

Accessibility Advisory Committee Meeting Agenda

Wednesday, June 5, 2019 7 p.m.

Holland Room Aurora Town Hall



Town of Aurora Accessibility Advisory Committee Meeting Agenda

Date: Wednesday, June 5, 2019

Time and Location: 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 May 8, 2019

Recommended:

That the Accessibility Advisory Committee meeting minutes of May 8, 2019, be received for information.

4. Delegations

5. Matters for Consideration

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

Presentation to be provided by David Leinster, The Planning Partnership and Thomas Nemeskeri, RAW Design

Recommended:

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

2. Memorandum from Planner

Re: Site Plan Application J.E. DEL Management Inc. 2 Scanlon Court, Aurora, ON L4G 4C3 Part of Lot 105, Reg. Plan 246 File Number: SP-2019-01

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

Recommended:

- That the memorandum regarding Site Plan Application, J.E. DEL Management Inc., 2 Scanlon Court, Aurora, ON L4G 4C3, Part of Lot 105, Reg. Plan 246, File Number: SP-2019-01 be received; and
- 2. That the Accessibility Advisory Committee provide comment regarding the Site Plan Application.

3. Memorandum from Planner

Re: Application for Site Plan Amendment St. Andrew's College 15800 Yonge Street Part of Lot 84, Concession 1 WYS File Number: SP-2019-02

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

Recommended:

- That the memorandum regarding Application for Site Plan Amendment, St. Andrew's College, 15800 Yonge Street, Part of Lot 84, Concession 1 WYS, File Number: SP-2019-02 be received; and
- 2. That the Accessibility Advisory Committee provide comment regarding the Site Plan Application.

4. Round Table Discussion Re: Town of Aurora Accessibility Plan 2018 to 2024

Recommended:

1. That the comments and suggestions regarding the Town of Aurora Accessibility Plan 2018 to 2024 be received and referred to staff for consideration and action as appropriate.

6. Informational Items

5. Memorandum from Accessibility Advisor Re: Ontario BIA Association (OBIAA) Handbook

Recommended:

1. That the memorandum regarding Ontario BIA Association (OBIAA) Handbook be received for information.

6. Memorandum from Accessibility Advisor Re: Accessible Documents Project

Recommended:

1. That the memorandum regarding Accessible Documents Project be received for information.

7. Adjournment



Town of Aurora Accessibility Advisory Committee Meeting Minutes

Date:	Wednesday, May 8, 2019
Time and Location:	7 p.m., Holland Room, Aurora Town Hall
Committee Members:	John Lenchak (Chair), Hailey Reiss (Vice Chair), Matthew Abas, Jo-anne Spitzer, and Councillor Rachel Gilliland
Members Absent:	Gordon Barnes and Max Le Moine
Other Attendees:	Mat Zawada, Accessibility Advisor, and Nicole Trudeau, Committee Coordinator

The Chair called the meeting to order at 7 p.m.

1. Approval of the Agenda

Moved by Councillor Gilliland Seconded by Jo-anne Spitzer

That the agenda as circulated by Legislative Services be approved.

Carried

2. Declarations of Pecuniary Interest and General Nature Thereof

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

3. Receipt of the Minutes

Accessibility Advisory Committee Meeting Minutes of April 3, 2019

Accessibility Advisory Committee Meeting Minutes Wednesday, May 8, 2019

Page 2 of 4

Moved by Councillor Gilliland Seconded by Matthew Abas

That the Accessibility Advisory Committee meeting minutes of April 3, 2019, be received for information.

Carried

4. Delegations

None

5. Matters for Consideration

1. Round Table Discussion Re: National AccessAbility Week

Staff provided an update on the activities taking place during National AccessAbility Week, being recognized from May 26 to June 1, 2019, including an open house on Friday, May 31, 2019, from 4:00 p.m. to 6 p.m., at the Aurora Family Leisure Complex, along with external communication initiatives (Twitter, Facebook and advertising posters).

Moved by Jo-anne Spitzer Seconded by Matthew Abas

1. That the comments and suggestions regarding National AccessAbility Week be received and referred to staff for consideration and action as appropriate.

Carried

2. Round Table Discussion Re: Town of Aurora Accessibility Plan 2018 to 2024

Staff provided an update on the status of project Item #11-2010 in Appendix "B" – Recommended Accessibility Items 2018-2024 of the Accessibility Plan, for captioning to be included for streaming of Council and Committee meetings.

Accessibility Advisory Committee Meeting Minutes	
Wednesday, May 8, 2019	

The Committee agreed that Item #11-2010 should be removed from Appendix "B" – Recommended Accessibility Items 2018-2024 and that the associated costs of \$15,000 per year be reallocated.

Moved by Jo-anne Spitzer Seconded by Hailey Reiss

1. That the comments and suggestions regarding the Town of Aurora Accessibility Plan 2018 to 2024 be received and referred to staff for consideration and action as appropriate.

Carried

3. Round Table Discussion Re: Accessibility Trailer – Whitchurch-Stouffville

Staff provided an update on the financial contributions made to the Town of Whitchurch-Stouffville to fund the accessible trailer, including donations from community fundraising, Magna International, Town of Newmarket, Town of Georgina, and York Region.

The Committee continued to discuss the financial contributions made to Whitchurch-Stouffville to fund the accessible trailer, including the donation from the Town of Aurora, along with suggestions to give or exchange information with community contacts and affected municipalities, together with their accessibility advisory committees, as the Chair will be the lead on behalf of the Committee.

Moved by Councillor Gilliland Seconded by Matthew Abas

 That the comments and suggestions regarding the Accessibility Trailer – Whitchurch-Stouffville be received and referred to staff for consideration and action as appropriate.

Carried

Accessibility Advisory Committee Meeting Minutes
Wednesday, May 8, 2019

4. Round Table Discussion Re: Changes to Social Assistance

Ms. Reiss provided an overview of the changes to social assistance through Ontario's two social assistance programs, Ontario Works and the Ontario Disability Support Program.

The Committee discussed limited rate increases, earned income exemptions and the changes to the definition of disability, along with the impact on those individuals currently on and applying for Ontario Works and the Ontario Disability Support Program in the future.

Moved by Matthew Abas Seconded by Jo-anne Spitzer

Recommended:

1. That the comments and suggestions regarding the Changes to Social Assistance be received for information.

Carried

6. Informational Items

In response to the Committee wanting to reach out to inspire businesses to become more inclusive, staff noted that a handbook from the Ontario BIA Association called "The Business of Accessibility: How to Make Your Main Street Business Accessibility Smart" will be added to the Accessibility Advisory Committee agenda on June 5, 2019, for discussion, as the handbook offers no-cost and low-cost suggestions.

7. Adjournment

Moved by Councillor Gilliland Seconded by Matthew Abas

That the meeting be adjourned at 8:05 p.m.

Carried

Item 1 Page 1 of 2



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

Memorandum

Date:	June 5, 2019
-------	--------------

To: Accessibility Advisory Committee

From: Robin McDougall, Director of Community Services

Re: Library Square Design

Recommendation

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

Background

On March 6, 2019 staff presented the latest schematic design to the Accessibility Advisory Committee (AAC) to obtain comments on the design. The consultants from The Planning Partnership and RAW Design Inc. 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.

AAC comments included:

- Concern with the limited number of parking spaces to be shared between the three buildings in Library Square. Consideration for increased parking, or to provide a more finalized parking strategy in future submissions.
- Consideration for a passenger drop off area on Church Street, with corresponding curb cut and exterior path of travel.
- Consideration for 3% of the seating capacity in the theater/performance space to be designated for wheelchairs, as per the OBC Table 3.8.2.1.
- Consideration for the greater of 5 seats or 5% of the aisle seating capacity to be designated for adaptable seating, as per the OBC Table 3.8.2.1.

Library Square Design	
June 5, 2019	Page 2 of 2

- Consideration to have a paved area on Church Street to accommodate the Yonge and Church bus stop.
- Accessibility Advisory Committee looks forward to future submissions with greater detail on exterior paths of travel through green spaces next to proposed accessible parking and drop off areas.

On March 21, 2019 staff presented a number of reports to Council at a Special Council meeting covering a number of topics for the Library Square project:

- Planning Policy Conformity Report
- Addition to Church Street School
- Outdoor Square
- Parking Strategy
- Proposed Operating Strategy
- Financial Strategy

In addition to the comments from AAC, the Parking Consultants completed a Parking Study for the project and provided a number of recommendations which were shared with Council on March 21, 2019. Following discussion, Council approved to move forward with the next phase of the project which is the Detailed Design stage.

At this time, the consultants have furthered the designs and will be presenting updated content regarding parking space design, seating design for the Performance Hall, stair design, and overall landscape design considerations within the Square.

Council will be considering the next steps of the Library Square project on July 16, 2019.

Attachments

None



100 John West Way Box 1000 Aurora, ON L4G 6J1 Phone: 905-727-3123 Ext. 4349 Email: arobb@aurora.ca www.aurora.ca

Planning and Development Services

INTERNAL MEMORANDUM

DATE: May 16, 2019

- TO: B. Butler, Planning and Development Services
 M. Bat, Engineering and Capital Delivery
 Sam Sample, Building Division
 G. Greidanus, Operational Services
 J. McDonald, Central York Fire Services
 M. Zawada, Accessibility Advisory Committee
 A. Ierullo, Planning and Development Services
 P. De Sario, Corporate Services
- CC: Mayor and Members of Council D. Waters, Director of Planning and Development Services Council Secretariat, Corporate Services
- FROM: Adam Robb, Planning and Development Services
- Re: Site Plan Application J.E. DEL Management Inc. 2 Scanlon Court, Aurora, ON L4G 4C3 Part of Lot 105, Reg. Plan 246 File Number: SP-2019-01

A Site Plan Application has been submitted to the Planning and Development Services department for review.

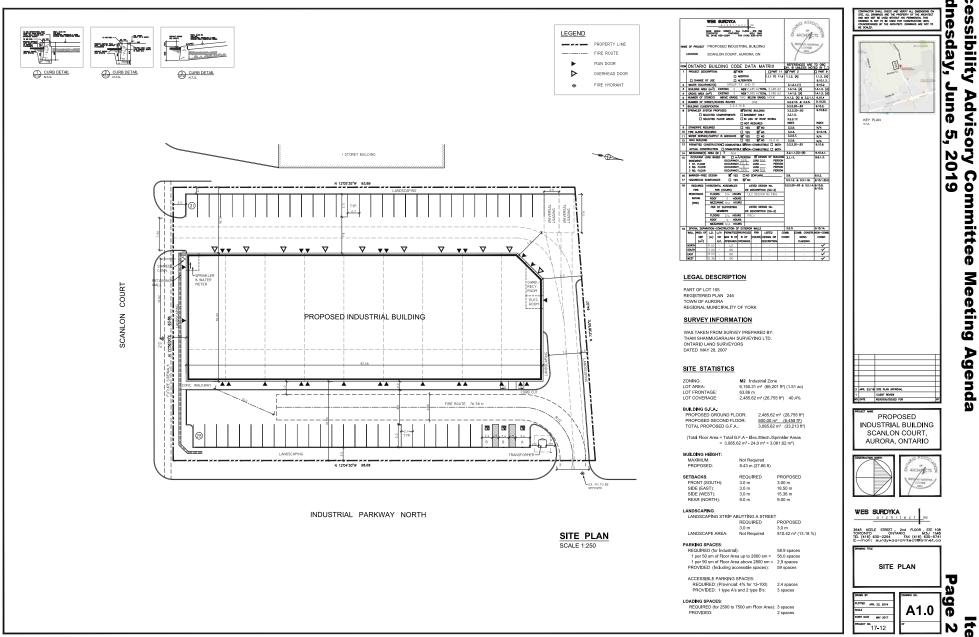
The Applicant is proposing a two storey industrial building with a gross floor area of 3,085.62 m² on a 1.51 acres site located at the intersection of Scanlon Court and Industrial Parkway North.

Please find attached the supporting documents for the above noted application.

I would appreciate receiving your comments by **Thursday**, **June 6**, **2019**. If we have not received your comments by the specified time frame, we will assume you have no comments or concerns.

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

Attach.



Accessibility , Wednesday, J **Advisory Committee**

Item 3 Page 1 of 15



100 John West Way Box 1000 Aurora, ON L4G 6J1 **Phone:** 905-727-3123 Ext. 4347 **Email**: kbibby@aurora.ca www.aurora.ca

Planning and Development Services

INTERNAL MEMORANDUM

DATE: May 22, 2019

- TO: B. Butler, Planning and Development Services Zoning Review, Planning and Development Services
 G. Greidanus, Operational Services
 P. De Sario, Corporate Services
 J. McDonald, Central York Fire Services
 M. Zawada, Accessibility Advisory Committee
- CC: Mayor and Members of Council D. Waters, Director of Planning and Development Services Council Secretariat, Corporate Services
- **FROM:** Katherine Bibby, Planning and Development Services
- Re: Application for Site Plan Amendment St. Andrew's College 15800 Yonge Street Part of Lot 84, Concession 1 WYS File Number: SP-2019-02

A Minor Site Plan Application has been submitted to the Planning and Development Services department for review. The Applicant is proposing interior renovations and minor additions to McLaughlin Hall. Please find enclosed relevant copies of the following materials submitted in conjunction with the subject Application:

- Cover Letter from Turner and Townsend dated May 7, 2019;
- Letter from David Hine Engineering regarding Building Code and Fire Protection dated May 3, 2019;
- Stormwater Management and Servicing Brief prepared by exp dated May 3, 2019;
- Site Plan drawings prepared by MontgomerySisam dated May 3, 2019;
- Elevation drawing prepared by MontgomerySisam dated May 3, 2019;
- Tree Preservation and Removals Plan prepared by Cosburn Giberson dated April 16, 2019;
- Landscape Plan and details prepared by Cosburn Giberson dated April 16, 2019;
- Survey prepared by J.D. Barnes dated April 30, 2019;
- Site Servicing and Grading Plan prepared by exp dated May 2019;
- Floor Plans prepared by MontgomerySisam dated May 3, 2019;

- Life Safety Plans and OBC Matrix by MontgomerySisam dated May 3, 2019; and
- Demolition Plans prepared by MontgomerySisam dated May 3, 2019.

I would appreciate receiving your comments by June 6, 2019.

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

Attach.



McLAUGHLIN HALL RENOVATION

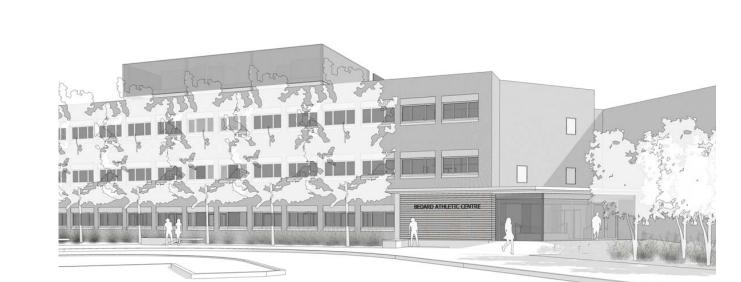
15800 YONGE ST., AURORA ONTARIO L4G 3H7 MSA PROJECT NO. 16055.F00

MontgomerySisam AcHitects INC. 197 SPADINA AVE, TORONTO, ONTARIO MS 2020 TEL 415.984-0079 FAX. 416-384-7723 MONTGOMERYSISAM.COM

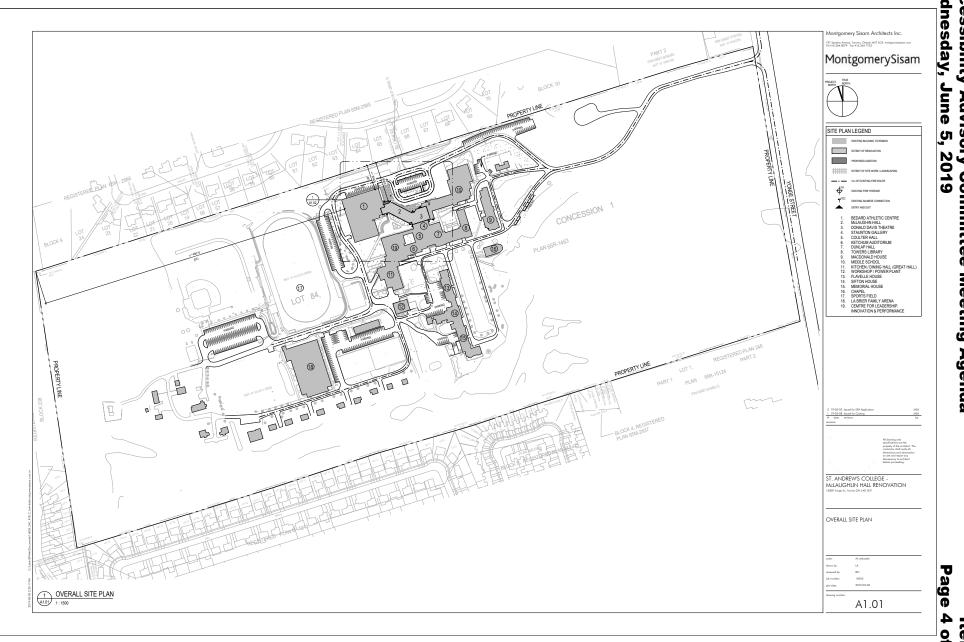
DAVID HINE ENGINEERING INC.

LEA CONSULTING LTD. STRUCTURAL ENGINEER EXP SERVICES INC. MECHANICAL AND ELECTRICAL ENGINEER

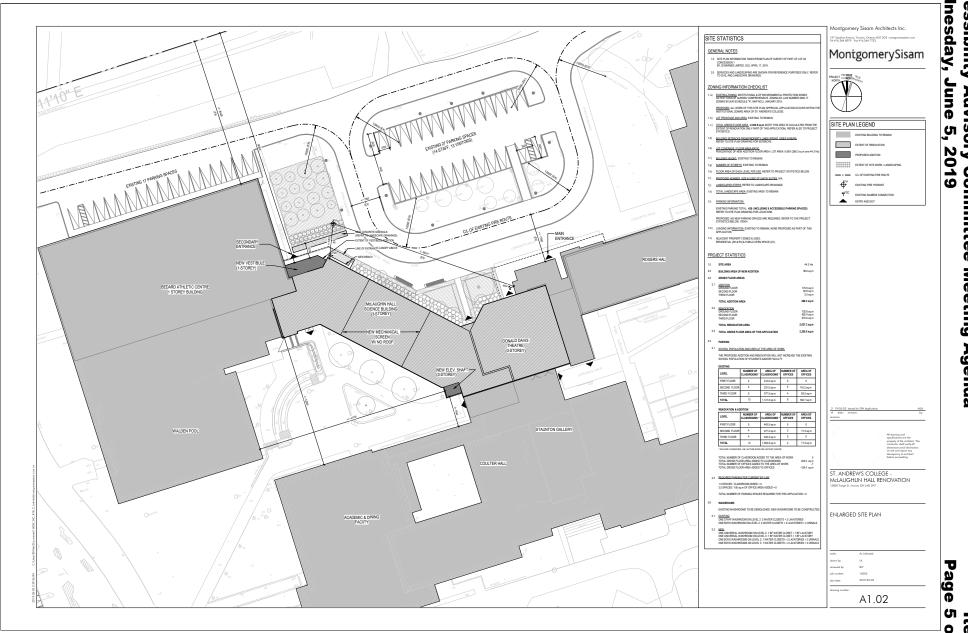
ISSUED FOR SPA: May 3, 2019



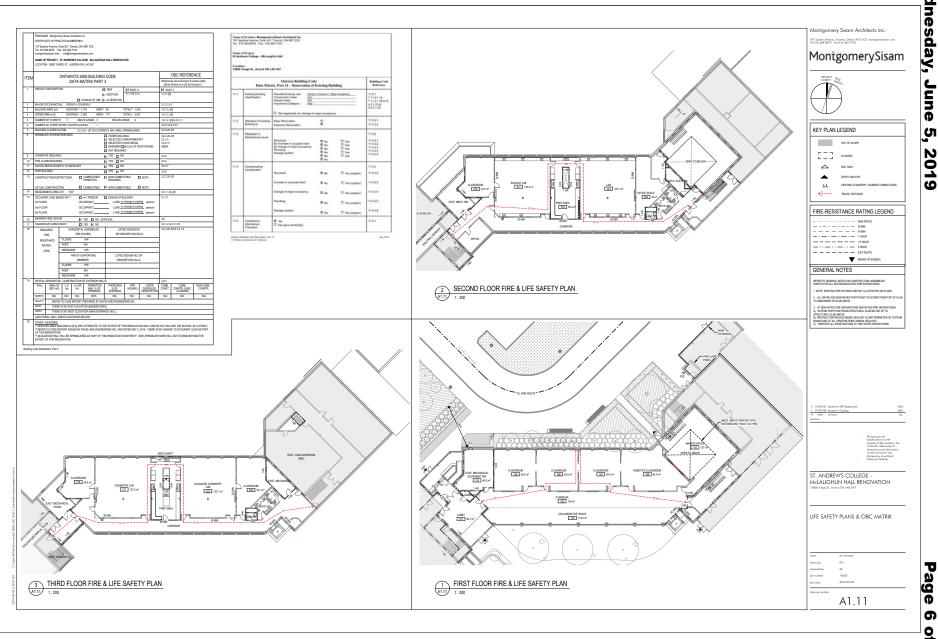




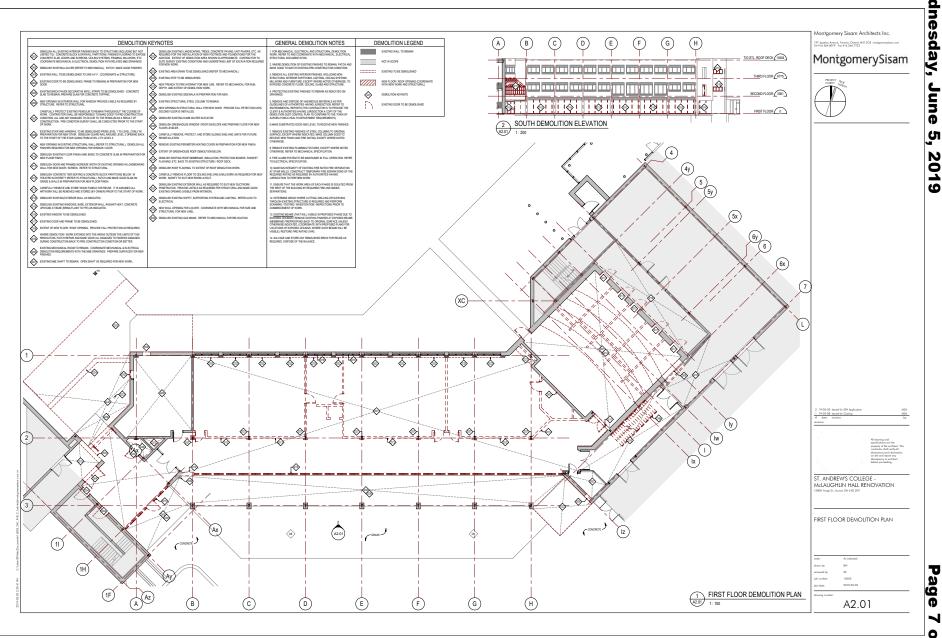
Item 3 4 of 15



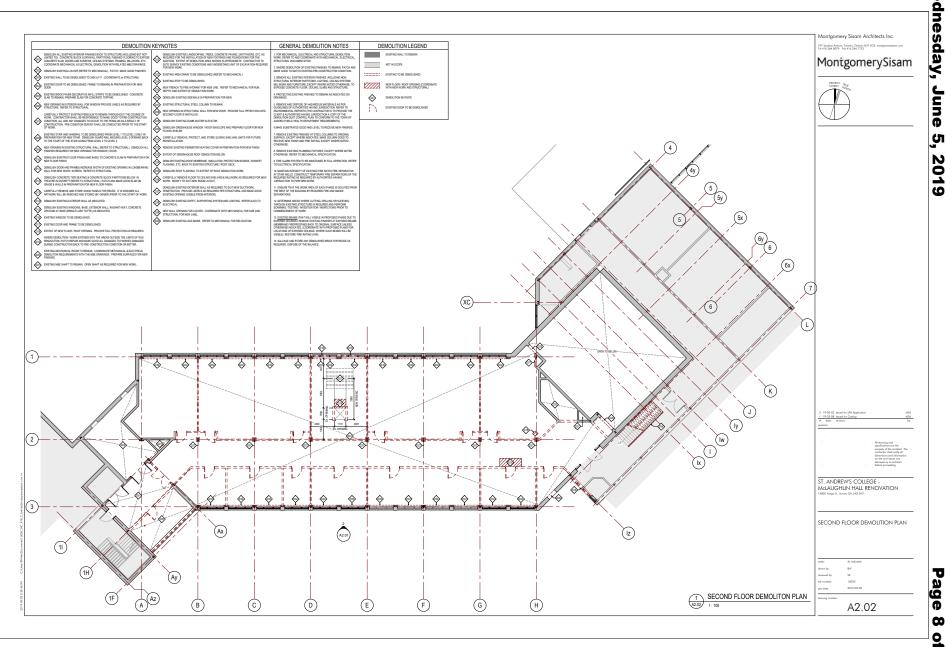
Item 3 5 of 15



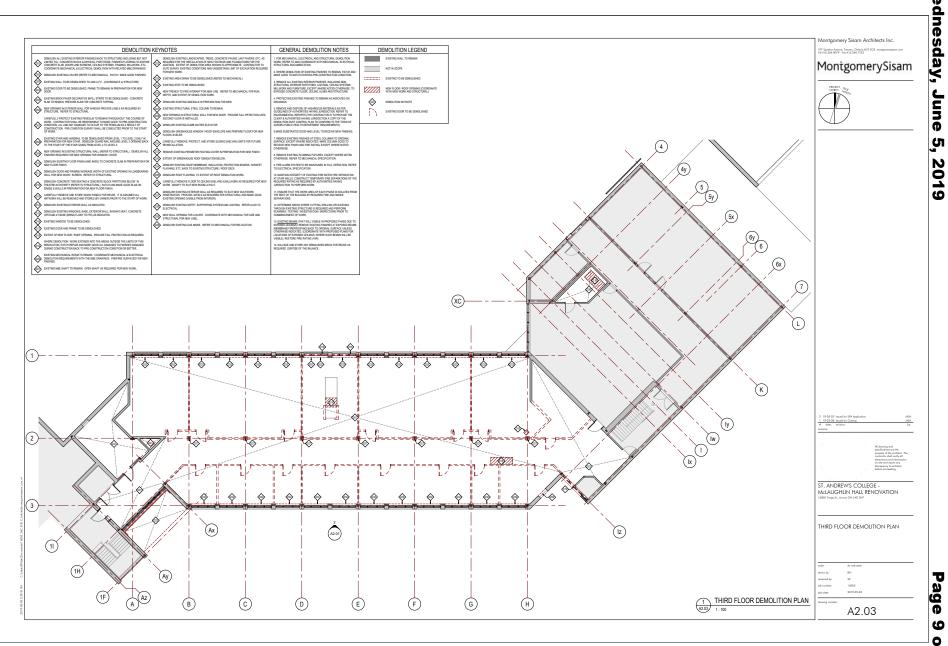
Item 3 le 6 of 15



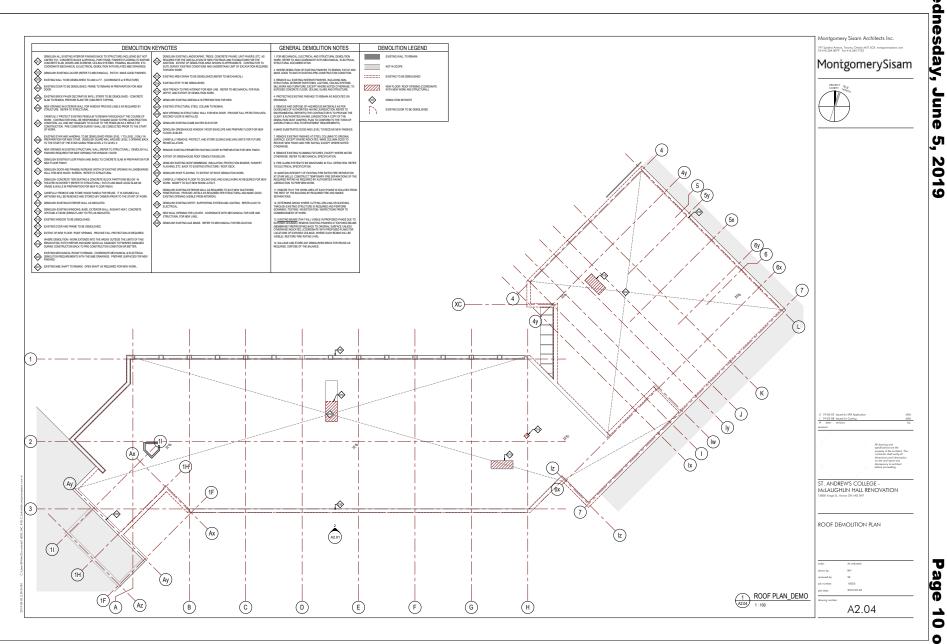
Item 3 7 of 15



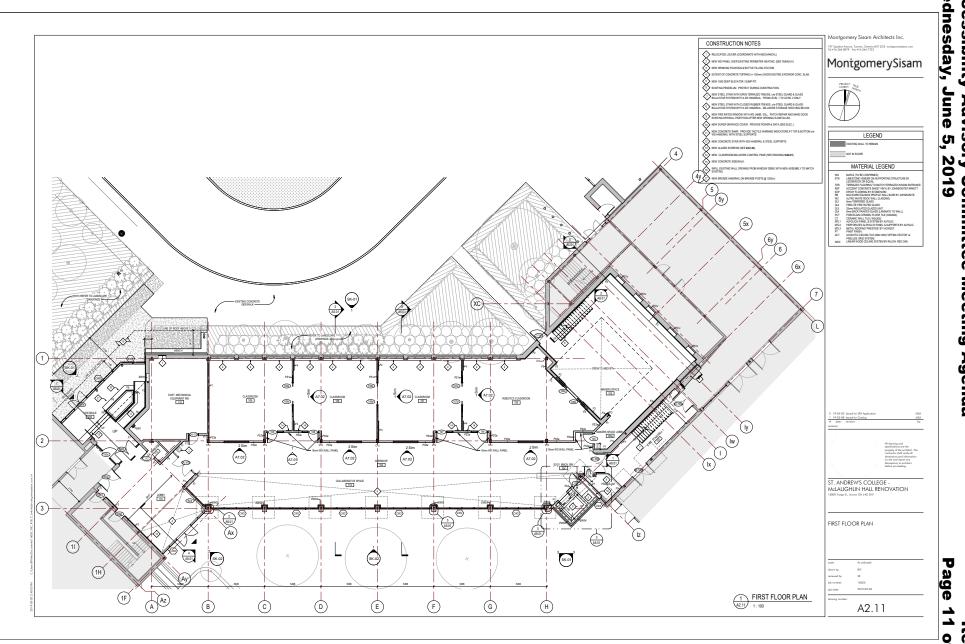
Item 3 8 of 15



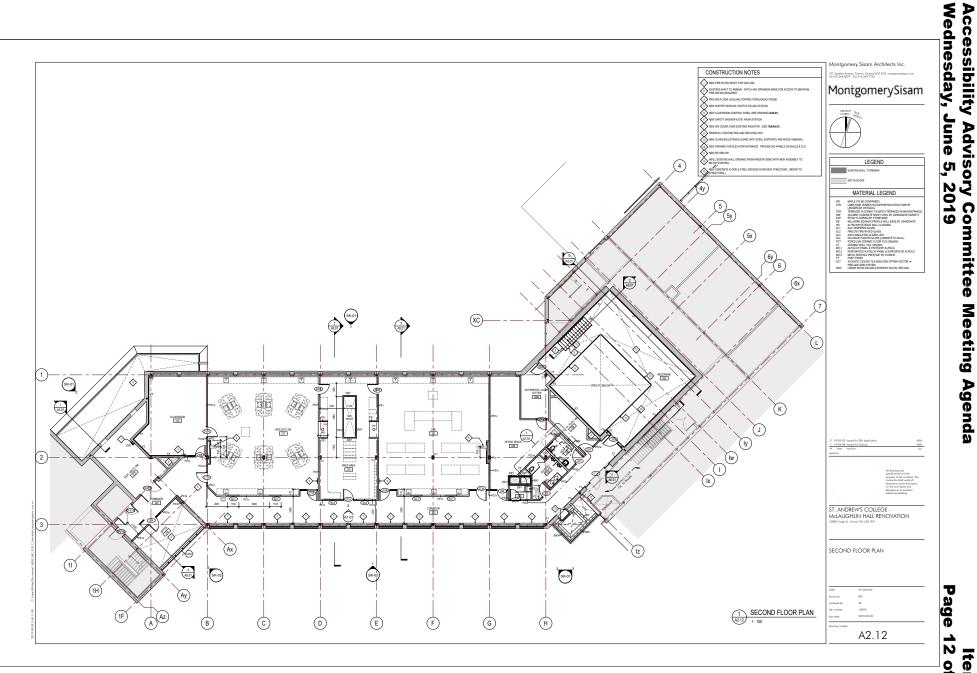
Item 3 e 9 of 15



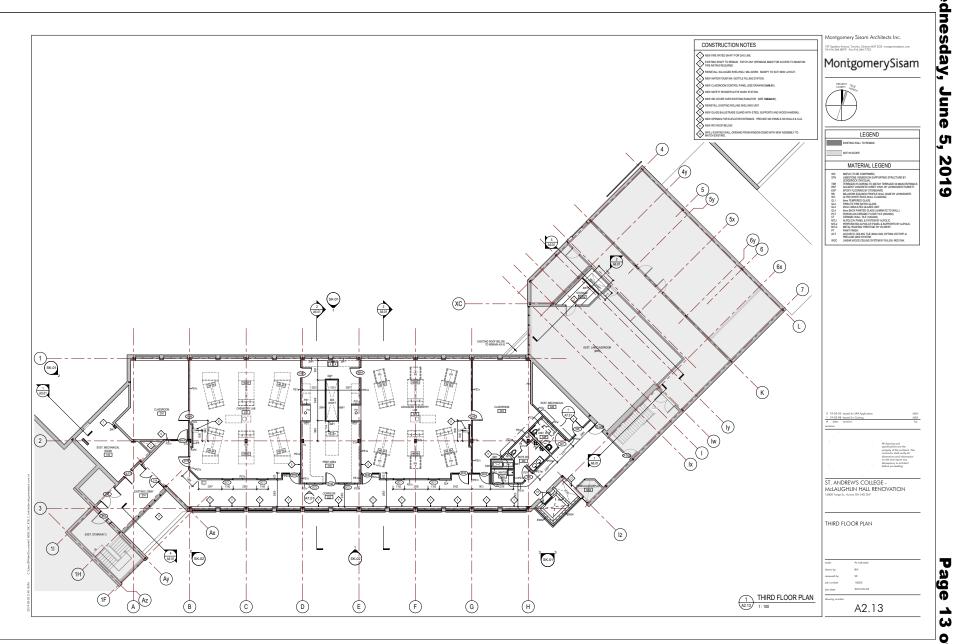
Item 3 10 of 15



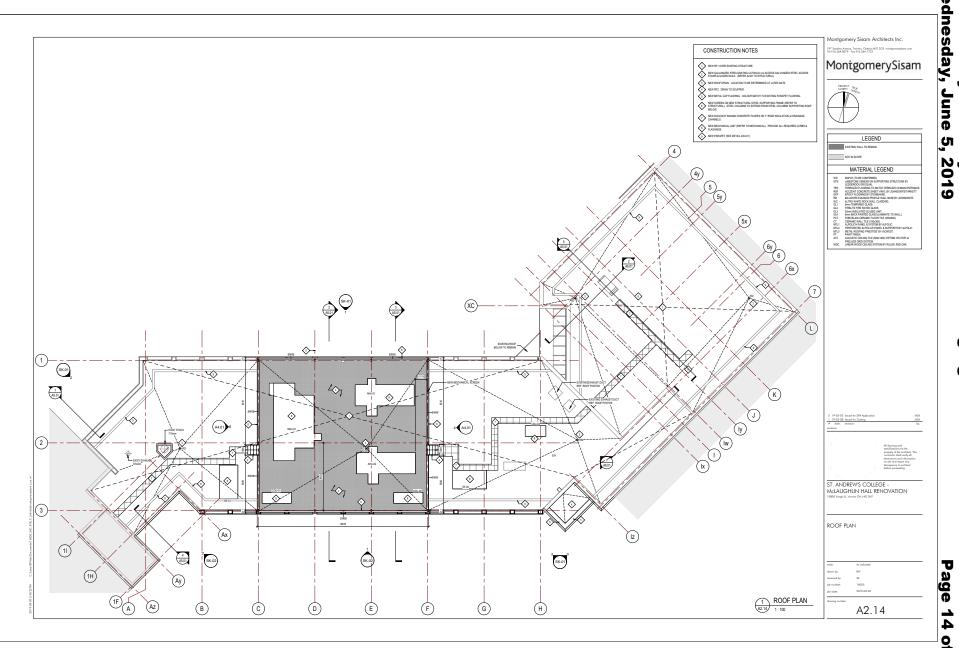
Item 3 11 of 15



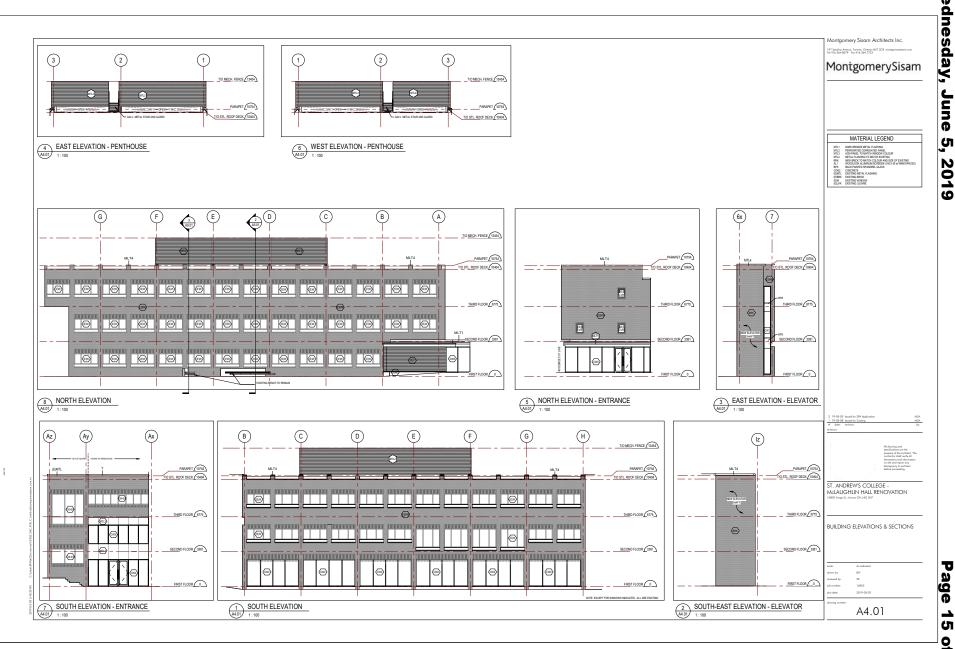
Item 3 12 of 15



Item 3 e 13 of 15



Item 3 14 of 15



Item 3 e 15 of 15

Item 5 Page 1 of 27



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

Memorandum

Date:	June 5, 2019
То:	Accessibility Advisory Committee

From: Mat Zawada, Accessibility Advisor

Re: Ontario BIA Association (OBIAA) Handbook

Recommendation

1. That the memorandum regarding Ontario BIA Association (OBIAA) Handbook be received for information.

Background

As a business, success depends on making sure that customers have a positive experience. Taking measures to improve the accessibility of a business will make it more attractive to people who have access needs, as well as their friends, families, and colleagues.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires businesses with one or more employees to meet a number of accessibility requirements in the areas of customer service, information and communications, employment, and the built environment. The AODA Design of Public Spaces (DOPS) does not only apply to a building's physical structure and businesses are not required to do retrofits. However, there are many ways businesses can be more accessible and inclusive of all customers.

The Ontario BIA Association handbook offers no cost and low cost suggestions, gathered from those with first-hand experience, to inspire businesses to become more inclusive of people with access needs.

Attachments

Attachment 1 – The Business of Accessibility Handbook

Item 5 Page 2 of 27

Attachment 1

The Business of Accessibility

How to Make Your Main Street Business Accessibility Smart



The Business of Accessibility

How to Make Your Main Street Business Accessibility Smart

Produced by The Ontario BIA Association The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires businesses with one or more employees to meet a number of accessibility requirements in the areas of customer service, information and communications, employment, and the built environment. The AODA Design of Public Spaces (DOPS) does not only apply to a building's physical structure and businesses are not required to do retrofits. However, there are many ways businesses can be more accessible and inclusive of all customers.

This handbook offers no cost and low cost suggestions, gathered from those with first-hand experience, to inspire businesses to become more inclusive of people with access needs.

The Ontario BIA Association (OBIAA) acknowledges the guidance provided by the Accessible Main Street Project Advisory Committee, the project leadership of Constance Exley (Accessibility Ontario), and the financial support of the Ontario Government.



© 2019 The Ontario BIA Association

www.OBIAA.com

1-888-807-2227



This handbook was produced with support from the Government of Ontario.

Table of Contents

Accessibility Matters	3
Frequently Asked Questions	4
Heritage & Second Floor Businesses	6
Customer Service	8
Space Layout and Design	0
Information and Communications	4
Lighting	6
Accessibility is a journey	7
Accessibility Checklist	0
Resources	2

Often the greatest limitation of a person's ability is the attitudes of other people.

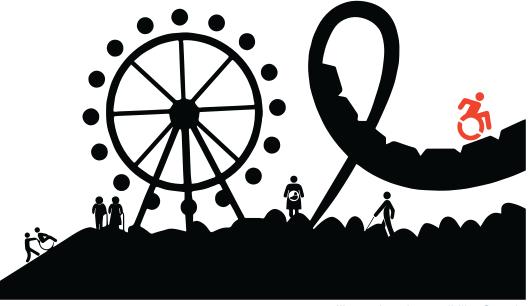


Illustration: Accessibility Ontario





53% of the population in Ontario has a disability or is related to someone who has a disability.¹

2

1 https://tgam.ca/2Ep8WsW

Accessibility Matters

As a business, your success depends on making sure that your customers have a positive experience. Taking measures to improve

the accessibility of your business will make you more attractive to people who have access needs, as well as their friends, families, and colleagues.

It is true that many people benefit from a step-free building, or one that has a ramp, including wheelchair users, parents with strollers, or delivery providers. It is also true that many of your customers have access needs that have nothing to do with ramps, for example someone



with hearing loss, dementia, or diminishing vision, or a concussion.

Everyone knows that Canada's population is aging. 33% of boomers will retire with at least one disability¹ and the demand for greater accessibility will continue to increase.

People with disabilities and aging consumers are a large and growing group. They want to spend money in their communities and they are very loyal to businesses that meet their needs. Businesses would do well to attract these potential customers by removing as many access barriers as possible, especially since many barriers can be so easy to remove once you know about them.

Accessibility encompasses more than renovations. Simple no-cost, low-cost modifications can quickly improve access and we invite you to consider the tips and best practices offered in this booklet, as well as the resources provided at the end.

1 https://bit.ly/2tJY9oh

Frequently Asked Questions

Who is this handbook for?

For any business, professional, or organization and its staff. Everyone has a role to play in making a business welcoming of all customers.

Why is accessibility important to my business?

Accessibility = business! People with access needs will choose a business where they feel welcome and where they can easily get the products and services they want. Remember: A happy customer tells a friend but an unhappy customer tells everyone!

Do I have to make my business accessible?

Yes, actually you do. The Accessibility for Ontarians with Disabilities Act (AODA) requires all organizations with one or more employees to meet a number of accessibility requirements in the areas of customer service, employment, training, information, communications, and more. As well, the Ontario Human Rights Code requires you to accommodate individuals with disabilities 'to the point of undue hardship'. However, you do not need to retrofit your space. For more information on your legal obligations, see the Resources section at the end of this handbook.

My business is in a building with a lot of steps so I can't be accessible to people with disabilities. Or can I?

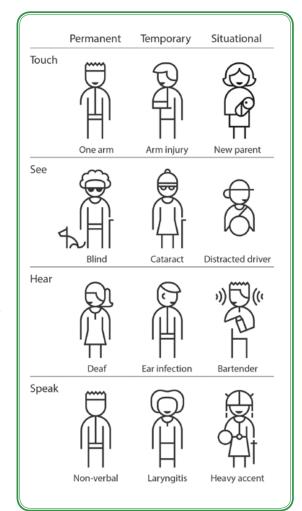
Many people, with or without a disability, would benefit from a ramp but many of your customers have access needs that have nothing to do with steps. This includes customers who have hearing loss, are partially sighted, have a learning disability, or live with chronic pain.

About 1% of Ontarians use a wheelchair or scooter as their primary mode of transportation so access issues are not always about door widths, ramps and elevators.¹

¹ https://bit.ly/2SzWWtJ

Three Features of an Accessible Business

- Welcoming and friendly staff who have had accessibility training. (Customer Service)
- 2. Easy to access information on the accessibility of the business's space, products and services. (Information and Communications
- Accessibility considerations given to the design and layout. (Built Environment)



Who benefits from accessibility?



5



Heritage & Second Floor Businesses

There are many businesses in Ontario that operate in a heritage building or on a second floor. While most of those buildings do not have an elevator or an accessible entrance, such barriers do not affect 90% of people with disabilities. Examples of common access needs include requiring large print, needing additional lighting or a reduction in background noise.

If you are thinking of making some renovations to a heritage building, work with accessibility and conservation specialists, as well as individuals with disabilities, to find the most appropriate, barrier free renovations. Your municipal Planning and Building Departments and local Accessibility Advisory Committee can also be tremendously helpful in coming up with creative solutions.



Shortly after Savon Dubois opened its business in Uxbridge, owner Anne Dubois got a ramp made to address the step at her entrance. As luck would have it, Savon Dubois is connected to its neighbour, Blue Heron Books, by an inside, accessible door. This has allowed the bookstore to welcome customers who had previously not been able to get in because of the three steps at their door.



Building Exterior

Doorway Tips

- Use lever door handles.
- Choose doors that can be opened with one hand only.



- Make doorways as wide as possible. 38 inches is the required minimum width for a wheelchair.
- Make door frames colour contrasting to the walls or surfaces around them.
- Put signs, logos, or coloured strips on glass and glazed doors.
- Install a doorbell with appropriate signage if you don't have automatic doors.
- Use a secondary entrance if you have one that is wider and step-free. Post directional signage.

Entrance Tips

- Create a permanent, sloped entry way.
- Make your own temporary ramp or get a lightweight and roll-up ramp from suppliers, such as MobilityBasics.ca, StopGap, or Staples.
- Have good lighting and no shadows.

Path of Travel Tips

• Make sure the path from the parking area is smooth, level, and non-slip.



- Sandwich boards, freestanding movable signs, merchandise racks, etc. should be avoided if possible or placed outside the path of travel.
- Planters can be used to draw attention and direct attention to your entrance but ensure that they are out of the main path of travel and do not narrow the entrance way.



Item 5 Page 12 of 27

Customer Service

Between 2016 and 2041, the number of seniors aged 65 and over is projected to more than double.

Aging baby boomers account for 33% of the population but 55% of the discretionary income.¹



1 https://bit.ly/2N7wyZu



1/3 of Ontarians over the age of 65 have a disability.

70% of disabilities are non-apparent.²

2 https://bit.ly/2HN7vo8

Be creative about the ways you can serve customers who cannot get into your location.

- Offer online shopping on your accessible website.
- Serve a customer outside if it is a small item.
- Shop for the customer and bring the goods to them.
- Offer in home service.
- Let customers call you with a list of what they want and have their shopping ready for a quick pick up.
- Offer a weekly delivery service or alternate drop off location.
- Allow a customer to book an appointment instead of waiting in line.

Invite customers to contact you if they are having difficulty accessing your goods or services.

Illustrations: Accessibility Ontario



Service Animals

Service animals assist people with a wide range of disabilities and illnesses, including autism, diabetes, epilepsy, anxiety and post-traumatic stress disorder (PTSD). The most common type of service animal is a guide dog, but other animals can also serve in this role, such as rabbits, horses, cats, and



parrots. Service animals don't always wear a vest or harness and, if necessary, you can ask for proof in the form of documentation. Note that if you have a no-pet policy, it cannot apply to a service animal.

Don't Assume...

- That a person with a disability needs assistance. Always ask first.
- That only people with white canes or accompanied by service animals have low or no vision.
- That a person who is unable to speak clearly is unable to understand.
- That a person having difficulty speaking or is slurring words is inebriated. There could be many reasons, including a stroke or a recent trip to the dentist.
- That your staff know how to provide accessible customer service to people with various access needs. Train them it's the law!

Customer Service Tips

- Never pet a service animal. They are working!
- Use electronic payment devices with accessible features, such as tactile and colour contrasting buttons, large print numbering, flexible cord (or cordless) for seated user, and voice activated.
- Have a pen and paper on hand to use as an alternative form of communication.
- Use 'people first' language, e.g. a person with vision loss.

Space Layout and Design

Consider redesigning the layout of your restaurant or shop, where possible, to allow your customers to comfortably circulate. In cases where your space has limitations, be ready to offer alternatives. For example, a staff member could offer to describe the layout of the space or read aloud the menu (or price tags). Keep aisles free from obstacles, such as boxes waiting to be unpacked.

Colour Contrast

Colour contrast and brightness are easy ways to increase



the accessibility of your space - inside and out. The more visually different the colours, the greater the contrast.

Consider colour contrast in these areas:

- Door openings
- Walls
- Paths of travel
- Counters

- Signage
- Floor
- Display tables
- Steps

Aim for a colour and brightness contrast of at least 50%, but higher is better. The colour and brightness (overall lightness or darkness) contrast on signs should be at least 70%. See the Resources section for a colour contrast checker.

Service Counters and Waiting Areas

By law, all businesses must make both service counters and waiting areas accessible if they are building a new one or making major changes to an existing one. Service counters, either indoors or outdoors, can be desks or Learn about the accessibility requirements for buildings such as entrances, ramps, elevators and washrooms in Ontario's Building Code.

counter spaces where people have face to-face conversations with staff to receive service, such as reception desks, ticketing windows, food service counters and check-out counters. Check the Resources section of this handbook to get more information on your AODA requirements in this area.

Customer Service Tips

- Have seating available for customers waiting for service.
- Organize your space so there is room for wheelchairs, scooters, and walkers to circulate easily.
- Have clear sight lines between the entrance and the counter so that staff can easily see when a customer needs assistance.
- Place goods, particularly the most popular ones, within reach of someone using a wheelchair or create a catalogue of your stock.
- Post a sign to tell customers when an accessibility feature is temporarily unavailable and who to contact for more information.
- Use a ramp inside your space if there are stairs.
- Create a queuing path that has a different surface or texture, and colour contrasts with the surrounding floor.
- Provide accessible signage and other wayfinding strategies.
- Print price tags and product labels in a minimum of 14pt font.



Item 5 Page 16 of 27



Mary Be Kitchen is a new business in Toronto's Yonge and St. Clair neighbourhood. Great attention and thought was given to accessibility in a number of areas, including a gradual, permanent, ramp to the front door, an automatic front door opener, a spacious interior layout and accessible washroom.

Mary Be Kitchen is one of many Toronto businesses profiled on AccessTO.ca

Seasonal Tips

- Occasional mats (e.g. runners used in bad weather) should be level with the floor surface and/or have a gently beveled edge, so as not to create a tripping hazard.
- Keep walkways, stairs, ramps and entrances clear of snow and ice.
- Use sand, not salt which is harmful to service animal paws.
- Ensure surfaces are firm and slip resistant.



Accommodations

Accommodations are required by law under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Invite your customers to tell you if they want your information in alternative formats. For example, say "please ask us for this information in alternative formats" instead of "this information is available in alternative formats upon request". And, don't assume 'alternative formats' always means Braille - it could mean large print or in audio format.



The wheelchair accessible symbol was updated by the Accessibility Icon Project to display an active, engaged image, with focus on the person with disability.



A Day Downtown in a Wheelchair

Terry Guiel, ED of the Downtown Peterborough BIA, spent a day in a wheelchair to better understand the accessibility barriers people were

facing. "I found out quickly how hard it is to find a change room large enough for a wheelchair. I learned about fears of knocking over something expensive because the aisles are too close together. Curbs, railroad tracks and bumpy sidewalks actually hurt your insides. Some stores I couldn't even enter, no matter how much I wanted to."

Read more Terry's experience and insights: https://bit.ly/ 219AI78



Information and Communications

Designing marketing materials, signage and websites that are both accessible and attractive is relatively easy if you follow a few key principles. Don't underestimate the impact that small changes, like increased font size, proper placement, and plain language can have.

Print and Digital Tips

- A minimum of 12 points (Arial equivalent), preferably 14-16 points for printed materials.
- Use easy-to-read fonts, such as sans-serif fonts (e.g., Helvetica, Verdana, Arial).
- Avoid using highly stylized typefaces.
- Avoid using lots of capital letters for more than a couple of words.
- Avoid underlining, all caps and italicizing large volumes of text.
- Left justify all text. Do not centre or fully justify.
- Aim for good visual contrast between text and background.
- Avoid putting text over images.
- Keep a good balance between space given to images versus text.
- Use images to support your text.
- When creating a Braille document, Grade 1 is recommended.





Website Tips

- Post images of your building (rooms, entrance, reception, customer area, key facilities and spaces) and your service (e.g.menu).
- Include a text alternative to describe each picture. Check that all the images on your website have ALT text.
- Give a clear text description or add a sentence to explain what the link is about. For example 'click here for details about our upcoming events.'

Signage Tips

- Use a plain (sans serif) font such as Arial, Helvetica and Verdana.
- Use good colour contrast between the sign background and the text.
- For people with vision loss, white lettering on a dark background is generally easier to read than dark lettering on a white background.
- Keep information short and simple.
- Use consistent placement of signs, generally at eye-level but above head level to be seen from a distance.
- Ensure signage is non-reflective.
- Ensure signs around your space are clearly visible and not obstructed or covered.
- Provide signage at each decision point where a choice of paths is available.
- Use symbols and pictograms, especially for common features, like exits and washrooms.
- Use Sentence case an initial uppercase letter and then lowercase text.
- Avoid small font sizes a minimum of 16 point for large print information and notices, and still bigger for signs, depending upon viewing distance.





Lighting

Lighting preferences and needs can vary from person to person. The same level of light may be fine for a fully sighted person, excessive for someone with glaucoma and too low for someone with macular degeneration. However, generally people require more light as they age and for some people sufficient lighting helps to prevent injuries and falls when navigating a space. People with hearing loss also need adequate lighting to lip-read and people with vision loss rely on good lighting to maximize their ability to see finer detail.



Lighting Tips

- Use uplighting and indirect lighting, reflecting light onto a ceiling or wall so as to not create strong shadows or glare.
- In general, provide illumination that is 25 to 50 percent higher than the standard illumination levels.
- Check light fixtures from all angles to ensure no glare or reflection.
- Place lights so that they are evenly distributed. Have task lighting in key places, such as counters and entry key pads.
- Put lighting on dimmers so that they can be adjusted as needed.
- Install blinds to prevent the glare of sunlight.
- Offer customers clip-on lights or a lighted magnifying glass for greater illumination.

Accessibility is a journey

Almost everyone will experience a disability at some point in their lives -

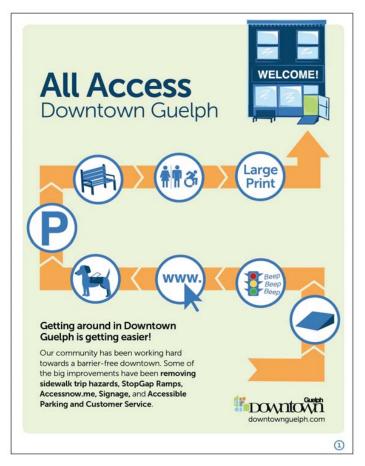
whether due to aging, a chronic disease, illness, or an injury. With seniors and people with disabilities representing 40% of Ontario's income over the coming years, a focus on access and inclusion is a smart and sustainable business investment.¹

- 1. Start with small, easy to implement changes. Make a plan for how you will accomplish other tasks in due course.
- 2. Get feedback from your customers on the changes you've made and ask if they have any other suggestions.
- 3. Let your customers know that they can ask for assistance with their access needs. Together you can find a suitable solution.
- 4. Ensure you are compliant with the Accessibility for Ontarians with Disabilities Act (see the Resources section to get more information).
- 5. Talk to your local BIA, fellow business owners, and disability organizations to identify other access barriers and the best ways to remove them.
- 6. Set aside a budget every year to make more costly accessibility improvements. Explore municipal, provincial and federal grants to match your budget.
- 7. And, tell your customers the ways in which you are accessible, including your service and delivery options, on-site wayfinding, amenities, website, signage, staff training, entrance, etc.



¹ https://bit.ly/2N7wyZu

All Access Downtown Guelph



Celebrating Accessibility in Downtown Guelph

The Downtown Guelph BIA has been working hard to increase the accessibility of its main streets and businesses. The BIA, in partnership with GAP (Guelph Accessibility Project) and the City of Guelph's "Age Friendly" initiative, held a one-day event to profile and celebrate the significant improvements made in their downtown's accessibility. The BIA created and distributed a map to the public which highlighted accessible parking, washrooms, curb cut-outs and benches. They also created an Accessibility Toolkit for their business members with excellent customer service tips.



OBIAA Accessibility Awards

People with disabilities and seniors hold the key to the economic and social prosperity of businesses and communities across Ontario. 53% of Ontario's population has a disability or is related to someone who has a disability. As business owners, residents, neighbours and friends, we are all being called on to be more responsive, creative, inclusive and forward-thinking.

For many years now, OBIAA has had a focus, along with its BIA members, to support main street businesses to become accessible

meeting their AODA obligations, diversifying their staff team, and removing built environment barriers.
In 2015, OBIAA created an annual "Main Street Accessibility" Award to recognize demonstrated leadership by BIAs and businesses.



New in 2019! OBIAA is a champion for accessibility. We strive to encourage and help our BIAs and their Business Members to become more accessible. What started as a category specific award is now a criteria for all Awards submissions.

Collingwood BIA was the first recipient of the "Main Street Accessibility" Award for their Streetscape Revitalization Project. This photo shows the redesigned sidewalks that allow for a clear, uninterrupted path of travel.



Accessibility Checklist

Entrances

	No Cost	Low Cost	Medium Cost
Accessible door hardware			
Automatic door opener			
Non-slip, temporary ramps			
Good lighting			
Permanent sloped ramp			
Hand railings			
Colour contrast on door frame			
Signs, logos, or coloured strips on glass and glazed doors			
Doorbell			
Use secondary entrance if more accessible			
Directional signage	-		
Permanent, sloped entrance			
Unobstructed paths of travel			
Smooth, non-slip paths			

Signage

	No Cost	Low Cost	Medium Cost
Large, clear font			
Plain language			
Good contrast			
Clearly visible			
Not obstructed or covered			
Not blocking paths			
Short, simple information			
Consistent placement			
Non-reflective			
Use pictograms			

Websites

	No Cost	Low Cost	Medium Cost
Post images of your building			
Include ALT text to describe pictures			
Clear explanation for links			



Customer Service

	No Cost	Low Cost	Medium Cost
Staff trained on accessible customer service			
Multiple ways for customers to give feedback			
Appropriate and respectful language			
Let customers know that they can ask for assistance			
Never pet a service animal			
Have a pen and paper on hand			
Electronic payment devices with accessible features			
Online shopping			
In-home service			
Weekly delivery service			
Quick pick-up			
Appointment option			

Building Interior

	No Cost	Low Cost	Medium Cost
Sufficient and well placed lighting			
Good visual contrast			
Paths of travel free from obstacles			
Easy navigation for wheelchairs, scooters, and walkers			
Goods within easy reach			
Price tags in large font			
Accessible signage and wayfinding information			
Seasonal/transition mats level with the floor surface			

Documents

	No Cost	Low Cost	Medium Cost
Minimum 12 point, sans serif fonts			
No highly stylized typefaces			
Left justify all text			
Good visual contrast between text and background			
Avoid putting text over images			
Use images to support your text			



Resources

Accessibility Legislation



Accessibility for Ontarians with Disabilities Act, 2005: <u>https://bit.ly/2eKrmcN</u>

Ministry for Seniors and Accessibility: https://bit.ly/1WIUIE9

Ontario Building Code (Section 3.8): https://bit.ly/2GJdcas

Ontario Human Rights Code: https://bit.ly/104Rmfs

Accessibility Resources

Ontario BIA Association: https://bit.ly/2NoOhJN

Tips on Serving Customers with Disabilities: <u>https://bit.ly/2TeGF1K</u>

Dos and don'ts on designing for accessibility: <u>https://bit.ly/2caeHyl</u>

Illustrated Technical Guide to the Design of Public Spaces: https://bit.ly/2SZBNOM

Clearing Our Path: Creating accessible environments for people impacted by blindness: <u>https://bit.ly/2Vi7xeC</u>

Facility Accessibility Design Standards (Mississauga, 2015)

Technical Guide: Design of Accessible Public Spaces: <u>https://bit.ly/2F6VuM4</u>

The Business Case to Build Physically Accessible Environments: <u>https://bit.ly/2HoajHH</u>

WebAIM: Colour Contrast Checker: https://bit.ly/2ALPtTp

Guide for Small Business: Making Your Business Accessible for People with Disabilities: <u>https://bit.ly/2tEt2KE</u>

A Day Downtown in a wheelchair (Peterborough BIA): https://bit.ly/2I9AI7B

Accessibility Ontario: https://accessontario.com





Published 2019.

Digital copies available at www.OBIAA.com

Contact your local BIA for additional support and resources.

Accessibility Advisory Committee Meeting Agenda Wednesday, June 5, 2019 Item 6 Page 1 of 4



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

Memorandum

Date: June 5, 2019To: Accessibility Advisory CommitteeFrom: Mat Zawada, Accessibility Advisor

Re: Accessible Documents Project

Recommendation

1. That the memorandum regarding Accessible Documents Project be received for information.

Background

The Information and Communications Standards of the AODA lists rules for organizations to create, provide, and receive information and communications that people with disabilities can access. The standard gives all people an equal chance to learn and be active in their communities.

An accessible document is a document created to be both readable and usable by all individuals, regardless of their ability. Making a document accessible is easiest when in the original stages of creating a document. The goal of the accessible documents project is to ensure that all staff members have access to templates and forms that follow corporate identity standards, and that are built ready to use in an accessible format. By building a repository in Laserfiche all staff members will have access to the most up to date prebuilt accessible documents available, as well as guidelines on what accessible documents are and what else staff could do to ensure the document will support as many people as possible.

Characteristics of the accessible documents have been modified so that when downloaded from Laserfiche all content is pre-set to be in an accessible format. Characteristics include:

- Larger sans serif font that maintains high contrast
- Built in accessible templates for new documents

Accessible Documents Project June 5, 2019

Page 2 of 2

• Accessible headings and subheadings

Attachments

Attachment 1 – TEMPLATE-GeneralCommitteeReport-20190401

Accessibility Advisory Committee Meeting Agenda Wednesday, June 5, 2019

Item 6 Page 3 of 4



100 John West Way Box 1000 Aurora, ON L4G 6J1 (905) 727-3123 aurora.ca TOWN OF AURORA

Attachment 1

GENERAL COMMITTEE REPORT No. XXX19-0nn

Subject: Enter the report title

Prepared by: Enter the report author's name

Department: Select the department

Date: Click or tap to enter a date.

Recommendation

- 1. That Report No. XXX19-0nn be received; and
- 2.

Executive Summary

Enter Text

Background

Enter text

Analysis

Enter text

Advisory Committee Review

Enter text

Legal Considerations

Enter text

Financial Implications Enter text

Communications Considerations Enter text

Link to Strategic Plan Enter text

May 14, 2019

2

No. XXX19-0nn

Alternative(s) to the Recommendation

- 1. Enter alternative option.
- 2. Enter further alternative options as required.

Conclusions

Enter text

Attachments Enter text

Previous Reports Enter text

Pre-submission Review Agenda Management Team review on Select review date

Departmental Approval

Approved for Agenda

Techa Van Leeuwen Director Corporate Services Doug Nadorozny Chief Administrative Officer