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Town of Aurora
2025 Annual Accessibility Update
Corporate Services

Introduction

The Town of Aurora remains committed to advancing accessibility and inclusion across all municipal programs, services, facilities, and employment practices. Guided by the Accessibility for Ontarians with Disabilities Act (A.O.D.A.), the Town continues to focus on identifying, removing, and preventing barriers to ensure residents, employees, and visitors of all abilities can participate fully in community life.

The Town's Multi-Year Accessibility Plan (2022–2026) outlines the actions and strategies that support compliance with provincial legislation while promoting a culture of accessibility and continuous improvement. Progress is informed through best practice research, ongoing consultation with the Accessibility Advisory Committee (A.A.C.), collaborating with internal departments, and engagement with community partners.

The plan is organized around the following standards under the Integrated Accessibility Standards Regulation (I.A.S.R.):

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

A.O.D.A Compliance

The Accessibility for Ontarians with Disabilities Act (A.O.D.A.) establishes a framework for developing, implementing and enforcing accessibility standards across Ontario. These standards are intended to create a more inclusive Province by reducing and eliminating barriers for people with disabilities.

As a designated public sector organization, the Town of Aurora is required to file an accessibility compliance report every two years. Following its most recent compliance filing, the Town continues to meet legislative requirements under the I.A.S.R., with ongoing efforts focused on maintaining compliance, strengthening internal process, and exceeding minimum standards wherever possible.

In 2025, the Town participated in a Ministry of Seniors and Accessibility (M.S.A.A.) desk audit, which included a review of documentation, policies, procedures, and evidence of compliance across applicable accessibility standards. The Town worked collaboratively with the Ministry throughout the audit process, responding to requests

for information and implementing any required follow-up actions to ensure continued alignment with legislative requirements.

The outcomes of the desk audit further supported the Town's commitment to transparency, accountability, and continuous improvement, reinforcing Aurora's role as a proactive leader in accessibility.

2025 Accessibility Highlights

Customer Service

The Town of Aurora is dedicated to providing accessible, inclusive, and equitable customer service for all residents, employees and visitors. The Customer Service Standard under the I.A.S.R requires municipalities to ensure people with disabilities can access goods, services, and facilities in a manner that respects dignity, independence, integration, and equal opportunity.

Customer Service Outcomes

- Continue to deliver mandatory A.O.D.A and customer service training for to staff, volunteers and service providers.
- Receive, track, and respond to accessibility-related feedback regarding programs, services and facilities.
- Maintain accessible methods for submitting feedback.
- Provide timely service disruption notifications in accessible formats.
- Ensure individuals with disabilities receive services of equal quality, scope, and timelines.

Customer Service Accomplishments

- Participation in accessibility awareness initiatives including National AccessAbility Week and International Day of Persons with Disabilities.
- Continued delivery of inclusive and integrated recreation programming, including:
  - One-on-one program support where required
  - Tiered aquatic lesson options ranging from individualized instruction to integrated group lessons
  - Adaptive equipment, individualized resources, and program modifications
  - Sensory-friendly spaces, quiet rooms and sensory kids at programs and special events
  - Enhanced accessibility and inclusion training for seasonal staff
- Expansion and continued delivery of Seniors Centre Without Walls (S.C.W.W), supporting older adults and residents experiencing isolation or mobility barriers.
- Continued partnership with AccessNow to map our playgrounds for Accessibility.
- Increased staff consultation with participants and caregivers to support individualized inclusion needs.

Information and Communications

The Information and Communications Standard ensures that municipal information is available in accessible formats and that communication methods are inclusive for people with disabilities. The Information and Communications Standard Policy guides digital accessibility across all platforms.

Information and Communications Outcomes

- Ensure feedback processes remain accessible and supported through alternative formats and communication supports.
- Provide accessible formats and communication supports upon request in a timely manner and at no additional cost.
- Promote public awareness of accessible information availability.
- Continue remediation of web content to align with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.
- Strengthen internal tools, templates, and training to exceed legislative requirements.
- Conduct regular reviews of corporate accessibility standards and digital best practices.

Information and Communications Accomplishments

- Ongoing staff training on accessible document creation and digital content standards.
- Continued conversion of legacy PDF documents to accessible HTML formats, where feasible.
- Expansion of web-based forms to replace static PDFs.
- Corporate template updates to support accessible formatting and consistent design.
- Continued collaboration with departments to embed accessibility at the planning stage of communications and projects.

Employment

The Town of Aurora is committed to fostering an inclusive workplace that supports accessibility throughout the employee lifecycle. The Employment Standard under the I.A.S.R. establishes requirements for recruitment, accommodation, retention, and career development.

Employment Outcomes

- Ensure employees and job applicants are informed of available accommodation supports.
- Provide accessible recruitment and selection processes.
- Arrange accessible formats and communication supports upon request.
- Maintain individualized workplace emergency response information.
- Support return-to-work processes and individualized accommodation plans.

- Ensure accessibility considerations are embedded in performance management, career development, and redeployment.
- Utilize workforce data to inform equity-based planning.

Employment Accomplishments
- Ongoing implementation of the Town's Diversity, Equity and Inclusion (DEI) Strategic Plan.
- Continued updates to emergency response procedures for employees with disabilities.
- Strengthened collaboration between Human Resources, Accessibility, and departmental leaders to support inclusive employment practices.
- Continued delivery of equity surveys to support data-informed workforce planning.

Transportation

The Transportation Standard outlines requirements for accessible transportation services. Responsibility is shared between the Town of Aurora and the Regional Municipality of York. While York Region oversees conventional and specialized transit, the Town fulfills obligations related to municipal duties and taxi licensing.

Transportation Outcomes
- Ensure licensed taxicab operators do not charge additional fees for passengers with disabilities.
- Prohibit fees for the storage of mobility aids or assistive devices.
- Require vehicle registration and identification information to be displayed and available in accessible formats.

Transportation Accomplishments
- Continued provision of accessible shuttle services and barrier-free parking at major community events.
- Accessible viewing areas with adjacent accessible parking at large-scale events such as the Santa Under the Stars Parade, including indoor accessible viewing opportunities.
- Ongoing collaboration with event organizers to improve accessible transportation planning.

Design of Public Spaces

The Design of Public Spaces Standard establishes technical requirements for accessible outdoor environments. The Town of Aurora continues to apply both the Ontario Building Code and the Town's Accessibility Design Standards to new construction and redevelopment projects.

Design of Public Spaces Outcomes
- Integrate the Town of Aurora Accessibility Design Standards across all capital and development projects.

- Identify and prioritize retrofit opportunities within existing facilities and public spaces.
- Improve accessibility through renovations and lifecycle replacements.
- Prevent new barriers through early-stage design review.
- Maintain accessible features through routine inspections and preventative maintenance.
- Provide timely public notification and remediation when accessible elements are disrupted.

Design of Public Spaces Accomplishments

- Ongoing review of development applications and capital projects to ensure alignment with the Town's Accessibility Design Standards.
- Continued collaboration with Planning, Engineering, and Facilities staff to address accessibility during the 30%, 60%, and 90% design stages.
- Improvements to accessible parking layouts, exterior paths of travel, and wayfinding across multiple municipal sites.
- Enhanced engagement with the Accessibility Advisory Committee on site plans, facility upgrades, and public realm improvements.

The Town of Aurora remains committed to embedding accessibility into everyday decision-making and ensuring that inclusion is a shared responsibility across the organization. Through continued collaboration, innovation, and community engagement, Aurora will continue building a more accessible and welcoming community for all.