

ACCESSIBLE AJAX



Accessibility Plan 2018 – 2022 & *2016/2017 Status Report*



Alternative formats of this document are available upon request.
Please call 905-619-2529 ext. 3347 or email accessibility@ajax.ca.



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A Message from the Town of Ajax Accessibility Advisory Committee Chair

On behalf of the Town of Ajax Accessibility Advisory Committee, I am pleased to support the Accessible Ajax 2018-2022 Accessibility Plan.

In May of this year, the Town of Ajax was one of nine recipients across Ontario to be awarded the David C. Onley Award for Leadership in Accessibility. Receipt of the award is attributable to the culture of inclusion supported by the Town of Ajax, the excellent work of staff and the passion of the Accessibility Advisory Committee in advancing the Town's accessibility compliance, awareness and community engagement portfolio. It is a true testament to the overall dedication and successes the Staff and the Committee has achieved, for Ajax.

The strategy outlines key actions that will be undertaken over the next five years to prevent, identify and remove barriers in the Town of Ajax. This document is a culmination of contributions from staff and the community at large. The Ajax Accessibility Advisory Committee believes that everyone has the right to feel included, regardless of one's ability, and that all of us must take part in making sure that Ajax remains a vibrant, inclusive, accessible community in which to live, work, play and visit.

We are confident that with the ongoing commitment of the Town, community partners, and by working together, Ajax will continue to cultivate inclusion and accessibility for all.

Yours in accessibility,



Marcia Bowen
Town of Ajax Accessibility Advisory Committee Chair
2014-2018

■ Legislation & Resources

■ Ontarians with Disabilities Act, 2001

In 2001, the Government of Ontario created the Ontarians with Disabilities Act. The Act requires public sector organizations (the provincial government, municipalities, hospitals, educational institutions and public transportation service providers) to undertake activities aimed at reducing and eliminating barriers for people with disabilities. It also requires municipalities with a population over 10,000 to appoint an Accessibility Advisory Committee, develop accessibility plans and seek the advice of the Accessibility Advisory Committee on certain matters.

On December 1, 2015 the Government of Ontario rescinded the sections of the Ontarians with Disabilities Act that applied to Municipalities. This was undertaken to streamline accessibility requirements and remove duplicate requirements.

■ Accessibility for Ontarians with Disabilities Act, 2005

The Accessibility for Ontarians with Disabilities Act sets out the road map for an accessible Ontario by 2025 with mandatory and enforceable compliance standards, currently in five key areas:

- Customer Service
- Information & Communications
- Employment
- Transportation
- Public spaces

The *Customer Service Standard* became law (Ontario Regulation 429/07) on January 1, 2008. On July 1, 2016, the Government of Ontario made several changes to the *Customer Service Standard*, which required the Municipality to update its Accessible Customer Service Policy. One important change that occurred during this update was that the Customer Service Standard was moved into the *Integrated Accessibility Standards Regulation* (Ontario Regulation 191/11). As a result of this change, all five standards now reside under one regulation.

The *Integrated Accessibility Standard Regulation* also includes standards for Information and Communications, Employment, Transportation and the Design of Public Spaces.

The *Design of Public Spaces Standard* focuses on removing barriers in areas not covered by the *Ontario Building Code*, such as playgrounds, on and off-street parking, recreational trails, and service counters. It applies to new construction or re-construction of existing spaces. It does not require organizations to retrofit in order to be compliant.

■ Ontario Building Code

The *Ontario Building Code* regulates the minimum building standards for the construction of all new buildings and buildings that undergo significant renovation. The Code includes requirements for minimum accessibility within buildings.

The *Ontario Building Code* was amended to include enhancements to accessibility in buildings. As of January 1, 2015, most new construction and extensive renovations are subject to updated accessibility requirements. Existing buildings, where no work is planned, are not affected by these new requirements.

■ The Town of Ajax Accessibility Advisory Committee

The Town of Ajax is committed to improving access to its citizens through the requirements of the *Ontarians with Disabilities Act, 2001* as well as the *Accessibility for Ontarians with Disabilities Act, 2005*. The Accessibility Advisory Committee was established in 2002 to provide advice to Council on specific initiatives to be undertaken by the Town in order to prevent, identify and remove barriers that restrict people with disabilities from fully participating in Town programs services and/or facilities, while cultivating inclusion within the Ajax community.

The Town of Ajax Accessibility Advisory Committee is a statutory volunteer committee that acts as an advisory body for Council. Its mandate is to:

- Provide advice to staff and Council on the development and implementation of the Town of Ajax Multi-year Accessibility Plan;
- Provide feedback relative to accessibility on site plans for Town and municipal buildings/facilities, as well as significant renovations and retrofits to Town facilities;
- Provide guidance regarding customer feedback, Town programs, services, policy and procedure regarding accessibility;
- Monitor the development of legislative accessibility requirements to offer advice on the Town's compliance with various regulations contained therein; and
- Assist staff with accessibility-related public outreach, education and awareness initiatives.

The Accessibility Advisory Committee's term coincides with the term of Council. The Committee is comprised of volunteer membership, with the exception of the Council representative. The Committee is supported by the Committee & Accessibility Coordinator and the Legislative & Information Services Department.

The current Committee Members bring a wide range of personal and professional experiences and perspectives related to the challenges encountered by people with disabilities, providing invaluable advice and support as the Town continues to work towards a barrier-free, inclusive community.

The Accessibility Advisory Committee meets on a monthly basis and meetings are open to the public. During meetings, updates are provided to the Committee which may include presentations or discussions regarding accessibility-related matters, led by staff or an external guest. Additionally, a variety of educational and awareness presentations are coordinated by the Committee as a means for the Committee to be well informed of accessible services and resources within Durham Region.

■ 2014-2018 Accessibility Advisory Committee

Members:

Marcia Bowen
Councillor Pat Brown
Shandell Conboy
Barb Dowds
Sepelene Deonarine
Carion Fenn
Jennifer Harrison
Donna Mullings
Kathreen Smith
Heather Steeves
Julia Stevenson



■ Accessibility Partnership in Durham Region & Beyond

Each municipality within Durham Region has its own Accessibility Advisory Committee which report to their respective municipal Councils on a variety of accessibility matters. In addition to municipal Committees, the Region of Durham has its own Accessibility Advisory Committee, providing for a total of nine committees across Durham that are dedicated to improving accessibility in their communities.

The Region of Durham coordinates regular meetings with local municipal Accessibility Advisory Committee Chairs, and municipal staff overseeing the accessibility portfolio, which provide the opportunity to share best practices and information. The Region also hosts an annual joint forum for all Committee Members in Durham. The Ajax Accessibility Advisory Committee actively participates in this event that brings together volunteers to network and collaborate on accessibility matters.

Additionally, the Town's Committee and Accessibility Coordinator meets regularly with staff counterparts across the Region and province, including the Accessibility Directorate of Ontario, to discuss ongoing planning and implementation. The position is also a member of the Ontario Network of Accessibility Professionals (ONAP), a group comprised primarily of staff responsible for accessibility planning in the public sector. The network provides the opportunity to share accessibility planning resources and information across the province.

The Town of Ajax continues to participate in the Durham Region Transit Specialized Services Eligibility Appeal Panel, which hears appeals from members of the community that have applied for specialized transit services based on their accessibility needs. The Eligibility Appeal process ensures that applications are dealt with in a fair and independent manner, adhering to the process and timeframes established under the Integrated Accessibility Standards Regulation.

◆ Accessibility Planning

The process of accessibility planning is one that is never complete. Staff, Council and the Accessibility Advisory Committee are continually involved in discussions regarding accessibility planning year-round. The Ajax Multi-Year Accessibility in Action Plan provides the opportunity to demonstrate current achievements and establish an implementation framework and future priority initiatives.

Objectives and initiatives identified within the plan are both long and short-term; many are ongoing actions or could require implementation over several years. Regular monitoring is necessary to ensure that relevant initiatives are included in the Plan and that progress is identified.

The focus of the Accessibility in Action Plan is dedicated to implementing the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11*. Target areas reflect the five core standards of the *Accessibility for Ontarians with Disabilities Act*: customer service, information & communications, transportation, employment and public spaces.

This document contains details relative to objectives and action items identified over the next five years and solidifies the Town of Ajax approach to accessibility planning. This plan is a living document; its progress and implementation will be reviewed and reported on annually. Implementation of identified action items and initiatives are dependent on financial allocation through the Town's budgeting process and will be reflected in departmental budgets and the long-range capital forecast where applicable.

In order for the Multi-Year Accessibility Plan to be successful with its implementation objectives, it is necessary for it to be aligned with several other Town of Ajax guiding documents, policies and processes.

- Diversity & Community Engagement Plan Policy Statement:

"The Town of Ajax embraces and values diversity, promoting an engaged, healthy and inclusive community. The Town is strongly committed to equity and diversity through its policies, procedures, service delivery, amenities and employment practices."

- Community Action Plan Strategic Objective - Strong Sense of Community:

"The Heart of the Town of Ajax is its people. The unique qualities of the Town includes its diverse and distinct neighbourhoods, landscapes, rich culture and heritage. The Town is committed to continuous nurturing of an engaged, inclusive, accessible and safe community."

Statistics project that by 2036, 20% of all Canadians will have some form of disability. As a result, service delivery and programming will continually need to be modified to meet the changing needs of the community. The Town of Ajax has developed a strong foundation of accessibility planning in order to remove barriers and ensure real and effective change for people with disabilities, and is eager to carry this commitment forward with implementation of the Accessible Ajax 2018-2022 Accessibility Plan.

◆ Accessibility & Barriers

The intent of the Multi-Year Accessibility Plan is to prevent, identify and remove barriers. Barriers are obstacles that stand in the way of people with disabilities from being able to do many of the day-to-day activities that most people take for granted. A barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider, such as:

- **Environmental Barriers:** features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by person in a motorized scooter.
- **Communication Barriers:** obstacles with processing, transmitting or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternative formats.
- **Attitudinal Barriers:** prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that all visually impaired persons can read Braille.
- **Technological Barriers:** occur when technology cannot or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.
- **Systemic Barriers:** barriers within an organization's policies, practices and procedures that do not consider accessibility. For example, listing a driver's licence as an employment qualification for an office position may prohibit persons with visual impairments from applying.



★ Policy & Procedure

Identification of accessibility barriers and implementation of solutions to prevent and remove them throughout the organization.

★ Supported through:

1. Staff and volunteer training on new and existing accessibility policies, processes and legislation.
2. Ongoing policy, programming and legislation reviews, using a diversity and inclusion lens, to identify, remove and prevent barriers.
3. Development of new and review of existing policies and processes relating to accessibility and accommodation.
4. Incorporating new and existing tools and resources into daily business practices.

★ Highlights from 2016/2017

Legislative & Information Services

- **Comprehensive review of the Town of Ajax Multi-year Plan**
 - Public consultation: public meeting, community survey, community focus group, committee & staff outreach
 - Development of 2018-2022 multi-year Accessibility Plan
 - Provide status report to Council on the Accessibility Plan
- **Review of quality system documents using diversity and inclusion lens to identify, remove and prevent systemic barriers**
- **Ongoing delivery of Integrated Accessibility Standard & Ontario Human Rights Code Training to new staff and volunteers**

★ Future Goals: 2018-2022

Implementation of 2018-2022 Goals is subject to future budget approvals.

Ajax Public Library

- **Support the Town's Age-Friendly Community Initiative**
 - Promote the Library's accessible services and resources to the community at large
 - Engage Ajax's diverse communities to enhance older adults' quality of life and access to lifelong learning with one-on-one technology training and delivery service
 - Review feasibility of including families as an element for inclusion in Homebound delivery service

Legislative & Information Services

- **Formally document Municipal Election procedures and processes, incorporating considerations for accessibility, diversity and inclusion (2017-2018)**
- **Review and refresh staff and volunteer accessibility training content to ensure it addresses legislative requirements and employee/volunteer role needs. (2018)**
- **Development of 2018 Municipal Election Accessibility Plan and Post-Election Report (2017-2018)**
- **Submission of biennial Provincial Accessibility Compliance Reporting (2017, 2019, 2021)**
- **Comprehensive review and update on the Town's Corporate Customer Service Standards (2018)**

Planning & Development

- **Undertake a comprehensive review of the Town of Ajax Zoning by-law (Zoning Our Future)**
- **Draft Green Development & Environmental Design Guidelines**
- **Official Plan Review (Commencing 2020)**

Recreation, Culture & Community Development

- **Implementation of the Town of Ajax Older Adults and Seniors Programming Strategy (launched April 2017)**
- **Implementation of Phase 2 of the Diversity & Community Engagement Plan**



+ Customer Service

Provision of accessible, quality customer service in response to the diverse needs of the Town of Ajax.

+ Supported through:

1. Provision of diverse programs and services, meeting the needs of persons with disabilities.
2. Ongoing outreach and consultation with persons with disabilities, the community and Accessibility Advisory Committee.
3. Availability of accessible feedback methods.
4. Widely available accessibility-related information.

+ Highlights from 2016/2017

Ajax Public Library

- Development of online membership application process and online fees payment option for customers to improve accessibility.

Finance

- **Continued documentation of accessibility considerations made throughout the procurement process**
 - Purchasing Department asks Clients to consider Accessibility Criteria in each of the Projects that the Town bids out.
 - The Preliminary Bid Document Information form includes a section asking if the Client has considered accessibility and features in their Specifications.
 - Accessibility is included under the General Terms and Conditions *Laws & Regulations* section of all bid documents.

Legislative & Information Services

- **Review opportunity to designate 'priority seating' section at public meetings**
- **Enhancement of accessibility accommodations at public events**
 - Accessible portable washrooms
 - Accessible event shuttles
 - Accessible section in Town's World Record Attempt for largest human maple leaf
- **Participation in Region of Durham Accessibility Award Nominations and Ajax Community Awards Selection Review Committee**

Operations & Environmental Services

- **Installation of new outdoor waste/recycling receptacles**
 - Provides side-loading compartment instead of top-loading, which is accessible to persons in seated position.

Recreation, Culture & Community Development

- **Implemented new online recreation program registration system ‘Active Ajax’ to improve accessibility and ease of online registration.**
- **Creation of a new barcoding system providing participants equal access to requesting inclusion support**
- **New programs added to Group Fitness and Fitness & Health Centres**
 - Chair Aerobics
 - Zumba Gold
 - Yoga Stretch (yoga for the aging body)
 - Yoga for Arthritis
 - Aqua Yoga
 - Strength Classes – Strong & Stable; Balance and Strengthen
 - How to Use the Weight Room Sessions
 - Diabetes Prevention Program
 - Stroke Prevention
 - Exercise is Medicine (in connection with medical community)
- **Inclusion Services Growth**
 - Expanded staffing for Inclusion Services as well as training content
 - Inclusive Volunteer Program, allowing individuals with an exceptionality to be supported by a fellow volunteer while they volunteer in a general recreation program
 - New adaptive equipment purchases for general recreation programs
 - Ringing basketballs
 - Slow-motion soccer balls
 - Sensory products
- **Ongoing Community Accessibility Partnerships**
 - Expanded partnership with Community Living Ajax-Pickering-Whitby
 - Grandview Children’s Centre partnership continued with new expanded programming Duplo Group, Lego Group, GLEE music therapy and Preschool Playtime
 - Grandview Children’s supported youth camp (new camp to be created in 2017)
 - Renewed partnership with Special Olympics Durham
 - Received financial support from Resources for Exceptional Children and Youth to help enhance inclusion staffing for summer programs
 - Expanded Cardiac Rehab program by adding an additional day in partnership with Lakeridge Health
 - Durham District School Board special education department allowed Town to promote inclusive and accessible programs and services to families

+ Future Goals: 2018-2022

Implementation of 2018-2022 Goals is subject to future budget approvals.

Ajax Public Library

- **Continue to investigate a sustainable library by engaging in leadership and advocacy for the essential role of the public library in the community:**
 - Expand the outreach initiative to other organizations, such as Learning Disability Association of Ontario, Kelly’s Place, Ability Centre, Community Living, Canadian

Hearing Society and CNIB, etc. to inform their key leaders about the existing and potential role of the Library in serving residents with disabilities

- **Develop Services and programs to serve people of various abilities:**
 - Offer sensory story time programs to children with autism or other disabilities
 - Develop partnership with Grandview Kids to engage with, and promote Library programs to their clients
 - Develop adult story time with elements built on sensory story time for children, that will benefit adults
 - Explore opportunities with local schools to coordinate special education classes to visit Ajax Public Library
 - Investigate opportunities to offer sensory-friendly film screenings
- **Staff training**
 - Explore opportunities for staff training to serve customers with intellectual disabilities
- **Implementation of self-check-out units** (*commence 2018*)
 - To improve service efficiency for customers, and allow them to be self-sufficient by implementing industry-standard self-service options.

Legislative & Information Services

- **Strengthening of the partnership between the Accessibility Advisory Committee and Diversity & Community Engagement Advisory Committee**

Recreation, Culture & Community Development

- **Continue to offer a variety of accessible and inclusive programming opportunities**
- **Continue to explore new partnership opportunities with Special Need-focused Organizations**
- **Continued deployment of Diversity & Inclusion Ambassador Volunteers**
 - Roles to be engaged for the expansion of the #AjaxForAll campaign

Office of the CAO

- **Conduct Citizen Engagement & Satisfaction Survey** (*2018*)

▲ Information & Communication

Provision of Town of Ajax information and communications in accessible and alternative formats.

▲ Supported through:

1. Accessible intranet, internet sites, and applications.
2. Growing staff knowledge and training on assistive technology.
3. Awareness of alternative communications methods (TextNET, language line, etc.).
4. Availability of communications materials in accessible and alternative formats on request.

▲ Highlights from 2016/2017

Legislative & Information Services

- **Collaborated with Corporate Communications to encourage use of accessible statement of alternative format availability on all external publications.**
- **Regular promotion and use of Notice of Service Disruption process and posting.**
- **Routinely received accessibility feedback from the public and provide appropriate responses in consultation with key departments.**
- **Attendance at accessibility-related forums and conferences to network, share best practices and learn about new and emerging issues.**
- **Staff and the Accessibility Advisory Committee continue to plan and implement events and activities in recognition of National AccessAbility Week and promotion of accessibility awareness:**
 - Partnership with Ajax Public Library, Rick Hansen Foundation and INVICTUS games to coordinate guest presenter and paralympian Joel Dembe for local school visit
 - Community flag raising
 - Hosted 4th Annual Accessibility Awareness Fair in partnership with Ajax Public Library
 - Hosted TIFF Film Circuit film screening of “Gleason”
 - Accessible Ajax Information booth at Ajax Business Network breakfast meeting
 - Accessible Ajax Information booth at Older Adults 55+ BBQ
 - Bi-monthly publication of Ajax Accessibility Buzz newsletter

Office of the CAO

- **Launch of AppJAX, a mobile application**
 - Accessibility considerations include:
 - Colour contrast
 - Simplified form

- Swipe and touch capabilities
 - Integrates with device accessibility features
- **Launch of new Accessible Ajax brand identifier**
 - Consideration taken to create a branch that is inclusive of multiple abilities, featuring a universal design:
 - Visual impairments
 - Physical/mobility impairments
 - Auditory impairments
 - Mental health, intellectual, learning, developmental and language disabilities
 - The identifier uses clear, sans serif font with appropriate colour contrast and spacing, further adding to its accessibility.
 - Additional promotional/communications pieces created include
 - Bi-monthly Accessibility Buzz newsletter (in partnership with Legislative & Information Services and Accessibility Advisory Committee)
 - National AccessAbility Week Materials
 - Banner Bugs
 - **Social Media Platform Content**
 - New software purchased (Sprout Social) to manage workflow, branding and accessibility, and (Adobe Suite) to ensure all colour combinations for graphics exceed AODA compliance. Posts are released in plain language, avoiding excess capitalization and points back to Town website for more details where needed, whenever possible.
 - **Website Content Review**
 - Communications is undertaking a full website content review for all departments. This process includes updating all page content (headings, text, images, document, colours, etc.) to ensure the content/structure meets/exceeds AODA compliance. The navigation is also being reviewed to remove abbreviations and to use common language. This update will not only increase accessibility on the Town's site but also for anyone with accessibility needs searching for content using search engines. This project coincides with the website redesign and new public engagement platform, ensuring that all migrated content is AODA compliant.



▲ Future Goals: 2018-2022

Implementation of 2018-2022 Goals is subject to future budget approvals.

Ajax Public Library

- **Review accessible equipment, software and hardware updates**
- **Outreach initiatives to promote the library's resources, particularly the DAISY and online collections**
 - Include outreach and communication to local schools

Legislative & Information Services

- **Review future opportunities to improve recording and captioning of Town Public Meetings**
- **On-going review of corporate templates for documents to ensure information and communications materials are created in an accessible format**
- **Explore opportunities for increasing accessibility of online mapping/GIS**
 - Deploy map viewing program compliant with WCAG 2.0 Level AA
- **Potential Council Chambers Audio-Visual Enhancements**
 - The project will consider the installation of webcasting technology and closed captioning, along with new audio-visual components and additional viewing screens.
- **Implementation of new accessible, easy to view, mobile-friendly online mapping applications; supported by Recreation, Culture & Community Development and Corporate Communications**

Office of the CAO

- **Full Website redesign and content migration into new/updated platform as well as new public engagement platform**
 - Accessibility for the website redesign and new public engagement platform is a priority. The new site platforms will include key features such as:
 - Ability for users to set/modify colour contrast
 - Ability for users to change font size globally
 - Ability for staff content management system users (staff) to check new content for accessibility issues prior to being published live
 - The Town is also asking any vendor submitting a proposal to include their own accessible software or known third party accessibility software in their proposals to make the site 100% AODA compliant until 2022.

Recreation, Culture & Community Development

- **Continue to offer a variety of accessible and inclusive programming opportunities**

● Employment

Full participation of persons with disabilities in Town of Ajax employment.

● Supported through:

1. Provision of individual employee accommodation plans and emergency situation support for employees with disabilities.
2. Accessible human resources considerations (e.g. throughout recruitment practices, interview process, employee growth and development, redeployment, etc.).
3. Ontario Human Rights Code training and resources for staff and volunteers.

● Highlights from 2016/2017

Recreation, Culture and Community Development

- **Creation of a Community Recreation Coordinator – Seniors Programs and Services position**

Office of the CAO

- **Provide specific training for hiring panels on personal bias.** (*Diversity & Community Engagement Plan Phase 2 Recommendation*)

● Future Goals: 2018-2022

Implementation of 2018-2022 Goals is subject to future budget approvals.

Ajax Public Library

- **Create a social outlet by offering volunteer opportunities to youth and adults with various disabilities to gain work experience**

Office of the CAO

- **Expand current staff training program to encompass all dimensions of diversity and inclusion.** (*Diversity & Community Engagement Plan Phase 2 Recommendation*)
- **Complete a confidential diversity survey and inclusion index for all full and part time Town staff, in order to provide an overall picture of diversity and inclusion within the corporation.** (*Diversity & Community Engagement Plan Phase 2 Recommendation*)

Recreation, Culture & Community Development

- **Ensure volunteers are included in diversity & inclusion training opportunities (when possible/feasible).** (*Diversity & Community Engagement Plan Phase 2 Recommendation*)

Transportation

Contribute to accessible Regional transit planning and ensure municipal taxicab licensing meets the needs of persons with disabilities

Supported through:

1. Ongoing public discussion and consultation relative to the proportion of accessible municipal taxi cabs.
2. Continued liaising with Region of Durham and Durham Region Transit relative to transit bus stops and shelters to be installed in the Town of Ajax.

Highlights from 2016/2017

Legislative & Information Services

- Staff participation on the Durham Region Transit Specialized Services Eligibility Appeals Panel

Future Goals: 2018-2022

Implementation of 2018-2022 Goals is subject to future budget approvals.

Legislative & Information Services

- Complete comprehensive review of the Town of Ajax Taxi By-law

Planning & Development

- Conduct Pedestrian and Bicycle Facilities Assessment



♥ Public Spaces

Greater accessibility into, within, out of and around Town of Ajax facilities, parks, trails and public spaces.

♥ Supported through:

1. New facility construction and future renovations and retrofits in compliance with the Design of Public Spaces Standards.
2. Consideration for accessibility improvements during maintenance and repairs to facilities, trails, parks and public spaces.

♥ Highlights from 2016/2017

Legislative & Information Services

- **Accessibility Advisory Committee conducted accessibility site visits of Ajax Public Library Main Branch, Town Hall, Ajax Community Centre, McLean Community Centre, and Audley Recreation Centre**

Operations & Environmental Services

- **Renovations, Maintenance & Retrofits**
 - **McLean Community Centre Retrofit**
 - The bench in Men's change room was retrofitted and extended in width approximately 5-6".
 - **Water Fountain Replacement**
 - Through funding from the Healthy Kids Community Challenge coordinated under the Recreation, Culture & Community Development Department, seven water fountains were replaced throughout Town facilities:
 - McLean Community Centre Main Lobby, Gymnasium, Fitness Studio (x2)
 - Village Arena
 - Main Branch Library
- **Quaker Meeting House Restoration**
 - The scope of work incorporates improvements to achieve building code compliance, increased functionality, security and accessibility upgrades including but not limited to:
 - Accessibility upgrades to washrooms, doors and ramps
 - New foundation and structural upgrades
 - Electrical, HVAC and plumbing upgrades;
 - Masonry repair;
 - Soffit & eaves trough replacement;
 - Door repairs and replacement;
 - Interior finishes including flooring & paint;
 - Hazardous material remediation; and
 - Kitchen & accessible washroom addition / redevelopment.

- **Parks & Playgrounds**
 - Millers Creek Park – Safe Place for Play
 - Lakeside Neighbourhood Park Playground
 - Horne Parkette splash pad construction
 - Lord Durham Park playground site improvements
- **Sidewalks & Trails: new development and reconstruction**
 - Asphalt Trail Reconstruction: Town-wide annual resurfacing/reconstruction program which expands and improves trail connections for increased connectivity in parks, facilities and sportsfields
- **Capital Design & Construction Projects**
 - Audible Pedestrian Signal installation in collaboration with Region of Durham
 - Trail – Bayly Street & Westney Road
 - Waterfront Parking Lot at Love Crescent
 - Pedestrian Bridge Repairs
 - footbridge from McLean Community Centre to Westney Road North
 - footbridge from Gifford to Noake



♥ Future Goals: 2018-2022

Implementation of 2018-2022 Goals is subject to future budget approvals.

Ajax Public Library

- **Investigate accessibility option of push-button automatic doors for the Rotary Rooms A and B at the Main Branch**

Operations & Environmental Services

- **Accessible design and construction of Audley Recreation Centre Phase II, with consideration for barrier-free design elements**
- **Paradise Park re-development underway**
 - The scope of work will include realigning Lakeview Boulevard along the original road alignment to the north, removal and restoration of the existing road alignment, new LED street lighting, new crosswalks and traffic calming measures. The final design will be refined through the detailed design process. Washrooms and change facilities will need to be constructed as part of this project. Currently underway is a detailed design for the washroom/change facilities as well as the overall design of the surrounding area.
- **Manage ongoing renovations, maintenance & retrofits throughout Town facilities**
- **Continue to advance access to Advance the Town's parks, playgrounds and open spaces system through maintenance and new construction**
- **Ongoing reconstruction, maintenance and development of new sidewalks and trails to improve pedestrian connectivity**

Maintenance & Service Disruption

Pursuant to Section 80.44 of the *Integrated Accessibility Standards Regulation*, O. Reg. 191/11, in addition to the accessibility plan requirements set out by legislation, the Town of Ajax Multi-year Accessibility Plan includes:

1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces.
2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.

The Town of Ajax has numerous documented processes and procedures that outline levels of service for temporary disruptions, emergency and preventative maintenance. A summary follows below. Complete details are available in **Appendix A – Maintenance and Service Disruption**.

Notice of Service Disruption – LIS-WI-022

The Town must provide public notice of any disruption to a Town service/facility, whether scheduled or unexpected, that may be relied on by a person with a disability.

Recreational Trail System Inspections and Maintenance – OPN-WI-409

The documented process and level of service to provide, inspect and maintain a safe, accessible, recreational trail system in the Town:

Sidewalk Maintenance – OPN-WI-319

Operations and Environmental Services are responsible to facilitate periodic inspections in accordance with the frequency required by the Provincial Minimum Maintenance Standards latest edition and document deficiencies for repair in accordance with the standards.

Road Maintenance – OPN-OP-303

The Municipal Act dictates an inspection schedule for all municipal roads in accordance with road class and also specifies the minimum response time necessary to rectify a deficiency once it has been identified. The Town's approved level of service meets that which is required under the Municipal Act.

Building Maintenance – Maintenance of Town Facilities – OPN-OP-200

The documented level of service for maintenance tasks or activities that are completed/required to the infrastructure of a facility to conserve as nearly, and as long, as possible the original condition of an asset or resource while compensating for normal wear and tear.

Playground Maintenance and Inspections – OPN-WI-405

The process for conducting inspections of Town playgrounds and play equipment and managing deficiencies and/or repairs.

Pool and Spa Maintenance – REC-WI-003

The Town maintains an optimal pool environment for users of Recreation, Culture & Community Development swimming pools and spas and to ensure compliance with the Ontario Public Pools Regulation (Reg. 565), the Ontario Public Spas Regulation (Reg. 428/05), and the Operating Procedures for Non-Regulated Recreational Water Facilities Guidance Document.

Satellite Washroom Maintenance – OPN-WI-402

The process for identifying the maintenance, inspection and cleaning of washrooms at satellite facilities.

Grounds Maintenance – Town Facilities, Parks and Open Space System- OPN-WI-332

The process identifying all parks and open space areas requiring grounds maintenance.

Grounds Maintenance refers to the following tasks being performed at each location:

- cutting and trimming of grass;
- picking litter (including shrub beds and playgrounds);
- string trimming;
- blowing off of hard surfaces;
- weeding and mulching 'B' and 'C' beds;
- raking resilient surface in and around playgrounds;
- emptying full (or near full) garbage cans;
- reporting vandalism, graffiti, hazardous trees, and/or infrastructure requiring maintenance or additional inspections.

Parks and Open Space Infrastructure Maintenance - OPN-OP-401

The Town of Ajax manages a wide range of outdoor activities involving the overall maintenance of the Town's Parks and Open Space system. Activities involve the maintenance of the following municipal infrastructure: parks, sports fields, trails, playgrounds, urban forest. Based on the range of services delivered to maintain the Town's parks and open space system, a number of service levels have been established to ensure the consistent and quality delivery of services.

Winter Control - OPN-OP-310

The procedure used to provide winter control services on all Roads, Public Laneways, Sidewalks, Trails, Easements, Parking Lots, School Crossings, under the Town's jurisdiction as well as Town Hall, Ajax Plaza and Ajax GO (enclosed staircase only) in accordance with the minimum maintenance standards of the Municipal Act and other applicable acts and the established Town levels of service.

♣ Feedback

The Town of Ajax encourages comments on the Multi-Year Accessibility Plan and suggestions for accessibility improvements. What does accessibility mean to you? There are a number of ways that you can connect with the Town to share your accessibility-related comments:

Staff Lead: Sarah Moore
Committee & Accessibility Coordinator

Email: accessibility@ajax.ca

Phone: 905-619-2529 ext. 3347

TextNET: 1-866-460-4489

Fax: 905-683-1061

Mail: Accessible Ajax
65 Harwood Avenue South
Ajax, Ontario
L1S 2H9

Hardcopy Customer Feedback Forms are also available at all Town of Ajax facilities.





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