate Templates reformatted to meet WCAG 2.0 Level A web content accessibility guidelines;
• Established procedures to provide/arrange for accessible materials where they exist in the Aurora Public Library and any supports where/when necessary; and,
Notification to the public regarding accessible feedback processes, alternative formats and communication supports that the Town will provide.

**Transportation Standard**

- All licensed taxicabs issued from the Municipality prohibited owners and operators of taxicabs from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and from charging a fee for the storage of mobility aids or mobility assistive devices;
- All licensed taxicabs issued from the Municipality ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab and further make available in an accessible format; and,
- Consultation lead to effective determination of the proportionate number of “On-Demand” accessible taxi cabs Licensed in Aurora.

**Design of Public Spaces Standard**

- Updated municipal guidelines in consultation with Parks & Recreation Ontario to allow for technical requirements under recreational trails/beach access routes. Consultation exists with the Accessibility Advisory Committee and Active Trails and Transportation Committee.
- Municipal guidelines updated in consultation with Annex H guidelines for Outdoor public-use eating areas, picnic areas, outdoor play spaces and playgrounds in municipal properties. Continued consultation exists with the Accessibility Advisory Committee for any new or redeveloped park.
- Technical requirements for exterior paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals are included with IES designs. They are additionally included in the Town of Aurora Site Plan Manual for developments.
- Accessible parking requirements updated to align with the Town of Aurora Zoning By-law
- Accessible elements including trails, signage, playgrounds, bridges, furniture, etc. inspected monthly as per CSA guidelines. Accessible elements are addressed immediately or closure with service disruption is posted until it is in working order.
Accessibility Features and Assistive Devices Available at Various Town of Aurora Facilities

Aurora Town Hall

- Ramped access and automatic door openers at north entrance, south-east entrance and Building Department entrance (3rd floor);
- Automatic door openers at 1st Floor entrances;
- Automatic door openers at rear area of Council Chamber;
- Designated Accessible Parking;
- Personal listening devices/amplification system available in Council Chambers for public meetings connected to microphone system;
- Hearing Induction Loop System in Leksand, Holland & Tannery Rooms;
- FM Assistive Device System, with lapel mic and teleconference table mic to assist with deaf and hard of hearing attendees for meetings held outside of Council Chambers where PA or audio systems may not be available;
- Town TTY telephone lines for the deaf (available on 1st & 2nd floor);
- Manual Wheelchairs and Transfer chairs available for use at Town Hall;
- Respite benches at both front and back entrances;
- Access Aurora Customer Service available to help with way-finding;
- On-site Accessibility Advisor to assist with disability accommodations when attending Town events/meetings (by request for other departments);
- Documents available in alternate formats (by request);
- Electronic Note taking provided to assist residents with hearing loss attend public meetings (by request);
- Audible and visual fire alarm indicators;
- Electronic LED Screens installed on 1st & 3rd floor entrances to assist with wayfinding;
- Sign Holders installed to increase accessibility of resources; and,
- Ubi-Duo device for easier 2-way communication at Access Aurora.

Aurora Family Leisure Complex

- Ramped access/curb cuts and automatic door opener;
- Ramped access to both rink and pool areas;
- Patient “Hoyer” lift available for those with physical or mobility issues requiring assistance in/out of change room or pool deck area;
- PVC wheelchairs in varying sizes that accommodate lateral transfers;
- Water Walking Assistant that helps improve strength in balance and gait;
- Aquatic Training Raft helping maintain horizontal body position to strengthen extremities;
• Pool ramp available for transfers in/out of pool;
• Adaptive Personal Flotation Devices for Swimmers with Disabilities;
• Sensory Toys added to Aquatic & Community Programs;
• Special Needs swimming and camp programs available;
• Larger family change room to accommodate individuals with support persons attending with them;
• Accessible washroom and shower area with bench seat and moveable showerhead available (within Aquatics Area);
• Automatic door openers for the washrooms, fitness change-rooms, and program areas;
• On-site reception staff to assist in way-finding;
• Respite benches and seating throughout building;
• Designated Accessible Parking close to Main Entrance;
• Audible and visual fire alarm indicators; and,
• Independent Elevator access.

Aurora Seniors Centre

• Ramped access from parking lot with designated accessible parking;
• Automatic door openers throughout the building;
• On-site reception area for assistance in way-finding;
• Accessible washrooms and change rooms;
• PA/microphone system available throughout entire building;
• Ramped accessible entrance/exit for back outdoor patio and BBQ area;
• Audible and visual fire alarm indicators;
• On-site wheelchair and walker available for incidental transfers to/from vehicles or accessible transportation;
• On-site Accessibility assistance at large senior community events when needed (by request);
• Adaptable tables and various chair or stool heights available in the Seniors Centre woodshop for ASC members/visitors with disabilities;
• Page magnifiers available from staff as required for ASC members;
• Community integration;
• Incorporation of accessibility needs and requirements for community bus trips;
• Hearing Induction Loop System installed in West Mackenzie Room providing amplification to those with hearing difficulties; and,
• Ramp access to event staging in West Mackenzie Room.
Aurora Community Centre

- Barrier-free sensor sliding glass door front entrances;
- Automatic door openers throughout interior corridors;
- Designated Accessible Parking;
- Large accessible change rooms to accommodate individuals with support persons attending with them;
- Larger washroom available;
- Elevator to access upper level spectator areas; and,
- Respite benches and seating throughout building.
- Electronic LED Screens installed to assist with wayfinding;

Aurora Cultural Centre

- Designated Accessible Parking close to accessible entrance;
- Ramped access/curb cuts and Power door openers at rear entrance;
- Respite benches and seating;
- Contrasting way-finding signage;
- Automatic door openers for washrooms; and,
- Independent Elevator access to lower and upper levels.

Aurora Public Library

- Ramped access from east parking lot and from street level sidewalk;
- Increased ramp and accessible grading and landscaped area at the South lower basement area (*Entrance to Pine Tree Potters);
- Automatic door openers front & back entrances;
- Designated Accessible Parking;
- Wheelchair Accessible Elevator service to 1st & 2nd floors;
- Accessible 1st floor washroom facilities with barrier free entrances;
- Single wheelchair accessible washrooms on 2nd floor;
- Two lower self-checkout units customized for wheelchair accessibility;
- On-site refreshment area with moveable tables and chairs;
• Adaptive technology workstation featuring JAWS (screen reading software),
  ZoomText (Magnifying software), Kurzweil 1000 and Kurzweil 3000 (Scanning,
  writing and reading software) and the Duxbury Braille Translator;
• On-site reception at Customer Service Desk within library to assist with way-
  finding or special requests;
• Access with “Mosio” text messaging software;
• Selection of large-print books and talking books, “e” books and “e” audio books;
• Subscribe to Centre for Equitable Library Access (CELA);
• Visiting library services at home, for people with disabilities, seniors, or those
  unable to travel to the library due to injury/wellness;
• Access to the CNIB Partners Program;
• Hearing Induction Loop System installed in Magna & Lebovic Rooms; and,
• Installation of TTY telephone for hard of hearing at front entrance payphone.

Joint Operations Centre

• Designated Accessible Parking close to
  Main Entrance;
• Ramped access/curb cuts and power
doors openers at front entrance;
• Respite benches and seating in main
  lobby;
• Contrasting way-finding signage;
• Automatic door openers for
  washrooms;
• Accessible washrooms including hands
  free dryers and soap dispensers;
• Independent Elevator access to lower and upper levels;
• On-site reception area for assistance in way-finding; and,
• Audible and visual fire alarm indicators.

Stronach Aurora Recreation Complex

• Designated Accessible Parking;
• Ramped access/curb cuts and automatic door openers;
• Mechanical lift available for transfers in therapeutic and leisure pools;
• Patient “Hoyer” lift available for those with physical or mobility issues requiring
  assistance in/out of change room or pool deck area;
• PVC wheelchairs in varying sizes that accommodate lateral transfers;
• Water Walking Assistant that helps improve strength in balance and gait;
• Aquatic Training Raft helping maintain horizontal body position to strengthen extremities;
• Adapted Personal Flotation Devices for Swimmers with Disabilities;
• Sensory Toys added to Aquatic & Community Programs;
• Accessible washrooms and change locations including hands free dryers and soap dispensers;
• Respite benches and seating throughout building;
• Audible and visual fire alarm indicators;
• Accessible Shower Nozzles and Sensors for ease of access in Change rooms increasing accessibility with patrons that have a disability;
• Shower curtain installed in Ladies accessible stall for privacy;
• Ramped access to shallow pool & play area;
• Increased contrasting way-finding signage;
• Addition of digital display boards; and,
• Automatic door openers for family change-room washrooms.
Accessibility Plan Feedback Form

The Town of Aurora is committed to providing accessible customer service to all of our citizens. We welcome your comments and feedback regarding the Accessibility Plan. Assistance may be provided in an alternate format or necessary communications support.

Please detach this form and submit to any of the following:

Mail or Deliver to: Accessibility Advisor c/o Access Aurora Customer Service  
Town of Aurora  
100 John West Way, Box 1000  
Aurora, ON L4G 6J1

E-mail to: accessibility@aurora.ca
Fax to: 905-726-4732

Please write or type your comments in the space provided below. Thank you.

Was the Accessibility Plan helpful in understanding accessibility available within Town services, facilities and/or programs?

What further information/suggestions would you like to see included in the Accessibility Plan?

Any other comments or suggestions:
## Appendix A – Completed Accessibility Items

<table>
<thead>
<tr>
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<th>Solution</th>
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</table>
| 01-2010           | Physical                        | 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                   | Purchased proper signage to advertise devices available in Council Chambers | N/A                                                                              | Corporate Services, Infrastructure & Environmental Services                          | 2010 |
| 03-2010           | Communication                   | Purchased of proper signage to advertise devices available                 | N/A                                                                              | Corporate Services, Infrastructure & Environmental Services                          | 2010 |
| 04-2010           | Physical                        | 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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<tr>
<td>05-2010</td>
<td>Attitudinal</td>
<td>Built relationship with Chamber of Commerce to educate local businesses about AODA and inclusion of Customers with Disabilities</td>
<td>N/A</td>
<td>Corporate Services, Accessibility Advisory Committee</td>
<td>2011</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PowerPoint presentation on file with Accessible Customer Service booklet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06-2010</td>
<td>Physical</td>
<td>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</td>
<td>$200 Doorbell and convex mirror installed Improved signage installed</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, Parks &amp; Recreation Services</td>
<td>2011</td>
</tr>
<tr>
<td>07-2010</td>
<td>Physical</td>
<td>Installed automatic door opener at main (south) entrance</td>
<td>$2,500 Parts and labour</td>
<td>Infrastructure &amp; Environmental Services</td>
<td>2011</td>
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<tr>
<td>08-2010</td>
<td>Attitudinal</td>
<td>Developed “Got Access” A Guide for an Accessible Aurora, providing customer service awareness material geared towards user groups</td>
<td>$5,000 Design &amp; Print</td>
<td>Corporate Services, Administration</td>
<td>2014</td>
</tr>
<tr>
<td>10-2010</td>
<td>Communication</td>
<td>Provided electronic note-taker service for accessibility to deaf or hard of hearing residents attending debates (upon request)</td>
<td>$160/two-hour meeting Mileage</td>
<td>Corporate Services</td>
<td>2010</td>
</tr>
<tr>
<td>12-2010</td>
<td>Communication</td>
<td>Town Youth program staff offer closed captioned movies on specific nights (upon request)</td>
<td>N/A</td>
<td>Corporate Services, Parks &amp; Recreation Services</td>
<td>2011</td>
</tr>
<tr>
<td>13-2010</td>
<td>Communication</td>
<td>Retrofitted current acoustics and PA/microphone system</td>
<td></td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, Administration</td>
<td>2011</td>
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| 14-2010           | Physical                        | 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           | Physical                        | 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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<tr>
<td>16-2010</td>
<td>Physical</td>
<td>Redesign corridors/change rooms in conjunction with renovation of AFLC</td>
<td>Parks &amp; Recreation funded item as part of Community Space for Youth AFLC renovation</td>
<td>AAC, Corporate Services, Infrastructure &amp; Environmental Services, Parks &amp; Recreation Services</td>
<td>2015</td>
</tr>
<tr>
<td>17-2010</td>
<td>Communication &amp; Physical</td>
<td>Purchased and installed appropriate signage</td>
<td>$250 Temporary signs &amp; sign holders</td>
<td>Infrastructure &amp; Environmental Services</td>
<td>2011</td>
</tr>
<tr>
<td>19-2010</td>
<td>Attitudinal &amp; Communication</td>
<td>Developed “Got Access” Accessibility Resource Guide for Town staff and patrons</td>
<td>$5,000 Design &amp; Print</td>
<td>Corporate Services, Administration</td>
<td>2014</td>
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November 2017
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<tr>
<td>20-2010</td>
<td>Communication</td>
<td>Advertised and incorporated as part of event material where people can direct inquiries or ask for assistance for accessibility</td>
<td>Costs vary depending on type of request received i.e. services in kind or operating supplies</td>
<td>Corporate Services, Administration</td>
<td>2012</td>
</tr>
<tr>
<td>21-2010</td>
<td>Communication</td>
<td>Outreach plan created by AAC and Accessibility Advisor Held annual events, information fairs, etc.</td>
<td>N/A</td>
<td>Corporate Services, Accessibility Advisory Committee, Administration</td>
<td>2011</td>
</tr>
<tr>
<td>22-2010</td>
<td>Attitudinal</td>
<td>Awareness training for Taxicab operators</td>
<td>$600/Training</td>
<td>Corporate Services, Accessibility Advisory Committee</td>
<td>2012</td>
</tr>
<tr>
<td>23-2010</td>
<td>Communication &amp; Physical</td>
<td>Improved signage</td>
<td>$50/sign Signage installed</td>
<td>Infrastructure &amp; Environmental Services</td>
<td>2011</td>
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<tr>
<td>24-2010</td>
<td>Communication</td>
<td>Improved font size and set-up of tax and water bills</td>
<td>N/A</td>
<td>Financial Services, Corporate Services</td>
<td>2012</td>
</tr>
<tr>
<td></td>
<td>Visual difficulties of Town-written material from Finance</td>
<td>Costs associated with set-up and mail out</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26-2010</td>
<td>Physical</td>
<td>Space redesigned, barrier free access</td>
<td>Parks &amp; Recreation funded item as part of Community Space for Youth AFLC renovation</td>
<td>AAC, Corporate Services, Infrastructure &amp; Environmental Services, Parks &amp; Recreation Services</td>
<td>2015</td>
</tr>
<tr>
<td></td>
<td>No clear accessible viewing area at AFLC rink for patrons to view skating events</td>
<td>Chairs removed if applicable</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>27-2010</td>
<td>Communication</td>
<td>Included Affordable and Accessible Housing Policy in Official Plan</td>
<td>N/A</td>
<td>Corporate Services</td>
<td>2010</td>
</tr>
<tr>
<td></td>
<td>No formal Affordable and Accessible Housing Policy in Official Plan</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01-2011</td>
<td>Physical &amp; Communication</td>
<td>Installed APS at recommended intersection in collaboration with York Region</td>
<td>$50,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, Region of York Transportation Department</td>
<td>2012</td>
</tr>
<tr>
<td></td>
<td>Lack of Audible Pedestrian Signal (APS) for busy intersection at Orchard Heights and Yonge St</td>
<td>Retrofit cost due to condition of intersection and current poles</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>02-2011</td>
<td>Physical &amp; Attitudinal</td>
<td>Windrow removal program for residents with disabilities that identify removal is an issue. Driver sensitivity training conducted in-house with minimal cost for materials.</td>
<td>Driver sensitivity training conducted in-house with minimal cost for materials.</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>2011</td>
</tr>
<tr>
<td>03-2011</td>
<td>Physical &amp; Systemic</td>
<td>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</td>
<td>Cost – N/A. Staff allowed to ‘flex’ time and adjust 8:30-4:30 work week when Events are pre-planned.</td>
<td>All Departments</td>
<td>2011</td>
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<tr>
<td>04-2011</td>
<td>Attitudinal &amp; Communication</td>
<td>Established accessible information on policies, permits, conditions &amp; regulations</td>
<td>N/A</td>
<td>Corporate Services, Parks &amp; Recreation Services</td>
<td>2016</td>
</tr>
<tr>
<td>06-2011</td>
<td>Physical</td>
<td>Location of bus stop moved to facilitate safe crossing at traffic intersection Wellington/Leslie Streets</td>
<td>N/A</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, Region of York Transportation Department</td>
<td>2012</td>
</tr>
<tr>
<td>07-2011</td>
<td>Physical</td>
<td>Included ramp access to Cenotaph along path/stairway. Design features include Design of Public Space standards</td>
<td>$20,000</td>
<td>Corporate Services, Parks &amp; Recreation Services</td>
<td>2014</td>
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## Appendix A – Completed Accessibility Items

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<tbody>
<tr>
<td>01-2012</td>
<td>Physical &amp; Communication</td>
<td>Hearing Induction Loop System installed in Holland/Leksand Rooms for Public Meetings</td>
<td>$5,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>2012</td>
</tr>
<tr>
<td>02-2012</td>
<td>Physical</td>
<td>Installed permanent hydraulic lift onto the Lap Pool</td>
<td>$6,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>2012</td>
</tr>
<tr>
<td>03-2012</td>
<td>Physical</td>
<td>Installed automatic door and distress paddles</td>
<td>$2,500</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>2012</td>
</tr>
<tr>
<td>04-2012</td>
<td>Physical</td>
<td>Installed automatic door and distress paddles</td>
<td>$12,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>2012</td>
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| 05-2012 | **Attitudinal & Communication**  
Accessibility Considerations on Reports to Council | Included subsection on all reports highlighting any accessible considerations that may identify, remove, and prevent barriers | N/A | Corporate Services | 2016 |
| 06-2012 | **Physical & Communication**  
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 | **Physical & Communication**  
Lack of Audible Pedestrian Signal & Curb Cuts (APS) for Yonge & Wellington, and Yonge & St. John’s Sideroad | 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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<tr>
<td>08-2012</td>
<td>Communication &amp; Physical</td>
<td>Accessible way-finding signage required to meet accessible needs for patrons specifically using public areas of recreational facilities</td>
<td>$5,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, Parks &amp; Recreation Services</td>
<td>2012</td>
</tr>
<tr>
<td>09-2012</td>
<td>Physical &amp; Attitudinal</td>
<td>Installed accessible seating in all Bus Shelters</td>
<td>Region of York, and YRT funded project</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, Region of York Transportation Department</td>
<td>2012</td>
</tr>
<tr>
<td>10-2012</td>
<td>Physical</td>
<td>Replacement and re-pouring of curbing/sidewalk around the traffic circle of the intersection</td>
<td>$13,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>2013</td>
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<tr>
<td>11-2012</td>
<td>Communication &amp; Physical</td>
<td>Created a function where the two Council Chambers projector screens can operate independently</td>
<td>$3,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>2016</td>
</tr>
<tr>
<td>12-2012</td>
<td>Physical</td>
<td>Incorporated Capital replacement of tables with accessible picnic tables in strategic high traffic areas</td>
<td>Parks Capital Replacement on a yearly basis, changing out tables coming out of service</td>
<td>Corporate Services, Parks &amp; Recreation Services</td>
<td>2013</td>
</tr>
<tr>
<td>13-2012</td>
<td>Physical</td>
<td>Any new parks/trails to meet the IAS Design of Public Spaces Standard for accessibility. Included Queens Diamond Jubilee Park and 2C development</td>
<td>$50,000</td>
<td>Corporate Services, Parks &amp; Recreation Services</td>
<td>2016</td>
</tr>
<tr>
<td>14-2012</td>
<td>Physical</td>
<td>Investigated requirements of SARC &amp; AFLC to determine space, placement, and quantity. Family change-room has accessible stalls/rooms with accessible benches for proper transfers</td>
<td>N/A</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, Parks &amp; Recreation Services</td>
<td>2013</td>
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<tr>
<td>15-2012</td>
<td>Communication</td>
<td>Lack of TTY at municipal buildings</td>
<td>Additional TTY installed on Town Hall first floor payphone and Aurora Public Library lobby payphone</td>
<td>$300/phone</td>
<td>Corporate Services</td>
</tr>
<tr>
<td>16-2012</td>
<td>Physical</td>
<td>Lack of Parking on the street with Accessibility Parking Permit (Overnight, No stopping zones, etc.)</td>
<td>Reviewed existing By-law. Determined that it would provide inequalities and is winter liability for clearing of roads</td>
<td>N/A</td>
<td>Corporate Services</td>
</tr>
<tr>
<td>17-2012</td>
<td>Communication</td>
<td>Lack of accessibility on website for people with dyslexia, learning &amp; visual impairments</td>
<td>The Town is proceeding to launch a new website (WCAG Level A) platform with increasing accessible features. Interim solution installed “BrowseAloud” accessible website software.</td>
<td>Website platform funded by Administration. Accessible software, $2,500/year</td>
<td>Corporate Services, Financial Services, Administration</td>
</tr>
<tr>
<td>18-2012</td>
<td>Physical</td>
<td>Cable trip hazard for all patrons entering front gates of Special Events (i.e. Ribfest)</td>
<td>Purchased cable protector ramps allowing barrier free access</td>
<td>$2,500</td>
<td>Corporate Services</td>
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<tr>
<td>20-2012</td>
<td>Communication</td>
<td>Provided electronic note-taker service upon request—interpreters for accessibility to deaf or hard of hearing residents attending debates</td>
<td>Cost $250 per two-hour meeting/service, plus mileage cost to service provider</td>
<td>Corporate Services</td>
<td>2014</td>
</tr>
<tr>
<td>21-2012</td>
<td>Physical</td>
<td>Provided education to Candidates proper sign placement in accordance with sign By-Law. By-Law Staff enforced, removed, relocated that impeded physical access</td>
<td>N/A</td>
<td>Corporate Services</td>
<td>2014</td>
</tr>
<tr>
<td>01-2013</td>
<td>Physical</td>
<td>Replacement and re-pouring of curbing/sidewalk around the bus stop of the intersection</td>
<td>$20,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, Region of York Transportation</td>
<td>2014</td>
</tr>
<tr>
<td>02-2013</td>
<td>Physical</td>
<td>Replacement of rear entrances with censored automatic doors</td>
<td>$25,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services,</td>
<td>2015</td>
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<tr>
<td>03-2013</td>
<td>Physical</td>
<td>Capital expenditure of adapted universal weight training station</td>
<td>$15,000</td>
<td>Corporate Services, Parks &amp; Recreation Services,</td>
<td>2015</td>
</tr>
<tr>
<td>04-2013</td>
<td>Communication &amp; Physical</td>
<td>Installation of APS at recommended intersection in collaboration with York Region</td>
<td>$75,000 retrofit cost due to condition of intersection and current poles</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, Region of York Transportation</td>
<td>2016</td>
</tr>
<tr>
<td>05-2013</td>
<td>Communication</td>
<td>Installation of fixed Audio/Visual System in Leksand, Holland, and Tannery Rooms with capability for Hearing Assist, CART, etc.</td>
<td>$200,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, Financial Services</td>
<td>2017</td>
</tr>
<tr>
<td>06-2013</td>
<td>Physical</td>
<td>Installation of paddle/censored automatic doors &amp; openers eliminated barriers to those with mobility disabilities</td>
<td>$25,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services,</td>
<td>2015</td>
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<tr>
<td>07-2013</td>
<td><strong>Physical</strong></td>
<td>Intersection of Conover &amp; Borealis Ave traffic circle has sidewalk heaving causing lip between road and sidewalk</td>
<td>Replacement and re-pouring of curbing/sidewalk around the traffic circle of the intersection</td>
<td>$15,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
</tr>
<tr>
<td>08-2013</td>
<td><strong>Communication</strong></td>
<td>Lack of Visual/Audio Emergency System Detectors in Town Hall meeting rooms for the public</td>
<td>Installation of horn/strobe alarms in Leksand, Holland, Tannery Rooms and Council Chambers</td>
<td>$500/device plus installation</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
</tr>
<tr>
<td>09-2013</td>
<td><strong>Physical</strong></td>
<td>Lack of accessible Paved Park Paths in Lambert Willson Park/Arboretum for connectivity with Nokiidaa Trail</td>
<td>Any new remedial parks/trails to meet the IAS Design of Public Spaces Standard for accessibility</td>
<td>$100,000</td>
<td>Corporate Services, Parks &amp; Recreation Services</td>
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<tr>
<td>02-2015</td>
<td>2015</td>
<td>Physical</td>
<td>Installation of paddle/censored automatic doors &amp; openers eliminated barriers to those with mobility disabilities</td>
<td>$45,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services,</td>
<td>2016</td>
</tr>
<tr>
<td>03-2015</td>
<td>2015</td>
<td>Physical</td>
<td>Updated Fire Safety Plans and Emergency Safety Protocols for Staff and Patrons in Municipal Facilities</td>
<td>N/A</td>
<td>Corporate Services, Parks &amp; Recreation Services, Infrastructure &amp; Environmental Services</td>
<td>2017</td>
</tr>
<tr>
<td>04-2015</td>
<td>2015</td>
<td>Physical</td>
<td>Installation of “ADA”, cooled water bottle and drinking fountain stations at ACC, AFLC, SARC, Library &amp; Town Hall</td>
<td>$30,000 Capital from IES</td>
<td>Corporate Services, Parks &amp; Recreation Services, Infrastructure &amp; Environmental Services</td>
<td>2016</td>
</tr>
<tr>
<td>06-2015</td>
<td>2015</td>
<td>Physical</td>
<td>Updated wayfinding signage for access provided in Family Changeroom.</td>
<td>$5,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>2017</td>
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<tr>
<td>07-2015</td>
<td><strong>Communication &amp; Physical</strong></td>
<td>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</td>
<td>$30,000 in conjunction with IES</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>2017</td>
</tr>
<tr>
<td>01-2016</td>
<td><strong>Physical</strong></td>
<td>Installation of paddle/censored automatic doors &amp; openers eliminated barriers to those with mobility disabilities</td>
<td>$35,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>2017</td>
</tr>
<tr>
<td>03-2016</td>
<td><strong>Communication &amp; Physical</strong></td>
<td>Installation of appropriate way-finding signage at location in consultation with Aurora Public Library staff.</td>
<td>$1,000 Operating</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>2017</td>
</tr>
<tr>
<td>07-2016</td>
<td><strong>Physical</strong></td>
<td>Installation of censored automatic door to eliminate barriers to those with mobility disabilities</td>
<td>$5,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>2017</td>
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<tr>
<td>09-2016</td>
<td>Physical</td>
<td>Lack of Access to entrance of ACC #1 &amp; ACC #2 from parking lot</td>
<td>Created paved surface to grade where designed curb cuts are located for appropriate safe, accessible routes of travel</td>
<td>$200,000 (IES)</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, 2017</td>
</tr>
<tr>
<td>10-2016</td>
<td>Physical</td>
<td>Lack of a Fully Inclusive and Accessible Municipal Park</td>
<td>Development and Creation of Queens Diamond Jubilee Park</td>
<td>$325,000 (Parks)</td>
<td>Corporate Services, Parks &amp; Recreation Services, 2017</td>
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<th>Status of Project Item</th>
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<tr>
<td>11-2010</td>
<td>Communication</td>
<td>Lack of captioning option for Council meetings Broadcasted</td>
<td>Captioning to be included for streaming of Council &amp; Committee meetings with Council A/V upgrade</td>
<td>$15,000/year</td>
<td>Corporate Services, Administration</td>
<td>No enforcement under CRTC that captioning is required for community programming. Streaming will require WCAG accessibility guidelines</td>
</tr>
<tr>
<td>18-2010</td>
<td>Communication &amp; Physical</td>
<td>Lack of appropriate signage and way-finding system directing patrons to the appropriate Departments and/or areas located within Town Hall</td>
<td>Hire consultant to investigate potential solutions for a visual way-finding system for Town Hall</td>
<td>$50,000</td>
<td>Corporate Services, Infrastructure &amp; 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</td>
<td>2018/2019</td>
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<tr>
<td>25-2010</td>
<td>Physical</td>
<td>Install accessible Reception counters at all Town Hall Departments</td>
<td>42,000 $7,000/each</td>
<td>AAC, Infrastructure &amp; Environmental Services, Corporate Services</td>
<td>As of January 1, 2016 all service counters, queuing lines, and waiting areas must be accessible as per IASR Design of Public Space Standards</td>
<td>2019</td>
</tr>
<tr>
<td>05-2011</td>
<td>Physical</td>
<td>Re-design and construct barrier-free Council Chambers</td>
<td>Cost estimated at $250/square foot</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>Retain architect to determine design and feasibility relating to the Ontario Building Code (OBC) in conjunction with Town Hall refresh</td>
<td>2023</td>
</tr>
<tr>
<td>19-2012</td>
<td>Physical &amp; Vision</td>
<td>Determine high traffic areas and conduct needs assessment of accessible lighting or lack thereof</td>
<td>$50,000/Machel Park in association with Parks Department</td>
<td>Corporate Services, Parks &amp; Recreation Services</td>
<td>Safety issue for patrons entering/Exiting park facilities &amp; events due to lack of lighting</td>
<td>2018</td>
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<tr>
<td>01-2015</td>
<td>Communication &amp; Physical</td>
<td>Installation of APS at recommended intersection in collaboration with York Region</td>
<td>$75,000 retrofit cost due to condition of intersection and current traffic poles</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, Region of York Transportation</td>
<td>Capital replacement costs $75,000 per intersection per year prioritizing need of traffic intersection</td>
<td>2018</td>
</tr>
<tr>
<td>05-2015</td>
<td>Physical &amp; Vision</td>
<td>Determine high traffic areas and conduct needs assessment of accessible lighting or lack thereof</td>
<td>$100,000/ Lambert Willson Park/Arboretum in association with Parks Department</td>
<td>Corporate Services, Parks &amp; Recreation Services</td>
<td>Safety issue for patrons entering/exiting/traveling park facilities due to lack of lighting</td>
<td>2018</td>
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<tr>
<td>02-2016</td>
<td>Communication &amp; Physical</td>
<td>Lack of Audible Pedestrian Signal (APS) for busy intersection at Murray and Yonge St</td>
<td>Installation of APS at recommended intersection in collaboration with York Region</td>
<td>$75,000 retrofit cost due to condition of intersection and current traffic poles</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services, Region of York Transportation</td>
<td>Capital replacement costs $75,000 per intersection per year prioritizing need of traffic intersection</td>
</tr>
<tr>
<td>04-2016</td>
<td>Physical</td>
<td>Lack of Access to Universal Washrooms, 2nd Floor Aurora Public Library</td>
<td>Installation of paddle/ censored automatic doors &amp; openers eliminated barriers to those with mobility disabilities</td>
<td>$15,000</td>
<td></td>
<td>Tender awarded in 2017. Project anticipated completion date for *Q1 2018</td>
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<tr>
<td>05-2016</td>
<td>Physical</td>
<td>Lack of Access to Yonge Street Vestibule Entrance, First Floor Aurora Public Library</td>
<td>Installation of censored automatic door sliders eliminated barriers to those with mobility disabilities</td>
<td>$30,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>Tender awarded in 2017. Project completion for *Q1 2018</td>
<td>2018</td>
</tr>
<tr>
<td>06-2016</td>
<td>Physical</td>
<td>Lack of Access to Vestibule Entrance Aurora Seniors Centre</td>
<td>Installation of censored automatic door sliders eliminated barriers to those with mobility disabilities</td>
<td>$30,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>Tender awarded in 2017. Project completion for *Q1 2018</td>
<td>2018</td>
</tr>
<tr>
<td>08-2016</td>
<td>Physical</td>
<td>Lack of Access to Victoria Hall entrance</td>
<td>Installation of permanent ramp</td>
<td>$20,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>Further investigation required with redevelopment of Library Square</td>
<td>2020</td>
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<tr>
<td>01-2017</td>
<td>2017</td>
<td>Physical</td>
<td>Regrade pathway and parking lot pavement. Shift pathway away from storm water drain</td>
<td>$10,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>Further investigation required with grade and storm water drain. May require shifting accessible park path away from storm water drain.</td>
<td>2018</td>
</tr>
<tr>
<td>02-2017</td>
<td>2017</td>
<td>Physical</td>
<td>Installation of censored automatic door sliders eliminated barriers to those with mobility disabilities</td>
<td>$15,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>Tender awarded in 2017. Project completion for *Q1 2018</td>
<td>2018</td>
</tr>
<tr>
<td>03-2017</td>
<td>2017</td>
<td>Physical</td>
<td>Installation of permanent gentry system, ceiling track lifts.</td>
<td>$20,000</td>
<td>Corporate Services, Infrastructure &amp; Environmental Services</td>
<td>Currently, portable hoyer lifts used for transfers. Investigation needed to determine feasibility for a permanent solution.</td>
<td>2020</td>
</tr>
</tbody>
</table>
### Appendix B – Recommended Accessibility Items 2018 – 2024

<table>
<thead>
<tr>
<th>Item #-Year Added</th>
<th>Type of Barrier to Accessibility</th>
<th>Proposed Solution</th>
<th>Associated Costs</th>
<th>Department Responsible</th>
<th>Status of Project Item</th>
<th>Target Year Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>01-2018</td>
<td>Attitudinal Barrier</td>
<td>Request Community Services to consider reinstating the Accessibility Award instead of the new Inclusion Award</td>
<td>Zero Cost – change in practice only</td>
<td>Community Services – c/o Special Events</td>
<td>TBD</td>
<td>2019 to be considered</td>
</tr>
<tr>
<td>02-2018</td>
<td>Attitudinal Barrier</td>
<td>Review terms of reference of this committee</td>
<td>Zero Cost – staff to review as part of 2018 election framework for required statute committees for 2018 to 2021</td>
<td>Corporate Services via Accessibility Advisor and Town Clerk</td>
<td>In progress</td>
<td>2018</td>
</tr>
</tbody>
</table>

November 2017
## Appendix B – Recommended Accessibility Items 2018 – 2024

<table>
<thead>
<tr>
<th>Item #-Year Added</th>
<th>Type of Barrier to Accessibility</th>
<th>Proposed Solution</th>
<th>Associated Costs</th>
<th>Department Responsible</th>
<th>Status of Project Item</th>
<th>Target Year Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>03-2018</td>
<td><strong>Communication and Attitudinal Barrier</strong>&lt;br&gt;For staff to develop a recruitment, public outreach and education strategy for the Accessibility Advisory Committee (to recruit potential members)</td>
<td>Formal plan to be developed by staff</td>
<td>Costs associated with print materials for advertising via newspaper ads&lt;br&gt;Costs – TBD, could be included in Town Notice Board</td>
<td>Corporate Services via Accessibility Advisor with input from Elections team and corporate communications</td>
<td>Pending</td>
<td>2018 – Q2</td>
</tr>
<tr>
<td>04-2018</td>
<td><strong>Physical Barrier</strong>&lt;br&gt;For staff to review the status of the repairs completed at Canine Commons dog park in 2017 and determine if additional accessibility features could be added to the park footprint and parking lot area</td>
<td>TBD – needs review and analysis</td>
<td>Not known</td>
<td>Via Accessibility Advisor in partnership with Community Service (Parks Operations)</td>
<td>Pending – review and analysis to occur in 2018</td>
<td>2018/2019</td>
</tr>
</tbody>
</table>
Appendix C – Town of Aurora Implementation Plan 2018-2024

Accessibility for Ontarians with Disabilities Act
Integrated Accessibility Standards, Ontario Regulation 191/11 IASR

<table>
<thead>
<tr>
<th>Topic and Implementation Date</th>
<th>Detail of What is Required</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ss 1 - 2 Purpose, application and definitions</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| 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 Disabilities Act, 2005.”  
All Council reports are publically available and posted on the Town of Aurora website. |

Appendix C – Town of Aurora Implementation Plan 2018-2024

Accessibility for Ontarians with Disabilities Act
Integrated Accessibility Standards, Ontario Regulation 191/11 IASR

<table>
<thead>
<tr>
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<td>ss 1 - 2 Purpose, application and definitions</td>
<td></td>
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</tr>
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</table>
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- 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 Disabilities Act, 2005.”  
All Council reports are publically available and posted on the Town of Aurora website. |
## Appendix C – Town of Aurora Implementation Plan 2018-2024

### Accessibility for Ontarians with Disabilities Act

**Integrated Accessibility Standards, Ontario Regulation 191/11 IASR**

| Accessibility Plans | **4 (1) (a)** Develop a multi-year accessibility plan which shows how the municipality will prevent 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 |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 2013</td>
<td>COMPLIANT</td>
</tr>
<tr>
<td>Status reports are publically available and posted on the Town of Aurora website.</td>
<td></td>
</tr>
</tbody>
</table>

| Procuring or Acquiring goods, services or facilities | **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) |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 2013</td>
<td>COMPLIANT</td>
</tr>
<tr>
<td>An amendment to the Purchasing By-law. By-Law 5500-13, 25.1-25.2 has a section specifically referencing the AODA as follows:</td>
<td></td>
</tr>
</tbody>
</table>

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
### Appendix C – Town of Aurora Implementation Plan 2018-2024

#### Accessibility for Ontarians with Disabilities Act

**Integrated Accessibility Standards, Ontario Regulation 191/11 IASR**

<table>
<thead>
<tr>
<th>Training</th>
<th>January 1, 2014</th>
<th>COMPLIANT</th>
</tr>
</thead>
<tbody>
<tr>
<td>7(1) Training must be provided on the requirements of the accessibility standards in regards to the AODA and the Human Rights Code as it pertains to people with disabilities to,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a) All employees and volunteers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b) All people who participate in developing the</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication sent out to all current employees using Town of Aurora traditional communications channels. All existing employees received AODA Integrated Accessibility Standards Regulation and Human Rights Code “duty to accommodate” training. Information regarding the Accessibility for Ontarians with Disabilities Act included in Town orientation which is</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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, 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.

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s 6 Self Service Kiosks
Appendix C – Town of Aurora Implementation Plan 2018-2024
Accessibility for Ontarians with Disabilities Act
Integrated Accessibility Standards, Ontario Regulation 191/11 IASR

<table>
<thead>
<tr>
<th>Organization's policies</th>
<th>Provided to every Town of Aurora employee. Additional training on specific elements of the Integrated Standard that are applicable to specific employees provided to those employees, as for 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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(c) All people who provide goods, services or facilities on behalf of the Town of Aurora</td>
<td>(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</td>
</tr>
</tbody>
</table>

Information Exemptions, definitions, exceptions and application

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 for persons with

Currently, the “Accessible Customer Service Policy” includes provisions that the Town of Aurora provides equal treatment to
**Appendix C – Town of Aurora Implementation Plan 2018-2024**

**Accessibility for Ontarians with Disabilities Act**

**Integrated Accessibility Standards, Ontario Regulation 191/11 IASR**

| Communication Supports | disabilities must be provided or arranged upon request,  
| January 1, 2015 | (a) in a timely manner  
| 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  
| | 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 disability.  
| | Notification provided on Home page of the Town’s website  

| Emergency Procedure, Plans or Public Safety Information | 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.  
| January 1, 2012 | (2) Emergency procedures, plans or public safety information must be available to the public  
| COMPLIANT | 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 | 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 this section  
| WCAG 2.0 Level A | New Town of Aurora website platform launched in early 2014 and is WCAG Level A as required by Accessibility Advisor to Communications Manager  

**Appendix C – Town of Aurora Implementation Plan 2018-2024**

**Accessibility for Ontarians with Disabilities Act**

**Integrated Accessibility Standards, Ontario Regulation 191/11 IASR**

<table>
<thead>
<tr>
<th>Date</th>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 2014</td>
<td>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 AA. Exceptions Apply</td>
<td>Accessible Communications Guidelines drafted to train all applicable staff in appropriate content for documents and websites meeting accessibility needs.</td>
</tr>
<tr>
<td>ONGOING</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WCAG 2.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level AA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>January 1, 2021</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PENDING</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ss 15 - 18</td>
<td>Specific to Education and Training Bodies</td>
<td></td>
</tr>
</tbody>
</table>

**Public Libraries**

<table>
<thead>
<tr>
<th>Date</th>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 2013</td>
<td>19(1) Access to or arrange for accessible materials where they exist</td>
<td>Aurora Public Library have accessible materials and services that include:</td>
</tr>
<tr>
<td>COMPLIANT</td>
<td>(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</td>
<td>- Kurzweil 1000 &amp; 3000 (scanning, writing, reading software)</td>
</tr>
<tr>
<td></td>
<td>(3) Library boards may provide accessible formats for archival materials, special collections, rare books and donations</td>
<td>- ZoomText (Magnifying software)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- JAWS (Screen reading software)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Duxbury Braille Translator</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Large print, Audio books, Electronic books</td>
</tr>
</tbody>
</table>
## Appendix C – Town of Aurora Implementation Plan 2018-2024

### Accessibility for Ontarians with Disabilities Act

**Integrated Accessibility Standards, Ontario Regulation 191/11 IASR**

<table>
<thead>
<tr>
<th>Employment Standards</th>
<th>- Mosio text messaging software</th>
</tr>
</thead>
</table>

### Employment Standards

**ss 20 – 21 Scope, interpretation and schedules**

<table>
<thead>
<tr>
<th>Recruitment</th>
<th>22 Notify employees and the public about the availability of accommodation for applicants with disabilities during recruitment process</th>
<th>An accessibility tagline added to all job advertisements effective January 2014, advising applicants of the availability of accommodations during the recruitment process.</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 2014 COMPLIANT</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recruitment, Assessment or Selection Process</th>
<th>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.</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 2014 COMPLIANT</td>
<td>(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.</td>
<td></td>
</tr>
</tbody>
</table>

---

**An accessibility tagline added to all job advertisements effective January 2014, advising applicants of the availability of accommodations during the recruitment process.**
### Notice to Successful Applicants

<table>
<thead>
<tr>
<th>Notice to Successful Applicants</th>
<th>January 1, 2014</th>
<th>COMPLIANT</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities</td>
<td>The standard offer letter has been amended to notify the successful applicant of Town of Aurora policies for accommodating employees with disabilities.</td>
<td></td>
</tr>
</tbody>
</table>

### Informing Employees of Supports

<table>
<thead>
<tr>
<th>Informing Employees of Supports</th>
<th>January 1, 2014</th>
<th>COMPLIANT</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

### Accessible Formats and Communication Supports for Employees

| Accessible Formats and Communication Supports for Employees | 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 | 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 |
### Appendix C – Town of Aurora Implementation Plan 2018-2024

Accessibility for Ontarians with Disabilities Act
Integrated Accessibility Standards, Ontario Regulation 191/11 IASR

<table>
<thead>
<tr>
<th>January 1, 2014</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMPLIANT</td>
<td>individualized and customized to each employee’s particular circumstances.</td>
</tr>
</tbody>
</table>

| Workplace Emergency Response Information | 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 |
| January 1, 2012 | 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. |
| COMPLIANT       | |
### Appendix C – Town of Aurora Implementation Plan 2018-2024

**Accessibility for Ontarians with Disabilities Act**

**Integrated Accessibility Standards, Ontario Regulation 191/11 IASR**

<table>
<thead>
<tr>
<th>Documented Individual Accommodation Plans</th>
<th>(c) when the employer reviews its general emergency response policies</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>January 1, 2014 COMPLIANT</strong></td>
<td>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.</td>
</tr>
<tr>
<td>28(1) Develop a written process for the development of documented individual accommodation plans for employees with disabilities. (2) The process for the development of documented individual accommodation plans 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.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Return to Work Process</th>
<th>COMPLIANT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>January 1, 2014</strong></td>
<td>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.</td>
</tr>
<tr>
<td>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</td>
<td></td>
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<td></td>
<td></td>
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</tbody>
</table>
Accessibility for Ontarians with Disabilities Act
Integrated Accessibility Standards, Ontario Regulation 191/11 IASR

| Performance Management | 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 | 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. |
### Appendix C – Town of Aurora Implementation Plan 2018-2024

**Accessibility for Ontarians with Disabilities Act**

**Integrated Accessibility Standards, Ontario Regulation 191/11 IASR**

<table>
<thead>
<tr>
<th>Redeployment</th>
<th>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</th>
<th>The Town of Aurora has procedures for Modified Work Duties and a Return to Work Policy.</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 2014</td>
<td><strong>COMPLIANT</strong></td>
<td><strong>ss 33 – 73 Conventional and Specialized Transportation Service Providers</strong></td>
</tr>
<tr>
<td>ss 74 – 77 School Transportation and Ferries</td>
<td><strong>Transportation Standards – Duties of Municipalities and Taxi Cabs</strong></td>
<td></td>
</tr>
<tr>
<td>Accessible Taxicabs</td>
<td>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.</td>
<td>79(1) Agenda Item for information &amp; 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 “on-demand” accessible cabs.</td>
</tr>
<tr>
<td>January 1, 2013</td>
<td><strong>COMPLIANT</strong></td>
<td></td>
</tr>
<tr>
<td>Accessible Taxicabs</td>
<td>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</td>
<td>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</td>
</tr>
</tbody>
</table>
### Appendix C – Town of Aurora Implementation Plan 2018-2024

#### Accessibility for Ontarians with Disabilities Act

**Integrated Accessibility Standards, Ontario Regulation 191/11 IASR**

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Compliant Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>s. 80(1)</td>
<td>without disabilities for the same trip; (b) from charging a fee for the storage of mobility aids or mobility assistive devices</td>
<td>COMPLIANT</td>
</tr>
<tr>
<td>s. 80(2)</td>
<td>(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 make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers</td>
<td>COMPLIANT</td>
</tr>
</tbody>
</table>

#### Design of Public Space Standards

<table>
<thead>
<tr>
<th>Recreational Trails &amp; Beach Access Routes</th>
<th>January 1, 2016</th>
<th>ONGOING</th>
</tr>
</thead>
<tbody>
<tr>
<td>ss 80.1 – 80.5 Definition, Application and Schedules</td>
<td>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.</td>
<td>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.</td>
</tr>
</tbody>
</table>

The Town will consult with the public, persons with disabilities and Accessibility Advisory Committee.
## Appendix C – Town of Aurora Implementation Plan 2018-2024

### Accessibility for Ontarians with Disabilities Act

**Integrated Accessibility Standards, Ontario Regulation 191/11 IASR**

<table>
<thead>
<tr>
<th>Outdoor Public Use Eating Areas</th>
<th>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:</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 2016</td>
<td>1. A minimum of 20 per cent of the tables that are provided must be accessible to persons 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.</td>
</tr>
<tr>
<td>ONGOING</td>
<td>2. The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outdoor Play Spaces</th>
<th>80.18 – 80.20 When constructing new or redeveloping existing outdoor play spaces, obligated organizations, shall consult on the needs of children and caregivers with various disabilities and shall do so in the following manner:</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 2016</td>
<td>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.</td>
</tr>
<tr>
<td>ONGOING</td>
<td>80.18 – 80.20 When constructing new or redeveloping existing outdoor play spaces, obligated organizations, shall consult on the needs of children and caregivers with various disabilities and shall do so in the following manner:</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>
Accessibility Advisory Committee
The Accessibility Advisory Committee, established November 2002, is a municipal requirement of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Committee is comprised of a minimum of five (5) members, including: Three (3) members who are people with disabilities; One (1) Member of Council; and One (1) member who is a citizen volunteer, parent of a child with a disability, or professional from the stakeholder community.

Accessibility Committee Members:
- Tyler Barker – Chair
- John Lenchak – Vice Chair
- Councillor John Abel
- Gordon Barnes
- James Hoyes
- Jo-anne Spitzer

The purpose of the Accessibility Advisory Committee is to encourage and facilitate accessibility on behalf of all persons with disabilities by: promoting public awareness and sensitivity; encouraging co-operation among all service and interest groups to ensure an inclusive community for all persons; identifying and documenting relevant issues and concerns; improving access to housing, transportation, education, recreation, and employment which are all qualities of a five-star community; improving communication among all levels of government and service agencies to make recommendations regarding policy, procedure and legislation; to educate and champion needs that arise based on the Accessibility for Ontarians with Disabilities Act (2005); and recognizing that the needs of all persons, including persons with disabilities, are constantly changing.

Duties and Functions of the Accessibility Advisory Committee
The Committee assists Council by advising, reviewing, and making comments and recommendations of interest to/for people with disabilities, and dealing with community issues relevant to persons with disabilities.

Some of the items reviewed by the Committee include:
- Providing advice to Council each year regarding the preparation, implementation, and effectiveness of the municipal accessibility plan, and making recommendations on the outstanding accessible project list or items based on Council's funding allocation for accessibility;
- Providing advice to Council and Staff for compliance purposes as per the Accessibility for Ontarians with Disabilities Act (2005);

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

<table>
<thead>
<tr>
<th>Exterior Paths of Travel</th>
<th>80.21 – 80.31 This applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are public spaces requirements and is applying “Annex H” Accessibility Playground Guidelines.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Town will consult with the public, persons with disabilities and Accessibility Advisory Committee</td>
</tr>
</tbody>
</table>

The Town of Aurora updated current processes (i.e. Site Plan Manual) to make sure accessibility requirements of the Design of Public Spaces Standards are applied where applicable, to new or redeveloped projects. The Town updated procurement.
## Appendix C – Town of Aurora Implementation Plan 2018-2024

### Accessibility for Ontarians with Disabilities Act

**Integrated Accessibility Standards, Ontario Regulation 191/11 IASR**

<table>
<thead>
<tr>
<th>Month</th>
<th>Action Description</th>
<th>Town of Aurora’s Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 2016</td>
<td>Intended to serve a functional purpose and not to provide a recreational experience</td>
<td>Procedures and guidelines, where needed, to reflect the requirements for public spaces. Town staff informed about the public spaces requirements.</td>
</tr>
<tr>
<td><strong>Accessible Parking</strong> January 1, 2016</td>
<td>80.32 – 80.39 Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part</td>
<td>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 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.</td>
</tr>
<tr>
<td><strong>Obtaining Services</strong> January 1, 2016</td>
<td>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.</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Maintenance</strong> January 1, 2016</td>
<td>80.44 Obligated organizations, shall ensure that their multi-year accessibility plans include the following:</td>
<td>The Town of Aurora highlights procedures in the multi-year accessibility plan detailing preventive and emergency maintenance (inspection checklist sheets) of accessible elements for the design of public spaces. This includes procedures for dealing with temporary disruptions.</td>
</tr>
</tbody>
</table>
Appendix C – Town of Aurora Implementation Plan 2018-2024
Accessibility for Ontarians with Disabilities Act
Integrated Accessibility Standards, Ontario Regulation 191/11 IASR

<table>
<thead>
<tr>
<th>Customer Service Standards</th>
<th>ss 80.45 Scope and interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establishment of Policies</td>
<td>80.46 Every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities</td>
</tr>
<tr>
<td>January 1, 2010</td>
<td>The Town of Aurora has documented Policy #63 Accessible Customer Service that governs provisions of goods, services or facilities to persons with disabilities.</td>
</tr>
<tr>
<td>COMPLIANT</td>
<td></td>
</tr>
<tr>
<td>Use of Service Animals and Support Persons</td>
<td>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.</td>
</tr>
<tr>
<td>January 1, 2010</td>
<td>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.</td>
</tr>
<tr>
<td>COMPLIANT</td>
<td></td>
</tr>
</tbody>
</table>
**Accessibility Advisory Committee Meeting Agenda**

**Wednesday, April 3, 2019**

### Item 1

**Appendix C – Town of Aurora Implementation Plan 2018-2024**

**Accessibility for Ontarians with Disabilities Act**

**Integrated Accessibility Standards, Ontario Regulation 191/11 IASR**

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>80.48</td>
<td>If, in order to obtain, use or benefit from a provider’s goods, services or facilities, persons with disabilities usually use other particular 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. 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 and on-line distribution.</td>
</tr>
<tr>
<td>80.49</td>
<td>In addition to section 7, Every provider shall ensure that every employee, volunteer, third party 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.</td>
</tr>
</tbody>
</table>

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**Notice of Temporary Disruptions**

**January 1, 2010**

**COMPLIANT**
### Appendix C – Town of Aurora Implementation Plan 2018-2024

**Accessibility for Ontarians with Disabilities Act**

**Integrated Accessibility Standards, Ontario Regulation 191/11 IASR**

| Feedback Process Required | 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**   | 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. |

**Feedback Process Required**

- January 1, 2010
- COMPLIANT
The Town of Aurora respects the core principles of independence, dignity, integration and equal opportunity. We are committed to providing those with disabilities equal access to Town services and programs.

Questions or comments regarding this Accessibility Plan or accessibility matters can be sent to:

The Town of Aurora 100 John West Way, Aurora, ON L4G 6J1
accessibility@aurora.ca • aurora.ca/accessibility • 905-727-1375
Memorandum

Date: April 3, 2019
To: Accessibility Advisory Committee
From: Max Le Moine, Accessibility Advisory Committee Member
Re: National AccessAbility Week Proposal

Recommendation

1. That the memorandum regarding National AccessAbility Week Proposal be received for information.

Background

National AccessAbility Week was created in response to a request from Rick Hansen following his 40,000 km Man in Motion World Tour, organized to raise awareness about the need for accessibility for people with disabilities. The week celebrates achievements made by and for people with disabilities and promotes access for people with all disabilities who encounter barriers that prevent full participation in day-to-day activities.

To recognize National AccessAbility Week, the Town of Aurora intends to host an accessibility information fair, a community meet and greet with the Accessibility Advisory Committee, historical museum display and two staff lunch and learn sessions.

National AccessAbility Week will be recognized from May 26, 2019 - June 1, 2019 with the goal of helping local agencies network and display information from local disability groups and support agencies servicing Aurora and the immediate area. This will occur by having information displays at the Stronach Aurora Recreation Complex and available during the meet and greet with the Accessibility Advisory Committee members.

The Aurora museum has also committed to doing a museum historical disability install for the week of National AccessAbility Week at Town Hall across from Access Aurora customer service counter. Funding for the event will be coming from the Corporate Services accessibility operating budget with an estimated cost of $2000 to be used for
marketing materials, newspaper ad and light refreshments for the public open house/meet and greet with AAC members.

**Attachments**

National AccessAbility Week 2019 Proposal
Town of Aurora’s National AccessAbility Week 2019 Proposal.

Official dates: Sunday May 26th to Saturday June 1st, 2019
Celebration dates: Monday May 27th - Monday June 3rd, 2019
Event calendar:

Information Fair: Monday May 27th to Monday June 3rd - pick up: 9:00 AM (Stronach Aurora Recreational Centre)

Historical Displays: Monday May 27th to Friday May 31st (Town Hall)

Lunch n Learns: Wednesday May 29th and Tuesday May 30th - 12:00 to 1:00 (Councill Chambers)

Open House: Friday May 31st - 3:30 to 6:00 (Stronach Aurora Recreational Centre)

Book Displays: Monday May 27th to Friday May 31st (Aurora Public Library)
Information Fair: Monday May 27th to Monday June 3rd (Town Hall)
Booth pick up: Monday June 3rd, 9:00 AM
Unmanned information booths set up all three days

Venders I thought of:
- Community Care Access Centre (CCAC)
- Alzheimer Society of York Region
- Children’s treatment Network
- March of Dimes
- Retirement homes (Chart well, Sunrise, Kingsway Cobblestone)
- Mental Health services

- Permobility
- Canadian Association of Professionals with Disabilities
- Autism Ontario
- Music Therapy (Hailey Reiss)
- Speech / Swallowing Therapy
- Special Olympics
- Comment box for Accessibility Advisory Committee.

**Any suggestions?**
Historical Displays:
Monday May 27th to Friday May 31st (Town Hall)

- At Town Hall.
- Ask display collection of old special equipment.
- Display APL historical books about disabilities.
Open House!!! Friday May 31st - 3:30 to 6:00
(Stronach Aurora Recreational Centre)

- Music by people with disabilities (4:30PM to 4:50PM).
- Invite vendors to be at their information booths.
- Aurora Banner.
- Book Displays.
- Suggestion box for Accessibility Advisory Committee.
- Town Table: councillors and committee members can answer questions and share what is going on in the town.
- Activities.
School Involvement: go through boards:
Week Before (Monday May 20th to Friday May 24th)

Kindergarten to Grade 4
1. Around-school scavenger hunt
   To find:
   ▶ How many accessible parking spots in school parking?
   ▶ How many push buttons does their school have?
   ▶ Where is the elevator on the first floor?
2. Accessibility “passport”
   ▶ Get teachers to count accessibility spots at the SARC.
   ▶ Get a prize from front desk (sticker)

Grade 5 to Grade 8
Video Viewing
Stage #1: Survey
▶ How many disabled people do you know?
▶ True/False Questions (Ex: you should ask before helping a person with a disability).
Stage #2: Video
▶ Share video to teachers about accessibility. (EX: TED Talk)
Stage #3: get classes to amalgamate to come up with a sentence about accessibility to be posted on a board.
Who’s Involved:

- Access Aurora.
- Matt Zawada - Accessibility Advisor.
- Max Le Moine - Accessibility Coop Student.
- Accessibility Advisory Committee.
- Councillors.
- Operational Services.
- Communications department.
- Aurora Public Library Staff.
- Venders / participants.
- GIS team
Next steps.

1. Receive motion to move forward from Accessibility Advisory Committee.
2. Find out regulations and restrictions.
3. Contact providers (start at beginning of April)
   a. Find out who’s available.
   b. Send out guidelines to participants (two weeks before).
4. Generate lists of who / what is coming.
5. Reach out to departments.
6. Make advertisement(s).
7. Generate and send out event maps.
8. Make Quote Board.
Any Other Question?
Memorandum

Date: April 3, 2019
To: Accessibility Advisory Committee
From: Matt Zawada, Accessibility Advisor
Re: Wildlife Parks Trail

Recommendation

1. That the memorandum regarding Wildlife Parks Trail be received for information.

Background

The Aurora Wildlife Park is located in the natural open space corridor north of Wellington Street East between Bayview Avenue and Leslie Street, within the area know as the East Aurora Wetland Complex. The area has been designated as a Provincially Significant Wetland by the Ministry of Natural Resources and Forests. The wildlife park is based on a proposal developed by renowned local resident, Landscape Architect and Environmentalist, David Tomlinson.

As part of the detailed design of the Wildlife Park it was necessary to conduct much consultation with our major stake holder partners such as Ducks Unlimited Canada, the owners of a large land holding within the Wildlife Park, Lake Simcoe Region Conservation Authority, which is the overall approvals agency, as well as the Ministry of Natural Resources and Forests. The project is scheduled for construction in summer of 2019 and staff would therefore like to provide the Accessibility Advisory Committee an opportunity at this time to see the plan and provide any comments which they feel are necessary.

Attachments

Wildlife Park Trail Plan

Parking Lot Area (P1)_Metrus-DG 2C (Viewport)
Memorandum

Date: April 3, 2019
To: Accessibility Advisory Committee
From: Matt Zawada, Accessibility Advisor
Re: 2019 Community Recognition Awards

Recommendation

1. That the memorandum regarding 2019 Community Recognition Awards be received for information.

2. That the Accessibility Advisory Committee members be encouraged to submit nominations for the 2019 Community Recognition Awards.

Background

Volunteers in Aurora are local heroes who are always willing to extend a helping hand. Their selfless work helps build a caring community and inspires others to follow in their footsteps. Aurora is committed to honouring remarkable individuals, groups or businesses that have enhanced our community. Last year more than 22 local champions were recognized for their positive impact on the Town. We need your help to identify these local heroes and celebrate their positive actions in our community.

The awards recognizes the following categories:

• Volunteer Service Awards (20, 25, 30, 35, 40 years)
• Youth Volunteer Achievement Award
• Green Award
• Arts and Culture Award
• Community Leadership Award
• Good Neighbour Award
• Good Business Award
• Inclusivity Award
• Community Safety Award
• Citizen of the Year Award

Download a nomination form at aurora.ca/cra and submit it by the deadline on Friday, April 5. Winners will be contacted by the end of April. The awards will be presented at a ceremony at Aurora Town Hall in Council Chambers on Monday, May 27 at 7 p.m.

Attachments

Attachment #1 – Media Release Community Recognition Awards 2019
Town seeks nominations for 2019 Community Recognition Awards
Recognize a local hero in our community that has made a positive difference

Aurora, ON – Volunteers in Aurora are local heroes who are always willing to extend a helping hand. Their selfless work helps build a caring community and inspires others to follow in their footsteps.

Aurora is committed to honouring remarkable individuals, groups or businesses that have enhanced our community. Last year more than 22 local champions were recognized for their positive impact on the Town.

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• Community Safety Award
• Citizen of the Year Award

Download a nomination form at aurora.ca/cra and submit it by the deadline on Friday, April 5.

Winners will be contacted by the end of April. The awards will be presented at a ceremony at Aurora Town Hall in Council Chambers on Monday, May 27 at 7 p.m.

Special thanks to the event sponsors: Food in Motion, Print Graphics Inc., Rotary Club of Aurora and Symposium Café.

For more information about the Community Recognition Awards, please contact the Special Events Division at 905-726-4762, email sware@aurora.ca, or visit aurora.ca/cra.

Media contact:
Michelle Outar, Communications Specialist | 905-727-3123 ext. 4229 | moutar@aurora.ca